



Strata Professionals Accreditation Program

for
STRATA SERVICE PROVIDER

Knowledge. Professionalism. Respect.



Raise your game, lift the industry.

CONTENTS



1. INTRODUCTION

2. FIRST STEPS

- 2.1 BECOME A MEMBER
- 2.2 CHOOSE YOUR LEVEL
- 2.3 REVIEW THE COURSES
- 2.4 SUMMARY OF COSTS

3. ACCREDITATION PATHWAY

- 3.1 STRATA SERVICE PROVIDER | ACCREDITED
- 3.2 STRATA SERVICE PROVIDER | FELLOW
- 3.3 STRATA SERVICE PROVIDER | HONORARY FELLOW
- 3.4 ACCREDITATION COMPARISON TABLE

4 CONTINUING PROFESSIONAL DEVELOPMENT

- 4.1 HOW TO MAINTAIN ACCREDITATION
- 4.2 HOW MANY CPD POINTS DO I NEED?
- 4.3 WHAT QUALIFIES FOR CPD POINTS?
- 4.4 HOW MANY POINTS DO I GET?
- 4.5 CAN I STUDY ANYTHING THAT'S RELEVANT?
- 4.6 HOW DO I RENEW MY ACCREDITATION?

5. FREQUENTLY ASKED QUESTIONS

- 5.1 ACCREDITATION FAQs
- 5.2 CONTINUING PROFESSIONAL DEVELOPMENT FAQs
- 5.3 HOW DO I BECOME AN APPROVED CPD TRAINING PROVIDER?

Run by the Strata Community Association Ltd (SCA).
Applies in all States and Chapters, from 1st July 2021.

INTRODUCTION

Working in the Strata Industry isn't easy.

You've got to know how Strata Communities operate, and how you fit in to the overall picture. And the more you know, the more you'll be able to help Strata Community Managers support their buildings, and you'll learn how to secure work in competitive tenders - when the lowest price isn't necessarily the best.

That's why we've developed an Accreditation Program.

To prepare those new to the industry for the rigours of the job, cement the learnings of industry veterans, and provide a pathway for Strata Service Provider Professionals to develop their careers.

If you're new to the industry

You'll learn the basics of the Strata landscape, the legal nature of a Strata Community and your responsibilities within that framework. You'll also get a glimpse of what you need to know in the future, and you'll have started on your path to becoming a knowledgeable, and respected Strata Service Provider Professional.

If you're a Strata veteran

Becoming Accredited will validate everything you've learned over the years, providing you with an Australasian recognised Accreditation. Chances are you'll learn something you didn't know before, best practice for a tricky situation or a change in legislation, and you can use the Accreditation as a springboard to advance your career.

And finally, your decision right now, will elevate the entire profession.

The more Strata Service Provider Professionals who pursue Accreditation, the more knowledgeable we'll become collectively, the more respect the industry will achieve as a whole.

*So do yourself, and your profession a favour.
Join the Strata Community Association, and get started now.*

FIRST STEPS

**You know it's
time to take
control of
your career.**

FIRST STEPS

First become a member

Before you begin the Accreditation process, you have to be an SCA member of your respective State or Chapter. To do that you need to be nominated by a Corporate Strata Service Business Member, or an Individual Service Provider Member (if applicable). Finally, you also need to be a member of your particular services industry Association.

Membership is open to:

- Strata Service Provider
- Strata Community Managers
- Strata Management Organisation's Employees

Strata Community Managers have a separate pathway to Accreditation that leads to greater knowledge of the industry, and greater business prospects. [More here.](#)

The Strata Community Association

As the Strata profession's peak industry body, it's our responsibility to establish and set standards of practice across the board, set ethical guidelines for all our members and advocate for the entire profession. We're your voice to the Government, to your customers, and the world at large.

We proudly represent over 5,000 members in Australia and New Zealand, and fulfill the role professional institute and consumer advocate.

The National Professional Standards and Membership Board Advisory Group




An important part of SCA, this board advisory group is comprised of representatives from every State and Chapter, and together with the National Education Board Advisory Group, they've developed the Accreditation Program by combining best practice from all involved.

They govern the overall program and Accreditation process, while the states and chapter affiliates oversee the delivery of education programs.

