



**Australian Government**

# **CPPDSM3021 Collect and process information relevant to strata communities**

**Release: 1**

# CPPDSM3021 Collect and process information relevant to strata communities

## Modification History

Release 1.

New unit of competency.

This version first released with CPP Property Services Training Package Version 5.

## Application

This unit of competency specifies the outcomes required to gather and organise information relevant to strata community management in a format that is suitable for decision making. It requires the ability to review information requirements and obtain information from a variety of sources.

The unit supports the work of administrative staff involved in strata community management who are engaged in gathering and organising information on strata communities in a format suitable for decision making. It applies to strata managers.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States and Territories. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

## Pre-requisite Unit

Nil

## Competency Field

Strata community management

## Unit Sector

Property services

## Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.

1. Identify and collect

- 1.1. ***Information*** requirements in relation to strata community are specified.

|                                                      |      |                                                                                                                                                                   |
|------------------------------------------------------|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| information relevant to strata community management. | 1.2. | Information sources are identified and accessed.                                                                                                                  |
|                                                      | 1.3. | Information is collected according to <b>organisational requirements</b> .                                                                                        |
| 2. Organise and assess information.                  | 2.1. | Information is collated and organised in a suitable format to allow analysis and decision making.                                                                 |
|                                                      | 2.2. | Information is assessed for relevance, accuracy, and consistency with organisational reporting requirements.                                                      |
|                                                      | 2.3. | Information is recorded, stored and retrieved using suitable business equipment and technology, and in line with client privacy and confidentiality requirements. |
| 3. Review information needs.                         | 3.1. | Information is reviewed in consultation with strata community to confirm its sufficiency.                                                                         |
|                                                      | 3.2. | Gaps in data are identified and addressed, where necessary.                                                                                                       |
|                                                      | 3.3. | Information database is maintained according to own role and responsibility.                                                                                      |
|                                                      | 3.4. | Feedback on future information needs is obtained and incorporated into existing information collection and reporting processes.                                   |

## Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

### Performance feature

#### Skill

|                               |                                                                                                                                                                                                                    |
|-------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Learning skills to:           | <ul style="list-style-type: none"> <li>maintain current knowledge of sources of information on routine matters relating to the operation of strata community schemes.</li> </ul>                                   |
| Numeracy skills to:           | <ul style="list-style-type: none"> <li>process and present numerical and statistical information in response to requests for routine information relating to the operation of strata community schemes.</li> </ul> |
| Oral communication skills to: | <ul style="list-style-type: none"> <li>ask questions to clarify information requirements.</li> </ul>                                                                                                               |
| Reading skills to:            | <ul style="list-style-type: none"> <li>read and extract information from routine workplace documents relating to the operation of strata community schemes.</li> </ul>                                             |

- Writing skills to:
- prepare routine correspondence, including emails, electronic messaging and letters, relating to the operation of strata community schemes.
- Technology skills to:
- access the internet and web pages and search online databases
  - prepare and complete online forms
  - lodge electronic documents.

## Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

- Information*** must include:
- strata community:
    - by-laws
    - fees and levies
    - functions
    - insurance
    - management of disputes
    - meetings
    - obligations of owners and tenants
    - operation
    - powers
    - public liability
    - repairs and maintenance
    - scope of decision making
  - property characteristics:
    - accessibility for people with disabilities
    - common property
    - energy costs
    - energy efficiency
    - lot boundaries
    - safety
  - strata community management company services
  - strata community management legislation and regulations.
- Organisational requirements*** must include collecting
- in an efficient manner
  - using suitable business equipment and technology
  - in line with time and resource constraints

information:

- with due regard to privacy and confidentiality requirements.

## Unit Mapping Information

No equivalent unit.

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>

# Assessment Requirements for CPPDSM3021 Collect and process information relevant to strata communities

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## 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 gather and organise information relevant to strata community management in a format that is suitable for decision making.

The person must demonstrate this performance by correctly gathering and organising the information needed to respond to five routine requests for information in relation to the operation of a strata community scheme. Each request for information must address a different strata community management topic from the following:

- operations and functions of a strata community
- by-laws
- characteristics of the property
- strata community management company services
- strata community legislation and regulations.

In doing the above, the person must:

- determine information requirements and provide information to meet identified and defined purposes
- identify and address gaps in collected data
- apply organisational practices, ethical standards and legislative requirements associated with gathering and organising property information in a format suitable for decision making
- source, organise and use information in compliance with applicable industry and legal requirements
- use consultative processes to review, maintain and improve existing information collection and reporting processes.

## Knowledge Evidence

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

- data security and safe record-keeping practices

- internal and external sources of information relating to managing strata community schemes
- organisational policies and procedures relating to collecting and using information, including privacy and confidentiality
- organisational record-keeping and filing systems
- procedures for using office equipment and technology
- key requirements of federal, state or territory legislation and local government regulations relating to:
  - managing strata community schemes
  - roles of strata managers
- software applications used to access, store and retrieve data
- types of information management systems used in strata community management.

## Assessment Conditions

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

- equipment:
  - computer system to access online databases and other electronic data and information sources
- specifications:
  - relevant codes, standards, legislation and regulations relating to strata communities
  - documentation relating to strata management schemes, including by-laws, and minutes of meetings
- relationship with team members and supervisor:
  - work is performed under supervision of a strata manager
- timeframe:
  - information request is responded to within organisational timeframes.

### 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

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