



Australian
Industry and
Skills Committee



DIPLOMA OF PROPERTY (AGENCY MANAGEMENT)

Case for Endorsement

Name of allocated IRC(s): Property Services

Name of the SSO: Artibus Innovation

February 2022

1. Administrative details of the Case for Endorsement

*Refer to **Attachment A** for the title and code for each of the training package components that are submitted for approval, and an indication of whether these are updated (including equivalence or non-equivalence status), new or deleted products*

1.1 Case for Change details

The activity order TPD/2021-22/001 for this project was issued following the July 2021 endorsement of CPP40521 Certificate IV in Strata Community Management which recommended the deletion of CPP50316 Diploma of Strata Community Management contingent upon the addition of a specialist stream to CPP51119 Diploma of Property (Agency Management).

1.2 Timeframes and delays

The project was delivered on time.

2. Changes to training products and how these will meet the needs of industry

*Refer to **Attachment B** for information on how the proposed updates to qualifications will better support job roles in industry.*

- This project proposes the introduction a Specialist Stream to the Diploma of Property (Agency Management) which includes four revised units of competency and one existing unit.
- This specialist stream will provide a professional pathway for senior strata managers and strata agency principals who are required to apply knowledge of compliance requirements and ethical standards and who are responsible and accountable for the work of others.
- The Diploma of Property (Agency Management) is called upon for licensing purposes in some jurisdictions with others considering its future inclusion.
- The qualification at present is written to “establish and control real estate functions” although occupational titles may include “Strata Management Principal”.
- The Strata Management sector has been endeavouring for many years to educate the community that the role of strata management is very different to that of real estate property management and this specialist stream will provide a clear pathway for strata professionals and possibly for regulators.

3. Stakeholder consultation strategy

Refer to *Attachment C* for:

- *list of stakeholders that actively participated in consultation on the project*
- *summary feedback provided by stakeholder type and the IRCs response to this feedback*
- *summary of issues raised during stakeholder consultation and the IRCs response to these issues*

3.1 Identification of stakeholders

- The Strata Community Association (SCA) is the peak body for this industry and as well as providing assistance in recruiting a well credentialed working group, they also disseminated project information to their Education Committees around Australia.
- All Registered Training Organisations (RTOs) with CPP51119 Diploma of Property (Agency Management) were invited to provide feedback.
- The Real Estate Institute of Australia had a member on the project working group.
- The Property Council of Australia was invited to participate.
- Strata Community Management practitioners who had participated in the development of the updated Certificate IV were also invited to participate.

3.2 Strategies for engaging stakeholders

The Property Services Industry Reference Committee (IRC) supported the following engagement strategies:

- The Strata Community Association provided information to their members via their newsletter and direct mailings as well as distributing information directly to jurisdictional Education Committees.
- Artibus Innovation invited participation via the monthly newsletter.
- Direct email and calls to targeted stakeholders, including:
 - industry practitioners
 - RTOs
 - regulators
 - State and Territory Training Authorities (STAs)
 - stakeholders who participated in the update to the Certificate IV in Strata Community Management.
- Artibus Innovation posted about the project using social medial channels (Twitter and LinkedIn).

3.3 Participation by different types of stakeholders

- Participation by rural and remote stakeholders was enabled by the wide range of consultation strategies described above, noting that Strata Community Management occurs mainly in urban settings.

4. Evidence of industry support

4.1 Industry support

- State Training Authority Support was received from the ACT, Qld, Tas, Vic and WA. No dissenting reports were received.
- I have been kept informed by the SCA during the development of this project and am confident of the processes followed. I support the final product proposed and am interested in upskilling personally and sending employees to be upskilled.
- It will be wonderful to create a proper formal education path to allow Managers to grow within their careers. Great educational opportunities show school leavers that our industry is professional and this development will see many companies gain new employees in the same way that accounts and lawyers do. This is a very exciting step for our industry
- The Diploma of Property [Agency Management -Strata] reflect the competency, performance and knowledge evidence required to responsibly manager and or manage a strata community business in a competent, and ethical manner for clients [lot owner] and their company and staff.
- As the Strata industry can be a minefield of issues and problems, this unit offers professionals a risk framework and how to respond to incidents. It analyses how to prevent future issues reoccurring and a clear pathway to management processes. It also assists in areas such as how to manage emergencies, workplace health and safety, civil liability, and legislation.
- The unit will assist managers to focus on the long-term sustainability practices. It is a very much in demand topic that will assist in the application and implementation of correct practices. The unit also covers economic, environmental, and social sustainability which is significant area of learning for Strata as well as highlighting the importance of having goals in this area.
- This unit is highly relevant as the Strata Manager's large amount of time and energy is spent in managing maintenance and problem solving and fixing defects. Identify risks and implementing strategies are key responsibilities for professionals in the Strata Industry. The unit offers defect strategies to ensure issues are solved, which would be highly beneficial for productivity and efficiency.
- The unit specifically deals with areas relevant in Strata such as preparing strategic financial plans and managing risk and long-term strategy. Within each of these elements is significant knowledge and skills that will assist managers to positively impact financial stability and liveability of strata communities under Management.
- Engagement of the states and territories is evidenced by the locations of active stakeholders who participated in the project and the jurisdictional spread of the supporting letters.

4.3 Mitigation strategies

<ul style="list-style-type: none"> • Endorsement of this project will result in the deletion of CPP50316 Diploma of Strata Community Management which will have no adverse effects as it is not currently delivered. • The addition of a Specialist Stream to the Diploma of Property (Agency Management) will result in a change of code but not title. STAs and regulators were made aware of this during the development of the specialist stream.
4.4 Letters of industry support
<ul style="list-style-type: none"> • 11 letters of support are attached.
5. Dissenting views
5.1 Dissenting views/issues raised
<ul style="list-style-type: none"> • No dissenting views were received.
5.2 Rationale for approval
<ul style="list-style-type: none"> • N/A
6. Reports by exception
<ul style="list-style-type: none"> • Nil
7. Mandatory Workplace Requirements
<i>Refer to Attachment D for a list of the units of competency, the MWR, the rationale for this, and evidence of employer support for this requirement.</i>
<ul style="list-style-type: none"> • There are no mandatory workplace requirements for this specialist stream.
8. Implementation of the new training packages
8.1 Implementation issues
<ul style="list-style-type: none"> • Endorsement of this project will result in the deletion of CPP50316 Diploma of Strata Community Management which have no adverse effects as it is not currently delivered. • The addition of a Specialist Stream to the Diploma of Property (Agency Management) will result in a change of code but not title. STAs and regulators were made aware of this during the development of the stream. Regulators may need to amend regulations which currently call upon CPP51119 Diploma of Property (Agency Management).
8.2 Potential for traineeship or apprenticeships
<p>The addition of a specialist stream to the Diploma of Property (Agency Management) will provide a pathway to upskill individuals who are already working in the area of Strata Management, so it is unlikely to be used as the basis for a traineeship.</p>

8.3 Occupational and licensing requirements

- ACT- There are no prescribed qualifications to hold an Owners Corporation Management registration however the owner of an agency business is required to hold a Real Estate Diploma.
- NSW – Holders of a class 1 strata managing agent’s licence must have been issued with a relevant Diploma from an RTO.
- Qld – No licence required.
- NT – The owner of a strata agency business is required to hold a Real Estate Diploma.
- SA – No licence required.
- TAS – To be a licensed property agent you must hold a Diploma of Property.
- WA – No licence currently required but is under review.
- VIC – Registration required to own an agency but no prescribed qualification.

8.4 Extension to transition period

Where the need for an extension to the transition period is identified for training products that are the subject of this Case for Endorsement, the SSO will apply to the relevant regulator for an extension to transition, to mitigate the identified impact on other training products, particular student cohorts or industry business needs

- Given endorsement of this project will result in a change of code for the Diploma of Property (Agency Management) an extended transition period of a further year to the standard extension is recommended to enable an update to regulations where required.