FIRST STEPS

Next, choose your level

Depending on where you are now, and where you want to get to, there are a number of paths to Accreditation, and various levels along the way. The levels you can achieve and the accompanying post nominals you can place after your name, are as follows:

LEVEL:	1	
POST NOMINAL:	ASSP	
ACCREDITATION:	SCA Accredited Strata Service Provider	
LEVEL:	2	
POST NOMINAL:	FSSP	
ACCREDITATION:	SCA Fellow Strata Service Provider	
LEVEL:	3	
POST NOMINAL:	HFSSP	
ACCREDITATION:	SCA Honorary Fellow Strata Service Provider	

Show the world you're accredited

Accreditation certificates and logos will be provided upon achieving each level, allowing you to promote your expertise and commitment to continuous improvement.

Review the courses

Strata Starter Course

Part of the initial requirements to becoming an **Accredited** Strata Service Provider, this introductory course will give you a general overview of the industry.

What you'll learn:

- What strata is
- The role of the Strata Community Association
- Our expected Code of Conduct
- Governing bodies of the industry
- Industry terminology
- Strata Community Manager responsibilities

Delivered by:

- SCA States and Chapters

How long it takes:

- Varies by region, but generally 3 – 4 hours.

Recommend to complete:

- Within three months of joining SCA.

Note: Not required if 2 years of membership has been held and 6 CPD achieved over past 12 months

Strata Services Specialist Course

This course goes into more detail, providing a foundation to build your career, and your business

What you'll learn:

- Strata plan interpretation
- Risk management techniques
- How strata community committee meetings work
- Building management approaches
- Ethical practices to adopt

Delivered by:

- SCA States and Chapters

How long it takes:

- Varies by region, but generally 3 – 4 hours.

Recommend to complete:

- Within one year of joining SCA.

FIRST STEPS

Summary of costs

Our aim is to make it possible for everyone in the Strata Industry to become Accredited. This will lift the level of professionalism across the sector, benefiting all involved. The costs have been developed accordingly.

Strata Service Provider Professionals Accreditation Program

<u>Application Fee</u>	\$0
<u>Police Clearance Fee</u>	\$50 or less
<u>Industry Association Membership</u>	Determined by your industry association
<u>Ongoing Professional Development</u>	\$200-300 a year, on average, to complete the required CPD points
<u>Police Clearance Fee</u>	\$50 every three years

ACCREDITATION
PATHWAY

**Follow the
path and
you're one
step closer.**

ACCREDITATION PATHWAY



Strata Service Provider | *Accredited*

LEVEL: 1
POST NOMINAL: ASSP
ACCREDITATION: SCA **Accredited** Strata Service Provider

If you've been servicing the Strata industry for at least two years, this could be the path for you. You'll learn how Strata Communities operate in greater detail, and the insight should help you secure more work in the industry.

Step 1 - Membership

Join SCA

- State or Chapter
- Hold membership with your services industry Association

Step 2 - Coursework

Complete the following

- Strata Starter Course
- Strata Services Course

Step 3 - Experience

Be a member of SCA for at least a year

- Spend at least 2 years working with Strata Communities
- Provide products or services to the Strata sector
- Achieve 6 CPD points over the previous 12 months

Step 4 - Professionalism

Conduct yourself professionally

- Avoid any breaches of the SCA Code of Conduct
- Provide a clear National Police Check, [details available here](#)
- Provide a Certificate of Currency for your Corporate Professional Indemnity Insurance or Public Liability Insurance.

Step 5 – Submission

Once you've completed all the above you need to [fill out the online application form here](#), and be sure to include all the supporting documentation. SCA will let you know if you've been successful to become an SCA **Accredited** Strata Service Provider. Certificates and logos will also be provided so you can tell the world you're Accredited, and you can put the post nominal **ASSP** after your name.

ACCREDITATION PATHWAY



Maintaining Accreditation

To maintain your **ASSP** status, you need to:

Continue your professional development:

- Complete 12 CPD points in a 24 month period
- Including a minimum of 3 SCA CPD points in a 12 month period
- At least 2 hours of compulsory, and 2 hours of elective topics to be completed in a 24 month period.
- Must be in accordance with Category 1, 2 and 3 outlined in the CPD Policy

Conduct yourself professionally:

- Avoid any breaches of the SCA Code of Conduct
 - Provide a clear National Police Check every 3 years
 - Provide a Certificate of Currency for your Corporate Professional Indemnity Insurance or Public Liability Insurance.
-

ACCREDITATION PATHWAY

Strata Service Provider | *Fellow*

LEVEL: 2
POST NOMINAL: FSSP
ACCREDITATION: SCA **Fellow** Strata Service Provider

After Level 1, this is the next step up in your career as a Strata Service Provider. More experience and exposure to the industry is required to make the leap, however you'll become a more respected member of the community as a result.

