



Australian Government

Assessment Requirements for CPPSCM4084 Administer insurance for strata communities

Release: 1

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Modification History

Release 1 This version first released with CPP Property Services Training Package Release 15.0.

Supersedes and is equivalent to CPPDSM4084 Administer insurance for strata communities.

Performance Evidence

To demonstrate competency, a candidate must meet the elements and performance criteria of this unit to administer insurance arrangements and resolutions required for three different types of strata communities.

Knowledge Evidence

To be competent in this unit, a candidate must demonstrate knowledge of:

- compliance requirements of legislation and regulations relevant to the administration of insurance for strata communities in the jurisdiction of operation:
 - civil liability
 - environmental protection (sustainability)
 - equal opportunity, anti-discrimination and disability discrimination
 - fair trading and consumer protection
 - financial probity
 - minimum regulatory insurance requirements for strata communities
 - privacy
 - records management and retention of insurance policy documents
 - requirements for making changes to insurance policies and how these changes are made
 - work health and safety (WHS)
- differing insurance requirements for commercial, new-build, mixed-use and residential developments
- factors that can impact an insurance premium and the meaning and types of ‘disclosures’ associated with strata communities
- information that may be requested by insurers and insurance brokers prior to going to tender
- insurances required by law to address the types of possible exposures to loss:
 - liability

- other insurances that may be identified as important by the strata community
- property
- workers compensation
- interpersonal communication strategies and techniques used to effectively relate to people from a range of social, cultural and ethnic backgrounds and with a range of physical and cognitive abilities
- people authorised to lodge an insurance claim on behalf of a strata community and types of supporting documentation required to make a claim
- processes for identifying who is responsible for excess payable and recovering excess payments related to strata community insurances
- risks associated with insufficient insurance coverage and non-disclosure
- roles and responsibilities of strata community managers in relation to insurance for strata communities:
 - activities that are restricted by law to distributors and authorised representatives
 - duty to disclose
 - obligations to insurance brokers
 - obtaining specialist advice on cladding, safety, asbestos, defects and future works
- strata community asset valuation procedures
- workplace requirements for administering insurance for strata communities:
 - systems for storing valuation and insurance policies and associated documentation.

Assessment Conditions

Assessors must meet the requirements for assessors contained in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or a simulated workplace using realistic conditions, materials, activities, responsibilities, procedures, safety requirements and environmental considerations.

Candidates must have access to documentation, information and technologies required to achieve the performance criteria and performance evidence.

Links

Companion volumes to this training package are available at the VETNet website - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>