

Guidance for

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Continual  
Professional  
Development

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Education



**PROFESSIONAL  
STRATA  
MANAGER**

Strata Community Association (NSW)

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# A NOTE FROM SCA (NSW)



## GENERAL MANAGER SADIYE INCE

The New South Wales Strata Sector is now paving the way for the Property Industry with the highest form of consumer protection regulation approved by the Government.

Over the past four years, Strata Community Association (NSW) and the NSW Government have been working in partnership to strengthen consumer protection and restore consumer confidence.

A Professional Standards Scheme approved from 1 July 2021 has brought formal recognition by the NSW Government as the first of its kind for the property services industry in Australia and marks the beginning of an exciting time for members of our Association.

At the forefront of this scheme is a further commitment to consumers to ensure high professional standards across the strata industry. This is in line with various other initiatives across NSW, including the NSW Government plan to rebuild the construction sector and restore confidence and professionalism.

The Professional Standards Scheme sees an increase in Continual Professional Development (CPD) requirements to ensure that all members remain up-to-date, educated, and aware of their on-going responsibilities to the consumer.

Our Focus to be the trusted source of education, continue up-skilling our members and providing expert education across all mandatory licencing levels.

Education is part of our foundation and we are shifting our focus to provide dynamic and relevant training to our members. We will cover off a broad range of topics aimed at members of all stages in their careers. We will not only be providing a full calendar of paid training options but also an extensive calendar of free training sessions. Members will also have access to a hub of training materials and resources to support them on their Education journey.

We are thrilled to embark on this new era of Education at SCA (NSW).

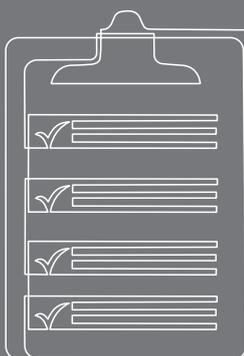
# MEMBERS BENEFITS

The Professional Standards Scheme offers our members' clients a range of benefits, including:

The SCA (NSW) will oversee and self-regulate the conduct of all members within a structured professional framework defined by our Code of Ethics;

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In addition to our internal complaints handling process, the Professional Standards Scheme brings a further robust and independent complaints handling process, ensuring clients can be assured of an independent review and response; and

.....  
An increase in Continual Professional Development (CPD) requirements for Strata Managers and Licensees in Charge, ensuring the industry remains up to date, educated, and aware of their on-going responsibilities to the consumer.



## ABOUT PROFESSIONAL STANDARDS SCHEME



Strata Community Association (NSW) and the NSW Government have been in partnership to strengthen consumer protection and restore consumer confidence.

The commencement of the NSW Professional Standards Scheme (PSS) is formal recognition by the NSW Government and is the first of its kind for the property services industry in Australia and marks the beginning of an exciting time for members of SCA (NSW).

**The scheme has been approved for an initial period of 5 years commencing from 1st July 2021.**

This approval means strata manager members of SCA (NSW) must adhere to a Code of Ethics including professional standards and is monitored by Professional Standards Australia.





## ABOUT CONTINUAL PROFESSIONAL DEVELOPMENT

Strata Community Association (NSW) is an approved provider of CPD and delivers tailored education to support strata management professionals throughout their career journey. Our Continuing Professional Development (CPD) program connects you with leaders in the profession, subject matter experts and other strata management professionals.

As the representative body supporting the strata industry, SCA (NSW)'s focus remains to provide an educational experience tailored to the needs of the strata community in line with government regulations, and aims to maximise consumer protection, maintain public confidence, reduce disputes and promote best practice.

SCA (NSW) takes a multi-faceted approach to strata education, offering a variety of ways for strata management professionals to meet their CPD requirements. Our Education Calendar offers both face-to-face and online training through a diverse selection of offerings held across the CPD Year (23 March to 22 March).

