



Australian Government

CPPDSM4084 Administer insurance for strata communities

Release: 1

CPPDSM4084 Administer insurance for 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 administer insurance for strata communities in line with strata community instructions. It requires the ability to identify the community's insurance requirements, place the suitable insurance, assist with lodging insurance claims, and review insurance arrangements.

The unit supports the work of those involved in administering insurance for strata communities. 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.

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|---|--|------|---|
| 1 | Establish legislative requirement for insurance. | 1.1. | Research and access <i>legislative requirements for insurance</i> for each strata community. |
| | | 1.2. | Organisational requirements for arranging insurance for individual strata community are identified. |

2. Clarify insurance requirements for strata community.
 - 2.1. Legislative insurance requirements for **strata community** are communicated to strata community.
 - 2.2. Information on **optional insurance cover** is provided to strata community.
 - 2.3. **Relationships with insurers and insurance brokers** are disclosed to strata community.
 - 2.4. Information on extent of insurance cover is communicated to individual lot owners.
 - 2.5. Situations requiring specialist advice are identified and assistance is sought as required.
 - 2.6. Authority to obtain quotations from insurers or insurance brokers for strata community is obtained from owners committee.
 - 2.7. Insurance proposal documentation is completed.
3. Arrange valuation of asset for insurance purposes.
 - 3.1. **Source documents** are obtained.
 - 3.2. **Information on assets** to be insured is gathered.
 - 3.3. Valuation specialist is engaged to advise on value of asset.
 - 3.4. Valuation is recorded and associated documentation, including statement of limitations in determining value of asset, is stored for ease of retrieval.
 - 3.5. Information on value of asset is provided to strata community and as required to insurer.
4. Place insurance.
 - 4.1. Suitable insurers or insurance brokers are identified and quotations and product information are obtained in line with instructions from strata community.
 - 4.2. Insurance quotations are reviewed to ensure accuracy and compliance with strata community, legislative and organisational requirements.
 - 4.3. Insurance quotations and associated documentation are communicated to the strata community.
 - 4.4. Adequate insurance policies and cover are acquired in line with instructions from the strata community.

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| | 4.5. | Certificates of currency for insurance policies for strata community are maintained and stored securely. |
| | 4.6. | Potential risks are monitored and communicated to strata community and strata community's insurer. |
| 5. | Assist with lodging insurance claim. | <p>5.1. Assistance is provided to strata community to make insurance claim.</p> <p>5.2. Documentation to support insurance claim is lodged with insurer or insurance broker.</p> <p>5.3. Roles and responsibilities of insurance assessors are recognised.</p> <p>5.4. Insurance claim records and relevant information are securely stored.</p> |
| 6. | Review insurance arrangements. | <p>6.1. Insurance arrangements are monitored and reviewed regularly in consultation with strata community to ensure compliance with legislative and strata community's requirements.</p> <p>6.2. Business equipment and technology are used to maintain and securely store insurance documentation.</p> |

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 legislative requirements for insurance for strata communities.
Numeracy skills to:	perform routine calculations associated with reviewing insurance options.
Oral communication skills to:	ask questions to clarify insurance requirements of strata community.
Reading skills to:	read and interpret standard insurance documentation.
Writing skills to:	complete standard insurance claim forms.

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.

<i>Legislative requirements for insurance</i> must include:	• Australian Competition and Consumer Commission (ACCC) • Corporations Act • Insurance Contracts Act • Strata Title Acts.
<i>Strata communities</i> must include:	• commercial • new builds • residential.
<i>Optional insurance cover</i> must include:	• office bearers' legal liability • appeal expenses • catastrophe insurance • common property contents • fidelity guarantee • government audit costs • legal defence expenses • lot owners' improvements to the building • machinery breakdown • voluntary workers insurance • workers' compensation.
<i>Relationships with insurers and insurance brokers</i> must include:	• acting as an agent • receiving commissions from a third party.
<i>Source documents</i> must include:	• as-built plans • certificate of occupancy • depreciation schedule • legislation requirement • plan of subdivision • previous valuation • sinking fund report.
<i>Information on assets</i> must include:	• building classification • building material • improvements and additions, including: • communication towers • embedded networks • playgrounds

- underground tanks
- number of storeys
- plant and machinery.

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 CPPDSM4084 Administer insurance for 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 administer the insurance arrangements and resolutions required for the strata communities of each of the following:

- one new build
- one residential strata community
- one commercial strata community.

In doing the above, the person must:

- establish legislative requirements for above insurance
- place required insurance
- assist owners corporation with lodging insurance claims
- apply knowledge of organisation's practices, ethical standards, and legislative requirements associated with administering insurance for strata communities
- monitor and review insurance requirements, and safely and securely maintain required documentation.

Knowledge Evidence

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

- asset valuation procedures
- insurance requirements for:
 - commercial developments
 - new builds
 - residential developments
- minimum legislative insurance requirements for strata communities
- key requirements of federal, state or territory legislation and local government regulations relating to:
 - anti-discrimination
 - consumer protection

- environmental issues
- equal employment opportunity (EEO)
- financial probity
- privacy
- strata communities
- work health and safety (WHS)
- roles and responsibilities of strata managers in relation to insurance for strata communities
- sources of professional advice about insurance for 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:
 - organisation's policies and procedures for administering insurance for strata community
 - sources of information on insurers and insurance brokers
 - information on insurance products for strata communities
 - legislation on minimum insurance requirements for strata communities
 - advice from relevant consumer affairs agencies and industry associations on duties of strata managers in relation to administering insurance for strata communities
- physical conditions:
 - 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.

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