



Institute of Strata Title
Management Ltd

Education Prospectus 2009

Institute of Strata Title Management Ltd
ABN 74 001 767 997

www.istm.org.au



About 3.5 million Australians live in, own or directly work in a strata titled complex.

This puts strata title management and the industries that service it, in touch with almost 15% of Australians.

Within the next **25 to 30 years**, strata titled apartments are likely to out-rate residential houses as the number one choice of housing in Australia. For every new home built, there is a new strata lot built. The industry forecasts that more than 50% of greater Sydney will reside in strata titled complexes by 2032 and that more than 3 million people will reside in a strata community in NSW within the next 25 years.

For owners and tenants of strata titled living, a professional and effective Industry - comprising of strata managers, their employees and key suppliers who repair and maintain strata buildings - is central to a positive apartment living experience.







The regulatory and legislative support systems that support the sector also need to keep pace with the changing environment and community expectations.

Education for those who work and live in the sector plays a pivotal role for harmonious living. ISTM is the vehicle to provide the professional development and educational framework that supports the industry.



Institute of Strata Title
Management Ltd

CONTENTS

	91088 NSW Property Practice (Strata & Community Title)	7
	Continuing Professional Development	8
	Short Courses	9
	Supplier Education	13
	Industry Breakfast Seminars	14
	Consumer Awareness Seminars	15

ABOUT US

The Institute of Strata Title Management represents over 1300 strata managers, principals and suppliers to the sector.

ISTM's vision is to lead the industry in the development and delivery of nationally recognised, accredited training and education for the industry and its stakeholders. The calendar for 2009 has been expanded to include a broader range of training including a suite of short courses, breakfast seminars, management and other soft skills training for all strata managers and suppliers to the sector.

Training & Education Programs

- ISTM education programs are available to both members and non members.
- Members are eligible for a discounted member rate on all programs.
- All ISTM programs are developed for the strata sector in consultation with industry stakeholders including lot owners, business owners and their employees.

Education Committee

The suite of education and training programs is overseen by the ISTM Education Advisory Committee. The committee is comprised of experienced industry leaders with expertise in the application of skills and knowledge required to operate successfully in the sector.

- > David Morris (Co-Chair)
- > David Bannerman (Co-Chair)
- > Richard Holloway
- > George Vumbaca
- > Greg Freeman
- > Colin Grace
- > Linda Adair
- > Sandra Felli
- > Chris Mo'ane
- > Wal Dobrow
- > Jane Lord

Course Options

The Institute's programs include;

1. 91088 NSW Property Practice (Strata & Community Title)
2. Continuing Professional Development
3. Short Courses
4. Supplier Education
5. Industry Breakfast Seminars
6. Consumer Awareness Seminars

Courses are delivered in the ISTM office and various venues across the state or ISTM can organise a direct session in any work place.

The Institute of Strata Title Management (ISTM) is the peak body for the strata sector in NSW. It provides the framework for education and training in the sector.

ISTM recognises that business owners, managers, service providers, Owners Corporation Executive Committees and lot owners increasingly need to know their rights, responsibilities and obligations in a heavily regulated and evolving environment.

ISTM's 2009 program of education, training and professional development is designed to address the growing demands of the sector.

To ensure industry relevance, the ISTM suite of training and education programs is reviewed through a quality assurance program. ISTM seeks industry input and feedback on all of its programs and adjusts content and delivery to ensure that training supports excellent performance and professionalism in the industry.

ISTM trainers are experienced practitioners. They contribute years of practical experience and are skilled educators. Where relevant, our content is designed to meet national competency standards and the requirements for continuing professional development.

You can be assured that your investment in training through the Institute will provide you and your staff with the skills and knowledge to deal with the challenges ahead.

Jackie Zelinsky
General Manager ISTM



Institute of Strata Title
Management Ltd





91088 NSW Property Practice

(Strata & Community Title) **National Code: PRD01**

● ABOUT THE COURSE

This short course is for people who are currently working or wish to work in the property industry in strata and community title.

Completion of the course satisfies the educational requirements of the Property Stock and Business Agents Act 2002 and allows you to apply for registration as a Strata Managing Agent with the NSW Office of Fair Trading.