9. Quality Assurance

The Case for Endorsement meets the following requirements:

<i>Standards for Training Packages 2012</i>	<input type="checkbox"/>
<i>Training Package Products Policy</i>	<input type="checkbox"/>
<i>Training Package Development and Endorsement Process Policy</i>	<input type="checkbox"/>
<i>Companion Volume Implementation Guide is available and quality assured.</i>	<input type="checkbox"/>

*Copies of quality assurance reports are included in **Attachment F**.*

10. Implementation of the Minister’s priorities in training packages

*Refer to **Attachment E** for information on no enrolment and low enrolment qualifications reviewed as part of this project, and the outcomes of this review (i.e. product proposed for deletion or retention). Attachment D also includes the rationale for retaining no and/or low enrolment products when this is the proposal.*

Please include an explanation of how approval of the proposed training products will support the reform priorities for training packages agreed by skills ministers in November 2015 and October 2020:

<i>Streamlining/rationalisation of training products</i>	<ul style="list-style-type: none"> This project will result in the deletion of CPP50316 Diploma of Strata Community Management and add a specialist stream to an existing qualification thereby streamlining the Training Package.
	<ul style="list-style-type: none"> The project examined the units of competency in the current CPP50316 Diploma of Strata Community Management and updated the relevant competencies to meet contemporary strata management practices. The development also included ensuring that the updated units did not duplicate tasks outlined in the core units of the existing qualification to which the specialist stream will be added.
	<ul style="list-style-type: none"> N/A
	<ul style="list-style-type: none"> This project will result in one less qualification on the National Training Register and five less units of competency.
<i>Ensure that more information about industry's expectations of training delivery is available to training providers to improve their delivery and to consumers to enable more informed course choices</i>	The revised CPP Property Services Training Package components aim to better reflect industry best practice. Units of competency outcomes are clearly articulated and should support training and assessment.
<i>Ensure the training system better supports individuals to move more easily between related occupations</i>	The proposed specialist stream addition to CPP51122 Diploma of Property (Agency Management) will support individuals to move between the Strata Management and Real Estate professions by providing two professional streams within one qualification.
<i>Improve the efficiency of the training system by creating units that can be owned and used by multiple industry sectors</i> <i>Foster greater recognition of skill sets and work with industry to support their implementation</i>	The revised components for the specialist stream are Strata Community Management specific as this is an occupation which entails specific responsibilities, particularly relating to legislative and financial accountabilities.

11. A link to the full content of the proposed training package component(s)

The AISC should be provided with a link to the full, developed training package component(s) to be approved under the Case for Endorsement.

A link to the training package components proposed for endorsement is included here.

This Case for Endorsement was agreed to by the Property Services IRC

Name of Chair

Noel Hamey

Signature of Chair

A handwritten signature in black ink, appearing to read 'Noel Hamey', written in a cursive style.

Date

18/01/2022

Attachment A: Training products submitted for approval

Please set out in the table below, the training products submitted for approval, including showing whether this is an updated, new or deleted product.

Training Product Name		Type	For existing products, equivalence/non-equivalence status	For updated products, rationale for equivalence/non-equivalence status
<i>Qualifications</i>				
CPP51122 Diploma of Property (Agency Management)		Updated	Non-equivalent	The proposed updated qualification offers two occupational outcomes whereas the previous qualification only offers one.
CPP50316 Diploma of Strata Community Management		Deleted		
<i>Units of competency</i>				
CPPSCM5001 Manage strata community resilience		Updated	Non-equivalent	Supersedes and is not equivalent to CPPDSM5039 Meet legal requirements in managing strata communities. Unit redeveloped to meet specific strata community management requirements and significant title change.
CPPSCM5002 Conduct strategic planning for strata community sustainable practices and operations		Updated	Non-equivalent	Supersedes and is not equivalent to CPPCMN5001A Plan for a sustainable business. Unit updated to meet the Standards for Training Packages 2012 and redeveloped to meet specific strata community management requirements. Title change.
CPPSCM5003 Manage strata community asset maintenance and defects		Updated	Non-equivalent	Supersedes and is not equivalent to CPPDSM6007 Develop lifecycle asset management plans. Unit redeveloped to meet specific strata community management requirements. Title change.

Training Product Name		Type	For existing products, equivalence/non-equivalence status	For updated products, rationale for equivalence/non-equivalence status
CPPSCM5004 Perform strategic financial management of a strata community		Updated	Non-equivalent	Supersedes and is not equivalent to CPPDSM5030 Manage projects in the property industry. Unit redeveloped to meet specific strata community management requirements. Significant title change.
CPPDSM5007 Coordinate construction or renovation of facilities		Deleted		
CPPDSM5025 Maintain public relations in the property industry		Deleted		
CPPDSM5026 Manage a consultant property project team		Deleted		
CPPDSM5029 Manage client relationships and networks in the property industry		Deleted		
CPPDSM5040 Meet ethical and professional standards in managing strata communities		Deleted		

Attachment B: How qualification updates support job roles

Please use the table below to demonstrate how the proposed updates to qualifications will better support job roles

Job role	Qualification	Proposed updates and how these better support the job role
Strata Management Principal Senior Strata Manager Agency Manager Agency Director	CPP51122 Diploma of Property (Agency Management)	Addition of specialist stream – Strata specialist electives This addition addresses the specific functions associated with managing strata communities, including assessing and implementing strata community management agreements, analysing and commenting on management reports prepared for strata communities, life cycle asset management plans, and implementing maintenance programs for managed properties.

Attachment C: Stakeholder consultation

List of stakeholders that actively participated in stakeholder consultation for the project:

Name	Organisation	Title	Industry	Representation Type	State
Alisha Fisher	Strata Community Association	CEO	Strata Management	Peak Body	National
Kyra Murphy	Richardson Strata Management Services	Director	Strata Management Services	Employer	WA
Roslyn Zervos	Strata Community Association Victoria	Learning and Development Manager	Strata Management	Peak Body	VIC
Susanne Wiklund	Strata Management Victoria	Owners Corporation Manager	Strata Management Services	Employer	VIC
Melissa Paterniti	Landgate WA	Policy Officer	Regulation	Regulator	WA
Clare Stuart		Strata Manager	Strata Management Services	Employer	QLD
Michael Hurley	Strata Title Management P/L	Managing Director	Strata Management Services	Employer	QLD
Karen Stiles	Owners Corporation Network	Executive Officer	Strata Management	Peak Body	NSW
Dyani Cobbold	Strata CBD	Fellow Strata Community Manager	Strata Management Services	Employer	WA
Cheryl Grant	Customer Service NSW	Project Officer	Regulation	Regulator	NSW
Elizabeth Florence	Abode Strata		Strata Management Services	Employer	WA
Wal Dobrow	BIV Reports	Qualified Valuer	Valuation	Employer	NSW/VIC
Julie McLean	Ace Body Corporate	Senior Strata Consultant	Strata Management Services	Employer	VIC
Jacqueline Cavanagh	ACT Strata	Manager	Strata Management Services	Employer	ACT
Amanda Wellesley	Victorian Building Authority	Strategic Project Lead	Regulation	Regulator	VIC
Adrian Kelly	Real Estate Institute of Australia	President	Real Estate	Peak Body	National

Name	Organisation	Title	Industry	Representation Type	State
Roslyn Sullivan	Australian College of Professionals Pty Ltd	College Principal	Training	RTO	NSW
Andrew Tunks	NetStrata	Learning and Development Director	Strata Management Services	Employer	NSW
Rino Parella	Whittles Group	Branch Manager	Strata Management Services	Employer	SA
Steve Wiebe	Raine Horne Strata	Senior Strata Manager	Strata Management Services	Employer	ACT
Alex Smale	The Knight	Training & Sustainability Manager	Strata Management Services	Employer	VIC
Jocelyn Shanks	Competent Strata Assistance	Principal/Senior strata manager	Strata Management Services	Employer	WA
Alan Daniel	Department of Education & Training Victoria	EO Curriculum Maintenance Manager Business Industries	Education	Government	VIC
Marc Steen	Strata Data	Chief Operating Officer	Strata Management Services	Employer	SA
Andrew Davidson	Team Body Corporate	Principal/Director	Strata Management Services	Employer	QLD
Rodney Callaghan	Connect Skills Institute	Head Trainer and Assessor	Education	RTO	VIC

