

Unit of Competency

CPPSCM5001 Manage strata community resilience

Modification history

Release	Comments
1	Supersedes and is not equivalent to CPPDSM5039 Meet legal requirements in managing strata communities. Unit redeveloped to meet specific strata community management requirements. This version first released with CPP Property Services Training Package Release 16.0.

Application

This unit of competency specifies the skills and knowledge required to manage a resilient strata community to ensure it can withstand or recover quickly from an incident. Incident includes accident, flood, cyclone, earthquake, fire, cyber attack (data and security), and building structural and significant services failure. The unit requires determining the regulatory and risk framework for strata community incident response, and developing and implementing a strata community incident response plan ensuring regulatory compliance and collaboration and interoperability with government disaster and emergency plans.

This unit is suitable for senior strata managers/principals who are self-directed and have substantial depth of knowledge and skills to make independent judgements in the management of strata communities. Strata managers may also be known as strata community managers, owners' corporation managers or body corporate managers depending on the jurisdiction of operation.

Licensing, legislative, regulatory or certification requirements apply to strata community management in some states and territories. For further information, check with the relevant regulatory authority.

Prerequisite Unit

None.

Unit Sector

Strata Community Management.

Elements and Performance Criteria

1. Determine regulatory and risk framework for strata community incident response.	<ul style="list-style-type: none">1.1 Identify potential strata community incidents and stakeholders and conduct risk analysis to determine risk ratings and risk mitigation strategies.1.2 Identify regulatory requirements relevant to strata community incident response in the jurisdiction of operation.1.3 Analyse and document regulatory and government incident response requirements to ensure compliance and collaboration and interoperability with disaster and emergency plans.1.4 Identify insurance contract terms to determine likely incident coverage and subsequent risk mitigation requirements.1.5 Identify situations requiring specialist advice and seek assistance as requirement to determine risks associated with strata community incident response.
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2. Plan strata community incident response.	<p>2.1 Determine processes to collaborate, consult, communicate and ensure interoperability with stakeholders according to regulatory and workplace requirements.</p> <p>2.2 Identify roles and responsibilities in the disaster plan and develop communication plan in consultation with relevant persons.</p> <p>2.3 Determine risk mitigation priorities, timeframes and actions to be taken before, during and post disaster occurrence in consultation with relevant persons.</p> <p>2.4 Develop checklists for incident prevention, protection and recovery activities and incorporate into incident response plan.</p> <p>2.5 Incorporate into incident response plan processes for collaborating with external stakeholders.</p> <p>2.6 Determine and schedule processes to review and update strata community incident response plan.</p> <p>2.7 Document strata community incident response plan according to workplace and regulatory requirements.</p> <p>2.8 Use simulations to test strata community incident response plan and make changes required to ensure effectiveness and meet regulatory, strata community and workplace requirements.</p>
3. Implement and review strata community incident response plan.	<p>3.1 Respond to strata community incident according to strata community incident response plan, regulatory and workplace requirements.</p> <p>3.2 Monitor disaster response to ensure compliance with strata community incident response plan and regulatory requirements and minimise harm to people, property and business activities associated with strata community.</p> <p>3.3 Review and update strata community incident response plan according to documented schedules, strata community, regulatory and workplace requirements.</p>

Foundation skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

Supersedes and is not equivalent to CPPDSM5039 Meet legal requirements in managing strata communities.

Links

The Companion Volume Implementation Guide for the CPP Property Services Training Package is available at: <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>

Assessment Requirements for CPPSCM5001 Manage strata community resilience

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Performance Evidence

To demonstrate competency, a candidate must meet the elements and performance criteria of this unit to manage strata community resilience by:

- documenting a strata community incident response plan which provides standard operating procedures covering a minimum of three different incidents selected from the list below:
 - accident resulting in serious injury or death
 - building structural failure
 - cyber attack: data or security
 - fire
 - natural disaster: bushfire, cyclone, earthquake, flood or storm
 - pandemic
 - significant equipment or services failure such as power outage
 - significant water inundation or ingress
- implementing and reviewing the incident response plan in response to two different types of incidents.

Knowledge Evidence

To be competent in this unit, a candidate must demonstrate knowledge of:

- at-risk areas relevant to strata community and reasons why people and assets are more exposed and vulnerable in these areas
- compliance requirements of legislation and regulations relevant to strata community incident response in the jurisdiction of operation:
 - civil liability
 - emergency management
 - environmental protection (sustainability)
 - equal opportunity, anti-discrimination and disability discrimination
 - existing federal, state and local government framework for disaster and emergency planning
 - privacy
 - records management
 - work health and safety (WHS)
- how essential services are interconnected and interdependent relevant to strata community
- incident consultation processes and stakeholders in the strata community incident plan:
 - community members/groups
 - essential service providers
 - industry association

- insurance representatives
- key transport operators
- lot owners
- other strata managers
- relevant local, state/territory and federal government agencies and non-government organisations
- strata committees
- strata community members
- incident planning processes and strategies including preventative and reactive steps
- requirements for recording and reporting incidents including information that is factual and can be used as evidence in court
- risk management relevant to strata community incident response plan:
 - concept of residual risk
 - risk analysis methods
 - risk implications for strata community, strata managers, insurers and owners
- role, responsibilities and limitations of the senior strata manager/principal in strata community incident prevention and response, including when to engage specialist advice in incident response
- strata community emergency response procedures including contingency planning, notification planning and risk assessment
- types of incidents that may impact strata communities and associated risks, consequences and mitigation strategies:
 - accident resulting in serious injury or death
 - building structural failure
 - cyber attack: data, security
 - fire
 - natural disaster: bushfire, cyclone, earthquake, flood, storm
 - pandemic
 - significant equipment failure
 - significant services failure such as power outage
 - significant water inundation or ingress
- workplace requirements for strata community resilience management:
 - content and format of strata community incident plans including steps to be taken in the event of an incident
 - systems for storing and retrieving information and documentation.

Assessment Conditions

Assessors must meet the requirements for assessors contained in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or a simulated workplace using realistic conditions, materials, activities, responsibilities, procedures, safety requirements and environmental considerations.

Candidates must have access to documentation, information and technologies required to achieve the performance criteria and performance evidence.

Links

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