



CPP40521

Certificate IV in Strata Community Management

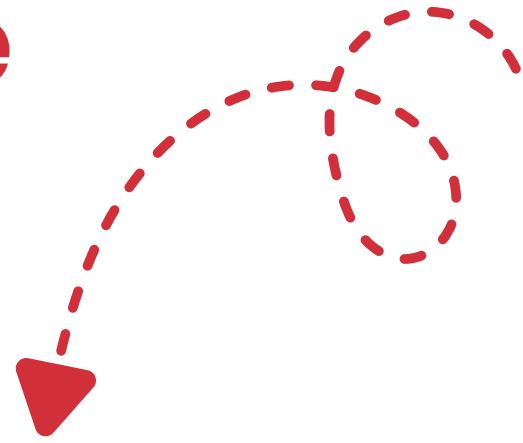
| *Empowering **Excellence** in Property*

Choose your Own Adventure

This is designed to help you explore the units available within the CPP40521 Certificate IV in Strata Community Management and understand what each one covers before making your selection.

EXPLORE YOUR OPTIONS
FIND WHAT FITS
BUILD YOUR PATHWAY

Your Adventure Starts Here



Every adventure starts with knowing your options. Here are yours.

14

Core Units

Build the essential knowledge and skills at the heart of strata community management.

9

Group A Electives

Explore specialised areas and develop skills relevant to different aspects of strata practice.

7

Group B Electives

Broaden your learning with additional units that complement your chosen pathway.

14 Core Units

Explore the Core Units

Choosing Your Flexible Five?

Choose any five of the 14 core units
that best match your role and development goals.

Completing the Full Certificate IV?

Complete 14 Core Units + 4 Electives
Minimum 2 Group A electives and
Choose the remaining electives from Group A or B.

14

BSBINS309

Maintain Business Records

Learn how to maintain accurate and compliant Owners Corporation records, including correspondence, meeting records, financial documents, contracts and owner information. Covers identifying and managing duplicate and outdated records, record storage, retention and disposal, confidentiality, data security and preventing common recordkeeping errors.

BSBOPS404

Implement Customer Service Strategies

Learn how to identify and improve customer service issues within a strata management office. Covers consulting with owners and committees, prioritising service improvements, allocating limited resources, responding to complaints and delays, and measuring whether customer service strategies are successful.

BSBWHS307

Apply Knowledge of WHS Laws in the Workplace

Learn how to apply WHS laws to an Owners Corporation incident involving a contractor. Covers the OC's safety duties, reviewing WHS documentation and practices, investigating incidents, identifying non-compliance, and understanding potential legal, financial and reputational consequences.

CPPSCM4009

Access and Interpret Legislation in Strata Community Management

Learn how to identify and interpret legislation relevant to Victorian Owners Corporations, including the difference between Commonwealth and State legislation. Covers locating current legislation, understanding its application to strata practice, and applying legal requirements to everyday OC decisions.

CPPSCM4040

Develop and Monitor Maintenance Strategies that Contribute to Asset Life Cycle

Learn how to assess and plan maintenance for shared OC assets such as pools and car parks. Covers identifying condition and risks, consulting with owners and committees, developing long-term maintenance and budgets, meeting Victorian requirements, and monitoring maintenance outcomes.

CPPSCM4047

Implement Procurement Processes in Strata Community Management

Learn how to manage procurement for Owners Corporation works, from defining requirements and evaluating contractor quotes to making recommendations. Covers price, experience, qualifications, warranties, timeframes, risks, approvals and maintaining procurement records.

CPPSCM4056

Manage Conflicts and Disputes in Strata Community Management

Learn how to assess a strata complaint by reviewing the issue, relevant records and evidence before making a decision. Covers gathering information from both parties, communicating professionally, identifying practical solutions, documenting the dispute and agreeing on appropriate next steps.

CPPSCM3020

Source and Extract Information from Strata Plans

Learn how to use registered strata plans to identify lot boundaries and common property, and recognise their limitations when locating services. Covers reviewing supporting documents such as service diagrams or engineering plans, verifying information and avoiding assumptions when plan details are incomplete.

CPPSCM4044

Coordinate Repair and Maintenance of Strata Community Property and Facilities

Learn how to coordinate strata repairs from quotation through to payment and recordkeeping. Covers verifying completed works and variations, checking invoices against approvals, confirming contractor details, protecting personal information, and maintaining accurate records.

CPPSCM4045

Facilitate Strata Community Meetings

Learn how to keep an Owners Corporation meeting on track when an unrelated complaint is raised during a motion. Covers acknowledging concerns, explaining meeting procedures, respectfully redirecting the issue to the appropriate agenda item or complaint process, and maintaining neutral communication.

CPPSCM4087

Facilitate Operation of Strata Community Committees

Learn how to assess committee authority and manager instructions before action is taken. Covers checking the manager's Contract of Appointment and committee resolutions, confirming decision-making authority, following governance processes and accurately recording committee decisions.