Summary of Feedback by Stakeholder type:

Stakeholder Type	Key Feedback Points	Actions Taken to Address Feedback
Industry Reference Committee (IRC) Representatives	•	
Peak Industry Bodies		
Employers(Non-IRC)		
Regulators	•	
Registered Training Organisations (RTOs)	•	
Training Boards/Other	•	
State and Territory Training Authorities (STAs)	<p>South Australia:</p> <p>CPP51119 Diploma of Property (Agency Management) was recently introduced and supersedes and is not equivalent to CPP50307 Diploma of Property Services (Agency Management). We engaged in an extensive teach out exercise to move from CPP50307 to CPP51119 and believe it is unfair to put our students through another teach out (if required).</p>	<p>There will technically be a teach out between CPP51119 and CPP51122 as it is automatic when a qualification is superseded, however there will be no change to units of competency between the qualifications, unless the learner chooses to do the Strata stream, so it will be easy to grant credit transfer from the old to the new. Even if the learner does choose the Strata stream the core units are still the same.</p> <p>Until at least July this year, ASQA have waived the fees for RTOs adding to their scope so for the present at least there would be no fee.</p>
Unions	N/A	
<i>Please add other categories as appropriate</i>	•	

Summary of Issues raised during stakeholder consultation

Issue raised	Key Feedback Points	Actions Taken to Address Feedback
	<p>I do have reservations regarding the knowledge evidence in each of the 4 new units (CPPSCM 5001 – CPPSCM 5004). I feel that the knowledge evidence is excessive to the extreme and is inconsistent with other CPP units in the qualifications. This demonstrates a lack of understanding of the assessment requirements imposed on RTOs to provide quality outcomes.</p>	<p>The working group reviewed the knowledge evidence of the units and agreed that the requirements were comparable to those of the recently endorsed CPP40521 Certificate IV in Strata Community Management and CPP40421 Certificate IV in Cleaning.</p>

Attachment D: Mandatory Workplace Requirements in Training Products

Please set out in the table below training products which include a mandatory workplace requirement (i.e. which must be completed in a workplace)

Code/title	Description of the Requirement (e.g. work placement, assessment requirement)	Rationale for Inclusion	Evidence of employer support
N/A	N/A	N/A	N/A

Attachment E: No enrolment and low enrolment training products

No Enrolment:

Please set out in the table below those training products that have had no enrolments over the past three years for which data is available

Units of Competency		
Name of Unit/Unit Code	Proposed for retention/deletion	Rationale for Retention
Qualifications		
Name of Qualification/ Qualification Code	Proposed for retention/deletion	Rationale for Retention
CPP50316 Diploma of Strata Community Management	Deletion	

Low Enrolment:

Please set out in the table below those training products that have had low enrolments over the past three years for which data is available¹

Units of Competency		
Name of Unit/Unit Code	Proposed for retention/deletion	Rationale for Retention
CPPDSM5007 Coordinate construction or renovation of facilities	Deletion	
CPPDSM5025 Maintain public relations in the property industry	Deletion	
CPPDSM5026 Manage a consultant property project team	Deletion	
CPPDSM5027 Provide facilities and amenities for property users	Retention	<i>Unit still called upon LGA50120 Diploma of Local Government</i>
CPPDSM5029 Manage client relationships and networks in the property industry	Deletion	
CPPDSM5040 Meet ethical and professional standards in managing strata communities	Deletion	
Qualifications		

¹ Low enrolment training products are qualifications or units of competency that have had less than 42 enrolments in each of the past three years (*this is the maximum no. of enrolments for the bottom 25% of qualifications based on average enrolments over 2016 - 2018*)

Attachment F: Quality assurance reports

- Editorial and Equity Report

Editorial Report Template

1. Cover page									
Information required	Detail								
Training Package title and code	CPP Property Services Training Package (Release 15.0) Strata Community Management								
Number of new qualifications and their titles ¹	NA								
Number of revised qualifications and their titles	One (1) revised qualification: <table><tr><td>CPP51122</td><td>Diploma of Property (Agency Management)</td></tr></table>	CPP51122	Diploma of Property (Agency Management)						
CPP51122	Diploma of Property (Agency Management)								
Number of new units of competency and their titles	NA								
Number of revised units of competency and their titles	Four (4) revised units of competency: <table><tr><td>CPPSCM5001</td><td>Manage strata community resilience</td></tr><tr><td>CPPSCM5002</td><td>Conduct strategic planning for strata community sustainable practices and operation</td></tr><tr><td>CPPSCM5003</td><td>Manage strata community asset maintenance and defects</td></tr><tr><td>CPPSCM5004</td><td>Perform strategic financial management of a strata community</td></tr></table>	CPPSCM5001	Manage strata community resilience	CPPSCM5002	Conduct strategic planning for strata community sustainable practices and operation	CPPSCM5003	Manage strata community asset maintenance and defects	CPPSCM5004	Perform strategic financial management of a strata community
CPPSCM5001	Manage strata community resilience								
CPPSCM5002	Conduct strategic planning for strata community sustainable practices and operation								
CPPSCM5003	Manage strata community asset maintenance and defects								
CPPSCM5004	Perform strategic financial management of a strata community								
Confirmation that the draft training package components are publication-ready	Draft Training Package components will be publication ready once uploaded onto training.gov.au.								
Is the Editorial Report prepared by a member of the Quality Assurance Panel? If 'yes' please provide a name.	Yes or No ² Yes – Trish Gamper (Gamper Consulting Services)								
Date of completion of the report	5 December 2021								

2. Content and structure

Units of competency

Editorial requirements	Comments
Standard 5:	The structure of units of competency complies with the unit of

¹ When the number of training products is high the titles can be presented as an attachment.
² Persons not a member of the panel are required to demonstrate relevant knowledge and experience in editing technical and industry publications, including details of relevant qualifications and/or professional membership(s).

Editorial requirements	Comments
<ul style="list-style-type: none"> The structure of units of competency complies with the unit of competency template. 	competency template and all mandatory fields are used as required.
Standard 7: <ul style="list-style-type: none"> The structure of assessment requirements complies with the assessment requirements template. 	Every unit of competency has assessment requirements which complies with the assessment requirements template. Assessment requirements specify performance evidence, knowledge evidence and assessment conditions required for the unit.

Qualifications

Editorial requirements	Comments by the editor
Standard 9: <ul style="list-style-type: none"> The structure of the information for qualifications complies with the qualification template. 	The structure of the information for the qualification complies with the qualification template. The qualification contains core units and elective units packaged into Groups. No prerequisite units have been identified.
Standard 10: <ul style="list-style-type: none"> Credit arrangements existing between Training Package qualifications and Higher Education qualifications are listed in a format that complies with the credit arrangements template. 	NA. There are no credit arrangements between the CPP Property Services Training Package qualifications and higher education qualifications.

Companion Volumes

Editorial requirements	Comments by the editor
Standard 11: <ul style="list-style-type: none"> A quality assured companion volume implementation guide is available and complies with the companion volume implementation guide template. 	A Companion Volume Implementation Guide (CVIG) was provided for editorial review and complies with the CVIG template. The CVIG has been quality assured by Artibus Innovation's internal quality assurance procedures.

3. Proofreading

Editorial requirements	Comments by the editor
<ul style="list-style-type: none"> Unit codes and titles and qualification codes and titles are accurately cross-referenced throughout the training package product(s) including mapping information and packaging rules, and in the companion volume implementation guide. 	Unit of competency codes and titles and the qualification code and title have been cross-referenced throughout the Training Package components, including the Case for Endorsement, mapping information, packaging rules and the CVIG.
<ul style="list-style-type: none"> Units of competency and their content are presented in full. 	Units of competency and their content were presented in full.
<ul style="list-style-type: none"> The author of the Editorial Report is satisfied with the quality of the training products, specifically with regard to: <ul style="list-style-type: none"> absence of spelling, grammatical and typing mistakes consistency of language and formatting logical structure and presentation of the document. compliance with the required templates 	At the time of completing this report I am satisfied with the quality of the Training Package components. <ul style="list-style-type: none"> Spelling, grammatical and typing mistakes were corrected, as required Language used and formatting is consistent throughout the Training Package The Training Package components are logically structured and presented All components comply with the required templates.

