



Australian Government

Department of Education, Employment and Workplace Relations

CPPDSM5016A Develop strata/community management agreement

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency specifies the outcomes required to establish and coordinate a strata/community management agreement. It requires the ability to develop effective strategies to manage the operational, resource and maintenance needs of assets and to review and evaluate those strategies.

The unit may form part of the licensing requirements for persons working in the property industry, including in the real estate, business broking, stock and station agency and property operations and development sectors, in those States and Territories where these are regulated activities.

Application of the Unit

Application of the unit

This unit of competency supports the work of those involved in establishing and coordinating a strata/community management agreement.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged, will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Establish agreement requirements.	1.1 Management agreement requirements are established in consultation with relevant people according to client, organisational and legislative requirements. 1.2 Registered plans are accessed and interpreted to establish user and contractual obligations according to legislative requirements. 1.3 Relevant legislation is interpreted to establish user, contractual and legislative requirements. 1.4 Cost share arrangements are identified through systematic analysis of use of shared assets and facilities. 1.5 Risk assessment is conducted on expected management agreement outcomes according to organisational procedures. 1.6 Industry benchmarks are analysed and compared with expected outcomes in line with organisational procedures.
2 Prepare agreement.	2.1 Management agreement is prepared in required format, style and structure and presented to relevant people within agreed timeframe. 2.2 Roles and responsibilities associated with implementation of management agreement are clearly defined and documented. 2.3 Cost share arrangements are negotiated and agreed between users according to identified client needs. 2.4 Suitable insurance coverage is researched and negotiated based on identified management agreement requirements. 2.5 Risk management plan to identify, assess and control risks is developed and incorporated into management agreement according to legislative and organisational requirements. 2.6 Financial, physical and human resource requirements are identified according to management agreement and organisational requirements.
3 Organise resources and support processes.	3.1 Appropriate resources and support processes are negotiated and confirmed with relevant people according to organisational procedures. 3.2 Continuous suitable insurance cover is maintained based on client and legislative requirements. 3.3 Organisational rate schedules and conditions are applied to established costings where appropriate according to

ELEMENT**PERFORMANCE CRITERIA**

	organisational requirements.
	3.4 Information related to implementation support requirements is distributed using established <i>communication channels</i> .
	3.5 Operational and maintenance schedule is developed which details a range of activities and time lines that accurately reflect client and organisational requirements.
	3.6 Situations requiring <i>specialist advice</i> are identified and assistance is sought as required according to organisational procedures.
4 Review and evaluate management agreement.	4.1 Management agreement is reviewed and evaluated in consultation with relevant people using appropriate <i>communication techniques</i> .
	4.2 Systematic review processes and established evaluation <i>methods</i> are identified and used to assess processes and outcomes.
	4.3 Evaluation results are documented using <i>business equipment and technology</i> and presented to relevant people for <i>feedback</i> according to applicable OHS and organisational requirements.
	4.4 Recommendations for improving project processes are implemented where possible according to organisational requirements.
	4.5 Information is securely maintained with due regard to client confidentiality, and legislative and organisational requirements.

Required Skills and Knowledge**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the essential skills and knowledge and their level, required for this unit.

Required skills:

- analytical skills to interpret information, assess risks and estimate costings and budget needs
- communication skills to negotiate and consult with relevant people
- computing skills to access the internet and web pages, prepare and complete online forms, lodge electronic documents and search online databases
- interpersonal skills to review and evaluate agreements, and to relate to people from

REQUIRED SKILLS AND KNOWLEDGE

a range of social, cultural and ethnic backgrounds and varying physical and mental abilities

- literacy skills to interpret written and oral information
- organisational skills to schedule and meet time lines and client requirements
- planning skills to organise and document management agreement development processes
- technical skills to prepare documentation.

Required knowledge and understanding:

- administration of property usage plans
- building codes and relevant Australian standards
- contract law with regard to property use
- lease rights and responsibilities
- limitations of work role, responsibility and professional abilities
- monitoring and evaluation systems
- OHS issues and requirements
- organisational and professional procedures
- ethical practices and business standards
- project management concepts and principles
- relevant federal and state or territory legislation and local government regulations related to:
 - anti-discrimination
 - consumer protection
 - environmental issues
 - equal employment opportunity (EEO)
 - financial probity
 - franchise and business structures
 - industrial relations
 - OHS
 - privacy
 - property sales, leasing and management
- risk analysis techniques
- risk management associated with property use.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Overview of assessment

This unit of competency could be assessed through practical demonstration of establishing and coordinating a strata/community management agreement. Targeted written (including alternative formats where necessary) or verbal questioning to assess the candidate's underpinning knowledge would provide additional supporting evidence of competence. The demonstration and questioning would include collecting evidence of the candidate's knowledge and application of ethical standards and relevant federal, and state or territory legislation and regulations. This assessment may be carried out in a simulated or workplace environment.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

A person who demonstrates competency in this unit must be able to provide evidence of:

- consulting with relevant people, conducting a risk analysis, and interpreting sourced information to establish accurate management agreement requirements
- organising appropriate resources and support processes according to budget parameters
- knowledge of organisation's practices, ethical standards and legislative requirements associated with establishing and coordinating a strata/community management agreement
- preparing a management agreement within required timeframes incorporating strategies that address risk management, insurance coverage and resource requirements
- using evaluation techniques to review project processes and implementing recommendations for improvement.

Context of and specific resources for assessment

Resource implications for assessment include:

- a registered provider of assessment services
- assessment materials and tools
- candidate special requirements
- competency standards
- cost and time considerations
- suitable assessment venue and equipment
- workplace documentation.

Where applicable, physical resources should include equipment modified for people with disabilities.