CPPSCM4034

Implement Strata Community Management Agreement

Learn how to implement an Owners Corporation management agreement by reviewing the appointment, scope of services, fees and delegated authority. Covers managing contractual obligations, disclosures, performance, variations, renewal, termination and handover.

CPPSCM4084

Administer Insurance for Strata Communities

Learn how to manage Owners Corporation insurance, including reviewing building insurance requirements, arranging valuations and quotes, checking policy coverage and excesses, coordinating claims, and maintaining accurate insurance records. Covers identifying gaps and reviewing cover at renewal.

CPPSCM4086

Prepare and Monitor Budgets for Strata Communities

Learn how to prepare an Owners Corporation budget using previous expenditure, current contracts, insurance costs and planned maintenance. Covers forecasting expenses, assessing levy requirements, allowing for future works and monitoring actual spending against the approved budget.

9 Specialist Elective

Explore the Group A

Full Certificate IV?

Choose 2 from Group A

Choose the remaining 2 from group A or group B

9

SIRXOSM002

Maintain Ethical and Professional Standards when Using Social Media and Online Platforms

Learn how to identify and manage ethical and legal risks when using social media in Owners Corporation practice. Covers protecting financial and personal information, obtaining consent for images, responding to privacy breaches, removing inappropriate content and implementing controls to prevent future incidents.

BSBTEC403

Apply Digital Solutions to Work Processes

Learn how to implement a cloud-based system to manage maintenance requests, contractor quotations and committee correspondence. Covers identifying process gaps, assessing system suitability, setting access controls, protecting information and intellectual property, training staff, and reviewing system effectiveness.

CPPSCM4028

Identify and Analyse Risks in Strata Community Management

Learn how to identify and assess risks to people, buildings, common property and OC operations. Covers gathering evidence, assessing likelihood and consequences, identifying contributing factors, prioritising risks, documenting findings and recommending appropriate controls or specialist advice.

CPPSCM4066

Conduct Strata Community Site Visits

Learn how to conduct a strata site inspection and identify issues requiring follow-up. Covers reviewing property records and plans, inspecting common property and shared facilities, identifying maintenance, WHS and safety concerns, prioritising risks, and documenting required actions.

CPPSCM4083

Terminate Strata Community

Learn how to manage the termination of a strata community, including owner consultation, required meetings, resolutions and voting. Covers preparing applications and supporting evidence, managing outstanding debts and contracts, and closing financial and property records.

CPPCMN4008

Read Plans, Drawings and Specifications for Residential Buildings

Learn how to read architectural, site and Plan of Subdivision documents to locate facilities, identify lot and common property boundaries, and clarify access and maintenance responsibilities for common property such as gardens, pools and waste facilities.

BSBPEF401

Manage Personal Health and Wellbeing

Learn how to manage workload, stress and wellbeing in a strata management environment. Covers setting work boundaries, managing difficult or aggressive interactions with owners and committees, accessing workplace support, and developing practical strategies to maintain wellbeing.

CPPSCM4085

Handle Strata Community Funds Held in Trust

Learn how to manage OC funds held in trust, including recording investment income, allocating available funds, checking contractor payments and resolving financial discrepancies. Covers documentation, reconciliations, authority, transparency and controls to maintain accurate and accountable financial records.

CPPCMN4012

Contribute to Sustainable Solutions Throughout a Building's Life Cycle

Learn how to assess sustainability across an apartment building's life cycle, from planning and construction through to operation, renovation and deconstruction. Covers evaluating environmental, social and financial impacts, consulting stakeholders, comparing sustainable options, and documenting recommendations and decisions.

7 General Electives

Explore Group B

Full Certificate IV?

Choose 2 from Group A
Choose the remaining 2 from Group A or B



BSBCMM411

Make Presentations

Learn how to prepare and deliver presentations for Owners Corporation meetings and workplace audiences. Covers identifying the purpose and audience, presenting OC information clearly, preparing supporting materials, answering questions, managing discussions and using feedback to improve future presentations.

BSBOPS401

Coordinate Business Resources

Learn how to improve resource use in a strata management office by identifying underused and unavailable resources. Covers developing a resource improvement plan, implementing changes, monitoring usage and costs, maintaining purchase and resource records, and reviewing outcomes.

BSBTWK401

Build and Maintain Business Relationships

Learn how to build effective working relationships with Owners Corporation committees, contractors and suppliers. Covers understanding stakeholder expectations, professional communication, preparing for meetings, obtaining quotations, managing difficult conversations and resolving contractor or maintenance issues.

CPPCMN4013

Operate a Sustainable Business

Learn how to identify and assess sustainable improvements for a property and Owners Corporation business. Covers reducing paper and energy use, evaluating sustainable products and services, consulting clients and contractors, researching opportunities, and assessing environmental, financial and social benefits.