- Independent Quality Report

Training Package Quality Assurance

Quality Report

Section 1 – Cover page

Information required	Detail
Training Package title and code	CPP Property Services Training Package Release 16.0 Strata Community Management project
Number of new qualifications and their titles	-
Number of revised qualifications and their titles	1 Qualification: <ul style="list-style-type: none">• CPP51122 Diploma of Property (Agency Management)
Number of new units of competency and their titles	-
Number of revised units of competency and their titles	4 Units of Competency: <ul style="list-style-type: none">• CPPSCM5001 Manage strata community resilience• CPPSCM5002 Conduct strategic planning for strata community sustainable practices and operation• CPPSCM5003 Manage strata community asset maintenance and defects• CPPSCM5004 Perform strategic financial management of a strata community
Confirmation that the panel member is independent of: <ul style="list-style-type: none">• the Training Package or Training Package components review ('Yes' or 'No')• development and/or validation activities associated with the Case for Endorsement ('Yes' or 'No')• undertaking the Equity and/or Editorial Reports for the training package products that are the subject of this quality report ('Yes' or 'No')	Yes, I am independent of: <ul style="list-style-type: none">• CPP R16.0 Training Package• The development and validation activities• The Equity and Editorial reports.

Information required	Detail
Confirmation of the Training Packages or components thereof being compliant with the <i>Standards for Training Packages 2012</i>	Yes , the Strata Community Management project in the CPP Property Services Training Package R16.0 is compliant with the <i>Standards for Training Packages 2012</i>
Confirmation of the Training Packages or components thereof being compliant with the <i>Training Package Products Policy</i>	Yes , the Strata Community Management project in the CPP Property Services Training Package R16 is compliant with the <i>Training Package Products Policy</i> .
Confirmation of the Training Packages or components thereof being compliant with the <i>Training Package Development and Endorsement Process Policy</i>	Yes , the Strata Community Management project in the CPP Property Services Training Package R16 is compliant with the <i>Training Package Development and Endorsement Process Policy</i>
Panel member's view about whether: <ul style="list-style-type: none"> the evidence of consultation and validation process being fit for purpose and commensurate with the scope estimated impact of the proposed changes is sufficient and convincing 	Yes
Name of panel member completing Quality Report	Anna Henderson
Date of completion of the updated Quality Report	14 Dec 2021

Section 2 – Compliance with the Standards for Training Packages 2012

Standards for Training Packages	Standard met 'yes' or 'no'	Evidence supporting the statement of compliance or noncompliance (including evidence from equity and editorial reports)
<p>Standard 1</p> <p>Training Packages consist of the following:</p> <ol style="list-style-type: none"> AISC endorsed components: <ul style="list-style-type: none"> qualification units of competency assessment requirements (associated with each unit of competency) credit arrangements One or more quality assured companion volumes 	Yes	<p>The Strata Community Management component of the CPP Property Services Training Package R16 submission consists of the following endorsed components:</p> <ul style="list-style-type: none"> 1 qualification 4 units of competency credit arrangements are discussed in the CPP Property Services Training Package R16 Companion Volume Implementation Guide (CVIG). A quality assured Companion Guide – CPP Property Services Training Package R16 CVIG.
<p>Standard 2</p> <p>Training Package developers comply with the <i>Training Package Products Policy</i></p>	Yes	<p>The draft Training Package component comply with this Standard:</p> <ul style="list-style-type: none"> Coding and titling –: the qualification and units of competency comply with the coding and titling policy. Foundation Skills which are explicit in the performance criteria of the Strata Community Management units of competency. The CPP Property Services Training Package R16.0 CVIG provides further explanation about foundation skills. Mapping - the mapping tables are found in the CPP Property Services Training Package R16.0 CVIG. This includes equivalence status of the endorsed components. Qualification packaging rules –the rules for the qualification are clear and practical and allow for packaging for a range of contexts. Qualification – occupational/pathway advice – occupation outcome advice for all Property Services Training Package qualifications (including CPP51122 Diploma of Property (Agency Management) is included in the CPP Property Services Training Package R16.0 CVIG. Pathway advice for is also in the CVIG.

Standards for Training Packages	Standard met 'yes' or 'no'	Evidence supporting the statement of compliance or noncompliance (including evidence from equity and editorial reports)
<p>Standard 3</p> <p>Training Package developers comply with the AISC <i>Training Package Development and Endorsement Process Policy</i></p>	Yes	<p>The Case for Endorsement (CfE) provides information about work on Strata Community Management. The training components have been developed to a high standard and they are responsive to industry's existing and future skill needs. Activity order TPD/2021-22/001 for this project was issued to Artibus Innovation and the Property Services Industry Reference Committee (IRC) following the July 2021 endorsement of CPP40521 Certificate IV in Strata Community Management which recommended the deletion of CPP50316 Diploma of Strata Community Management contingent upon the addition of a specialist stream to CPP51119 Diploma of Property (Agency Management).</p> <p>Artibus Innovation undertook direct industry consultation for this niche area. The Strata Community Association (SCA), the peak body for this industry provided assistance in recruiting a well credentialed working group and disseminated project information to their Education Committees around Australia. Artibus Innovation note that although Strata Community Management occurs mainly in urban settings, participation by rural and remote stakeholders was enabled by the wide range of consultation strategies.</p> <p>Consultation and validation occurred from July to November 2021. <i>See CfE for detail.</i></p>
<p>Standard 4</p> <p>Units of competency specify the standards of performance required in the workplace</p>	Yes	<p>The units of competency adequately specify standards of performance required in the workplace.</p>
<p>Standard 5</p> <p>The structure of units of competency complies with the unit of competency template</p>	Yes	<p>The structure of the units of complies with all aspects of the unit of competency template.</p>
<p>Standard 6</p> <p>Assessment requirements specify the evidence and required conditions for assessment</p>	Yes	<p>The units of competency specify the performance evidence (including references to frequency), the assessment conditions and the knowledge evidence to be demonstrated for assessment. The assessment requirements cross-reference to the performance criteria requirements.</p>

Standards for Training Packages	Standard met 'yes' or 'no'	Evidence supporting the statement of compliance or noncompliance (including evidence from equity and editorial reports)
<p>Standard 7</p> <p>Every unit of competency has associated assessment requirements. The structure of assessment requirements complies with the assessment requirements template</p>	Yes	In all draft units of competency, the assessment requirements comply with the assessment requirements template.
<p>Standard 8</p> <p>Qualifications comply with the Australian Qualification Framework specification for that qualification type</p>	Yes	The Strata Community Management qualification complies with the AQF specifications.
<p>Standard 9</p> <p>The structure of the information for the Australian Qualification Framework qualification complies with the qualification template</p>	Yes	<p>The structure of the information for the qualification complies with the qualification template. The qualification contains core units and elective units packaged into Groups. The packaging rules provide two options that lead to a qualification (either Diploma of Property (Agency Management) or Diploma of Property (Agency Management – Strata).</p> <p>No prerequisite units have been identified.</p>
<p>Standard 10</p> <p>Credit arrangements existing between Training Package qualification and Higher Education qualification are listed in a format that complies with the credit arrangements template</p>	Yes	Credit arrangements are discussed in the CPP Property Services Training Package R16.0 CVIG, denoting that there are currently no credit arrangements between qualification in the Property Services Training Package and higher education qualification.
<p>Standard 11</p> <p>A quality assured companion volume implementation guide produced by the Training Package developer is available at the time of endorsement and complies with the companion volume implementation guide template.</p>	Yes	<p>The Training Package components in this submission are accompanied by the CPP Property Services Training Package CVIG R16.0.</p> <p>The CVIG complies with the companion volume implementation guide template included in the 2012 Standards and has been quality assured in line with the Artibus Innovation editorial processes.</p> <p>The CVIG includes advice about pathways, access and equity (including reasonable adjustment for persons with disabilities) and foundation skills in the Implementation Information section as required by the template.</p>

