

Dear Members

This year will be a defining year for the Strata/ Community Title Management Sector. The development of the unit resources for the Property Services (Operations) sector of the training package is nearing completion; NCTI expects that all units will be completed by the end of April 2008.

The consistent and dedicated work of members from the Community Titles Institute of QLD, the Institute of Strata Title Management NSW, the Owners Corporation Victoria, Community Titles Institute of SA, Strata Titles Institute of WA, Strata Titles Management Institute of ACT and the invaluable support and commitment from Bernie Galletti and Marina Kendal, TAFE NSW has enabled our Industry to produce a qualification based Training Resource. Relevant Legislation from participating States and Territories has been included, creating a truly National Training Course, which will be transportable across borders.

In establishing the relevant content, consideration was given to the potential consumer risks as identified by the NSW Office of Fair Trading (NSW is the only State currently licensed) and the critical underpinning knowledge required to effectively operate as a strata/community title/body corporate manager and/or manage a Strata/Community Title/Body Corporate Management business, with the ultimate additional benefit of providing a platform for educational and training consistency for the sector on a national basis.

The underpinning knowledge content of the units will equip managers and operatives with the learning tools to effectively and efficiently meet their daily obligations and responsibilities in dealing with the consumer at large.

The Course Structure

Units CPPDSM3016A Work in the property industry, CPPDSM3017A Work in the strata/community management sector and CPPDSM3019A Communicate with clients as part of agency operations are Certificate III level units and have been incorporated in the structure to facilitate entry level workers into the Strata/Community Title Management industry.

Certificate IV

This packaging of units will provide a pathway to achieve a qualification at Australian Qualification Framework (AQF) Level IV.

Certificate IV aims to provide the necessary skills and knowledge appropriate for people working in the Strata/Community Title/Body Corporate Management sector of the property industry as agency/property officers and operatives at a senior practicing/management level.

To gain a qualification in Certificate IV, new students will be required to complete the following units; (for those who currently operate in the Sector there will be an opportunity to apply for the qualification through the recognition of prior learning process).

Core units

BSBCMN403A	Establish business networks
CPPDSM4028A	Identify and analyse risks and opportunities in the property industry
CPPDSM4044A	Coordinate maintenance and repair of properties and facilities
CPPDSM4047A	Implement and monitor procurement process
CPPDSM4048A	Implement customer service strategies in the property industry
CPPDSM4057A	Monitor a safe workplace in the property industry
CPPDSM4063A	Participate in developing and establishing property or facilities contracts
CPPDSM4072A	Provide leadership in the property industry

Common electives

BSBCMN404A	Develop teams and individuals
BSBCMN408A	Report on financial activity
BSBRKG304A	Maintain business records
BSBSBM402A	Undertake financial planning
BSBSBM406A	Manage finances

Specialist electives

CPPDSM4006A	Establish and manage agency trust accounts
CPPDSM4034A	Assess and implement strata/community management agreement
CPPDSM4045A	Facilitate meetings in the property industry
CPPDSM4056A	Manage conflict and disputes in the property industry
CPPDSM4074A	Select and appoint contractors in the property industry

Suggested Nominal Course Duration: Approximately 630 hours

The duration of this course may vary depending on the delivery sequencing and assessment strategies and the needs of the student group, e.g.: if the learner has only entry level knowledge and skills.

Training Course Outcomes

Upon completion of the course, the learner will be able to demonstrate an understanding of a broad knowledge base incorporating some theoretical concepts; be able to apply solutions to a defined range of unpredictable problems; identify and apply skill and knowledge to a wide variety of contexts, in some cases in depth; identify, analyse and evaluate information from a variety of sources; take responsibility for their own output in relation to specified quality standards and take responsibility for the quantity and quality of the output of others. The performance of the various tasks can be adapted to guidelines defined by the learners' employer. These tasks may be performed across a variety of different areas relating to the particular strata management agency. For example, property management and maintenance, office processes and procedures, organising meetings and procedures, administrative, human resource and financial management, and agency risk management.

Teacher/Trainer/Assessor Qualifications

It is expected as a minimum requirement that the vocational qualification for teachers/trainers/assessors of this course would hold a Certificate IV in Property (Operations) or equivalent or higher level qualification and have three (3) years current relevant industry experience and current competency at the level of the unit.

Guest lecturers will be used to enhance current knowledge, skills and relevant trends in the industry.

Delivery of the Training Course by OTEN TAFE NSW

OTEN is an acronym for Open Training and Education Network, and is a specialist arm of TAFE NSW specialising in distance, online and flexible delivery of vocational education and training. OTEN encourages students to study at their own pace and their own place, and currently delivers training to 30,000 students in NSW, throughout Australia, and many who are travelling or permanently located overseas. Students love the flexibility, because there is no need to attend classes, so for Strata students that will mean no clashes with Strata Meetings and other commitments! OTEN's new website was launched in December, and is definitely worth a visit:

<http://www.oten.edu.au/oten/oten.htm> <<http://www.oten.edu.au/oten/oten.htm>>

It is anticipated that TAFE NSW will have the final course documentation aligned to the National Qualifications, completed by the end of April, to enable TAFE NSW Institutes to also enrol students and deliver the course face to face in 2008.

Final Stage

Before students can enrol, there are a couple of matters which still need to be addressed;

1. Nationally Endorsed Training Packages require that the Units be listed as available on the NTIS (Federal Government) website before training delivery can commence (whilst the Property Services (Operations Sector) Training Package was endorsed late last year, it has not yet been listed on the NTIS site). Unfortunately there is generally a delay soon after a Training Package has been endorsed; NCTI is following this up.
2. NSW Office of Fair Trading needs to specify that the units we have developed (or the qualification) meet their requirements for the issue of a Strata Managing Agent Licence in NSW, by issuing a Ministerial Order to that effect. Whilst continuous consultation has occurred between NCTI and the Office of Fair Trading in NSW and agreement has been reached in principle regarding the qualification requirements, OFT must formally endorse the content. NCTI has scheduled meetings with OFT to facilitate this outcome as soon as possible.

Estimated Cost of the Training Course

It is likely that the cost of the distance learning program will be approximately \$2000 for students enrolling with OTEN and completing all units by distance education, with some additional costs for students who wish to attend optional State-based tutorials. Students will be able to enrol directly

via the OTEN website once the program is available. NCTI will notify all members as soon as the program is available.

NCTI'S Commitment

NCTI will continue in its commitment to its members by providing educational opportunities which not only meet the licensing requirements but will also assist members in obtaining best practice in our exciting industry.

Anna Edwards

Ps: Hope to see you at the National Conference in Darwin.