ISTM offers this course under an auspicings agreement with Dynamic Property School Ltd RTO # 91001.

● DELIVERY & ATTENDANCE

The course combines classroom instruction and group activities with take-home assessment tasks and projects.

You are required to attend a total of 37 hours of classroom based instruction. You can choose from two options - 5 consecutive days or attend 2 days in one week and 3 in the following week. A timetable will be mailed to you prior to the course commencement.

The assessment tasks and projects are due within 3 weeks of the completion of the course. These are expected to take you an additional 30 hours to complete.

● COURSE CONTENT

The course provides you with an overview of the property industry and the skills to work as a Strata Managing Agent. You will learn the basic legal, financial and procedural requirements to work effectively within an office and provide services to Owners Corporations.

To complete the course you must be assessed as competent in the following units:

17319C

Communicate Effectively with Clients

17319B

Prepare for Work in the Property Industry

17321A

Work in the Strata Management Sector

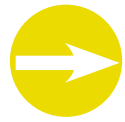
The course is nationally recognised training (NRT). This means that the course is an accredited course and is nationally recognised.

You will be provided with a Statement of Attainment (issued through Dynamic Property School Ltd RTO 91001) at the completion of the course.

COURSE DATES & LOCATIONS

Month	Date	Location
February	9 – 13	ISTM Office
March	10 – 11, 17 – 19	ISTM Office
April	20 – 24	ISTM Office
May	12 – 13, 19 – 21	ISTM Office
June	15 – 19	ISTM Office
July	14 – 15, 21 – 23	ISTM Office
August	10 – 14	ISTM Office
September	15 – 16, 22 – 24	ISTM Office
October	19 – 23	ISTM Office
November	10 – 11, 17 – 19	ISTM Office
December	14 - 18	ISTM Office

You must be over 18 and have a level of numeracy and literacy equivalent to the NSW School Certificate to enrol in this course. Other terms and conditions apply. For full details, go to our website www.istm.org.au or call ISTM on **(02) 9904 8499**.



Continuing Professional Development

● ABOUT THE COURSE

All Licensees and Certificate holders must complete a minimum of 12 points of continuing professional development each year. CPD is aimed at maximising consumer protection, maintaining public confidence and reducing disputes.

ISTM offers a full day course, which on successful completion will earn the attendee 12 CPD points.

● COURSE CONTENT

By-Law Conception, Inception and Enforcement

Participants will learn about development, implementation and enforcement of by-laws from an industry expert.

● CPD DIRECT

If you have over 15 staff, we will bring CPD directly to your office. This will save you time and money. Contact Erin Smith, Event Manager on 02 9904 8499 or erin@istm.org.au to discuss your requirements.

COURSE DATES & LOCATIONS

Month	Date	Location
February	19	Chatswood
March	13	Tweed Heads
May	8	Sydney
June	10	Port Stephens
June	11	Newcastle
August	28	Parramatta
November	6	Wollongong
December	11	Sydney



Short Courses

As the strata industry grows and evolves, the job of those in the industry becomes increasingly demanding. ISTM's new suite of short courses is aimed at filling a skills gap across all levels of experience and industry segments. All courses are 2 hours in duration and provide participants with practical skills to increase their on-the-job performance and productivity.

OVERVIEW

Repairs and Maintenance

During this course, participants will learn to:

- Describe the owners corporation's duty to repair and maintain common property
- Apply the correct procedures to action repairs and maintenance
- Understand the importance of the Home Building Act
- Understand the processes and the rights of owners corporations under the Act to deal with emergency repairs

Visit the **ISTM website for course dates**
www.istm.org.au

Conflict Resolution

Conflict is a natural and inevitable outcome of people working together.

As a Strata Manager, you may be required to deal with conflict on a number of levels; between lot owners and even in your own workplace.

