



Australian Government

**Assessment Requirements for
CPPDSM4082 Monitor service
requirements of owners and occupiers in
strata communities**

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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 identify and respond to service requirements of owners and occupiers and report on the service provision of strata managers as follows:

- respond to three of the following different service requests from either owners or occupiers in a strata community:
 - one request that falls within the terms of the management agreement
 - one request that varies from the terms of the management agreement
 - one request that requires authorisation to proceed
- collect relevant data and report to the owners and occupiers in a strata community on the quality of service provision of the strata manager.

In doing the above, the person must:

- consult with owners and occupiers in a strata scheme to determine service requirements
- log and report service requests
- respond to service requests promptly and determine appropriate action
- obtain feedback on service provision from owners and occupiers in a strata scheme
- monitor and report on service provision to owners and occupiers in a strata scheme.

Knowledge Evidence

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

- common areas of non-compliance and quality issues in relation to service provision in strata communities
- risk identification and management procedures
- role of strata community in relation to monitoring service provision of strata managers
- services offered by strata managers
- strata management agreements, including:
 - format

- purpose
- service requirements
- obligations of strata community managers
- strata manager requirements to report to owners and occupiers on service provision
- techniques for:
 - gathering and analysing routine information gathered on service provision of strata managers
 - gathering feedback on service provision of strata managers
 - gathering information on service requirements of owners and occupiers in strata communities
 - communicating with owners and occupiers in strata communities.

Assessment Conditions

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

- equipment:
 - computer system with internet, email and printing facilities
- specifications:
 - strata community management agreement
 - qualitative and quantitative data on service provision in a strata scheme
 - organisational policies and procedures relating to identifying and responding to service requests from owners and occupiers in a strata community
- relationship with team members and supervisor:
 - member of a work team in a property industry context.

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>