Standards for Training Packages	Standard met 'yes' or 'no'	Evidence supporting the statement of compliance or noncompliance (including evidence from equity and editorial reports)
<p>Standard 12</p> <p>Training Package developers produce other quality assured companion volumes to meet the needs of their stakeholders as required.</p>	Yes	<p>The CPP Property Services raining Package R16.0 CVIG includes information about typical occupation outcomes and how CPP qualifications relate to jobs within the industry.</p> <p>Artibus Innovation has also produced companion resources for the other industry sectors they cover.</p>

Section 3 – Compliance with the training package quality principles

Note: *not all training package quality principles might be applicable to every training package or its components. Please provide a supporting statement/evidence of compliance or non-compliance against each principle.*

Quality principle 1. Reflect identified workforce outcomes

Key features	Quality principle is met: Yes / No or N/A	Evidence demonstrating compliance/non compliance with the quality principle Please see examples of evidence in the <i>Training Package Development and Endorsement Process Policy</i>
Driven by industry's needs	Yes	<p>Artibus Innovation note that this project looked closely at the functions, skills and knowledge covered by the Certificate IV in Strata Community Management qualification to update and improve occupational outcomes. It resulted in changes to the packaging arrangements to better align the qualification with contemporary practices and emerging skill needs in strata community management, which incorporates complex responsibilities.</p> <p>Some of the strata community management responsibilities include provision for the operational efficiency of lifts, basements, air conditioning and heating systems, complex fire safety systems, gyms, pools, saunas and rooftop gardens. Each of these property components come with their own rules, regulations, maintenance schedules and specialised maintenance and repair requirements. Furthermore, older or smaller complexes are much more complicated to manage, as new legislation covering accessibility, energy efficiency, insurance, pool and sauna usage and waste management, among others, add to the intricacy of managing a strata scheme.</p> <p>The updated Property Diploma (Agency Management) aims to provide the industry already highly skilled practitioners the opportunity to ensure their knowledge and training stay current and in line with new developments in the field.</p> <p>Units of competency identified as fundamental to the occupation have been significantly updated and modified to ensure they reflect specific strata community management requirements with a focus on digital literacy, ethical practice and workplace safety.</p>
<p>Compliant and responds to government policy initiatives</p> <p>Training package component responds to the COAG Industry and Skills Council's (CISC) training package-related initiatives or directions, in particular the 2015 training package reforms. Please specify which of the following CISC reforms are relevant to the training product and identify supporting evidence:</p>	Yes	<p>Compliance with Government policy initiatives</p> <p>Advice on access and equity is provided in the CVIG. This includes information on such access and equity considerations as guidance on reasonable adjustment and useful information on identifying and supporting learners' foundation skills.</p> <p>With regard to the Government policy relating to the streamlining of Training Packages, Artibus Innovation note that this project will result in the deletion of CPP50316 Diploma of Strata Community Management and add a specialist stream to an existing qualification.</p>

<ul style="list-style-type: none"> • ensure obsolete and superfluous qualification are removed from the system • ensure that more information about industry's expectations of training delivery is available to training providers to improve their delivery and to consumers to enable more informed course choices • ensure that the training system better supports individuals to move easily from one related occupation to another • improve the efficiency of the training system by creating units that can be owned and used by multiple industry sectors • foster greater recognition of skill sets 		<p>Training delivery/flexibility (supporting movement from related occupations)</p> <p>The qualification provides essential core units and flexible options for selecting elective units of competency depending on work roles and contexts.</p> <p>The qualification contains core and elective units including imported electives from the Construction and Business Services Training Packages. The packaging rules also allow for additional units to be imported depending on workplace requirements.</p> <p>Improve efficiency of the training system</p> <p>As discussed in the CfE, this project examined the units of competency in the current CPP50316 Diploma of Strata Community Management and updated the relevant competencies to meet contemporary strata management practices. The development also included ensuring that the updated units did not duplicate tasks outlined in the core units of the existing qualification to which the specialist stream will be added.</p>
<p>Reflect contemporary work organisation and job profiles incorporating a future orientation</p>	<p>Yes</p>	<p>The revised components for the specialist stream are Strata Community Management specific as this is an occupation which entails specific responsibilities, particularly relating to legislative and financial accountabilities. This reflects current practices and incorporates a future orientation for occupations such as strata managers, body corporate managers, owners, corporation managers, community title managers, and managing agents.</p>

Quality principle 2: Support portability of skills and competencies including reflecting licensing and regulatory requirements

Key features	Quality principle is met: Yes / No or N/A	Evidence demonstrating compliance with the quality principle Please see examples of evidence in the <i>Training Package Development and Endorsement Process Policy</i>
Support movement of skills within and across organisations and sectors	Yes	<p>Occupation outcome advice for all Property Services Training Package occupations is included in the CPP Property Services TP R16.0 CVIG.</p> <p>The description in the CVIG about CPP51122 Diploma of Property (Agency Management) is that it reflects the role of real estate agency principals who apply knowledge of legal agency and compliance requirements, ethical standards and consumer preferences to establish and control real estate agency functions. Occupational title outcomes that may apply to candidates who successfully complete this qualification include:</p> <ul style="list-style-type: none"> • Real Estate Agency Principal • Strata Management Principal • Agency Manager • Agency Director.
Promote national and international portability	Yes	<p>The incorporation of Strata Community Management training components in the Diploma of Property enhances the scope of training available to meet future Property Services industry needs, which, in turn promotes national and international portability.</p>
Reflect regulatory requirements and licensing	N/A	<p>The licensing requirements for strata managers differ in each state and territory. The following details are in the CfE:</p> <ul style="list-style-type: none"> • ACT- There are no prescribed qualifications to hold an Owners Corporation Management registration however the owner of an agency business is required to hold a Real Estate Diploma. • NSW – Holders of a class 1 strata managing agent’s licence must have been issued with a relevant Diploma from an RTO. • Qld – No licence required. • NT – The owner of a strata agency business is required to hold a Real Estate Diploma. • SA – No licence required. • TAS – To be a licensed property agent you must hold a Diploma of Property. • WA – No licence currently required but is under review. • VIC – Registration required to own an agency but no prescribed qualification. <p>The contact details for licensing authorities in each State and Territory are in the CVIG.</p>

Quality principle 3: Reflect national agreement about the core transferable skills and core job-specific skills required for job roles as identified by industry

Key features	Quality principle is met: Yes / No or N/A	Evidence demonstrating compliance with the quality principle Please see examples of evidence in the <i>Training Package Development and Endorsement Process Policy</i>
Reflect national consensus	Yes	The overall development and consultation process for the Strata Community Management component of the CPP Property Services Training Package R16.0 is discussed in the CfE. The process allowed for engagement with industry stakeholders and RTOs throughout the life of the project to inform the drafts prior to submission of the final product.
Recognise convergence and connectivity of skills	Yes	The updated Strata Community Management training components do not have pre-requisite requirements and they enable convergence and connectivity of skills. The proposed specialist stream addition to CPP51122 Diploma of Property (Agency Management) will support individuals to move between the Strata Management and Real Estate professions by providing two professional streams within one qualification.

Quality principle 4: Be flexible to meet the diversity of individual and employer needs including the capacity to adapt to changing job roles and workplaces

Key features	Quality principle is met: Yes / No or N/A	Evidence demonstrating compliance with the quality principle Please see examples of evidence in the <i>Training Package Development and Endorsement Process Policy</i>
Meet the diversity of individual and employer needs	Yes	The Strata Community Management training components of the CPP Property Services Training Package, R16.0 review has incorporated diversity. The Strata Community Management units' elements, performance criteria and assessment requirements meet employer and learner diversity needs.
Support equitable access and progression of learners	Yes	The CVIG provides advice on access and equity considerations including reasonable adjustment for learners with disabilities.