Access must be provided to appropriate learning and/or

assessment support when required.

Assessment processes and techniques must be culturally appropriate, and appropriate to the language and literacy capacity of the candidate and the work being performed.

Validity and sufficiency of evidence require that:

- competency will need to be demonstrated over a period of time reflecting the scope of the role and the practical requirements of the workplace
- where the assessment is part of a structured learning experience the evidence collected must relate to a number of performances assessed at different points in time and separated by further learning and practice with a decision of competence only taken at the point when the assessor has complete confidence in the person's competence
- all assessment that is part of a structured learning experience must include a combination of direct, indirect and supplementary evidence
- where assessment is for the purpose of recognition (RCC/RPL), the evidence provided will need to be current and show that it represents competency demonstrated over a period of time
- assessment can be through simulated project-based activity and must include evidence relating to each of the elements in this unit.

In all cases activity and must include evidence relating to each of the where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge. Questioning will be undertaken in such a manner as is appropriate to the language and literacy levels of the candidate and any cultural issues that may affect responses to the questions, and will reflect the requirements of the competency and the work being performed.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Relevant people may include:

- clients
- consumers
- government personnel
- legal representatives
- management and colleagues
- members of industry associations.

Clients may include:

- agents or third parties for owners
- in-house staff and office contractors
- owner corporations, body corporate and community title groups
- potential and existing owners
- prospective and existing tenants
- strata companies.

Organisational requirements may be outlined and reflected in:

- access and equity principles and practice guidelines
- agency policies and guidelines
- business and performance plans
- complaint and dispute resolution procedures
- goals, objectives, plans, systems and processes
- legal and ethical requirements and codes of practice
- mission statements and strategic plans
- OHS policies, procedures and programs
- policies and procedures in relation to client service
- quality and continuous improvement processes and standards
- quality assurance and procedure manuals
- sales, marketing and leasing management procedure manuals.

Legislative requirements may be outlined and reflected in:

- Australian Securities and Investments Commission, Australian Competition and Consumer Commission, Foreign Investment Review Board requirements
- Australian standards
- federal and state taxation requirements

- consumer protection laws and guidelines
- court and tribunal precedents
- environmental and zoning laws affecting access security, access and property use
- freedom of information
- home building requirements
- licensing requirements
- privacy and confidentiality requirements and laws applying to owners, contractors and tenants
- public health
- quality assurance and certification requirements
- relevant common law
- relevant federal, and state or territory legislation and regulations affecting organisational operation, including:
 - anti-discrimination and diversity
 - environmental issues
 - EEO
 - industrial relations
 - OHS
- relevant industry codes of practice covering the market sector and industry, financial transactions, taxation, environment, construction, land use, native title, zoning, utilities use (water, gas and electricity), and contract or common law
- relevant local government policies and regulations
- strata, community and company titles
- tenancy agreements
- trade practices laws and guidelines.

Analysis may include:

- computer modelling
- examination of cash flows and other financial projections
- examination of collected data
- quantitative and qualitative analysis
- probability analysis
- time series recognition.

Risks may relate to:

- changes to regulations and legislation
- client and staff satisfaction
- competition
- emergencies and disasters
- fire and security
- health and safety
- market influences

- physical, financial or human resources
 - project control and cash flow
 - suppliers and contractors
 - time and budget constraints.
- Industry benchmarks** may include:
- discounted cash flow
 - employment rates
 - industry association performance index
 - inflation rate
 - internal rate of return
 - life cycle costing
 - published vacancy factors
 - tenancy mix.
- Negotiated** refers to negotiation techniques that should include:
- clearly presenting options and consequences
 - control of tone of voice and body language
 - demonstrating flexibility and willingness to negotiate
 - using positive, confident and cooperative language
 - using language and concepts appropriate to the people involved
 - using strategic questioning and listening to gather information and direct the focus of people involved
 - using summaries of positions and agreements to move understanding.
- Risk management plan** may describe:
- how often risks will be reviewed, the process for review, and who will be involved
 - how risk status will be reported and to whom
 - initial snapshot of the major risks and current grading
 - planned strategies for reducing likelihood and seriousness of each risk (mitigation strategies) and who will be responsible for implementing them
 - process that will be used to identify, analyse and manage risks, both initially and throughout the life of the project
 - who will be responsible for which aspects of risk management.
- Communication channels** may include:
- direct line supervision paths
 - lateral supervision paths
 - organisational communication protocols and procedures
 - organisational networks.
- Specialist advice** may be sought from:
- architects
 - government officials
 - management
 - planners

- Communication techniques** may include:
- real estate agents
 - solicitors
 - technical experts
 - valuers.
 - active listening
 - clear presentation of options
 - consultation methods
 - culturally inclusive and sensitive engagement techniques
 - questioning to clarify and confirm understanding
 - seeking feedback
 - two-way interaction
 - using language and concepts appropriate to cultural differences
 - verbal or non-verbal language.
- Evaluation methods** could be qualitative or quantitative and may include:
- checklists
 - cost data analysis
 - expert and peer review
 - interviews
 - observation
 - questionnaires
 - review of quality assurance data.
- Business equipment and technology** may include:
- data storage devices
 - email
 - facsimile machines
 - internet, extranet and intranet
 - photocopiers
 - printers
 - scanners
 - software applications, such as databases and word applications
 - work computers.
- Feedback** may include:
- formal and informal discussions, reviews and evaluations with:
 - existing and previous clients
 - peers, colleagues and managers
 - information provided by others involved in a professional capacity, both internal and external to the organisation.

Unit Sector(s)

Unit sector Property development, sales and management

Competency field

Competency field Property operations and development