CPPDSM5022

Develop and Implement Asset Management Plans

Learn how to develop an asset management plan for a residential Owners Corporation by assessing asset condition, performance and risks. Covers prioritising elevator, HVAC and roof issues, planning maintenance and renewal, budgeting, scheduling inspections and monitoring asset performance.

CPPDSM6002

Conduct Property Investment Feasibility Study

Learn how to assess whether a property investment is financially and commercially feasible. Covers researching comparable properties and market conditions, analysing financial data, testing investment scenarios and sensitivity, assessing risks, obtaining specialist advice and preparing evidence-based recommendations.

CPPDSM6008

Develop and Implement Strategic Facilities Management Plans

Learn how to develop a strategic facilities management plan by assessing building performance, stakeholder needs and operational risks. Covers HVAC and access control performance, compliance and safety, energy efficiency, maintenance priorities, budgeting and monitoring against agreed benchmarks.

Found Your Units?

Ready to Enrol?

You've explored the units and found the learning that works for you.
Now, turning your choices into your next step is easy.

Complete the Enrolment Form

Complete the enrolment form, select your course units, and set up your Coursebox account.

Invoice & Payment

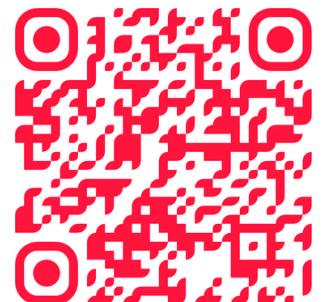
We'll send your invoice and payment details.
Once payment is received, we'll proceed with your enrolment.

Course Enrolment

We'll enrol you in your selected units in Coursebox and send you a welcome email with your course access details.

Start Learning

Log in to Coursebox and begin learning online, at your own pace.



Enrol Today: Click here
or Scan the Code

Learning that Works Around You.

At REPI, we make it easy to build your skills and knowledge in a way that fits your work and lifestyle



Fully online & Flexible

Study from anywhere, anytime



Choose Your Electives

Personalise your learning



Industry-Relevant Learning

Real-life industry scenarios



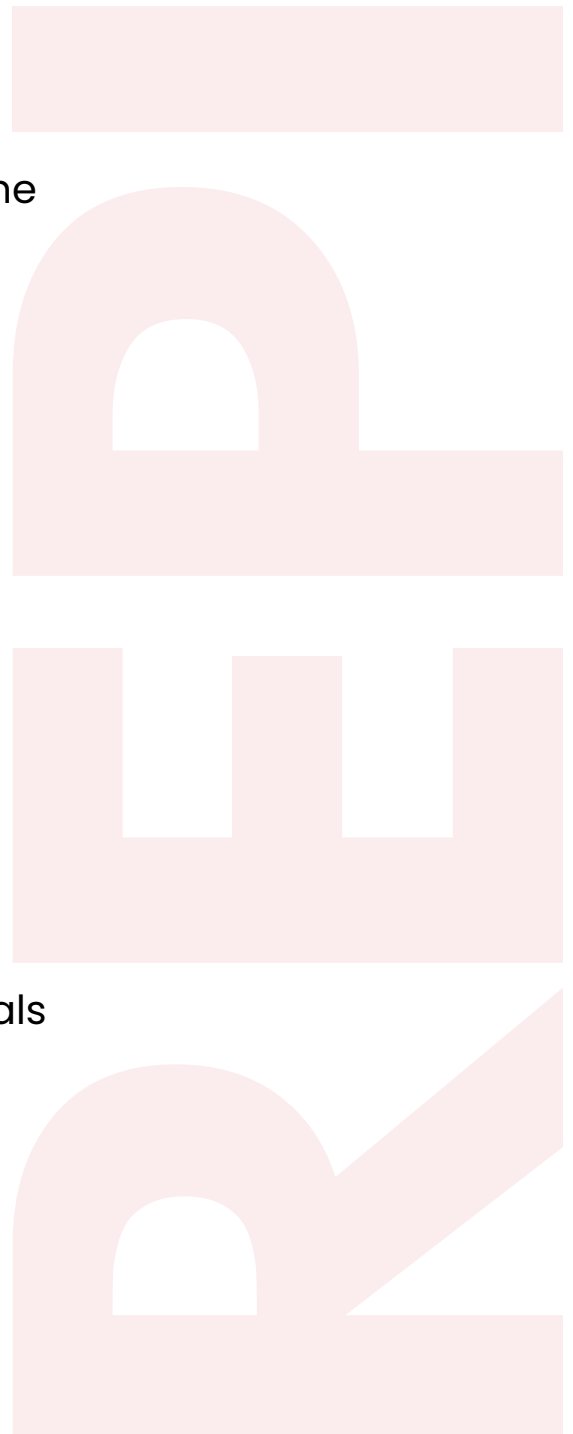
Industry Experts

Learn from strata professionals



Supportive Community

You're never learning alone





**Your future
in strata
starts here.**

Enrol today.