Quality principle 5: Facilitate recognition of an individual's skills and knowledge and support movement between the school, vocational education and higher education sectors

Key features	Quality principle is met: Yes / No or N/A	Evidence demonstrating compliance with the quality principle Please see examples of evidence in the <i>Training Package Development and Endorsement Process Policy</i>
Support learner transition between education sectors	Yes	The Strata Community Management training components support learner transition in Property Services. The Agency Management – Strata stream will provide a clear pathway for strata professionals.

Quality principle 6: Support interpretation by training providers and others through the use of simple, concise language and clear articulation of assessment requirements

Key features	Quality principle is met: Yes / No or N/A	Evidence demonstrating compliance with the quality principle Please see examples of evidence in the <i>Training Package Development and Endorsement Process Policy</i>
Support implementation across a range of settings	Yes	The assessment requirements of all the Strata Community Management units submitted, specify that assessment must take place in a workplace or in a simulated workplace environment. This allows for assessment to occur in a range of different contexts.
Support sound assessment practice	Yes	The CPP Property Services Training Package, R16.0 supports sound assessment practice in line with industry requirements.
Support implementation	Yes	As discussed, the draft components in this submission address the Strata Community Management industry requirements, which supports implementation in a range of contexts in the property industry.

Attachment G: Letters of support



BLUESTONE OCM PTY LTD
+61 (3) 8535 2770 | info@bluestoneocm.com.au
Level 3, 312 St Kilda Road Melbourne VIC 3004
ABN: 56 165 080 820
bluestoneocm.com.au

9th November 2021

To: Artibus: Artibus.com.au

Letter of Support & Endorsement for Diploma of Property (Agency Management) Strata

On behalf of Bluestone OCM, I write in support to the views of the Strata Community Association Victoria and agree that the Diploma and the addition of Strata units is vital for our industry if I am to ensure that our staff have a qualification that is relevant to our field. The following is an endorsement of selected units that Artibus will be updating for the above qualification and why these new units should be included.

CPPSCM5004 Perform strategic financial management of a strata community

The unit specifically deals with areas relevant in Strata such as preparing strategic financial plans and managing risk and long-term strategy. Within each of these elements is significant knowledge and skills that will assist managers to positively impact financial stability and liveability of strata communities under Management.

CPPSCM5003 Manage strata community asset maintenance and defects

This unit is highly relevant as the Strata Manager's large amount of time and energy is spent in managing maintenance and problem solving and fixing defects. Identify risks and implementing strategies are key responsibilities for professionals in the Strata Industry. The unit offers defect strategies to ensure issues are solved, which would be highly beneficial for productivity and efficiency.

CPPSCM5002 Conduct strategic planning for strata community sustainable practices and operation

The unit will assist managers to focus on the long-term sustainability practices. It is a very much in demand topic that will assist in the application and implementation of correct practices. The unit also covers economic, environmental, and social sustainability which is significant area of learning for Strata as well as highlighting the importance of having goals in this area.

CPPSCM5001 Manage strata community resilience

As the Strata industry can be a minefield of issues and problems, this unit offers professionals a risk framework and how to respond to incidents. It analyses how to prevent future issues reoccurring and a clear pathway to management processes. It also assists in areas such as how to manage emergencies, workplace health and safety, civil liability, and legislation.

The addition of specific Strata Units will assist our professionals to remain current and acquire additional knowledge and skills to ensure success in their field, however, also assist to heighten the success and professionalism of the industry.

We look forward to the updated qualification.

Yours faithfully,

A handwritten signature in blue ink, appearing to read "A Healy", is written over a light blue horizontal line.

Aaron Healy

Certified Practising Strata Manager

Certified Manager of Community Associations

Bluestone OCM Pty Ltd

From: michael.hurley@glenmountsiding.com <michael.hurley@glenmountsiding.com>

Sent: Friday, 29 October 2021 10:36 AM

Subject: RE: Diploma of Property (Agency Management - Strata)

Have reviewed the diploma of property [agency management]strata including the core along with the five strata specialist units .

Each one is succinct, to the point and covers the competency required by a senior strata manager or principal.

I have also reviewed each of the five units of competency ,the knowledge and performance evidence as well and clearly, they have covered the key criteria required. There are I am sure some areas of knowledge that may come arise, but you cannot cover all bases and that where a competent manager with good knowledge comes in. Congratulations to the working group that put this section together .

I think some of the competency ,evidence and knowledge could even be at degree level.

The seven Core units also are relevant to the knowledge of operating a successful and well-run Strata Management business thus the diploma cover off at the national level without the old and tired refrain of its not state or territory specific .

Trust this will assist

Cheers

Michael



Dixon Kestles & Co Pty Ltd
ABN 65 005 131 742
Licensed Estate Agents, Auctioneers,
Property Consultants & Owners Corporations
Member REIV, OCV, FIABCI
161 Park Street, South Melbourne
Victoria 3205 Australia
T: (03) 9690 3488 F: (03) 9699 4581
E: mail@dixonkestles.com.au
www.dixonkestles.com.au
Directors:
J C M Pratt, A C Pratt, S T Regan

5th November 2021

To: Artibus: Artibus.com.au

Letter of Support & Endorsement for Diploma of Property (Agency Management) Strata

Dixon Kestles believe that the Diploma and the addition of Strata units is vital for our industry, to ensure that our strata professionals have a qualification that is relevant to their field. The following is an endorsement of selected units that Artibus will be updating for the above qualification and why these new units should be included.

CPPSCM5004 Perform strategic financial management of a strata community

The unit specifically deals with areas relevant in Strata such as preparing strategic financial plans and managing risk and long-term strategy. Within each of these elements is significant knowledge and skills that will assist managers to positively impact financial stability and liveability of strata communities under Management.

CPPSCM5003 Manage strata community asset maintenance and defects

This unit is highly relevant as the Strata Manager's large amount of time and energy is spent in managing maintenance and problem solving and fixing defects. Identify risks and implementing strategies are key responsibilities for professionals in the Strata Industry. The unit offers defect strategies to ensure issues are solved, which would be highly beneficial for productivity and efficiency.

CPPSCM5002 Conduct strategic planning for strata community sustainable practices and operation

The unit will assist managers to focus on the long-term sustainability practices. It is a very much in demand topic that will assist in the application and implementation of correct practices. The unit also covers economic, environmental, and social sustainability which is significant area of learning for Strata as well as highlighting the importance of having goals in this area.

CPPSCM5001 Manage strata community resilience

As the Strata industry can be a minefield of issues and problems, this unit offers professionals a risk framework and how to respond to incidents. It analyses how to prevent future issues reoccurring and a clear pathway to management processes. It also assists in areas such as how to manage emergencies, workplace health and safety, civil liability, and legislation.

The addition of specific Strata Units will assist our professionals to remain current and acquire additional knowledge and skills to ensure success in their field, however, also assist to heighten the success and professionalism of the industry.

Should you have any queries I can be contacted on 9690 3488 and look forward to the updated qualification.

Your sincerely,
DIXON KESTLES & CO. PTY LTD

Pernille Cavanough
Director



15 November 2021

To: Artibus: Artibus.com.au

Letter of Support & Endorsement for Diploma of Property (Agency Management) Strata

I feel that the Diploma and the addition of Strata units is vital for our industry, to ensure that Owners Corporation service professionals have a qualification that is relevant to our field. The following is an endorsement of selected units that Artibus will be updating for the above qualification and why I support these new units should be included.

CPPSCM5004 Perform strategic financial management of a strata community

The unit specifically deals with areas relevant in Owners Corporations such as preparing strategic financial plans and managing risk and long-term strategy. Within each of these elements is significant knowledge and skills that will assist managers to positively impact financial stability and liveability of strata communities under Management.

CPPSCM5003 Manage strata community asset maintenance and defects

This unit is vitally relevant as the Owners Corporation Manager's large amount of time and energy is spent in managing maintenance and problem solving and fixing defects. Identifying risks and implementing strategies are key responsibilities for professionals in the Strata Industry. The unit offers defect strategies to ensure issues are solved, which would be highly beneficial for productivity and efficiency.

I look forward to the updated qualification being available in fur course.

Kind Regards,

A handwritten signature in blue ink, appearing to read 'John Botha'. The signature is fluid and cursive, with the first and last names being clearly legible.