## BENEFITS OF TRAINING WITH SCA (NSW)

When you choose to complete your training with SCA (NSW), you are receiving the following benefits:

Flexible Training Options

Expert Trainers with experience in the Strata Industry

Flexible Payment Options

Quality assured by the peak industry association

NSW Fair Trading approved CPD provider



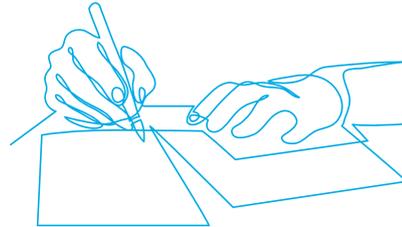
# ABOUT CONTINUAL PROFESSIONAL DEVELOPMENT

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## RECORD KEEPING

**Licence and certificate holders must retain their own records of any Compulsory, Elective or Business Skills topics completed.**

- Certificate of Registration holders must retain the Statement of Attainment issued by a Registered Training Organisation (RTO) for each unit completed from the relevant Certificate IV for their area of practice.
- Licence holders (Class 1 and Class 2) must retain all records for three (3) years.
- Certificate of Registration/Assistant Agents holders must retain all records for four (4) years



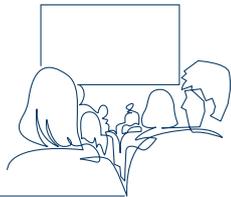
Licence and Certificate holders will also be required to provide evidence to the Department of NSW Fair Trading that they have completed the required CPD Hours from the relevant CPD Learning Areas. SCA (NSW) Members CPD records will be maintained by the association, however individuals are advised to retain their own records and must provide these records as evidence if requested by NSW Fair Trading.

CPD Certificates issued after the 01/05/2020 will be available to download from your Member Portal on the SCA (NSW) e-Learning Platform.

# WHAT WE OFFER FOR YOUR DEVELOPMENT

## ROADSHOWS

Delivered across various locations throughout the CPD year, these sessions are informative and practical, and provide an opportunity to learn, network and knowledge share.



FACE-TO-FACE

## MASTERCLASSES

Designed specifically for Class 1 Agents (Principals and LICs) these sessions are interactive and topical, incorporating personal experience and insights from both Strata Managers and Industry Experts.



FACE-TO-FACE

## WEBINARS

Offered both live and on-demand. Live sessions provide participants with the ability to interact with trainers and presenters. On-demand sessions are recorded and accessible via the SCA (NSW) e-Learning platform, providing flexible online learning at a time or location of your convenience.



VIRTUAL LEARNING

## ON-LINE TRAINING

Available to access anytime throughout the CPD year and accessible via the SCA (NSW) e-Learning platform, providing flexible online learning at a time or location of your convenience.



E-LEARNING

## CORPORATE MEMBER TRAINING

(CPD DIRECT - IN HOUSE)

Available for offices of 15 or more staff, our Trainers will come to your office or a chosen venue at a time that works for you, to ensure your team or staff satisfy their compliance obligations. Please email us for more information.



FACE-TO-FACE

## CORPORATE MEMBER TRAINING

(CPD DIRECT - VIRTUAL)

Available for offices of 5 or more staff, our Trainers can present virtually to your team at a time that works for you, to ensure your team or staff satisfy their compliance obligations. Please email us for more information.



E-LEARNING



## ALTERNATIVE WAYS TO ACQUIRE PSS HOURS

### CPD REQUIREMENTS UNDER THE PROFESSIONAL STANDARDS SCHEME

#### PROFESSIONAL ASSOCIATION ACTIVITY

Under this Category, SCA (NSW) Members who volunteer their time, expertise and knowledge with SCA (NSW) and are giving back to the industry such as participating in SCA (NSW) boards and committees, presenting at SCA (NSW) delivered training events, training SCA (NSW) Members or otherwise actively involved with the development of relevant professional development content for SCA (NSW), are being awarded CPD points as follows:

DESCRIPTION	APPLICABLE HOURS
SCA (NSW) Board/Board Advisory Group/ Discussion groups, Workshops, State/ Chapter Board and Committee meeting.	1 hour per meeting attendance. Maximum 6 hours per annum.
Presenter at SCA (NSW) educational events/ seminars/courses.	1 hour presentation. Max. 6 Hours per annum.
SCA (NSW) Educational/Best Practice Content Development.	3 hours awarded per final content.
Task Force, Sub Committee, Focus Groups to create SCA (NSW) content.	1 hour per meeting attendance, maximum 6 hours per annum.
Participation as a mentor for SCA (NSW) mentoring program.	Participation as a mentor for SCA (NSW) mentoring program.

#### TRAINING PROVIDERS TO SCA MEMBERS

SCA (NSW) Member's applying to obtain CPD points either prior or in the retrospective of attending the training – must provide full details of the training provided including content and where applicable the learning outcome of the training, the date and duration of the training and the full details of the training provider. Applications made in the retrospective require proof of attendance at the training by providing attendance certificates or written proof by the training provider of the applicant's attendance.



