

Strata management education changes in Western Australia

Reform overview

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(Version 2)

What's changed under the
commencement of the Lands
Regulations (Community and
Strata Titles) Amendment
Regulations 2025.

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Overview

A new and enhanced model for strata management education qualifications has been introduced for Western Australia with the commencement of the Lands Regulations (Community and Strata Titles) Amendment Regulations 2025. The changes were developed following extensive consultation with industry and the community to improve service delivery across the state's growing number of strata schemes.

The new model will:

- Broaden educational qualifications and introduce experience requirements for professional strata managers.
- Establish new career pathways and redefine certain roles and responsibilities to better align with industry needs.
- Address the effects of national changes to the Certificate IV in Strata Community Management on Western Australia's industry.
- Apply to any future scheme managers of community titles schemes (once developed), as well as strata titles schemes.

What's changed

- Minimum qualification: A full Certificate IV in Strata Community Management is now required for all professional strata managers.
- Experience requirements: Defined experience thresholds now apply to specified roles.
- Defined roles: Principal, strata community manager, and assistant strata community manager roles have been clarified with specific qualification and experience expectations.
- Key transitional period: Strata managers have a two-year period to meet the new education requirements.
- Allowance for qualified practitioners: Those with a recognised qualification may be exempt from completing the full Certificate IV but must complete certain units and meet experience requirements.

Transition summary

Amendment	Effective from: 30 October 2025 (Commencement)	Effective from: 30 October 2026 (1-year transition)	Effective from: 1 November 2027 (2-year transition)
Removal of unit numbers/definition changes	✓		
New role definitions (strata/assistant manager)	✓		
Full Certificate IV for all professional managers			✓
Principal experience requirement			✓
Strata community manager experience requirement (for those already working in the industry immediately before commencement)		✓	

Summary of six key amendments

1. Full Certificate IV to become baseline qualification

A full Certificate IV in Strata Community Management (Certificate IV) has become the standard qualification for everyone working in a professional strata manager role.

Context for change

Strata management in WA is becoming more complex, and industry professionals need to be skilled in a range of areas.

Requiring all professional strata managers to complete a Certificate IV as a baseline qualification will enhance industry-wide practices and standards.

Timing

This requirement has now taken effect through the Amendment Regulations. However, there is:

- A transitional period of 2 years for those currently working in a professional strata manager role without the prescribed educational qualifications to obtain the full Certificate IV.
- Provision for persons who immediately before commencement of the Amendment Regulations met the former prescribed educational qualifications.

Key points

- Under the new model, the baseline educational qualification requirements for individuals engaged by a strata management business to manage strata schemes is now the full Certificate IV in Strata Community Management.
- This requirement will apply to both principals of the business and the newly defined role of a strata community manager (as defined through amendment 5 below).
- Previously, only principals of businesses were legally required to hold a full Certificate IV, while strata managers (designated persons) needed to complete selected units from the Certificate IV.
- Principals of the business will also be able to complete the Diploma of Property (Agency Management - Strata) and comply with the Amendment Regulations.
- A provision has been added to 'futureproof' the regulations by providing for the replacement of the Certificate IV, according to the National Training Register.
- Note: this qualification requirement does not apply to volunteer strata managers.

Refer to:

Community Titles Regulations 2021 amended:

- Regulation 96 (Prescribed education qualifications)

Strata Titles (General) Regulations 2019 (STGR) amended:

- Regulation 95 (Prescribed education qualifications)

2. Remove use of specific unit numbers from the Certificate IV

Specific unit numbers from the Certificate IV have been removed and replaced by a specific number of core and elective units for different strata management roles.

Context for change

This change was needed following national changes to units within the Certificate IV which made it impossible for some WA strata managers to comply with the educational qualification requirements set out in the STGR.

Timing

This requirement has now taken effect through the Amendment Regulations.

Key points

- Under the new model, Certificate IV unit numbers and names have been removed from the STGR and replaced in the Amendment Regulations with requirements to complete a specific number of units for each of the different strata management roles.
- The unit requirements are set out below:
 - A principal who is a qualified person – 6 units.
 - A strata community manager who is a qualified person – 6 units.
 - An assistant strata community manager who is a qualified person – 4 units.
 - An assistant strata community manager who is not a qualified person – 6 units.
- This change will provide strata management businesses with more flexibility to determine the educational needs of their employees – that is, for those who aren't required to complete a full Certificate IV but only a select number of units (a qualified person).
- These changes will also help 'futureproof' the Amendment Regulations against any future changes made to unit names and numbers within the Certificate IV qualification.

Refer to:

Community Titles Regulations 2021 amended:

- Regulation 96 (Prescribed education qualifications)

Strata Titles (General) Regulations 2019 amended:

- Regulation 95 (Prescribed education qualifications).