During the course, participants will learn:

- How their attitudes and actions impact others
- New and effective techniques for dealing with difficult people
- Coping strategies for dealing with difficult people and difficult situations

- How to identify times when you have the right to walk away from a difficult situation
- Techniques for managing and dealing with anger

Visit the **ISTM website for course dates**
www.istm.org.au

Company Title

This session explores the structure and reporting functions where unit and multi dwelling owners are shareholders in a private company. This type of structure is an older form of title which allows owners exclusive use of their dwelling in a multi-dwelling complex. Company Title is not popular with property purchasers as the rights of shareholders are governed by a Memorandum of Articles and Association which frequently dictate terms to which shareholders must comply.

During this course, participants will learn:

- Leasing arrangements
- Sale or transfer
- Specialists accounting principles
- Overview of Government Authorities

Month	Date
February	27
November	20

Time Management Skills

Would you like more available time?

The key is to work 'smarter' and not 'faster or harder'. Understanding the true value of time and learning how to prioritise will result in higher productivity.

During this course, participants will learn to:

- Improve efficiency
- Increase productivity
- Reduce stress

Visit the **ISTM website for course dates**
www.istm.org.au

Strata Management Statements & Building Management Committees

This short course looks at the sub-division of airspace known as 'stratum subdivision' or more easily understood as 'The Vertical Community'.

In such schemes, there is no relevant legislation or simple dispute resolution process. All action is governed by the Strata or Building Management Statement.

During this course, participants will learn:

- The process of creating a scheme
- Appointment and function of a Building Management Committee
- Relevant documentation
- Reporting requirements
- Accounting procedures

Month	Date
March	25
June	3
September	8
December	3

Communication Skills

This course is ideal for all individuals and managers who want to ensure that they are maximising their ability to communicate effectively and work with others, avoiding conflict and disharmony.

During this course, participants will learn to:

- Identify different communication styles
- Adapt the communication style used
- Listen to the message
- Comprehend and interpret the message
- Minimise conflict caused by poor communication

Visit the **ISTM website for course dates**
www.istm.org.au

Meeting Protocols

Meetings are vital for management and communication. Properly run meetings save time, increase motivation, productivity, and solve problems.

During this course, participants will learn to:

- Effectively plan, run and follow up a meeting
- Achieve objectives
- Increase efficiency

Visit the **ISTM website for course dates**
www.istm.org.au

Presentation Skills

The role of a Strata Manager involves a great deal of public speaking and presentation skills. Mastering the art of delivering a clear and distinct message is essential.

During this course, participants will learn:

- Different presentation methods
- How to increasing interaction
- How to maintain interest
- Effective use of technology in presenting

Visit the **ISTM website for course dates**
www.istm.org.au

Letter Writing

Letter writing is a very important activity in day-to-day business and personal life. Even in the age of the Internet-driven communications such as e-mail and text-messaging, a formal letter will almost always be necessary.

During this course, participants will learn to:

- Best practice business letter writing
- Choosing a letter format
- Structure
- Overall appearance
- Use of plain English

Visit the **ISTM website for course dates**
www.istm.org.au

Management and Leadership

Are great leaders born or made? What is the role of leadership in an organisation and how does this differ from management? These questions and more, will be the focus of our 2 hour workshop.

As the strata sector grows and businesses become more complex, creating, communicating and driving a vision will become a strategic imperative.

At the completion of the course participants will be able to:

- Distinguish between managers and leaders
- Identify the characteristics of great leaders
- Apply leadership principles to their organisation
- Identify their personal styles
- Create a vision for their organisation

Visit the **ISTM website for course dates**
www.istm.org.au

Property Stock and Business Agents Act Explained

The Property Stock and Business Agents Act relates to performance and procedures that must be followed by a Licensed Strata Managing Agent in the day to day running of their enterprise. The legislation deals with trust accounts, Managing Agents Agreements and conduct of Agents to name a few.

During this course, participants will:

- Review the legislation and amendments
- Understand legal obligations to the business and the client
- The greatest form of protection a business can have is to ensure all employees understand the governing legislation.

Visit the **ISTM website for course dates**
www.istm.org.au

Work/Life Balance and Stress Management

As fewer of us work longer hours, maintaining a balance between work and life is challenging. This workshop will explore techniques to identify personal issues and barriers to managing stress and achieving a balance between work and life as well as practical techniques to manage stress.

