



Australian Government

Assessment Requirements for CPPDSM3017 Work in the strata community management sector

Release: 1

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Modification History

Release 1.

Replaces superseded non-equivalent CPPDSM3017A Work in the strata community management sector.

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 apply foundation knowledge to work effectively and efficiently in the strata community management sector.

The person must demonstrate this performance by responding to four routine workplace situations, one relating to each of the following aspects of work in the strata community management sector:

- complying with legislative requirements associated with strata communities
- clarifying the role of the owners committee
- accessing and interpreting by-laws for a strata community
- identifying the duties of strata managers.

In doing the above, the person must:

- comply with relevant legislative requirements and confirm own understanding and application with relevant people
- comply with ethical practices and code of conduct, and check own understanding and application with relevant people
- identify the role and duties of lot owners, owners committee, strata manager and resident manager in strata communities
- identify by-laws applying to individual strata communities and the processes involved in changing and amending them
- access and use industry employment and professional development guidelines and benchmarks, and seek assistance from own organisation and statutory organisations to ensure own continuing professional development
- identify and verify own role and responsibilities and demonstrate an understanding and respect of individual differences in carrying out work tasks.

Knowledge Evidence

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

- code of conduct relating to:
 - owners committees
 - strata managers
- limitations of own work role, responsibilities and professional abilities
- relevant federal, state or territory legislation and local government regulations relating to strata communities, including:
 - Australian Securities and Investments Commission, Australian Competition and Consumer Commission, and Foreign Investment Review Board requirements
 - Australian standards
 - common law relating to working in the strata community management sector
 - consumer protection laws and guidelines
 - court and tribunal precedents
 - environmental and zoning laws affecting access security, access and property use
 - freedom of information
 - home building requirements
 - licensing requirements
 - privacy and confidentiality requirements and laws applying to owners, contractors and tenants
 - public health requirements
 - quality assurance and certification requirements
 - federal, and state or territory legislation and regulations affecting organisational operation, including:
 - anti-discrimination and diversity
 - Acts Interpretation Act
 - environmental issues
 - equal employment opportunity (EEO)
 - electronic transactions
 - industrial relations
 - work health and safety (WHS)
 - federal and state taxation requirements
 - industry codes of conduct covering areas such as market sector, financial transactions, taxation, environment, construction, land use, native title, zoning, utility use (water, gas and electricity), and contract or common law
 - relevant local government policies and regulations
 - strata, community and company titles
 - tenancy agreements
- social and ethical practices and business standards relevant to strata managers
- strata communities:
 - decision making processes in strata communities
 - distinction between the various strata title types
 - meetings, including:

- meeting procedures
- legislative requirements relating to notification and conduct of meetings
- processes for appointing and managing owners committees
- role and duties of resident manager
- role and duties of strata manager
- role of lot owners
- role of owners corporation
- situations in which common seal may be used
- types of developments under strata plans
- WHS issues and requirements relating to working in the strata community management sector.

Assessment Conditions

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

- equipment:
 - computer system with internet access and printer to access legislation, ethical and conduct standards, and policies and procedures
- specifications:
 - strata community by-laws
 - relevant codes, standards and regulations relevant to the strata community management sector
- relationship with team members and supervisor:
 - member of a work team in a strata community management context under supervision of the strata manager.

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>