Step 1 – Accreditation

*Must already be an **Accredited** Strata Service Provider (Level 1)*

Step 2 - Experience

Be a member of SCA for at least 5 years

- Spend at least 5 years working with Strata Communities
- Provide products or services to the Strata sector
- Achieve 12 CPD points over the previous 24 months
- Demonstrate extensive record of service to industry; a minimum of 30 CPD volunteer hours (Board or committee participation, and dedication to training or mentoring)

Step 3 - Professionalism

Conduct yourself professionally

- Avoid any breaches of the SCA Code of Conduct
- Provide a clear National Police Check, [details available here](#)
- Provide a Certificate of Currency for your Corporate Professional Indemnity or Public Liability Insurance

Step 4 – Submission

Once you've completed all the above you need to [fill out the online application form here](#), and be sure to include all the supporting documentation. SCA will let you know if you've been successful to become an SCA **Fellow** Strata Service Provider.

Certificates and logos will also be provided so you can tell the world you're a Fellow, and you can put the post nominal **FSSP** after your name.

ACCREDITATION PATHWAY

Maintaining Accreditation

To maintain your **FSSP** status, you need to:

Continue your professional development:

- Complete 12 CPD points in a 24 month period
- Including a minimum of 3 SCA CPD points in a 12 month period
- At least 50% of CPD points to be achieved through SCA events
- At least 2 hours of compulsory, and 2 hours of elective topics to be completed in a 24 month period.
- Must be in accordance with Category 1, 2 and 3 outlined in the CPD Policy

Conduct yourself professionally:

- Avoid any breaches of the SCA Code of Conduct
 - Provide a clear National Police Check every 3 years
 - Provide a Certificate of Currency for your Corporate Professional Indemnity Insurance or Public Liability Insurance
-

ACCREDITATION PATHWAY



Strata Service Provider | *Honorary Fellow*

LEVEL: 3
POST NOMINAL: HFSSP
ACCREDITATION: SCA **Honorary Fellow** Strata Service Provider

This is the peak level for Strata Service Provider, and by the time you achieve this you're already a well respected fellow of the industry.

Step 1 – Accreditation

*Must already be a **Fellow** Strata Service Provider (Level 2)*

Step 2 - Experience

Be a member of SCA for at least 5 years

- Spend at least 5 years working with Strata Communities
- Provide products or services to the Strata sector
- Achieve 12 CPD points over the previous 24 months
- Demonstrate extensive record of service to industry (Board or committee participation, and dedication to training or mentoring)

Step 3 - Professionalism

Conduct yourself professionally

- Avoid any breaches of the SCA Code of Conduct
- Provide a clear National Police Check, [details available here](#)
- Provide a Certificate of Currency for your Corporate Professional Indemnity Insurance or Public Liability Insurance

Step 4 – Nomination

Your State or Chapter Board will nominate you to become an SCA **Honorary Fellow** Strata Service Provider. Certificates and logos will be provided so you can tell the world you're an **Honorary Fellow**, and you can put the post nominal **HFSSP** after your name.

ACCREDITATION PATHWAY



Maintaining Accreditation

To maintain your **HFSSP** status, you need to:

Continue your professional development:

- Complete 12 CPD points in a 24 month period
- Including a minimum of 3 SCA CPD points in a 12 month period
- At least 50% of CPD points to be achieved through SCA events
- Must be in accordance with Category 1, 2 and 3 outlined in the CPD Policy

Conduct yourself professionally:

- Avoid any breaches of the SCA Code of Conduct
 - Provide a clear National Police Check every 3 years
 - Provide a Certificate of Currency for your Corporate Professional Indemnity Insurance or Public Liability Insurance.
-

