



Fair Trading NSW CPD Requirements Draft Compulsory Topics for 2026/27 Feedback

Strata Community Association NSW Submission
29 April 2026

INTRODUCTION

1. Strata Community Association (NSW) Overview

Founded in 1980, Strata Community Association (NSW) was formerly known as the Institute of Strata Title Management. SCA NSW serves as the peak industry body for Strata and Community Title Management in New South Wales. The association proudly fulfils a dual role as both a professional institute and consumer advocate.

2. Membership

SCA NSW boasts a membership of over 3,000 members, including lot owners, suppliers, and professional strata managers who oversee, advise, and manage a combined property portfolio estimated to be worth over \$450 Billion.

3. Strata and Community Title Schemes in NSW

NSW is home to 91,346 Strata and Community Title Schemes. A significant 95 per cent of these schemes are comprised of residential lots. Altogether, the total number of Strata and Community Title lots in NSW stands at 1,073,277¹. 44% of these schemes have been registered since 2000.

4. NSW as a Leader in High-Density Living

According to the 2024 Australasian Strata Insights Report, there are 2,501,351 people residing in apartments across Australia. A majority of these apartment dwellers (51 per cent) are in NSW. ² NSW also leads the way in the trend to higher density living in Australia and boasts the highest proportion of apartment households relative to all occupied private dwellings, standing at 20 per cent.

5. Employment Impact

Strata is a significant employer, directly providing jobs to 1,259 managers throughout NSW, as well as an additional 854 other related employees. ³

6. Promoting Professionalism

1. SCA NSW is dedicated to fostering a high standard of professionalism in the strata industry with initiatives like the Professional Standards Scheme (PSS), which contributes to ensuring strong consumer outcomes for over 1 million strata residents in NSW.
2. SCA NSW membership encompasses a wide range of entities, from large corporate companies to small family businesses to dedicated volunteers. Members possess expertise in all aspects of strata management, service provision, and governance.

For further information about this consultation, please contact Andrew Jefferies, Senior Policy and Advocacy Advisor, SCA NSW. Andrew.Jefferies@strata.community

¹ Authored by Hazel Easthope, Yi Lu and Alejandra Rivera, [Australasian Strata Insights 2024](#), City Futures Research Centre, UNSW.

² Ibid, p.8-13

³ Ibid, p.8.

CPD REQUIREMENTS - DRAFT COMPULSORY TOPICS FOR 2026/27 - INDUSTRY STAKEHOLDER FEEDBACK

Introduction

The Strata Community Association NSW (SCA NSW) welcomes the opportunity to provide additional feedback on the proposed draft CPD compulsory course topics for 2026/27.

We note NSW Fair Trading's guidance that detailed learning outcomes are presently being developed in parallel with this consultation, with feedback now being sought on issues relating to the draft compulsory topics, missing priority gaps, the minimum hours required (including those for Class 1 License holders) and the topic descriptions. Topics and outlines are approved by the Strata and Property Services Commissioner, each year.

For 2026/27, it is proposed that all **Strata Managing Agents** complete the four compulsory topics across five hours of learning:

Strata Managing Agents	5 hours total	<ul style="list-style-type: none"> • Recordkeeping • Regulatory change in strata • Repairs and maintenance • Roles, authority & risk
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In addition, **Class 1 Licence Holders** need to complete a further five hours across the following topics:

Strata Managing Agents	5 hours total	<ul style="list-style-type: none"> • Supervision and leadership • Financial literacy: managing risk and stability • Fraud prevention & misconduct risk controls • Complaints, errors & red flags: Early intervention by Class 1s • Ethical judgement & professional responsibility in complex situations
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SCA (NSW) acknowledges the New South Wales Government's desire and commitment to ensuring that licence and certificate holders continually update their skills and are aware of legislative changes and requirements that are relevant to their employment. Our response, outlined below, largely supports the draft content provided.

SCA NSW's Response

Draft 2026/27 Compulsory CPD Topics

SCA (NSW) Feedback and Recommendations:

- All four compulsory topics are supported and the requirement for Strata Managing Agents to complete a minimum of five hours of learning.
- *Regulatory change in strata* - remains a relevant topic and its continuation as a topic in 2026/27 is supported.
- *Repairs and Maintenance* – we note its return as a topic after the 2024/25 CPD cycle.
- *Roles, risks and responsibilities* – we request that internal escalation requirements be included in this topic, including when matters should be escalated to the direct report or relevant senior manager. This should note escalation as a risk-mitigation measure, particularly where decisions exceed delegated authority, carry elevated risk, or have regulatory, financial, or reputational impacts.

Additional CPD for Class 1 Licence Holders

SCA (NSW) Feedback and Recommendations:

- *Supervision and leadership* – we note this topic is targeted at Licensees in Charge who make up only a small percentage of all Class 1 Licence Holders.
- *Financial literacy: managing risk & sustainability* – strongly endorses this topic and believe its learning should be extended to Class 2 Licence Holders
- *Fraud prevention & misconduct risk controls* – support this topic to be targeted towards Class 1 Licensees in Charge and business owners
- *Complaints, errors & red flags - Early intervention by Class 1s* – learning outcomes for this topic appear somewhat vague and unknown. This topic could be refocused more directly upon complaints handling procedures and the strengthening of compliance systems understanding.
- *Ethical judgment & professional responsibility in complex situations* – strongly endorse this topic's relevance and content as it links in well with the requirements of the Professional Standards Scheme.

2026/27 CPD Topic Descriptions

SCA (NSW) Feedback and Recommendations:

- *Financial literacy: managing risk & sustainability* – while this topic examines the role of financial literacy in managing regulatory compliance, consumer protection and the long-term sustainability of a real estate business, we suggest a more targeted topic description with a focus on strata management relevance.
- *Fraud prevention & misconduct risk controls* - we believe the description of this topic is more closely aligned with real estate businesses and Fair Trading should be aware that the nature and structure of real estate and strata management businesses are completely different. Again, we suggest the topic description better reflects strata sector operations and structure.
- *Complaints, errors & red flags*: - in line with our suggestion to refocus this topic on complaints handling procedures and the strengthening of compliance systems understanding, we suggest that the title be amended to *Complaints Handling and Compliance Strengthening*.

For further information about this consultation, please contact Andrew Jefferies, Senior Policy and Advocacy Advisor, SCA NSW. Andrew.Jefferies@strata.community