



**Australian Government**

**Assessment Requirements for  
CPPDSM3021 Collect and process  
information relevant to strata communities**

**Release: 1**

# Assessment Requirements for CPPDSM3021 Collect and process information relevant to strata communities

## Modification History

Release 1.

New unit of competency.

This version first released with CPP Property Services Training Package Version 5.

## Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also gather and organise information relevant to strata community management in a format that is suitable for decision making.

The person must demonstrate this performance by correctly gathering and organising the information needed to respond to five routine requests for information in relation to the operation of a strata community scheme. Each request for information must address a different strata community management topic from the following:

- operations and functions of a strata community
- by-laws
- characteristics of the property
- strata community management company services
- strata community legislation and regulations.

In doing the above, the person must:

- determine information requirements and provide information to meet identified and defined purposes
- identify and address gaps in collected data
- apply organisational practices, ethical standards and legislative requirements associated with gathering and organising property information in a format suitable for decision making
- source, organise and use information in compliance with applicable industry and legal requirements
- use consultative processes to review, maintain and improve existing information collection and reporting processes.

## Knowledge Evidence

A person demonstrating competency in this unit must demonstrate knowledge of:

- data security and safe record-keeping practices

- internal and external sources of information relating to managing strata community schemes
- organisational policies and procedures relating to collecting and using information, including privacy and confidentiality
- organisational record-keeping and filing systems
- procedures for using office equipment and technology
- key requirements of federal, state or territory legislation and local government regulations relating to:
  - managing strata community schemes
  - roles of strata managers
- software applications used to access, store and retrieve data
- types of information management systems used in strata community management.

## Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
  - computer system to access online databases and other electronic data and information sources
- specifications:
  - relevant codes, standards, legislation and regulations relating to strata communities
  - documentation relating to strata management schemes, including by-laws, and minutes of meetings
- relationship with team members and supervisor:
  - work is performed under supervision of a strata manager
- timeframe:
  - information request is responded to within organisational timeframes.

### Assessor requirements

As a minimum, assessors must satisfy the assessor requirements in the *Standards for Registered Training Organisations* (RTOs) current at the time of assessment.

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>