

# ABMA CPD – Introduction to the Soft Services Management Plan

## Course ID-CPD-SMP

### Course Overview

---

#### Instructor

PRO-BMT

#### Phone

1300 776 268

#### Email

[info@pro-bmt.com.au](mailto:info@pro-bmt.com.au)

#### Office Location

Brisbane Training Studio

#### Office Hours

Monday – Sunday

#### Course Overview

**PRO-BMT** (“*Professional Building Management Training*”) provides ABMA Accredited Training programs to support continuing professional development [CPD] for ABMA Accredited Industry Practitioners.

The ABMA CPD – Introduction to the Soft Services Management Plan course is 3-hour tutorial and general overview delivered in easy language for all levels of competency. Targeted toward auditing consultants, Facilities Managers, Caretakers, strata managers or Committee Members seeking to gain an understanding of the mandatory and objective industry standard for delivery of soft services for residential strata and mixed-use commercial schemes, the CPD-SMP course will supply an overview of existing legislative and “best practice” requirements and how to manage delivery to the right standard. Emerging Compliance & Performance Assessors seeking to build capability so as to offer services to the sector would also benefit from this introductory course.

#### Learning Outcomes

Upon completion of the CPD-SMP Course, participants should have achieved the following learning outcomes: -

- A general overview of the objective industry standard for cleaning, gardening, pool care and waste management in Australia
- An overview of legislative standards imposing mandatory maintenance & reporting duties on common infrastructure
- Overview of the Garden Management Plan, the Cleaning Management Plan and the Pool & Spa Management Plan
- Introduction to application of objective standards against Caretaking Agreements

#### Teaching Strategies & Objectives

The CPD-SMP Course is an introductory tutorial aimed at entry level. All PRO-BMT Trainers are ABMA Accredited Compliance & Performance Assessors and are therefore able to provide relevant information to the participants.



## **Assessment & Certification**

All participants who successfully complete the CPD-SMP Course are issued with a PRO-BMT Certificate to the ABMA continuing professional development standard. This certificate will support application for ABMA Industry Practitioner Accreditation.

## **Pre-Requisite Qualifications**

There are no pre-requisite qualifications required to enroll in this course other than a sound level of comprehension in the English language.

## **Course Materials**

All participants must purchase the current year reference textbook for the Course: - ABMA Building Management Code© [state specific version].

## **Resources**

Resource references are provided during the course including the ABMA Cleaning & Gardening Management Plan Guides.

## **Further Study**

For those seeking to build specialist capability in this area the Compliance & Performance Assessor [3-day workshop] is highly recommended.

The ultimate qualification available for Facilities Managers, Caretakers and Strata Managers in residential and mixed-use strata facilities management is the Diploma of Building Management.