At the completion of the course participants will be able to:

- Identify stressors (personal and professional)
- Apply stress management techniques
- Develop a personal plan to manage stress and achieve balance

Visit the **ISTM website for course dates**
www.istm.org.au

Ethical Behaviour

Strata Managers face ethical dilemmas in all facets of their work. Despite the strata sector being highly regulated, ethical behaviour cuts across most aspects of the day-to-day operation of a Strata Managing Agent. This course will consider the application of the industry Code of Ethics and look at the principles of ethical decision making.

At the completion of the course participants will be able to:

- Discuss the role of ethics in the sector
- Identify ethical issues and responses
- Apply the principles of ethical decision making to different situations

Visit the ISTM website for course dates
www.istm.org.au

Meetings, a Practical Approach

This course covers the requirements for meetings, under the Strata Schemes Management Act.

During this course, participants will learn to:

- General and Executive meetings- required documentation
- Managing Agents role
- Chairpersons role

This short course is a must for all managers. Not only to gain knowledge, but to update their existing skill level.

Visit the ISTM website for course dates
www.istm.org.au

Understanding the Generations

At the completion of the course participants will be able to:

- Identify differences between generations
- Understand different needs and aspirations of staff
- Develop a management and training plan to address different needs

Visit the ISTM website for course dates
www.istm.org.au

Community Title

Community Titles are increasingly popular. Community Title Legislation was enacted to fill the gap between conventional and strata subdivisions.

This course is suitable for strata managers wishing to expand their business into community title.

The course covers:

- Operation of a community scheme
- Inclusions in a community scheme
- Community management statements
- Development plans
- Meetings

Month	Date
March	27
November	23



Supplier Education

● SUPPLIER INDUCTION

Designed for companies servicing the strata industry, this course covers the regulations governing the industry and how to interact effectively with Strata Managers and Owners Corporations.

It is a must for organisations wishing to provide services to the strata industry

Content:

- Terminology and legislation governing strata
- Dealing with Owners Corporations
- Strata Agent's responsibilities
- Common Property

Month	Date
February	3
April	7
June	23
August	17
October	26
December	7

● SUPPLIER OHS

This course is designed for the employees of businesses providing services to the strata industry.

Content:

- Risk management
- Safe work method statements
- Occupational health and safety onsite

Month	Date
March	3
May	5
July	20
September	21
November	23

Industry Breakfast Seminars

Keep face with changes in a fast and growing industry. ISTM's Breakfast Seminars will feature prominent speakers on relevant and topical issues affecting the industry at that time.

They aim to keep ISTM members up to date on legislative changes and important developments in strata. Breakfast functions will be held bi-monthly with topics and speakers announced closer to the date.

January / April / May / June / August / November

Check the ISTM website for announcement of speakers - www.istm.org.au





Consumer Awareness Seminars

Consumer Awareness Seminars are designed to engage and update lot owners and Owners Corporation Executives on topics relevant to strata and community title living.

Course dates, locations and topics

Month	Date	Location	Topic
February	24	CBD	<ul style="list-style-type: none">• The Election of Executive Committees• Proxies
April	29	Wollongong	<ul style="list-style-type: none">• Choosing a Strata Manager• What does your Strata Manager do?
June	10	Newcastle	<ul style="list-style-type: none">• By-Law Enforcement• Greening your Building
June	17	CBD	<ul style="list-style-type: none">• Best practice for Owners Corporations• Sinking Funds & Insurance
August	5	CBD	<ul style="list-style-type: none">• By-Law Enforcement• Dealing with difficult neighbours
October	27	Parramatta	<ul style="list-style-type: none">• Best practice for Owners Corporations• Sinking Funds & Insurance
November	24	CBD	<ul style="list-style-type: none">• Who can call a meeting• Let's talk about the notice of a General Meeting

lead **educate** train **develop** promote **research**



Institute of Strata Title
Management Ltd

ABN 74 001 767 997

Suite 311, Level 3 71- 73 Archer Street Chatswood NSW 2067
PO Box 129 Chatswood NSW 2057

P: (02) 9904 8499 **F:** (02) 9904 8409
E: inquiries@istm.org.au