## ALTERNATIVE WAYS TO ACQUIRE PSS HOURS



### FORMAL ACTIVITY

Structured learning with an assessed learning outcome linked to a relevant Australian qualification or a relevant national training package outcome delivered by a registered training organisation, accredited training organisation.

DESCRIPTION	APPLICABLE HOURS
Studies undertaken through an RTO.	1 hour per unit of competency. Max 6 hours per year.
Certificate of Registration/Assistant Agents Course NSW.	1 hour per unit of competency. Max 7 hours per year.
Certificate IV or Diploma qualification in Strata Community Management.	2 Hours per completed individual unit of competency Certificate IV in Training & Assessment.
Certificate IV in Training & Assessment.	Max. 12 Hours (can only be claimed once in the year of completion).

### INFORMAL ACTIVITY

This is an activity with an identifiable, non-assessed learning outcome. The training must be delivered interactively such as by; workshops (external and internal such as company inhouse training), web-based tools (webinars, e-learning, etc), strata related forums, seminars, breakfasts, workshops, and conference presentation.

Proof of attendance is required. Informal activity hours are additional to the requirements set by the Department of Fair Trading for CPD each CPD year.



DESCRIPTION	APPLICABLE HOURS
Non SCA (NSW) delivered training (other than through an RTO).	1 hour allocated per 2 hours of training.
SCA delivered training.	1 hour allocated for every hour (includes up to 1 hour).
SCA State/Chapter Conference or Symposium.	Max. 6 hours per day.
SCA Annual Conference.	Max. 6 hours per day.
SCA State/Chapter Principal/Leader Forums.	Max. 3 hours per day.

# COURSE LIST

SCA (NSW) offers a wide range of education for the Strata industry. With courses on-demand available, combined with our FlexiBundle package, it has never been easier to fulfill your CPD requirements, your way.



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 The new CPD Year runs from 23 March 2022 until 22 March 2023.  
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DATE	COURSE	COURSE TYPE
23/06/2022	Understanding the Professional Standards Scheme	Elective
29/06/2022	Understanding the Functions of an Owners Corp vs Strata Committee	Elective
30/06/2022	Supervision Requirements	Business Skills
21/07/2022	Trust Accounting Class 1	Business Skills
26/07/2022	Understanding Meeting Requirements	Elective
28/07/2022	Managing Employees and Hybrid Workplaces	Business Skills
16/08/2022	Understanding Trust Accounting and Audits	Elective
18/08/2022	Inclusion and Equality in the Workplace	Elective
30/08/2022	Business Planning & Risk Essentials	Business Skills
30/08/2022	Business Planning & Risk Essentials	Business Skills
31/08/2022	Building Defects – Understanding your Options	Elective
13/09/2022	Managing Large Schemes and Working with Building Managers	Elective
15/09/2022	Preparing for NCAT and resolving disputes	Elective
22/09/2022	Compliance and Internal Audits	Business Skills
11/10/2022	Managing BMCs	Elective
13/10/2022	Port Maccquarie Roadshow	Comp & Elective
14/10/2022	Central Coast Roadshow	Comp & Elective
18/10/2022	Building Defects – Managing Building Defects	Elective
20/10/2022	Sydney Roadshow	Comp & Elective
21/10/2022	Sydney Roadshow	Comp & Elective
3/11/2022	Wollongong Roadshow	Comp & Elective
4/11/2022	Goulburn Roadshow	Comp & Elective
8/11/2022	Effective Communication with Employees	Business Skills
16/11/2022	3 Hours Compulsory	Compulsory

# TRAINING WITH SCA (NSW)

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## REGISTRATION

To register for an education session, please visit our [Education Courses](#). You will require your username and password to login to register for each session. Once you have successfully submitted your order, your request will be processed within 48 hours. Upon receiving full payment, access to courses will be provided.

Prior to enrolling, you should ensure that you have read the course information on the SCA (NSW) website, as well as the contents of this handbook which form part of the terms and conditions for registration. Registering for an education session acknowledges that you have read this handbook.

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## COMPLETION

Participants have the duration of the CPD Year (23 March until 22 March) to complete their Online Training and CPD Assessments. It is the responsibility of the student to monitor and maintain their CPD records, including the completion of all content on the SCA (NSW) e-Learning Platform.