ACCREDITATION PATHWAY

Accreditation comparison table

Level	SCA Membership Requirements to apply for level	Education/ Qualification Requirements to apply for level	CPD Requirements to apply for level
Level 1 Accredited (ASSP)	Minimum 1 year of SCA membership, 2 years of supplying products or servicing strata communities plus adherence to the SCA Code of Conduct.	Completed the Strata Services Introduction Course.	Minimum of 6 CPD points (including 2 hours of compulsory and elective topics) from ongoing professional development during 1 year prior to application.
Level 2 Fellow (FSSP)	Minimum of 5 years' membership, must be an existing Level 1 Accredited Services Member, hold membership with their Services industry association.	Minimum of 5 years' membership plus extensive record of service to industry, a minimum of 30 CPD volunteer hours eg. board/ committee participation and dedication to training/ mentoring.	Minimum of 12 CPD points (including 2 hours of compulsory and elective topics) from ongoing professional development during 2 years prior to application.
Level 3 Honorary Fellow (HFSSP)	Minimum of 5 years' membership, must be an existing Level 2 Fellow, hold membership with their Services industry association, been presented as an Honorary or Life Member.	N/A	N/A

CONTINUING
PROFESSIONAL DEVELOPMENT

**Always learning,
always getting
better.**

CONTINUING PROFESSIONAL DEVELOPMENT

How to maintain your Accreditation

Accreditation needs to be renewed every two years, and depending on what level you're at, there are varying numbers of Continuing Professional Development (CPD) points to be achieved every year.

CPD Points – Record Keeping

If you complete an SCA Delivered activity:

The resultant CPD points will be updated automatically in the SCA database – iMIS. You can check on your progress, and download your CPD points as follows:

- Visit the [Strata Community Website here](#), and sign in
- Select My Account in top toolbar
- Click on the CPD Tab
- Enter the Transaction Date for the period required, then select Find
- Select Export on the right, then select Excel

If you complete an activity outside of SCA

It qualifies for CPD points you need to provide SCA with an update, and hold onto any supporting documentation. You'll need the following information:

- Date & duration
- Learning outcomes (if applicable)
- Content overview
- Training provider details

Retrospective updates need to be accompanied with a certificate, or written proof of attendance from the training provider.

[Non SCA Delivered Training submissions available here](#)

CPD Points - Reminders

We'll provide you with quarterly updates on your progress, and remind you to keep up to date. We'll also suggest training and development opportunities relevant to your education level, so you can take up whatever programs you have time for. All of your CPD points can be completed in this way, if you like.

ACCREDITATION PATHWAY

How many CPD points do I need to maintain?

Strata Service Provider

Accreditation Level	Requirement	Permitted Sources for CPD Points
Level 1 – ASSP	12 CPD Points over a period of 24 months	<ul style="list-style-type: none">- At least 3 CPD per annum from Professional Development education conducted by SCA.- At least 2 hours of compulsory topics and 2 hours of elective (best practice) topics must be completed over the 24 months of the Accreditation period.- Any training and education in accordance with Category 1, 2 and 3 outlined in the CPD Policy.
Level 2 – FSSP	12 CPD Points over a period of 24 months	<ul style="list-style-type: none">- At least 3 CPD per annum from Professional Development education conducted by SCA.- At least 2 hours of compulsory topics and 2 hours of elective (best practice) topics must be completed over the 24 months of the Accreditation period.- Any training and education in accordance with Category 1, 2 and 3 outlined in the CPD Policy.
Level 3 – HFSSP	12 CPD Points over a period of 24 months	<ul style="list-style-type: none">- At least 3 CPD per annum from Professional Development education conducted by SCA.- Any training and education in accordance with Category 1, 2 and 3 outlined in the CPD Policy.

CONTINUING PROFESSIONAL DEVELOPMENT

What qualifies for CPD Points?

There are three different categories of CPD, as follows.

Category 1 – *Learning activity with no assessment*

Training must:

- Have an identifiable, non-assessed learning outcome
- Have significant intellectual or practical content
- Be relevant to the Strata Community sector
- Be delivered interactively by one of the following:
 - workshops (external and internal such as company inhouse training)
 - web-based tools (webinars, eLearning, etc)
 - Strata related forums, seminars, breakfasts, workshops or conference presentation.

Delivered by:

- SCA National, State or Chapter
 - An existing, pre-approved SCA Training Provider.
 - A training provider submitted to SCA, and approved prior to training, or retrospectively
-

Category 2 – *Structured learning with assessed outcome.*

Training must:

- Have an identifiable, assessed learning outcome
- Have significant intellectual or practical content
- Be relevant to the Strata Community Management sector
- Be linked to a relevant:
 - Australian or New Zealand University
 - TAFE qualification
 - another relevant national training package

Delivered by:

- An Australian or New Zealand University, or TAFE
 - A registered training organisation
 - An accredited training organisation
 - Another national, or internationally recognised body delivering industry relevant education
-

Category 3 – *Contribution to industry professionalism*

SCA Members who:

- Volunteer their time, expertise and knowledge with SCA
- Give back to the industry, by participating in SCA boards or committees for example
- Train SCA members at events such as the A100/NZ100

CONTINUING PROFESSIONAL DEVELOPMENT

How many points do I get?

