



Australian Government

CPPSCM4045 Facilitate strata community meetings

Release: 1

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Modification History

Release 1 This version first released with CPP Property Services Training Package Release 15.0.

Supersedes and is not equivalent to CPPDSM4045 Facilitate meetings in the property industry. Unit updated to reflect specific requirements for strata community management. New requirement to conduct online meetings.

Application

This unit of competency specifies the skills and knowledge required to facilitate strata community meetings. It includes preparing agendas, conducting meetings following required protocols and documenting minutes to comply with regulatory requirements for strata community management.

This unit is suitable for strata community managers who apply a broad range of skills and knowledge to complete routine and non-routine tasks and deal with predictable and sometimes unpredictable problems. Strata community managers may also be known as strata 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.

Pre-requisite Unit

Nil.

Unit Sector

Strata Community Management.

Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe what needs to be done to demonstrate achievement of the element.

1 Arrange strata community meeting.

1.1 Identify and plan type and purpose of strata community meeting ensuring access for people with disability according to regulatory requirements.

- 1.2 Identify all regulatory timeframes for serving notice and scheduling meeting to comply with regulatory requirements and provide maximum opportunities for attendance.
 - 1.3 Consult with relevant persons to communicate meeting details and action specific requests to address individual requirements.
 - 1.4 Prepare and disseminate meeting notice or agenda according to regulatory and workplace requirements.
- 2 Conduct and record face-to-face strata community meeting.
- 2.1 Identify regulatory requirements for quorum and voting and check attendance numbers to confirm compliance.
 - 2.2 Bring meeting to order, confirm chair and appoint minute taker to ensure a full and accurate record of outcomes according to regulatory requirements.
 - 2.3 Ensure meeting is conducted following agenda and protocols according to meeting purpose and regulatory requirements.
 - 2.4 Use effective communication skills to clearly outline information and decisions being voted on and manage conflict as required.
 - 2.5 Record decisions and recommended actions according to regulatory requirements.
 - 2.6 Bring meeting to conclusion according to agenda and regulatory requirements.
- 3 Conduct and record online strata community meeting.
- 3.1 Prepare and use digital communications including voting system for online strata community meeting.
 - 3.2 Support relevant persons to participate in strata community meeting using digital communications according to regulatory requirements.
 - 3.3 Communicate visually or by telephone to bring meeting to order, confirm chair and appoint minute taker to ensure a full and accurate record of outcomes according to regulatory requirements.

- 3.4 Monitor digital communication systems to ensure meeting is conducted following agenda and protocols according to meeting purpose and regulatory requirements.
- 4 Report strata community meeting outcomes.
 - 4.1 Document and distribute meeting minutes according to regulatory and workplace requirements.
 - 4.2 Implement procedures required to address actions arising from meeting.
 - 4.3 Securely store all meeting documentation according to regulatory and workplace requirements.

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 CPPDSM4045 Facilitate meetings in the property industry.

Links

Companion volumes to this training package are available at the VETNet website - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>