



Australian Government

CPPDSM4087 Facilitate operation of owners committee

Release: 1

CPPDSM4087 Facilitate operation of owners committee

Modification History

Not applicable.

Application

This unit of competency specifies the outcomes required to facilitate the effective operation of owners committees in strata communities. It includes establishing the legislative and governance requirements for owners committees, facilitating the establishment of owners committees, and supporting owners committees in managing strata communities.

The unit supports the work of those involved in forming and supporting the ongoing function of owners committees. 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. Establish legislative and governance requirements of owners committee. | 1.1. Legislative requirements governing establishment, appointment, operation and removal of owners committee are researched and identified. |
| 2. Facilitate establishment of | 1.2. Duties and good governance principles for committee are researched and identified. |
| | 2.1. Support is provided to strata community to appoint and/or remove members of owners committee in line |

owners committee.	with legislative requirements.
	2.2. Support is provided to strata community to implement procedures governing operation of committee.
	2.3. Relationship between owners committee and strata manager is identified, documented in strata community management agreement, and communicated to strata community.
	2.4. Procedures for <i>delegating duties, powers and functions</i> of owners committee are identified and resolved by strata community.
	2.5. Appointment of owners committee is confirmed by strata community.
	2.6. Roles and responsibilities of owners committee are identified, documented and communicated to committee members.
3.	
Support owners committee to manage strata communities.	3.1. Owners' committee is supported in establishing procedures for overseeing the management and governance of the strata community in line with the strata community management agreement.
	3.2. Fiduciary duties of owners committee is clarified and accepted by the committee.
	3.3. Meeting and voting legislated obligations, as well as best practice protocols, are developed and documented with and for owners committee.
	3.4. Support is provided to owners committee members to take management responsibility for the strata community and to assist each other in undertaking required roles and responsibilities.
	3.5. Owners' committee is assisted on an ongoing basis to ensure that legal, administrative and maintenance requirements of the strata community are monitored and met.
	3.6. Owners' committee is given support to identify and resolve problems associated with managing the strata community.
	3.7. Professional advice is sourced and communicated to owners committee to inform decision making as

required.

- 3.8. Owners' committee is given support to create reporting to annual general meeting.
- 3.9. Professional and ethical relationships, based on trust and open communication, are fostered between strata managers and owners committee.
- 3.10. Communication and team building strategies are applied to develop commitment and cooperation between members of owners committee.

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 of owners committees.
Oral communication skills to:	- ask questions to clarify roles and responsibilities of owners committees - play a lead role in situations requiring effective collaboration, demonstrating conflict resolution skills and ability to engage and motivate others.
Reading skills to:	read and interpret strata community management agreements.
Writing skills to:	complete workplace documents associated with the administration of 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.

- Delegating duties, powers and functions*** must include at least three of the following:
- arranging and undertaking administrative duties in relation to annual general meetings and any other general meetings
 - arranging building inspections and reports
 - arranging insurance cover

- effecting repairs to and maintaining common property, or engaging tradespeople to do so
- holding documents and maintaining records
- managing the sinking fund and the administrative fund
- paying accounts
- paying disbursements and expenses incurred in connection with the strata manager's management of the strata community
- representing the person on behalf of whom the strata manager is acting in tribunal or court proceedings
- serving notices to comply with a by-law
- undertaking steps necessary to recover any money owing in relation to levies
- undertaking the financial management of funds and books of account.

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 CPPDSM4087 Facilitate operation of owners committee

Modification History

Not applicable.

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 support one owners committee to manage a strata community, in which the work must involve:

- establishing legislative requirements for the owners committee
- facilitating the establishment of the committee
- supporting the committee in administering the strata community.

Knowledge Evidence

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

- legislative requirements governing the establishment and operation of owners committees
- principles and techniques associated with:
 - delegation
 - effective communication
 - goal setting
 - group dynamics and processes
 - problem solving
 - planning
- owners committee:
 - membership
 - roles and responsibilities.

Assessment Conditions

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

- equipment:
 - computer system with internet, email and printing facilities
- physical conditions:
 - owners committee in a strata community
- specifications:
 - organisational policies and procedures relating to services provided by strata managers

- relevant codes, standards, legislation and regulations relating to managing strata communities
- 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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