



Australian Government

**Assessment Requirements for
CPPSCM4056 Manage conflicts and
disputes in strata community management**

Release: 1

Assessment Requirements for CPPSCM4056 Manage conflicts and disputes in strata community management

Modification History

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

Supersedes and is not equivalent to CPPDSM4056 Manage conflicts and disputes in the property industry. Code and title changed, and unit updated to reflect specific strata community management requirements including assisting with preparations for tribunal hearings. Foundation Skills and Assessment Requirements made explicit. Range of Conditions embedded into Knowledge Evidence.

Performance Evidence

To demonstrate competency, a candidate must meet the elements and performance criteria of this unit to:

- manage two of the following different conflicts or disputes in a strata community management context, one of which must involve receipt of a formal written complaint:
 - a person under the influence of intoxicating substances
 - a person with criminal intent
 - breakdown of communication
 - change of economic and commercial circumstances
 - differing legal concepts and changes in law
 - differing views of underlying facts
 - impact of third parties and force majeure
 - refusal to comply with strata community committee decisions
 - refusal to pay for levies, costs or services
 - situation affecting the safety and security of self, others or property
 - smoking or smoke drift
 - use of common property parking
- assist in the preparation and collation of information for one tribunal hearing related to a strata community conflict or dispute.
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Knowledge Evidence

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

- compliance requirements of legislation and regulations relevant to managing conflicts and disputes in strata community management in the jurisdiction of operation:
 - civil liability
 - equal opportunity, anti-discrimination and disability discrimination
 - fair trading and consumer protection
 - privacy
 - records management
 - work health and safety (WHS)
- conflict or dispute-resolution techniques and procedures and dispute-resolution requirements of strata community agreements
- contingency measures that can be used to ensure the safety and security of self, others and property when managing conflicts or disputes:
 - arbitration
 - counselling
 - cultural support
 - defusing strategies
 - intervention
 - legal action
 - mediation
 - security
 - selecting alternative actions that may require use of force, within legally permissible limits
 - specialists and experts
- interpersonal communication strategies and techniques used to effectively relate to people from a range of social, cultural and ethnic backgrounds and with a range of physical and cognitive abilities:
 - active listening
 - clear and simple writing
 - giving full attention
 - maintaining eye contact
 - non-verbal communication, including body language and personal presentation
 - speaking clearly and concisely
 - using appropriate language and tone of voice
 - using open and closed questions
- limitations of own work role, responsibilities and abilities
- negotiation techniques:
 - control of tone of voice and body language
 - demonstrating flexibility and willingness to negotiate
 - using positive, confident and cooperative language
 - using clear presentation of options and consequences
 - using language and concepts appropriate to the people involved

- using strategic questioning and listening to gather information and direct the focus of people involved
- using summarising of positions and agreements to move understanding
- potential causes of conflicts and disputes in strata community management
- tribunal hearing preparations:
 - instructing legal services
 - preparing for attendance
 - role of tribunals in strata community-related hearings
- workplace requirements for managing conflicts and disputes in strata community management:
 - format and structure used when documenting strata community conflicts and disputes
 - systems for storing information and documentation related to conflicts, disputes and tribunal hearings.

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

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>