

DISTANCE LEARNING

Dear Member,

Council resolved to make the unedited recordings of seminars generally available to those unable to physically attend. People may purchase distance learning modules including the recording and any handout notes and papers as well as receiving the CPD points.

We are please to include details of the past education seminars available, together with a standardised order form. Future seminars will also be available where applicable.

Yours Sincerely

Rob Beck
 General Manager

The introduction to Owners Corporation Management distance learning package provides the opportunity to learn the important aspects of owners corporation management at your own pace.

Topics covered include, running effective owners corporation meetings, taking over management of an existing owners corporation, how to read strata plans, legal & tax requirements, building and maintenance contracts, and common property defects process.

When purchasing this package you receive 12 DVD's and associated notes, and a copy of the legislation governing owners corporations.

Course Objective

Provide people interested in entering owners corporation management industry an opportunity to learn all the vital aspects of owners corporation management at their own pace.

Who should purchase this package?

Anyone interested in working as an owners corporation manager.

DVD Topics Include

The Basics of "OCM"	Essential Safety Measures
Developing Reviewing & Assessing Strata Plans	The Process of Repairs & Maintenance
Disputes (Part 10) & Debt Recovery	Tax & OC's
Owners Corporation Certificates	Insurance Workshop
OH &S	Common Property Defects
Legal & Ethical Obligations	Accounting for Owners Corporations

As a bonus to OCV members an additional DVD – Contract of Appointment & Owners Corporation Certificates.

This topic explains the OCV endorsed Contract of Appointment.

Additional Information on this package can be found on the OCV website, a specific brochure is available for download.

The DVD's shaded in the list below highlight the DVD's included in this package. The Contract of Appointment DVD is only available if being purchased by an OCV member.

PRICE LIST effective 01 January 2010

DVD DISTANCE LEARNING MODULES

ITEM CODE	SHORT TITLE/DESCRIPTION	LEARNING CATEGORY	CPD POINTS
2374	On-selling electricity (23/07/2004) This breakfast seminar covered the following topics. Vincent D'Agostino – Intermoco discussed the opportunities under recently introduced regulation By the Essential Services Commission of body corporate managers and bodies corporate to Purchase electricity wholesale and on-sell. Commercial opportunities now exist for bodies Corporate to take advantage of this electricity exemption regulation to generate new revenue Streams, improved service levels and offer discounts. How it works, the benefits, factors and risks to consider, when is it most compelling, the steps involved in doing this, what to look for in engaging Service providers, and an example business case and sensitivity analysis for a typical residential Apartment complex was covered.	B	2
1794	Assessing your Lift's Assessment (17/09/2004) This breakfast seminar covered the following topics. Your lift company has assessed your lift and you have a list of "must do's" that exceeds the body corp budget. Its time to assess the assessment..... Sean Tobias, Senior Vertical Transportation Engineer, from Norman Disney & Young Engineering Consultants discussed this and other areas of particular interest such as: code requirements, risk & hazard identification, OH&S, management responsibilities, maintenance and breakdowns. Lifts are an integral part of a building's infrastructure and their maintenance is of great importance To bodies corporate and body corporate managers.	B	2
2685	Valuations (26/08/2005) This afternoon seminar covered the following topics. Peter Hay from Hay Property Consultants will address building valuations for reinstatement & loss of rent, and cover how to change lot entitlement and liability. Lyn Helwig of CHU will then discuss the impact of valuations on insurance.	B	2
1026	OH&S: What a Body Corporate Manager Needs to Know and Do (10/03/2006) OCV (previously IBCMV) consulted with OH&S specialists to develop a Practice guide for members to assist in meeting their OH&S requirements. The seminar provided an explanation of Minimum Practice guide, safety audits and work orders. This seminar is invaluable for Body Corporate Managers and support staff working with maintenance contractors.	B	2
2436	Recruit, Retain, and Indemnify Your Greatest Assets (24/03/2006) * Members Only As a principal of a Body Corporate Management company you have other responsibilities than just managing bodies corporate. How do you find the right staff? Recruitment in-house or employment agency? What can you do to retain your staff? What do you do if you have a poor performing staff member? Dean Courtenay from Quadrant People Solutions P/L will provide valuable information on human resource management. He will also outline OCV's (formerly IBCMV) new member benefit program of a HR and recruitment service offering. Finding the right Professional Indemnity Insurance for your company can be difficult and time consuming. OCV (formerly IBCMV) has worked with Whitbread Insurance Brokers to develop a specific market offering for OCV (formerly IBCMV) members a Professional Indemnity Insurance Best Practice Guide. This session will provide details of the Best Practice Guide.	B	4