JOHN BOTHERA APSM, B.Com Finance, Licensed Estate Agent
MANAGING DIRECTOR
JFB MANAGEMENT SERVICES PTY LTD

Suite 6, 752 Blackburn Road, Clayton, VIC 3168
☎ +61 3 8832 5640 ☎ 1300 50 30 20

5th November 2021

To: Artibus: Artibus.com.au

Letter of Support & Endorsement for Diploma of Property (Agency Management) Strata

I believe that the Diploma and the addition of Strata units is vital for our industry, to ensure that strata professionals have a qualification that is relevant to their field and a formal career path which is easy to follow.

The following is an endorsement of selected units that Artibus will be updating for the above qualification and why these new units should be included.

CPPSCM5004 Perform strategic financial management of a strata community

The unit specifically deals with areas relevant in Strata such as preparing strategic financial plans and managing risk and long-term strategy. Within each of these elements is significant knowledge and skills that will assist managers to positively impact financial stability and liveability of strata communities under Management.

CPPSCM5003 Manage strata community asset maintenance and defects

This unit is highly relevant as the Strata Manager's large amount of time and energy is spent in managing maintenance and problem solving and fixing defects. Identify risks and implementing strategies are key responsibilities for professionals in the Strata Industry. The unit offers defect strategies to ensure issues are solved, which would be highly beneficial for productivity and efficiency.

CPPSCM5002 Conduct strategic planning for strata community sustainable practices and operation

The unit will assist managers to focus on the long-term sustainability practices. It is a very much in demand topic that will assist in the application and implementation of correct practices. The unit also covers economic, environmental, and social sustainability which is significant area of learning for Strata as well as highlighting the importance of having goals in this area.

CPPSCM5001 Manage strata community resilience

As the Strata industry can be a minefield of issues and problems, this unit offers professionals a risk framework and how to respond to incidents. It analyses how to prevent future issues reoccurring and a clear pathway to management processes. It also assists in areas such as how to manage emergencies, workplace health and safety, civil liability, and legislation.

The addition of specific Strata Units will assist our professionals to remain current and acquire additional knowledge and skills to ensure success in their field, however, also assist to heighten the success and professionalism of the industry.

We look forward to the updated qualification.



Senior Owners Corporation Manager
Strata Management Victoria
Member of SCA (Vic) Education Subcommittee

3 November 2021

Hi Wendy,

Your emails regarding the proposed CPP51119 Diploma of Property (Agency Management) updates have been forwarded to us from Consumer and Business Services in SA (CBS) as we are responsible for the *Strata Titles Act 1988* and the *Community Titles Act 1996* legislation in this state.

We have reviewed the proposed changes and have no concerns nor feedback to provide, however, as CBS has greater vision over areas of concern regarding strata or community title management in practice, they will also review and may provide their own feedback.

We support your work in ensuring the ongoing review and improvement of training resources such as this.

Kind regards

Deb

Deb Secombe | Deputy Registrar-General
Office of the Registrar-General | Attorney-General's Department
E debra.secombe@sa.gov.au | www.agd.sa.gov.au
P 7109 8211

Emeritus Professor Tracey Horton AO
AISC Chair
C/- Artibus
373 Elizabeth Street
North Hobart TAS 7000

11 November 2021

Dear Emeritus Professor Horton

RE: Diploma of Property (Agency Management - Strata)

We understand a working group consisting of industry practitioners and led by Alisha Fisher, CEO of the Strata Community Association and member of the Property Services IRC have developed five units of competency for addition, as a professional stream, to the Diploma of Property (Agency Management).

We have reviewed the units of Competency and the Elements and Performance Criteria that has been detailed in the following 5 modules:

1. CPPSCM5003 Manage strata community asset maintenance and defects
2. CPPSCM5004 Perform strategic financial management of a strata community
3. CPPSCM5001 Manage strata community resilience
4. CPPSCM5002 Conduct strategic planning for strata community sustainable practices and operation
5. CPCSUS5002A Develop action plans to retrofit buildings for energy efficiency

We support the information that has been documented and hope that this correspondence will help progress Artibus Innovation to Stage 4 (Quality Assurance) of the process.

We are confident of the processes that have been followed and are excited to see the final product which will allow us to further educate and upskill our staff.

Should you have any further queries regarding this matter, please do not hesitate to contact our office.

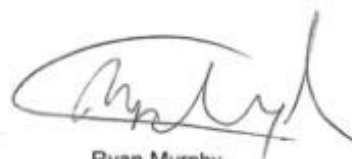
Yours faithfully



Kyra Murphy
Director



Karen Richardson
Director



Ryan Murphy
Director

5th November 2021

To: Artibus: Artibus.com.au

Letter of Support & Endorsement for Diploma of Property (Agency Management) Strata

We feel that the Diploma and the addition of Strata units is vital for our industry, to ensure that our strata professionals have a qualification that is relevant to their field. The following is an endorsement of selected units that Artibus will be updating for the above qualification and why these new units should be included.

CPPSCM5004 Perform strategic financial management of a strata community

The unit specifically deals with areas relevant in Strata such as preparing strategic financial plans and managing risk and long-term strategy. Within each of these elements is significant knowledge and skills that will assist managers to positively impact financial stability and liveability of strata communities under Management.

CPPSCM5003 Manage strata community asset maintenance and defects

This unit is highly relevant as the Strata Manager's large amount of time and energy is spent in managing maintenance and problem solving and fixing defects. Identify risks and implementing strategies are key responsibilities for professionals in the Strata Industry. The unit offers defect strategies to ensure issues are solved, which would be highly beneficial for productivity and efficiency.

CPPSCM5002 Conduct strategic planning for strata community sustainable practices and operation

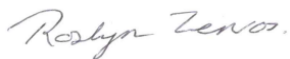
The unit will assist managers to focus on the long-term sustainability practices. It is a very much in demand topic that will assist in the application and implementation of correct practices. The unit also covers economic, environmental, and social sustainability which is significant area of learning for Strata as well as highlighting the importance of having goals in this area.

CPPSCM5001 Manage strata community resilience

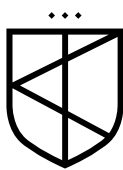
As the Strata industry can be a minefield of issues and problems, this unit offers professionals a risk framework and how to respond to incidents. It analyses how to prevent future issues reoccurring and a clear pathway to management processes. It also assists in areas such as how to manage emergencies, workplace health and safety, civil liability, and legislation.

The addition of specific Strata Units will assist our professionals to remain current and acquire additional knowledge and skills to ensure success in their field, however, also assist to heighten the success and professionalism of the industry.

We look forward to the updated qualification.



p.p. SCA (Vic) Education Subcommittee



17/11/2021
Emeritus Professor Tracey Horton AO
AISC Chair
C/- Artibus
373 Elizabeth Street
North Hobart TAS 7000

**The
Knight**

theknight@theknight.com.au
03 9509 3144

theknight.com.au
PO Box 678
Malvern Victoria 3144

Dear Tracey,

Subject: Letter of Support – Diploma of Property (Strata Community Management)

Insight, integrity
& results.

We wish to write to you to express The Knight's support of the new proposal for strata units to be added into the Diploma of Property (Agency Management).

The Knight is a leading strata management company with 42 staff members. We provide owners corporation management services to over 350 properties in Victoria. There are several managers in our employ who would benefit from this proposal.

CPPSCM5002 Conduct strategic planning for strata community sustainable practices and operation

We very much welcome this addition. With the increasing importance of sustainability in society, it is necessary that managers have the skills to operate sustainably.

CPPSCM5004 Perform strategic financial management of a strata community

This unit is highly relevant to strata specialists and will be a welcome addition. Understanding financial management is crucial to the role and will become even more relevant with the upcoming changes to the Owners Corporation Act.

We further believe greater educational standards will increase the professionalism of the industry and better support incoming managers.

