

BRIEFING PAPER

There is strong anecdotal evidence that the strata community industry is at the front of a tightening of the supply of administration staff, strata managers and supporting facilities management staff of the appropriate calibre and with the right training. The demand for skilled staff will only continue to grow.

This trend has been reinforced by the Macquarie 2019 Strata Benchmarking Report which has identified staff turnover, employee engagement, hiring challenges and training and developing staff as areas of high concern and/or requiring significantly more focus.

The Report concludes:

"The importance of attracting and retaining good people will be one of the largest challenges and opportunities for businesses going forward. Finding talented people that fit your culture and vision, and nurturing them, will help your business to prosper and grow, outperforming your industry peers." ¹

Delivering the workforce is a complex task. In particular, securing, training, and retaining personnel with requisite technical and soft skills, paired with detailed understanding legislations and processes, is a growing problem.

In the light of this, SCA is determined to be part of the solution.

We want to be on the front foot in supporting our members by the development of a *Future Workforce* framework that will provide opportunity to enhance their workforce planning with mechanisms that will assist in developing a pipeline of the right people at the right time to contribute to business growth.

Further, and with strong industry support, we want to press our Case for Change to review the current Strata Community Management training packages.

1. Consultation Workshop

SCA is inviting members to participate in an online consultation workshop which will focus on the current accredited qualifications available for Strata Community Management.

Three different dates/times will be on offer to cater for participant availability.

- Friday 28 August – 10.00am to 12.00pm (SYD)
- Tuesday 2 September – 1.00pm to 3.00pm (SYD)
- Friday 4 September – 12.00pm to 2.00pm (SYD)

¹ Macquarie 2019 Strata Benchmarking Report – Best Practice p.35

2. Background context

Training packages in Australia are administered and monitored through the Australian Industry Skills Commission (AISC), a federal government body.

Three formal qualifications are currently available to meet the training needs of the Strata Management industry sector.

These qualifications sit within the Property Services training package framework and development and review of these qualifications is overseen through the Property Services Industry Reference Council (IRC) which answers to the AISC.

The Strata industry is represented on this council by Alisha Fisher, CEO of the Strata Community Association.

The current approved qualifications are:

- Certificate III in Strata Community Management
- Cert IV in Strata Community Management
- Diploma Strata Community Management

There are varying levels of uptake of these courses within the industry based on

- changes within the industry,
- the lack of relevance and currency of the current qualifications and
- in keeping with prescribed protocols,

A submission was presented to the AISC for the review, revision and update of the current strata management qualifications. This submission was made through the approved Skills Service Organisation (SSO), Artibus Innovation.

3. The Challenge

Based on the submission, the AISC has not approved the proposed training package development.

The AISC has directed the Property Services IRC to “**~~delete~~ the Certificate III and Diploma of Strata Community Management unless it can provide a valid reason for retaining them**”.

This leaves the industry with a set of formal qualifications that

- Lack content that addresses changes in the industry
- Have limited RTOs to deliver the courses
- Currently have natural barriers to being accessed

4. SCA Response

In order to respond to the AISC directives, SCA requires deeper and broader evidence and data including:

- Identification of the relevance of the current qualifications to meet industry needs
- Emerging trends in industry
- Documentation of gaps in the current qualifications to meet changes within the industry including:
 - New and emerging strata management software systems
 - Increased compliance in risk, building management, crisis and emergency response protocols, Building Information Modelling software, disability and aged access etc.
- The demand for the current qualifications by type of participants and anticipated volume
- Barriers to accessing the current qualifications
- Impact on the industry in the absence of appropriate qualifications

5. The Future Workforce workshops

SCA has engaged Adept Innovations Consulting to conduct a broad consultation of key strata companies to provide feedback and information relating to the dot points in 4.

There is an opportunity through this process to

- a. Address the needs presented in responding to the AISC directives
- b. Conduct the consultation within a broader context of a forward-looking workforce development strategy

WORKSHEET

Breakout Session 1 (30 mins)

1. **(5mins)** Review the training package competency checklist – general discussion
2. **(15 mins)** Dot point the top 6 to 10 **most relevant** skills/competencies
3. **(10mins)** What competencies/skills are **missing** from the list that are considered essential to the future of the industry

Breakout Session 1 Reporting (5 mins)

1. What are the top 6 to 10 **most relevant** skills/competencies?
2. What competencies/skills are **missing** from the list?

Breakout Session 2 (30 mins)

1. **(10mins)** What are the current industry trends that demand training/education?
For example – digitisation of processes, building code compliance – what else?
2. **(15mins)** Identify the top 3 to 5 trends. What are the consequences/risks of inaction?
3. **(5mins)** The government is proposing the removal of the Certificate III and Diploma in Strata Community Management
 - a. Is this an acceptable idea? Yes/No
 - b. If no, what are the reasons for retention of the Cert III and/or Diploma in Strata Community Management?

Breakout Session 2 Reporting (5 mins)

1. Report back the most important trends and risk/consequences of inaction
2. Is removing the Cert III and/or Diploma and acceptable idea? Yes/No
3. If no, why not?