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1186	Managing False Fire Alarms (11/08/2006)	B	2
Jo Rosenhain from MFB addresses: <ul style="list-style-type: none"> • False alarms: background and impact • Automatic alarms: monitoring, alarm generation • Statistics on all false alarms and those generated by sites managed by body corporates • Prevention methods for mitigating false alarms • Public safety: maintaining alarm connection, legalities • False alarm charges and statistics 			
30106	Have you got the power to act (30/10/2006)	B	4
Leslie Clements – Clements & Co presents on: Don't assume that you have the power to act, know what you can and can't do. Covering: <ul style="list-style-type: none"> • Plans and ownership • Meetings and postal ballots • Levies • Easements • Including examples, traps and case law 			
10116	What does the future hold? (10/11/2006)	B	2
Presented by Julie McLean Ace Body Corporate Management (Mentone) and Michael O'Connell - Alternative Technology Association. Do you intend to be a body corporate manager for at least another 5-10 years? Find out what the future will hold for the industry. What changes will there be? What do you need to know to prepare your business and bodies corporate?			
09027	The Process of Repairs and Maintenance (09/02/2007)	B	2
Presented by – Bernie Herbert – Melbourne Body Corporate Management – Box Hill & - Ian Ross Body Corporate Services This workshop style seminar provides participants with the opportunity to discuss the process and practicalities of repairs and maintenance including how to deal with contractors and when to get experts involved. Participants had the opportunity to explain problems they had encountered and solutions were discussed.			
18057	Facilities Management (18/05/2007)	B	2
Presenters: David Duncan – CEO FMA Australia, Byron Price- A.G Coombs and Director FMA Tim Carrigg – Cambridge Management Services There are substantial synergies between Body Corporate Managers and Facilities Managers. What are the similarities and the differences? This seminar explained the role of a facilities Manager, and discussed how Body Corporate Managers and Facilities Managers can work together.			

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29067	Insurance Workshop (29/06/2007)	B	2
Presenters: Lyn Helwig – CHU and Angela Whitbread – Whitbread Insurance Brokers This interactive session included : <ul style="list-style-type: none"> • Distributors v's authorised representatives • Commercial/ retail v's residential policies • FSRA • Excesses • Top up insurance • When do managers need to notify insurers of potential claims liability 			
12107	Managing Industrial, Commercial & Mixed Use bodies corporates (12/10/2007)	B	2
Presenters: David Barton Kliger Wood Real Estate & Trish Blackman Acumen Owners Corp Management While the majority of bodies corporate are residential, bodies corporate can also involve commercial & mixed use. Find out what you need to consider when managing these types of properties. What are the advantages and disadvantages of these in your portfolio?			
08028	OC Certificates & Contracts of Appointment – OC Manager (08/02/2008)	B	2
Presenters: David Binks – Binks and Associates, Jonathon Cohen - LMS Lawyers & Ian Ross - Body Corporate Services David Binks will present a session on OC Certificates, covering: owners corporation certificates, updated practice template & an analysis of time and effort involved. Jonathan Cohen will share his insights into the OCV endorsed approved form of Contract of Appointment (updated to take into account the Owners Corporations Act 2006) and practice guidelines. And finally, Ian Ross will present a session on Additional Services.			
14038	Essential Safety Measures (14/03/2008)	B	2
Presenter: Barry Nicholl – City of Monash Barry Nicholl from the City of Monash presented on such topics as: <ul style="list-style-type: none"> • Form 10 / Essential Services Compliance changes • Occupancy Permit [OP] • Approved plans versus “as built” • Appropriate record/keeping of maintenance inspections under the OP and standards 			
09058	OC laws – “Classes” & Maintenance Plans (09/05/2008)	B	2
Presenter : Andrew Whitelaw – Rigby Cooke Lawyers Panel: Paul Morton - Lannock Strata Finance, Terry O'Donoghue – Buildcheck, & Peter Corcoran – Roscon <ul style="list-style-type: none"> • SIZE - explanation of different “classes” and their requirements [small, medium & large] • What should be included in a Maintenance Plan? 			

