



Australian Government

CPPDSM4082 Monitor service requirements of owners and occupiers in strata communities

Release: 1

CPPDSM4082 Monitor service requirements of owners and occupiers in 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 identify and respond to service requirements of owners and occupiers, and to report on the service provision of strata managers. It requires the ability to determine service requirements of owners and occupiers, monitor service provision to ensure compliance with management agreement and budget parameters, and report on service provision to owners and occupiers in strata communities.

The unit supports the work of those involved in managing strata communities who have responsibility for monitoring the service requirements of owners and occupiers and reporting on service provision. 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 address service

1.1. Professional rapport is established with owners and occupiers to encourage accurate and relevant exchange

requirements of owners and occupiers.		of information.
	1.2.	Communication protocols and points of contact for owners and occupiers with strata manager are established.
	1.3.	Service requests from owners and occupiers are handled in a professional manner, prioritised and actioned.
	1.4.	Potential difficulties in dealing with service requests of owners and occupiers are identified and addressed or referred to responsible officer in strata management organisation for recommended action.
	1.5.	Service requests from owners and occupiers are analysed to determine risk factors and where necessary are referred to emergency services in line with organisational risk management procedures.
	1.6.	Occurrences that are likely to impact on quality of service provision are conveyed to owners and occupiers in a timely manner.
	1.7.	Service requests from owners and occupiers are documented detailing time, location, nature of service and action taken.
2.	Monitor service provision.	
	2.1.	Information on service provision is routinely collected and analysed.
	2.2.	Service provision is monitored to ensure compliance with management agreement and budget parameters.
	2.3.	Feedback from owners and occupiers on service delivery is collected, analysed and used to improve service provision.
3.	Report and make recommendations on service provision.	
	3.1.	Reports on service provision are prepared and communicated to owners and occupiers.
	3.2.	Meetings are conducted with strata community to discuss and review service provision, including non-conformance and quality issues, in an open and participative environment.
	3.3.	Suggestions for improvements in service provision are noted and referred to responsible officer in strata community management organisation.

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.

Skill	Performance feature
Learning skills to:	maintain current knowledge of ways of identifying and monitoring the provision of services to owners and occupiers in strata communities.
Numeracy skills to:	interpret graphical and statistical material on service provision in strata communities.
Oral communication skills to:	ask questions to clarify service requirements of owners and occupiers.
Reading skills to:	interpret written feedback from owners and occupiers on service provision.
Writing skills to:	prepare reports for owners corporation on service provision in strata communities.
Technology skills to:	use business technology to produce reports for owners and occupiers on service provision in strata communities.

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.

Service requests must include those that:

- fall within scope of management agreement
- require authorisation to proceed
- vary from the terms of the management agreement.

Information must include:

- qualitative information on service provision
- quantitative information on service provision.

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 CPPDSM4082 Monitor service requirements of owners and occupiers in 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 identify and respond to service requirements of owners and occupiers and report on the service provision of strata managers as follows:

- respond to three of the following different service requests from either owners or occupiers in a strata community:
 - one request that falls within the terms of the management agreement
 - one request that varies from the terms of the management agreement
 - one request that requires authorisation to proceed
- collect relevant data and report to the owners and occupiers in a strata community on the quality of service provision of the strata manager.

In doing the above, the person must:

- consult with owners and occupiers in a strata scheme to determine service requirements
- log and report service requests
- respond to service requests promptly and determine appropriate action
- obtain feedback on service provision from owners and occupiers in a strata scheme
- monitor and report on service provision to owners and occupiers in a strata scheme.

Knowledge Evidence

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

- common areas of non-compliance and quality issues in relation to service provision in strata communities
- risk identification and management procedures
- role of strata community in relation to monitoring service provision of strata managers
- services offered by strata managers
- strata management agreements, including:
 - format
 - purpose

- service requirements
- obligations of strata community managers
- strata manager requirements to report to owners and occupiers on service provision
- techniques for:
 - gathering and analysing routine information gathered on service provision of strata managers
 - gathering feedback on service provision of strata managers
 - gathering information on service requirements of owners and occupiers in strata communities
 - communicating with owners and occupiers in strata communities.

Assessment Conditions

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

- equipment:
 - computer system with internet, email and printing facilities
- specifications:
 - strata community management agreement
 - qualitative and quantitative data on service provision in a strata scheme
 - organisational policies and procedures relating to identifying and responding to service requests from owners and occupiers in a strata community
- relationship with team members and supervisor:
 - member of a work team in a property industry context.

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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