Different weights are allocated to a variety of different types of training, as detailed below.

Category 1 – *Learning activity with no assessment* | Points summary table

Description	Applicable Points
Non SCA delivered training (other than through an RTO)	0.5 points per 1.5 hours of training 1 point per 3 hours of training
Non SCA Training delivered by a pre-approved SCA Training Provider	1 point per 2 hours of training
SCA delivered training	1 point per 1 hour (includes up to 1 hour)
SCA State / Chapter Conference / Symposium	Max. 4 points per day
SCA Annual Conference	Max. 4 points per day
SCA State/Chapter Principal / Leader Forums	Max. 4 points per day

Category 2 – *Structured learning with assessed outcome* | Points summary table

Description	Applicable Points
SCA A100/NZ100 Essential of Strata Community Management	Max. 6 points (3 days or full online course) Max 1 point for online assessment only completed
Certificate IV or Diploma qualification in Strata Community Management or other property qualification	3 points per completed individual unit, max. 12 points per annum
Certificate IV in Training & Assessment	3 points per completed individual unit, max. 12 points per annum

1 point = 1 hour

CONTINUING PROFESSIONAL DEVELOPMENT

Category 3 – Contribution to industry professionalism | Points summary table

Description	Applicable Points
SCA Board / Board Advisory Group / State/ Chapter Board & Committee meeting	1 point per meeting attendance, max. 6 points per annum
Presenter at SCA approved educational events/ seminars/courses including SCAA100/NZ100 Introduction to Strata Community Management	1 point per 1 hour presentation, max. 6 points per annum Max 2 points per day
SCA Trainer re-accreditation program	Max. 2 points
Mentoring	Max. 3 points per year
SCA Educational Compulsory/Elective (Best Practice) Content Development	3 points for development of final content
Task Force, Sub Committee, Focus Groups to create SCA content	1 point per meeting attendance, max. 6 points per annum

1 point = 1 hour

CONTINUING PROFESSIONAL DEVELOPMENT

Can I study anything that's relevant?

To a certain extent, yes, however SCA will also guide your professional development by determining a certain amount of points must be achieved through compulsory topics, with the balance coming from elective topics.

Compulsory topics

At least two hours of training must be completed in:

- Legislation
- Code of Conduct
- Risk Management

There is no specific time for each topic, so long as 2 hours of training is accumulated overall.

Elective topics

At least two hours of training must be completed from a range of topics identified in your region.

There is no specific time for each topic, so long as 2 hours of training is accumulated overall.

CONTINUING PROFESSIONAL DEVELOPMENT

How do I renew my Accreditation?

Should you meet the requirement every 24 months your Accreditation automatically renews, and there's no fee. SCA will advise you if you successfully meet the requirements to move up a level.

Accreditation requirements:

- Completion of all the relevant CPD
- No breaches of the SCA Code of Conduct
- A clear National Police Check every 3 years
- A Certificate of Currency for your Corporate Professional Indemnity Insurance or Public Liability Insurance

Additional requirements to move up a level:

- A Statutory Declaration of Criminal History

If you knowingly or negligently include false information, you'll be liable to be disciplined for professional misconduct.

How your Accreditation can lapse

If you don't complete the CPD requirement and our audit discovers you don't have the correct number of points your Accreditation may lapse. This will be at the discretion of the Professional Standards and Membership Board Advisory Group, which makes a recommendation to the State or Chapter Board after reviewing your progress over the past two years.

Please note.

In order to maintain a high level of credibility around Accreditation, decisions made by the State or Chapter Board are final in this regard.

Reversing a lapsed Accreditation

If you complete the missing requirements and earn the next quarter of required points within three months of the renewal date, you can apply, and renew your Accreditation once again.

FREQUENTLY ASKED QUESTIONS

**There's no
such thing as
a silly question.**

FREQUENTLY ASKED QUESTIONS

Accreditation FAQs

If you can't find the answer you're looking for below, please don't hesitate to contact us on 0434 706 770, or accreditation@strata.community

What if I provide Strata services in more than one region?