## CERTIFICATES

At the conclusion of the training and the successful completion of all CPD Assessment Activities, participants will receive a Certification of Attendance/Completion, which will meet the NSW Fair Trading requirements for that CPD Category. SCA (NSW) reserves the right to withhold or revoke CPD Certificates where training fees remain outstanding.

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# TRAINING WITH SCA (NSW)

## EDUCATION TERMS AND CONDITIONS

The education terms and conditions are required to cover venue, catering, and administrative SCA (NSW) reserves the right to cancel training if payment is not received, if unforeseen circumstances arise, and/or if minimum session numbers are not reached. If training is cancelled by SCA (NSW) due to unforeseen circumstances or if minimum session numbers are not reached, registrants will first be offered to have the fees credited towards a future training session within the same CPD year, and if no other similar training sessions are available, are entitled to a full refund for any fees paid toward the cancelled training.

Refunds will be made by the same method used for payment and will be paid to the entity that made the original payment. Refund requests will be processed in line with the SCA (NSW) payment run.

EVENT TYPE	CANCELLATIONS	REFUNDS	TRANSFERS
Face-to-Face Training	All cancellations must be made in writing to the SCA (NSW) Education Team via email at least ten (10) business days before the event.	Cancellations received more than ten (10) business days prior to the event are eligible for a refund and will be honoured if written confirmation has been received.	All transfer requests must be made in writing to the SCA (NSW) Education Team via email at least ten (10) business days before the event.
• Roadshows			Participants are permitted transfer to another training session with less than 24-hours* notice but will be required to pay an administration fee of 50% of the training fee. If the administration fee is not paid, SCA (NSW) reserves the right to cancel the training transfer. *If a training session commences on a Monday, students will be required to notify SCA (NSW) on the Friday prior to the training due to business operational times.
• Strata Committee Training NSW		Cancellations received less than ten (10) business days prior to an event are not eligible for a refund.	Participants are permitted to transfer to another session once only, within the same CPD year. Participants are permitted to transfer their registration to another participant but will be required to pay an administration fee of 50% of the training fee.
• NSW Strata Services Specialist Course			If a transferred training session is not attended or cancelled by a participant, no further transfers or refunds apply.

# TRAINING WITH SCA (NSW)

EVENT TYPE	CANCELLATIONS	REFUNDS	TRANSFERS
<b>Virtual (e-Learning)</b>			
<ul style="list-style-type: none"> <li>Online (e-learning)</li> <li>Strata Committee Training NSW</li> <li>NSW Strata Services Specialist Course</li> </ul>	<p>All cancellations must be made in writing to the SCA (NSW) Education Team via email prior to access details being issued. Payment must be received prior to the issue of access to training materials.</p>	<p>For online training (CPD Online), a full refund will apply for cancellations made prior to the access details being issued. No refunds apply after access to online training has been provided.</p> <p>Refunds will not be honoured due to technical difficulties. It is the student's responsibility to ensure their computer systems are working and compatible with SCA (NSW) Education delivery methods.</p>	<p>All transfer requests must be made in writing to the SCA (NSW) Education Team via email prior to online access details being issued.</p> <p>Transfer requests will not be accepted once online access details have been issued, irrespective of the circumstances.</p> <p>The transferral of registration to another participant is not permitted, a new registration must be made and paid for.</p> <p>If a participant commences a training program, but does not complete the program, no transfers or refunds apply.</p>
<b>CPD Bundles</b>			
<ul style="list-style-type: none"> <li>NSW – Class 1CPD Bundle</li> <li>NSW – Class 2CPD Bundle</li> </ul>	<p>All cancellations must be made in writing to the SCA (NSW) Education Team via email prior to access details being issued.</p>	<p>Refunds will be honoured if we have received written confirmation prior to course materials being issued.</p> <p>No refunds apply after training material has been dispatched.</p> <p>Participants cannot cancel and request a partial refund for individual events from a CPD Bundle.</p>	<p>The transferral of registration to another participant is not permitted, a new registration must be made and paid for.</p> <p>If a participant commences a training program, but does not complete the program, no transfers or refunds apply.</p>

