

Strata & Community Management

Run a strata portfolio like a professional, not a firefighter.

VERTICAL	LEVEL	DURATION	MODULES
Strata Management	Intermediate	20 hours · 6 modules · 27 lessons	6

Programme overview

A state-aware grounding in Australian strata and community title practice — from the owners corporation and committee structure through budgets, levies, insurance, by-laws, meetings and building defects. Built for new and developing strata managers who need to triage a real portfolio, not just recite legislation. Every module names where the states differ (NSW/QLD/VIC/WA and others) and tells you to check your own jurisdiction rather than guessing a number.

What you'll master

- 01 Explain the owners corporation/body corporate structure and committee roles to a new owner in plain English
- 02 Read and apply a strata management agency agreement, including the limits of delegated authority
- 03 Build and defend an administrative fund budget and a 10-year capital works/sinking fund plan
- 04 Run a compliant levy notice and arrears recovery process without exposing the OC to legal risk
- 05 Advise on adequate building insurance and when a revaluation is overdue
- 06 Draft, register and enforce a by-law without straying into unlawful discrimination
- 07 Chair or support an AGM and committee meeting with correct notice, quorum, motions and proxies
- 08 Triage a maintenance request against the OC's repair obligations and manage a defects claim
- 09 De-escalate a difficult owner or committee dispute before it reaches a tribunal
- 10 Triage a 200-lot portfolio workload so nothing statutory is ever missed

Skill focus

- Governance
- Finance
- Compliance
- By-laws
- Meetings
- Portfolio Management

The syllabus

6 modules · one standard

I. 01 · The owners corporation and the committee

5 LESSONS

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|----|---|----------------------|
| 01 | What an owners corporation actually is | masterclass · 13 min |
| 02 | Committee roles: chair, secretary, treasurer | reading · 12 min |
| 03 | Lot property vs common property: the line that causes 80% of disputes | reading · 13 min |
| 04 | What a strata manager does day to day | masterclass · 11 min |
| 05 | Knowledge check: Governance and committee | quiz · 4 min |
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II. 02 · The agency agreement and delegated authority

5 LESSONS

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|----|---|----------------------|
| 01 | Anatomy of a strata management agency agreement | reading · 14 min |
| 02 | Delegated authority: what you can sign off without a vote | masterclass · 12 min |
| 03 | Disclosure: insurance commissions and conflicts of interest | reading · 13 min |
| 04 | Scenario: the committee wants more than the contract covers | scenario · 10 min |
| 05 | Knowledge check: Agency agreement | quiz · 4 min |
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III. 03 · Budgets, funds and the 10-year plan

5 LESSONS

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| 01 | Building the administrative fund budget | reading · 14 min |
| 02 | Capital works / sinking fund: what it's for and why owners resent it | masterclass · 13 min |
| 03 | Reading and updating a 10-year capital works plan | reading · 13 min |
| 04 | When and how to raise a special levy | masterclass · 11 min |
| 05 | Knowledge check: Budgets and funds | quiz · 6 min |
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IV. 04 · Levies, insurance and by-laws

5 LESSONS

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|----|--|----------------------|
| 01 | Levy notices and the arrears recovery ladder | reading · 14 min |
| 02 | Building insurance and when to get a revaluation | masterclass · 12 min |

03	Drafting and registering a by-law that survives challenge	reading · 13 min
04	Scenario: enforcing a parking by-law against a repeat offender	scenario · 10 min
05	Knowledge check: Levies, insurance and by-laws	quiz · 6 min

V. 05 · Meetings, motions and difficult conversations

5 LESSONS

01	Running an AGM: notice, quorum, motions and proxies	reading · 14 min
02	Committee meetings between AGMs	masterclass · 11 min
03	Ordinary vs special resolutions and how voting actually works	reading · 12 min
04	Scenario: the owner who dominates every meeting	scenario · 10 min
05	Knowledge check: Meetings and motions	quiz · 4 min

VI. 06 · Maintenance, compliance and portfolio triage

5 LESSONS

01	Common property repair obligations and who pays	reading · 13 min
02	Managing a building defects claim in a new scheme	masterclass · 13 min
03	Building safety obligations: fire, essential services and cladding	reading · 13 min
04	Triaging a 150-scheme portfolio without missing a statutory deadline	masterclass · 12 min
05	Knowledge check: Maintenance, compliance and portfolio	quiz · 6 min

Important — non-accredited training

The Agent Academy is not a Registered Training Organisation (RTO). This program is professional development designed for elite outcomes and earning potential; it does not issue nationally accredited qualifications, statements of attainment or units of competency. Content is built around real industry practice — completion does not satisfy licensing or registration requirements in any Australian state or territory.

For state licensing pathways (Certificate of Registration in NSW, Agent's Representative in VIC, and equivalents), see theagentacademy.org/licensing. Complete your state requirement first — then train with us.