



Australian Government

CPPDSM5040 Meet ethical and professional standards in managing strata communities

Release: 1

CPPDSM5040 Meet ethical and professional standards in managing 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 ensure that strata managers apply current and relevant professional, ethical and conduct standards in interacting with lot owners, occupiers, owners committees, and industry stakeholders in the general management of strata communities. The unit requires knowledge of professional codes of ethics and their application to practice. It requires the ability to consider a range of ethical issues and to reflect on and continuously develop professional practice.

The unit supports the work of those involved in managing 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.

1. Identify professional,

1.1. Reliable ***sources*** of information are identified and accessed to ensure that personal knowledge of

ethical and conduct standards.	professional, ethical and conduct standards is current, comprehensive and relevant.
	1.2. Productive professional relationships and networks are established and maintained to facilitate awareness of current issues relating to professional, ethical and conduct standards. 1.3. Applicable professional, ethical and conduct standards are identified and their relationship to work practices is established.
2. Apply professional, ethical and conduct standards.	2.1. Professional, ethical and conduct standards relevant to specific work assignments are identified. 2.2. <i>Duties and obligations</i> associated with complying with professional, ethical and conduct standards are examined and fulfilled. 2.3. Ethical, professional and conduct standards are applied in resolving work-related issues. 2.4. Ethical, professional and conduct standards and practice are promoted with clients and colleagues. 2.5. Situations involving non-compliance with relevant professional, ethical and conduct standards are reported in line with organisational, industry and legislative requirements.
3. Evaluate own professional practice.	3.1. Own professional practice is monitored and reviewed against relevant professional, ethical and conduct standards. 3.2. Advice and feedback are sought on performance to improve ethical practice. 3.3. Professional development activities and networks are evaluated and accessed to address needs in relation to compliance with and knowledge of relevant professional, ethical and conduct standards.

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 up-to-date information on professional, ethical and conduct standards.
Oral communication skills to:	- ask questions to clarify own understanding of professional, ethical and conduct standards - use language and concepts appropriate to cultural differences.
Reading skills to:	read, extract information and interpret professional, ethical and conduct standards.
Writing skills to:	prepare routine text that explains relevant professional, ethical and conduct standards to clients and colleagues.
Technology skills to:	- access online sources of information on professional, ethical and conduct standards - participate in webinars and other electronic forms of professional development relevant to professional, ethical and conduct standards.

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.

Sources must include:	- legislative requirements - strata industry codes of conduct.
Duties and obligations must include:	- compliance with relevant industry and legislative codes of conduct - duty of care obligations - identifying and reporting potential conflict of interests - responsibilities with regard to communicating and reporting.

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 CPPDSM5040 Meet ethical and professional standards in managing 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 meet the professional, ethical and conduct standards required to effectively manage strata communities.

In doing the above, the person must source information on relevant professional, ethical and conduct standards, apply this information to resolve four of the following different workplace issues, and provide a written evaluation on own performance in addressing each issue:

- potential conflict of interest in business relations
- potential conflict of interest in contract management
- conflict between client requirements and industry standards
- differences in expectations caused by cultural requirements
- dilemmas caused by tensions between personal and professional standards of practice and values.

In doing the above, the person must also:

- apply codes of ethics and conduct, and professional standards to practice
- analyse practice and participate in professional development activities and networks to address identified needs
- maintain knowledge of ethical and professional issues and requirements.

Knowledge Evidence

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

- industry standards of professional behaviour and presentation relating to practice
- networks relevant to own professional practice
- professional techniques, strategies and responsibilities of strata managers
- types and sources of professional resources
- situations posing dilemmas and their implications for professional judgment and decisions
- relevant professional codes of ethics and conduct.

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:
 - professional associations, networks and peer support activities
- specifications:
 - relevant professional, ethical and conduct standards
 - workplace policies and procedures on professional, ethical and conduct standards, including procedures for dealing with non-compliance
- supervisor:
 - member of a work team in a strata community management 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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