



NATIONAL
CONGRESS



7 - 9 AUG 2008 Darwin NT

INFOCUS: 21st Century Lifestyle
National Community Titles Institute

EDUCATION UPDATE

Presenters:

Anna Edwards - NCTI Training & Education Manager

Bernie Galletti - TAFE NSW Manager Property Services Programs

COURSE DEVELOPMENT UPDATE

- Concept development over the past 10 years
 - Educational program is now complete
- Qualifications in the nationally endorsed CPP07 Property Services Training Package
 - CERTIFICATE IV IN PROPERTY SERVICES (OPERATIONS)
- Provides specialist training designed for those people primarily employed or wishing to be employed in the operational/administrative area of the Strata/Community Title Management industry wanting to further enhance their skills and knowledge to progress to roles at supervisory /management level within their field of operation.
 - Available to all NCTI (Affiliate) members & staff in all States
 - Resources development with the relevant State legislation
- Potential global access to gaining an Australian qualification in Strata and Community Title Management

- Thanks -

- NCTI Board members
- State Affiliate Board members

GETTING STARTED – HOW TO ENROL?



Open Training Education Network (OTEN)

- In the first instance (prior to September 08) email oten.property@tafensw.edu.au with your name and contact details, stating that they are interested in enrolling in the Property Operations course (#17685). OTEN will contact you to answer questions and assist with enrolment.
- Post September, you will be able to enrol directly into the program through our OTEN website www.oten.edu.au by searching course #17685 (follow prompts)

HOW MUCH?...HOW LONG?

Cost (Investment)

- The Certificate IV in Property Services (Operations) through OTEN will be ONLY \$2570.
 - learning resources CD ROM
 - online support
 - distance teaching and assessment
 - processing of *Recognition of Prior Learning / Current Competency*.

Duration

- Generally within 12 months, can be completed within 6 months or less for those who are keen to complete the assessments faster.
- Program is self-paced and flexible to meet your needs.

ASSESSMENT & SUPPORT

Assessment

- Assessment for all students - via scenario-based online assessments, in accordance with their own State's legislation.

Support for Students

- OTEN students receive all of their learning materials so that they can study where ever and when ever they want to;
- OTEN teachers are available to assist from 8.30am to 5pm Monday to Friday, 50 weeks each year (local call cost Australia-wide);
- Comprehensive Open Learning Support website, which helps with frequently asked questions and updates 24 hours a day, 7 days per week;
- Email "helpdesk" is also available if students prefer to email their questions to a teacher.

HOW THE CPP07 PROPERTY SERVICES TRAINING PACKAGE WILL IMPACT ON THE STRATA/COMMUNITY TITLE MANAGEMENT INDUSTRY?

- Nationally recognised qualifications
 - Certificate III in Property Services (Operations)
 - Certificate IV in Property Services (Operations)
- Diploma of Property Services (Asset and Facility Management)
- Advanced Diploma of Property Services (Asset and Facility Management)
- Qualifications specific to Strata/Community Title/Body Corporate Managers
 - Own industry standards - not linked to Real Estate Agents
 - Definite and distinct 'pathway' of qualifications
 - Possible 'on' and 'off' the job training & assessment
 - Recognition of Prior Learning (RPL) or Current Competency (RCC)
- Transportability and industry recognition of qualifications across State borders??
 - Real increase in professionalism of the industry
 - Units of competency can be used for CPD training
 - Recognition for licensing purposes in States where licensing exists

**B E N C H M A R K
Q U A L I F I C A T I O N**

**CERTIFICATE IV IN PROPERTY SERVICES
(OPERATIONS)**

STRUCTURE / CONTENT

CPPDSM3016A	Work in the property industry * Cert III	30
CPPDSM3017A	Work in the strata/community management sector * Cert III	35
CPPDSM3019A	Communicate with clients as part of agency operations * Cert III	20
CPPDSM4074A	Select and appoint contractors in the property industry	10
CPPDSM4072A	Provide leadership in the property industry	30
CPPDSM4063A	Participate in developing and establishing property or facilities contracts	30
CPPDSM4057A	Monitor a safe workplace in the property industry	40
CPPDSM4056A	Manage conflict and disputes in the property industry	20
CPPDSM4048A	Implement customer service strategies in the property industry	40
CPPDSM4047A	Implement and monitor procurement process	20
CPPDSM4045A	Facilitate meetings in the property industry	20
CPPDSM4044A	Coordinate maintenance and repair of properties and facilities	30
CPPDSM4034A	Assess and implement strata/community management agreement	50
CPPDSM4028A	Identify and analyse risks and opportunities in the property industry	20
CPPDSM4006A	Establish and manage agency trust accounts	40
BSBSMB406A	Manage small business finances	50
BSBSMB404A	Undertake financial planning	50
BSBRKG304B	Maintain business records	30
BSBREL401A	Establish networks	50
BSBLED401A	Develop teams and individuals	30
BSBFIA 402A	Report on financial activity	30
	Total 21 Units of Competency & Nominal Duration (hours)	675

How to achieve the
competencies and ultimately the
qualification ?

“On & /or off the job”

Pathways

- formal or informal education and training
 - experiences in the workplace
 - general life experience, and /or
 - any combination of the above.

Assessment

8. Learning and assessment pathway

Learning and assessment are integrated, with assessment evidence being collected and feedback provided to the candidate at anytime throughout the learning and assessment process.

- structured programs utilising specialist training resources

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Range of strategies :

group-based, work-based, project-based, self-paced, action learning-based; conducted by distance or e-learning; and /or involve practice and experience in the workplace.

2. Assessment-only or recognition pathway (RPL/RCC)

Competencies already held by individuals can be formally assessed against the units of competency and recognised regardless of how, when or where they were achieved.

- Candidate provides current, quality evidence of their competency against the relevant unit of competency.
- Verified by an assessor
- Compilation of a portfolio of evidence
 - through observation of workplace performance and skills application
 - oral and /or written assessment

Assessor must be confident that the evidence indicates that the candidate is currently competent

EVIDENCE

- forms and might include certification
- achievement of prior qualifications
 - references from past employers
 - testimonials from clients
 - work samples etc

Candidates responsibility to provide sufficient evidence

JUDGING EVIDENCE

The assessor must ensure that the evidence is:

- **authentic** (the candidate's own work);
- **valid** (directly related to the current version of the relevant endorsed unit of competency);
- **reliable** (shows that the candidate consistently meets the endorsed unit of competency);
- **current** (reflects the candidate's current capacity to perform the aspect of the work covered by the endorsed unit of competency); and
- **sufficient** (covers the full range of elements in the relevant unit of competency).

The assessment only or recognition of prior learning pathway is likely to be most appropriate in the following scenarios:

candidates enrolling in qualifications who want recognition for prior learning or current competencies (existing Strata/Community Title Managers!!!);

- existing workers;
- individuals with overseas qualifications;
- recent migrants with established work histories;
- people returning to the workplace; and
- people with disabilities or injuries requiring a change in career.

3. Combination of Pathways

Gaps in one's competency - some training required

LEADING THE WAY !!!

First enrolled should be:

Board Members of NCTI

Board Members of the various state affiliate organisations:

ISTM NSW

CTI Qld

OC Vic

CTI SA

STI WA

ACT, NT & TAS??

THANK YOU

“Live as if you were to die tomorrow.
Learn as if you were to live forever” - *Gandhi*