Unit of Competency

CPPSCM4045 Facilitate strata community meetings

Modification history

Release	Comments
1	Supersedes and is not equivalent to CPPDSM4045 Facilitate meetings in the property industry. Unit updated to reflect specific requirements for strata community management. New requirement to conduct online meetings. This version first released with CPP Property Services Training Package Release 15.0.

Application

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.

This unit is suitable for strata community managers who apply a broad range of skills and knowledge to complete routine and non-routine tasks and deal with predictable and sometimes unpredictable problems. Strata community managers may also be known as strata managers, owners corporation managers or body corporate managers depending on the jurisdiction of operation.

Licensing, legislative, regulatory or certification requirements apply to strata community management in some states and territories. For further information, check with the relevant regulatory authority.

Prerequisite Unit

None.

Unit Sector

Strata Community Management.

Elements and Performance Criteria

1. Arrange strata community meeting.	1.1 Identify and plan type and purpose of strata community meeting ensuring access for people with disability according to regulatory requirements.
	1.2 Identify all regulatory timeframes for serving notice and scheduling meeting to comply with regulatory requirements and provide maximum opportunities for attendance.
	1.3 Consult with relevant persons to communicate meeting details and action specific requests to address individual requirements.
	1.4 Prepare and disseminate meeting agenda according to regulatory and workplace requirements.
2. Conduct and record face-to-face strata community meeting.	2.1 Identify regulatory requirements for quorum and voting and check attendance numbers to confirm compliance.
	2.2 Bring meeting to order, confirm chair and appoint minute taker to ensure a full and accurate record of outcomes according to regulatory requirements.
	2.3 Ensure meeting is conducted following agenda and protocols according to meeting purpose and regulatory requirements.

		2.4	Use effective communication skills to clearly outline information and decisions being voted on and manage conflict as required.
		2.5	Record decisions and recommended actions according to regulatory requirements.
		2.6	Bring meeting to conclusion according to agenda and regulatory requirements.
3.	Conduct and record online strata community meeting.	3.1	Prepare and use digital communications including voting system for online strata community meeting.
		3.2	Support relevant persons to participate in strata community meeting using digital communications according to regulatory requirements.
		3.3	Communicate visually or by telephone to bring meeting to order, confirm chair and appoint minute taker to ensure a full and accurate record of outcomes according to regulatory requirements.
		3.4	Monitor digital communication systems to ensure meeting is conducted following agenda and protocols according to meeting purpose and regulatory requirements.
4.	Report strata community meeting outcomes.	4.1	Document and distribute meeting minutes according to regulatory and workplace requirements.
		4.2	Implement procedures required to address actions arising from meeting.
		4.3	Securely store all meeting documentation according to regulatory and workplace requirements.

Foundation skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

Supersedes and is not equivalent to CPPDSM4045 Facilitate meetings in the property industry

Links

The Companion Volume Implementation Guide for the CPP Property Services Training Package is available at: https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b

Assessment Requirements for CPPSCM4045 Facilitate strata community meetings

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Performance Evidence

To demonstrate competency, a candidate must meet the elements and performance criteria of this unit to facilitate two different strata community meetings.

Knowledge Evidence

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

- compliance requirements of legislation and regulations relevant to strata community meetings in the jurisdiction of operation:
    - environmental protection (sustainability)
    - equal opportunity, anti-discrimination and disability discrimination
    - fair trading and consumer protection
    - privacy
    - records management
    - work health and safety (WHS)
- common technologies and digital communication systems used to conduct online meetings
- 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
- limitations of own work role, responsibilities and abilities
- potential causes of conflicts and disputes in strata community management
- types, purpose, agenda and scheduling requirements of strata community meetings:
    - annual general meetings
    - general meetings
    - strata community committee meetings
- strata community meeting protocols:
    - addressing conflicts of interest
    - adjourning meetings
    - attendance
    - chairing meetings
    - giving notice
    - minute-taking
    - motions and objections
    - quorum
    - reconvened meetings
    - requisitioning of meetings
    - voting

- workplace requirements for facilitating strata community meetings:
  - o systems for storing information and 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

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