

Core Units

1. BSBINS309 Maintain business records

This unit describes the skills and knowledge required to maintain the records of a business on an operational basis. The unit applies to individuals who follow established guidelines and processes to carry out their work. They work under supervision or in consultation with senior staff or system users to support effective information management and governance practices across the organisation.

2. BSBOPS404 Implement customer service strategies

This unit describes the skills and knowledge required to advise, carry out and evaluate customer service strategies. The unit applies to individuals who have well developed skills and a broad knowledge of customer service strategies for addressing customer needs and problems. Individuals may provide guidance or delegate work related tasks to others.

3. BSBWHS307 Apply knowledge of WHS laws in the workplace

This unit describes the skills and knowledge required to understand work health and safety (WHS) laws, and comply with them in one's own workplace. The unit applies to those who contribute to compliance with WHS laws as part of their WHS responsibilities, which are in addition to their main duties.

4. CPPSCM3020 Source and extract information from strata plans

This unit of competency specifies the skills and knowledge required to read and interpret strata plans. It includes sourcing strata plans, extracting required information, identifying the features of strata communities from plans, and securely storing and retrieving strata plans

A person who has achieved this unit of competency is expected to take responsibility for organising and completing these tasks with a high degree of self-direction.

Depending on the jurisdiction of operation:

- strata community managers may also be known as strata managers, owners' corporation managers or body corporate managers
- by-laws may also be known as rules or articles.

5. CPPSCM4009 Access and interpret legislation in strata community management

This unit of competency specifies the skills and knowledge required to identify, access and interpret legislation relevant to work in strata community management. It includes developing an understanding of the legislative framework, its structure and the impact of legislation on work in strata community management; tracking changes to legislation; ethical conduct and maintaining appropriate records.

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6. CPPSCM4034 Implement strata community management agreement

This unit of competency specifies the skills and knowledge required to effectively implement a strata community management agreement. It includes negotiating and agreeing the requirements of the community management agreement; monitoring, reviewing and reporting on its operation and terminating the agreement.

7. CPPSCM4040 Develop and monitor maintenance strategies that contribute to asset life cycle

This unit of competency specifies the skills and knowledge required to develop and monitor long-term maintenance strategies that contribute to the life cycle management of strata community assets. This work is limited to the routine administrative responsibilities of strata community managers. It includes identifying asset characteristics and performance requirements, developing asset maintenance strategies for different types of assets and monitoring the effectiveness of the strategies.

8. CPPSCM4044 Coordinate repair and maintenance of strata community property and facilities

This unit of competency specifies the skills and knowledge required to coordinate the repair and maintenance of strata community property and facilities. It includes planning and organising repair or maintenance activities, preparing work orders, monitoring and inspecting work to ensure compliance with work orders and reporting the outcomes.

9. CPPSCM4045 Facilitate strata community meetings

This unit of competency specifies the skills and knowledge required to facilitate strata community meetings. It includes preparing agendas, conducting meetings following required protocols and documenting minutes to comply with regulatory requirements for strata community management.

10. CPPSCM4047 Implement procurement processes in strata community management

This unit of competency specifies the skills and knowledge required to implement and monitor procurement processes for goods and services. It includes taking reasonable steps to ensure that any goods or services procured by strata community managers are procured at competitive prices and on competitive terms by determining, monitoring and finalising procurement processes that use different procurement methods and ensure compliance with regulatory and budgetary requirements. It also includes selecting and appointing contractors and monitoring contractual arrangements associated with the procurement of goods and services.

11. CPPSCM4056 Manage conflicts and disputes in strata community management

This unit of competency specifies the skills and knowledge required to manage and resolve conflicts and disputes in strata communities. It includes assessing conflict or dispute situations following regulatory requirements, negotiating resolution and evaluating the response. It also includes assisting in preparations for tribunal hearings.

12. CPPSCM4084 Administer insurance for strata communities

This unit of competency specifies the skills and knowledge required to administer insurance for strata communities in line with strata community instructions and regulatory requirements. It includes identifying the insurance requirements of different strata communities, obtaining instructions, sourcing and placing suitable insurances, assisting with lodging insurance claims and reviewing insurance arrangements.

The unit does not include any activities that are restricted to insurance distributors or authorised representatives.

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13. CPPSCM4086 Coordinate preparation of strata community budgets

This unit of competency specifies the skills and knowledge required to coordinate the annual budget for a strata community. It includes gathering budget information, identifying projected income and expenditure, overseeing preparation of the budget and presenting the budget to the strata community.

14. CPPSCM4087 Facilitate operation of strata community committees

This unit of competency specifies the skills and knowledge required to facilitate the effective operation of strata community committees in strata communities. It includes establishing the regulatory and governance requirements for strata community committees, facilitating the operation of strata community committees and supporting strata community committees in managing strata communities.

Elective Units

15. CPPCMN4008 Read plans, drawings and specifications for residential buildings

This unit of competency specifies the outcomes required to read and extract information from different types of plans, building drawings and specifications for residential buildings.

The unit supports workers in the property industry who are required to read and extract routine information from a variety of plans and drawings associated with residential buildings. It applies to real estate agents, property managers, strata managers, Nationwide House Energy Rating Scheme (NatHERS) assessors, home sustainability assessors and facility managers.

16. BSBTEC403 Apply digital solutions to work processes

This unit defines the skills, knowledge and outcomes to integrate digital technologies into common management practice.

The unit applies to supervisors, teams, and new and emerging leaders who need to apply digital vision and solutions within structured work environments.

Group B: General electives

17. BSBCMM411 Make presentations

This unit covers the skills and knowledge required to prepare, deliver and review presentations for target audiences.

This unit applies to individuals who may be expected to make presentations for a range of purposes, such as marketing, training and promotions. They contribute well developed communication skills in presenting a range of concepts and ideas.

18. BSBTWK401 Build and maintain business relationships

This unit describes the skills and knowledge required to establish, develop and maintain effective work relationships and networks through relationship building and negotiation skills required by workers. These workers may be within an organisation as well as freelance or contract workers.

The unit applies to individuals with a broad knowledge of networking and negotiation who contribute to creating solutions to unpredictable problems. They may have responsibility for and provide guidance to others.

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Entry Requirements

There are no entry requirements for this qualification, however there are some RTO specific requirements.

- Students must be at least 18 years old to enrol in this course. As per the 'Agents Act 2003' only "adults" are eligible for licences.
- Undertake Language, Literacy and Numeracy assessment and Pre-Training Review interview upon enrolment to determine your suitability for this course and to identify if additional support is required.
- Have access to an internet connection, a computer (or device) with camera, speakers and microphone and a printer.

Pathways

The further study pathway available to learners who undertake the qualification include:

- CPP51119 - Diploma of Property (Agency Management)

Qualification Packaging

To achieve this qualification, competency must be demonstrated in:

- 18 units of competency:
 - 14 core units
 - 4 elective units.

Assessment Type

Throughout this program, you will need to complete assessments such as knowledge questions, project reports, research reports, role plays, case studies, practical Demonstration in simulation or workplace and observation.