



Australian Government

CPPSCM4056 Manage conflicts and disputes in strata community management

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 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.

Application

This unit of competency specifies the skills and knowledge required to manage and resolve conflicts and disputes in strata communities. It includes assessing conflict or dispute situations following regulatory requirements, negotiating resolution and evaluating the response. It also includes assisting in preparations for tribunal hearings.

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 Assess conflict or dispute.
 - 1.1 Consult with relevant persons to identify causes of conflict or dispute and clarify whether the issue is a strata community matter.
 - 1.2 Use effective communication, observation and active listening skills to elicit and interpret oral and non-verbal information and to ensure an accurate exchange of information.
 - 1.3 Identify regulatory requirements for strata community dispute resolution in the jurisdiction of operation.
 - 1.4 Evaluate conflict or dispute response options to prevent escalation and select response to ensure compliance with regulatory and workplace requirements.
 - 1.5 Identify situations requiring specialist advice and seek assistance, as required, to ensure effective dispute resolution in compliance with workplace requirements.
 - 1.6 Document assessment findings, including causes of conflict or dispute and areas of agreement and disagreement, according to workplace requirements.

- 2 Negotiate to resolve conflict or dispute.
 - 2.1 Arrange grievance meeting with parties in dispute and use negotiation techniques to assist resolution of strata community conflict or dispute according to regulatory and workplace requirements.
 - 2.2 Communicate with parties to the conflict or dispute in a courteous manner that reflects sensitivity to individual, social and cultural differences.
 - 2.3 Use negotiation techniques to maintain positive interaction and divert and minimise aggressive behaviour.
 - 2.4 Identify and clarify relevant contradictions, ambiguity, uncertainty or misunderstandings.
 - 2.5 Identify factors that might impact the safety or security of self, others or property and implement appropriate contingency measures according to regulatory and workplace requirements.

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| 3 Document and evaluate conflict or dispute response. | 3.1 Document details of conflict or dispute in a concise, logical and factual format suitable for use in tribunal hearings. |
| | 3.2 Report to the strata community committee details of the conflict or dispute and response procedures implemented according to regulatory and workplace requirements. |
| | 3.3 Evaluate response to conflict or dispute in consultation with relevant persons, providing accurate and concise incident observations. |
| | 3.4 Securely store all documentation associated with strata community conflict or dispute according to regulatory and workplace requirements. |
| 4 Assist preparations for tribunal hearing. | 4.1 Assist preparation of documentation required for application to relevant tribunal in consultation with relevant persons. |
| | 4.2 Identify situations requiring specialist advice and seek assistance, as required, to prepare for tribunal hearing. |
| | 4.3 Report tribunal hearing information to the strata community committee according to regulatory requirements. |
| | 4.4 Securely store tribunal hearing 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 CPPDSM4056 Manage conflicts and disputes 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>