That's fine, once you're Accredited you can carry that status into a variety of regions. So long as you're a member in that region, and you conduct at least two hours of compulsory, and two hours of elective topics in each region. If the State has any specific minimum requirements, those must also be met.

How often do I need to provide a police clearance?

When you first apply for Accreditation, and every 3 years thereafter.

[Full details on the AFP website here](#)

What if I change employer?

No problem, just let us know when you're going to start your new job. For your membership to hold, your new employer must hold Corporate, or personal membership with SCA in a State, or Chapter. If you don't let us know, your membership and Accreditation status may be forfeit. A Corporate Strata Services Business Member is also obligated to let us know if an employee who carries Accreditation, is leaving the business.

What if I lose my job?

So long as you find a new job with another SCA Corporate Member within six months, your membership and Accreditation will hold. If it takes longer, however, you'll have to apply for Accreditation once again, at your current Level. While you're in between positions you're not allowed to use the Accreditation post nominals.

When can I use my post nominals?

When you've achieved an Accreditation level, and:

- you're employed by a Strata Services Business that is also a Member of SCA
 - you've been nominated by a Corporate Strata Services Business Member
 - you've been granted Personal Membership, if applicable in your state, and you receive a formal notification from SCA Accreditation.
-

FREQUENTLY ASKED QUESTIONS

What if my Accreditation lapses?

Should your Accreditation lapse by not having a current SCA membership for over 6 months, to have your Accreditation reinstated you must first of all re-apply for a new SCA membership. Next, you need to ensure you've completed the past two years' worth of compulsory and elective topics, to achieve your CPD points. The number of CPD points required, depends on how long your membership has lapsed for.

Under a year without membership?

1.5x the annual CPD requirements = 9 CPD in the past 12 months

Over a year without membership?

2x the annual CPD requirements = 12 CPD in the past 12 months

FREQUENTLY ASKED QUESTIONS

Continuing Professional Development FAQs

How do I keep track of my CPD Points?

Your account in our member database, iMIS, will be automatically updated when you complete a CPD activity organised by SCA. If you complete a training event outside of SCA, then you need to submit the details for approval, before the points are added to your account.

[You can submit external activities for points here.](#)

[You can see how many points you have by logging in here.](#)

- Select My Account in top toolbar
 - Click on the CPD Tab
 - Enter the Transaction Date for the period required, then select Find
 - Select Export on the right, then select Excel
-

What if I don't get enough CPD Points by the time my renewal is due?

Then it's likely your Accreditation will not be renewed, and you'll have to re-apply when you've met the requirements. If there are exceptional circumstances, however, please let us know and an extension of time, or a partial exemption may be given by the SCA Board.

Exceptional circumstances include:

You have been, or will be substantially absent from the business because of

- parental leave, illness, long service leave, overseas study or similar occurrence.

All decisions by the Board in this regard are final.

FREQUENTLY ASKED QUESTIONS

How do I become an approved CPD training Provider?

To help educate, and further the careers of our Strata Professionals you need to be a member of SCA for starters, and then you need to need to demonstrate your ability to deliver the right material.

Step 1 – Membership

You need to be a Business, Strata Profession Industry Provider, or Corporate Strata Management member.

Step 2 – Application

Complete the application form, and find further guidelines on becoming an SCA Approved Training Provider on the [SCA website here](#).

Step 3 - Review

Your application will be reviewed and assessed by your local Education Manager or the National Professional Standards Manager, who also makes the decision on whether your application has been successful.

Approval can be given for a single, or unlimited number of professional development events, with one CPD point available for every two hours of training.

The following criteria are taken into consideration.

People & Infrastructure

- Qualifications or experience of training personnel
- Provision of a suitable training infrastructure
- An appropriate evaluation tool to assess outcomes

Training Materials

- Training material with significant intellectual or practical content, relevant to the management and practice of Strata titled properties and its profession as a whole
- Training relevant to members immediate, or long-term, professional development and to the management and practice of Strata titled properties
- Quality and timely material that accurately reflects the content of the training provided

Experience & Knowledge

- Demonstrable experience in providing CPD activities relevant to the Strata profession and industry

Strata Professionals Accreditation Program

STRATA SERVICE PROVIDER

Unique programs created to develop the careers and prospects of everyone involved in the Strata Industry.

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