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13068	Insurance Workshop (13/06/2008)	B	2
	Presenter : Lyn Helwig – CHU & Whitbread Insurance Brokers <ul style="list-style-type: none"> • Fundamentals for new and inexperienced managers • Intermediate and complex issues for experienced managers 		
25078	Domestic Building Contracts (25/07/2008)	B	2
	Presenter : Andrew Whitelaw Rigby Cooke Lawyers Panel : David Binks – Binks and Associates, Terry O'Donoghue – Buildcheck & Fab Corelli - Tymaline <p>To better understand Domestic Building Contracts, OCV will present an educational seminar covering the following</p> <ul style="list-style-type: none"> • Building Act 2006 & Building Regulations 2007, Domestic Building Contracts Act 1995 • Practice Guideline • Owners corporation works agreement – building contract for smaller building works • Pro formas eg OCV, HIA, MBAV • Q&A to expert panel, facilitated by David Binks, (eg combined essential services building report with OH&S audit?) 		
07118	Multiple Owners Corporations (07/11/2008)	B	2
	Andy Dawson, Michael Jeans & Michael Nugent presented on Multiple Owners Corporations [& staged developments] under the new OC laws Differences, mechanics of management, & legal problems Interaction where there are multiple OCMs Unlimited v Limited OCs Budgets, financial structure, Special Rules, AGM requirements, Committee requirements, litigation, leasing & licensing issues		
28118	Research Project Reports (28/11/2008)	B	2
	Julie McLean reported on three current projects involving our industry and requiring your involvement. <ol style="list-style-type: none"> 1. Jan Warnken – Griffith University will report on the first comprehensive strata title data base for Australia and the potential of Strata and Community Title to provide On-Site solutions to Water Management in Large Urban Communities. 2. Simon Dunstall - CSIRO will tell us about their flagship research project to determine the Implications of decentralized power generation and its use, for example, in heating, cooling and powering commercial buildings using a combination of solar panels, gas turbines, fuel cells and electricity from the grid. 3. Kevin Fregon – Moreland Energy Foundation Limited (MEFL) invited us to participate in the Take Action project. Take Action is a research project looking at the delivery of hot water within flats and apartments. Hot water has been identified as an area of significant potential for reducing greenhouse gas emissions. 		

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13029	Accounting for Owners Corporations	B	2
	<p>Michael Nugent presented on Business software solutions specific to the OC industry may do the “accounting” for you but it is important to understand the theory so correct practises are adopted. Including a Practice Guideline, it will cover:</p> <ul style="list-style-type: none"> • Accrual or cash reporting • Separation of Annual and Maintenance Fund accounts & what should be treated as Maintenance Fund expenditure • GST treatment and reconciling • Insurance – treat as prepayment? • Treatment of special levies raised but not spent by balance date • Assets – purchases • Accounts receivable • Presentation of accounts – minimum standards 		
20039	Managing Performance	B	4
	<p>Milo-Arne Peady of Macquarie Bank, presented on Getting the best from your business' most important asset - your people - is one of the toughest challenges you face as a manager or supervisor. But it's one made easier by an effective performance management system.</p> <p>This program provides the knowledge and practical skills you need to design or review a performance management system, plus practical methods for successfully implementing and operating performance management processes.</p> <p>Core to getting better performance from staff is to make sure there's clarity on what's expected. Sounds pretty simple, but the 2008 MBL Strata Industry Survey showed many staff (59%) do not have written position descriptions or agreed short term performance objectives. Also one in two staff members have not had formal performance reviews in the past 12 months (if at all), so allocating incentives such as performance bonuses when the goal may not be clear becomes subjective. Better outcomes for the business and the employee would be achieved by documenting goals and regularly tracking progress.</p>		
01059	Legal/Ethical Obligations	B	2
	<p>Francesco Andreone of Andreones Lawyers, presented on Exploring philosophical concerns such as the legal obligations of an OCM towards the OC and lot owners, ethical obligations under the Legislation and Regulations and the OCV Code of Professional Conduct, and illustrate issues, problems and solutions with examples. Providing insight into the problems that can arise like conflicts of interest, breach of statutory and contractual obligations, remedies available to other parties, charging fees and resolving disputes.</p>		
29059	Disputes (Part10) & Debt Recovery	B	3
	<p>Leslie Clements of Clements & Co & Jonathan Cohen of LMS Lawyers, presented on Part 10 dispute process – including the internal “1st tier” and the CAV “2nd tier”. Applications to VCAT regarding recovery of outstanding fees and charges as part of the “3rd tier”. This will provide an update on: jurisdiction, who bears costs, learning from cases, and recommended approach.</p>		