Yours sincerely,

Level 2/2 Glenferrie Road
Malvern Victoria 3144

1308/401 Docklands Drive
Docklands Victoria 3008
ABN 20 007 112 816

15 November 2021

**Emeritus Professor Tracey Horton AO
AISC Chair
C/- Artibus
373 Elizabeth Street
North Hobart TAS 7000**

Dear Tracey,

Thank you for the opportunity to provide feedback on the Diploma of Property (Agency Management). I respond as the General Manager of Whittles and after consultation with my Senior Body Corporate Management Team.

Whittles is supportive of the proposal and appreciated being informed during its development. We are very confident in the processes that has been followed to date and look forward to the same level of rigour being applied as it is rolled out.

It's likely we will have people on our team keen to further their development through this training.

Regards, Rino

**Rino Parrella | General
General Manager
Whittles**
176 Fullarton Rd Dulwich SA
5065
P: [08 8291 2300](tel:0882912300) | **D:** [08 8291 2364](tel:0882912364)
E: Rino.Parrella@whittles.com.au



ACE BODY CORPORATE MANAGEMENT
PROFESSIONAL PERSONAL SERVICE

17th November, 2021

Artibus Innovation
373 Elizabeth Street
North Hobart TAS 7000

Dear Sir/Madam,

RE: Support for Diploma of Property (Agency Management) Amended Units

I commend the work completed to date to recognise strata managers as professionals and formalise qualifications to do the same.

I therefore write to highly recommend endorsement of the four updated units proposed by our industry body, Strata Community Association (SCA), and support their specific inclusion in the Diploma of Property (Agency Management) - CPP51119, as it relates to the strata industry.

The proposed units in the Diploma will enable strata management professionals to complete the core of this course coupled with the strata specific units to receive a Diploma of Property focused on Strata Community Management and support the upskilling and knowledge of our industry professionals, as well as retain and raise standards across the sector.

CPPSCM5001 Manage strata community resilience

Strata management as an industry requires primarily and heavily the ability to problem solve. This includes the everyday, day-to-day management duties as well as long term focused activities, that should work to not only protect physical assets of clients, but also the wellbeing and impact of the community environment on all those who work, own and/or live within it. Access to the awareness and skillsets to be learnt through this unit will therefore significantly enhance the capability of strata managers. Offering them a framework in which risks can be identified and proactive measures put into place, to minimise and manage the risks of the more rare, but definitely possible and occurring experiences such as, earthquake, fire, flood, compromise to building structure and significant service failures. It will allow more Strata

Ace Body Corporate Management Pty Ltd
Phone: **+61 3 9239 5400** Fax: **+61 3 8595 3825**
PO Box 149 Mentone VIC 3194
headoffice@acebcm.com.au www.acebodycorp.com.au
ABN 96 069 228 904

Member of Strata Community Association (Vic)



ACE BODY CORPORATE MANAGEMENT

PROFESSIONAL PERSONAL SERVICE

Managers to develop the ability to respond to incidents proactively and also work towards minimising burn out and high turnover in our sector, as a result of managers and support staff always being on high alert as they act reactively act to address each situation that arises. This unit's ability to analyse how to prevent issues recurring and provide a clear management process pathway, based on relevant government legislation and directions, will assist professional managers prepare to manage the aforementioned emergencies, workplace health and safety obligations and civil liability.

CPPSCM5002 Conduct strategic planning for strata community sustainable practices and operation

The inclusion of this unit will enable Strata managers to take the initiative to encourage and guide greater sustainable practices in a community living environment. With so many Australian's now living, owning or working in strata communities, there are substantial untapped opportunities yet to be considered to implement long-term sustainable practices. This unit will guide and drive targeted and knowledgeable data collection to enable strategic application and implementation of such practices, including developing skillsets to assess economic, environmental, and social sustainability processes.

CPPSCM5003 Manage strata community asset maintenance and defects

The skills to be learnt, awareness of risks and problem solving tools, as delivered through this unit, are extremely beneficial to Strata Community Managers. Taking them through issues impacting the life cycle of any and all buildings; from the initial build dealing with defects remaining after construction, through to implementing strategies for preventative and ongoing maintenance to protect their client's assets. And while doing so identifying a process for data collection, analytics and strategies to develop effective long term effective management processes. A key role of senior strata managers.

CPPSCM5004 Perform strategic financial management of a strata community

The knowledge to be gained in this unit will increase the peace of mind and benefits to consumers who live in strata schemes. Guiding strata managers through the more knowledgeable and analytical preparation of strategic financial plans, managing risk and applying long-term strategies to protect their client's investments. Ultimately it will assist managers to positively impact financial stability and liveability of strata communities under their management.

Ace Body Corporate Management Pty Ltd
Phone: **+61 3 9239 5400** Fax: **+61 3 8595 3825**
PO Box 149 Mentone VIC 3194
headoffice@acebcm.com.au www.acebodycorp.com.au
ABN 96 069 228 904

Member of Strata Community Association (Vic)



ACE BODY CORPORATE MANAGEMENT

PROFESSIONAL PERSONAL SERVICE

This qualification is recognised as our highest industry qualification to date, upon removal of the existing Diploma in Strata Community Management. This newly created opportunity will allow the 10,000 already employed in relation to strata management activities to continue to pursue higher qualifications and formalise their career in the strata management industry, which is a substantial and growing part of the property sector.

In particular as previously mentioned and as we recognise, this newly proposed course will streamline and simplify the process for those wishing to transfer their skills interstate to practise Strata Management in NSW, where licensing is a requirement. In fact, amendment of the qualification to incorporate strata, is a favourable outcome to the NSW Office of Fair Trading for this same purpose.

To this extent we also recognise and value our industry's research which scopes the training needs of our industry professionals nationally, and the proposal to refine qualifications to address the skills gaps identified.

Delivering qualifications that meet current industry needs and provide a clear and relevant career path for industry recruits is of the utmost value to not only upskill our existing workers but also attract new workers into an industry which for many years now is evidencing a shortage crisis for skilled workers.

About ACE Body Corporate Management (ACE)

ACE has been engaged in strata community / body corporate management since 1995. ACE currently manages over 65,000 lots and is responsible for the management of properties and assets to an approximate value of 30 billion dollars.

ACE is a national franchise organisation, operating in every state and territory of Australia. ACE offers high level expertise and support to franchisees managing all types of Strata Communities (also known as Body Corporates or Owners Corporations).

ACE's priority is to assist franchisees to acquire the skills and knowledge to manage Strata Communities through regular training and sharing best practice business principles with franchisees, so they can operate their own franchised business.

ACE has been operating for 26 years and currently has 79 registered companies trading as Ace franchisees, representing 127 franchised territories nationally managing more than 65,000 units across Australia.

ACE is dedicated to personal and professional growth and encourages ongoing development of our franchisees and their employees. We are advocates for professional qualifications, with

Ace Body Corporate Management Pty Ltd
Phone: **+61 3 9239 5400** Fax: **+61 3 8595 3825**
PO Box 149 Mentone VIC 3194
headoffice@acebcm.com.au www.acebodycorp.com.au
ABN 96 069 228 904

Member of Strata Community Association (Vic)



ACE BODY CORPORATE MANAGEMENT
PROFESSIONAL PERSONAL SERVICE

evidence that many of our franchisees already hold existing qualifications across varying industry's including legal, accounting and marketing to name a few. Proving too, the value of transferability of skills into the strata sector.

As such ACE franchisees are committed to membership of SCA, our industry body and stepping on and up the career ladder in accordance with our industry's Accreditation Program. This Program is and will continue to be a strong driver of higher education, if the national qualifications are available to support and align with the Post Nominals identified. A copy of this Program can be made available if requested.

We thank you for your time to consider our submission and stand alongside to support you with the favourable refinement of these qualifications and positive progression of a professional career in strata.

Yours faithfully,

Executive General Manager

Daniel Hunt for and on behalf of

ACE BODY CORPORATE MANGEMENT PTY LTD

Ace Body Corporate Management Pty Ltd
Phone: **+61 3 9239 5400** Fax: **+61 3 8595 3825**
PO Box 149 Mentone VIC 3194
headoffice@acebcm.com.au www.acebodycorp.com.au
ABN 96 069 228 904

Member of Strata Community Association (Vic)