# TRAINING WITH SCA (NSW)

EVENT TYPE	CANCELLATIONS	REFUNDS	TRANSFERS
<b>Webinars</b>			
<ul style="list-style-type: none"> <li>Webinars (Live)</li> <li>Webinars (On-Demand)</li> </ul>	<p>Cancellations must be received no later than 24- hours* before the scheduled webinar date/start time and registrants are permitted to reschedule a limit of once only to the next available session.</p> <p>*If a training session commences on a Monday, students will be required to notify SCA (NSW) on the Friday prior to the training due to business operational times.</p>	<p>Refunds will be honoured if we have received written confirmation of non-attendance at least ten (10) business days prior to the scheduled webinar date, no refunds are honoured after this time.</p> <p>Refunds will not be honoured due to technical difficulties. It is the student's responsibility to ensure their computer systems are working and compatible with SCA (NSW) Education delivery methods.</p>	<p>All transfer requests must be made in writing to the SCA (NSW) Education Team via email at least ten (10) business days before the event. If you would like to transfer to another training session with less than 24-hours* notice, you will be required to pay an administration fee of 50% of the session fee.</p> <p>*If a session commences on a Monday, students will be required to notify SCA (NSW) on the Friday prior to the training due to business operational times. The transferral of registration to another participant is not permitted, a new registration must be made and paid for.</p>
<b>Corporate Training</b>			
<ul style="list-style-type: none"> <li>In-House (Face-to-Face)</li> <li>Virtual (Online)</li> </ul>	<p>All cancellations must be made in writing to the SCA (NSW) Education Team via email at least ten (10) business days before the scheduled sessions</p>	<p>Cancellations received more than ten (10) business days prior to the event are eligible for a refund and will be honoured if written confirmation has been received.</p> <p>Cancellations received less than ten (10) business days prior to an event are not eligible for a refund.</p>	<p>All transfer requests must be made by the session organiser in writing to the SCA (NSW) Education Team via email.</p> <p>A corporate company is permitted to transfer a registration to another participant, but the request must be made by the session organiser in writing to the SCA (NSW) Education Team via email. If a transferred training session is not attended or cancelled by a participant, no further transfers or refunds apply.</p>

## FREQUENTLY ASKED QUESTIONS

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### WHAT IF I MISS A LIVE WEBINAR?

#### **Compulsory Topics:**

Access to the online version of the topic will be provided to all registrants on our SCA (NSW) e-Learning Platform (within 48 hours post-session). You will receive a 'course activation' email when it becomes available. To obtain your CPD you will need to read through the course content and complete the assessment. You have until the end of the CPD Year to obtain your CPD.

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#### **Elective Topics:**

Are recorded and will be made available to all registrants to view on our SCA (NSW) e-Learning Platform (within 48-hours post-session). You will receive a 'course activation' email when it is available. To obtain your CPD you will need to watch the recorded webinar and complete the assessment. You have until the end of the CPD Year to obtain your CPD.

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#### **Business Skills Topics:**

Are recorded and will be made available to all registrants to view on our SCA (NSW) e-Learning Platform (within 48-hours post-session). You will receive a 'course activation' email when it is available. To obtain your CPD you will need to watch the recorded webinar and complete the assessment. You have until the end of the CPD Year to obtain your CPD.

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### HOW ARE MY COMPULSORY CPD HOURS AWARDED?

Compulsory CPD Hours and Certificates are awarded upon successful completion of the following:

- Webinar (Live) Session or Online (e-Learning) Content AND
- Assessment (on the SCA e-Learning Platform)

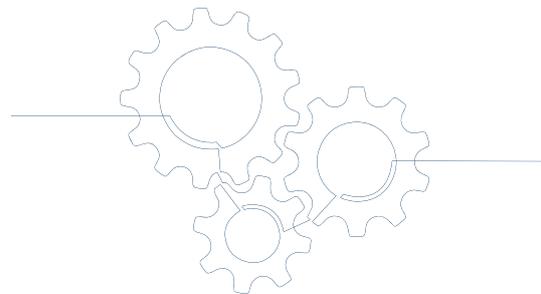
### HOW ARE MY ELECTIVE AND BUSINESS SKILLS CPD HOURS AWARDED?

Elective and Business Skills CPD Hours and Certificates are awarded upon successful completion of the following:

- Webinar (Live) Session, Webinar (On-Demand) Session or Online (e-Learning) Content AND
- Assessment (on the SCA e-Learning Platform)

### CAN I RECOMMEND ELECTIVE AND BUSINESS SKILLS TOPICS?

We are always open to member feedback and suggestions, so if you have any topics you would like to see added to our SCA (NSW) Education Calendar, please email us.





**PROFESSIONAL  
STANDARDS  
SCHEME**  
Strata Community Association  
(NSW)

ACCOUNTABILITY | RECOGNITION | CONSUMER PROTECTION



## CONTACT US

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