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19069	Common Property Defects	B	2
	Andrew Whitelaw of Rigby Cooke Lawyers, presented on Common property defect rectification, Practice Guideline, examples and issues with the resolution of disputes.		
24079	The Basics of OCM	B	2
	Ian Ross, Stephen Raff & Julie McLean, presented on The fundamentals of managing owners corporations such as meetings [notices, agendas, procedures], resolutions, minutes, records and postal ballots.		
11099	Leases & Licences	B	2
	Leslie Clements of Clements & Co Lawyers, presented on Leases & licences of common property of the OC to a lot owner or other person are vitally important particularly when lots are sold and assignment is required. They require a special resolution, and are important for the records, register and certificate.		
23109	Tax & OC's	B	1
	John Salvaris of KPMG presented on <ul style="list-style-type: none"> • Income Tax & "mutuality" principals • Assets – ownership, treatment • GST, ABN's, CGT issues, PAYG • Tax reporting issues – is manager responsible to inform proprietors of lots? 		
23109(2)	OC Certificates	B	1
	David Binks presented An updated template that will aid accurate preparation of this important document that must form part of the Vendors Statement or Section 32 for the sale or purchase of a lot.		
20119	Developing Reviewing & Assessing Strata Plans	B	4
	Ian Ross, Robyn Crozier & David Monahan presented. Sometimes referred to as the Bible of the OC, as managers you must understand plans because it determines in many ways how your OCs operate. This will provide insight into how plans are developed and how to read and interpret plans. You will hear the manager, surveyor and legal perspectives.		

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ITEM CODE	DESCRIPTION	\$ Price inc GST Per recording	
		Member	Non-Member
2 HOUR SEMINAR EDUCATION		\$45.00	\$90.00
2374	On-selling electricity (23/07/2004)		
1794	Assessing your Lift's Assessment (17/09/2004)		
2685	Valuations (26/08/2005)		
1026	OH&S: What a Body Corporate Manager Needs to Know and Do (10/03/2006)		
1186	Managing False Fire Alarms (11/08/2006)		
09027	The Process of Repairs and Maintenance (09/02/2007)		
18057	Facilities Management (18/05/2007)		
29067	Insurance Workshop (29/06/2007)		
12107	Managing Industrial, Commercial & Mixed Use bodies corporates (12/10/2007)		
08028	OC Certificates & Contracts of Appointment – OC Manager (08/02/2008)		
14038	Essential Safety Measures (14/03/2008)		
09058	OC laws – "Classes" & Maintenance Plans (09/05/2008)		
13068	Insurance Workshop (13/06/2008)		
25078	Domestic Building Contracts (25/07/2008)		
07118	Multiple Owners Corporations (07/11/2008)		
28118	Research Project Reports (28/11/2008)		
13029	Accounting for Owners Corporations (13/02/09)	\$55.00	\$110.00
01059	Legal/Ethical Obligations (01/05/09)		
29059	Disputes (Part 10) & Debt Recovery (29/05/09)		
19069	Common Property Defects (19/06/09)		
24079	The Basics of OCM (24/07/09)		
11099	Leases & Licences (11/09/09)		
Symposium Recordings		\$30.00	\$60.00
23109	Tax & OC's (23/10/09)		
23109(2)	Owners Corporation Certificates (23/10/09)		
½ DAY SEMINAR EDUCATION	\$100.00	\$100.00	\$200.00
2436	Recruit, Retain, and Indemnify Your Greatest Assets (24/03/2006) * Members Only		
30106	Have you got the power to act (30/10/2006)		
20039	Managing Performance (20/03/09)	\$120.00	\$240.00
20119	Developing Reviewing & Assessing Strata Plans (20/11/09)		

DVD Package		\$525.00	\$600.00
1206	Introduction to Owners Corporation Management (12 DVD's for Non-members, 12 DVD's for members). DVD's included in package are shaded in grey in the descriptions and price list		

PLACING AN ORDER / MAKING A BOOKING

Simply complete the Order/Booking Form and **mail** or **fax** or **email** to OCV

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