3. Remove the definition and concept of a 'Designated Person'

The Amendment Regulations have removed the definition and concept of a designated person.

Context for change

Consultation with industry identified that 'designated person' is a regulatory term and does not reflect terminology used by the industry.

The Amendment Regulations have removed the definition and concept of a designated person and replaced it with several different definitions and concepts covering individuals that own strata management businesses or work in the role of a strata manager.

Timing

This requirement has now taken effect through the Amendment Regulations.

Key points

- Under the new model, the definition and concept of a designated person has been removed from the STGR and replaced in the Amendment Regulations with role definitions and concepts that are easier to understand and better reflect industry terminology and business structures - i.e. strata community manager and assistant strata community manager.
- These newly introduced roles are further explored through amendments 5 and 6 below.

Refer to:

Community Titles Regulations 2021 amended:

- Regulation 90 (Terms used)
- Previous regulations - 91 and 96.

Strata Titles (General) Regulations 2019 amended:

- Regulation - 90 (Terms used).
- Previous regulations - 95 and 96.

4. Introduce a definition for 'Principal of the business'

The Amendment Regulations introduce a definition for 'principal of the business' and establish new experience requirements.

Context for change

While the role of a principal is mentioned in the regulations, it is not a defined term, causing confusion within industry as to how the educational qualifications for this role are to be applied.

The Amendment Regulations make it clearer for strata managers who a principal is and introduce new experience requirements for this role.

Timing

This requirement has now taken effect through the Amendment Regulations. However, there is:

- A transitional period of 2 years for those currently working in a principal of the business role without the prescribed experience requirements to obtain this experience.

Key points

- Under the new model, a definition has been added to clarify who can be a principal of the business.
- Previously, the role of a principal of the business was included in the STGR but without a supporting definition.
- A definition has been added through the Amendment Regulations to clarify who is a principal of the business, and to make it clear who in a strata management business needs to hold the qualifications required for this position.
- The principal has been defined as an individual who is the owner, a partner, a director, or employee of the business that is the strata manager holding a strata management contract with the strata company and, in the case of a partner, director, or employee is authorised by the strata manager to perform scheme functions without supervision.
- Individuals who are principals now must meet the newly prescribed educational qualifications and have two years' experience in the strata management industry. The education requirements are now linked to employment terms, rather than the scheme management contract. This shift ensures the requirements apply to the right employee - specifically, the one responsible for carrying out scheme functions.

Refer to:

Community Titles Regulations 2021 amended:

- Regulation 90 (Terms used)
- Regulation 97 (Prescribed experience qualifications).

Strata Titles (General) Regulations 2019 amended:

- Regulation 90 (Terms used).
- Regulation 95 (Prescribed educational qualifications)
- Regulation 97 (Strata manager must warrant prescribed educational qualifications are held).
- Regulation 97C (Strata manager must warrant prescribed experience qualifications are satisfied).

5. Introduce a new role and definition for a 'Strata Community Manager'

The Amendment Regulations introduce a new role and definition for a strata community manager.

Context for change

The introduction of the 'strata community manager' role, with a clear definition, aligns with current industry terminology and business structures. This role largely retains the duties of the 'designated person' but replaces the term, which is not commonly used in the industry. The new role and definition will supersede 'designated person' in the STGR, particularly regarding educational qualification requirements."

Timing

This requirement has now taken effect through the Amendment Regulations.

However, there is:

- A transitional period of 1 year for those currently working in a strata community manager role without the prescribed experience requirements to obtain this experience.
- Provision has also been made that will allow someone who starts in a strata community manager role during the transitional period to continue in that role until they meet the experience requirement.

Key points:

- Under the new model, a new role and accompanying definition for strata community manager has been introduced.
- This role will, in part, replace the concept of a designated person with a key role (see amendment 3 above) and apply to individuals who are undertaking work as a strata manager in the practical sense.
- The introduction of this role aims to reduce confusion around who is required to hold an educational qualification by linking the need to hold a qualification to the authorisation of the carrying out of a scheme function under a scheme management contract. That is, someone who meets the definition of a strata community manager will need to hold the educational qualifications.
- A strata community manager is defined as an individual who is an agent, employee, or contractor of the strata manager and who is authorised by the strata manager and responsible for undertaking scheme functions that the strata manager is authorised to carry out. They carry out these scheme functions with no or minimal supervision or direction from a principal of the business.
- Individuals who are strata community managers now must meet the prescribed educational qualifications and hold one year's experience in the strata management industry.
- The requirement to hold one year experience is a new requirement and aimed at improving real world knowledge of the strata management industry in strata community managers.

Refer to:

Strata Titles (General) Regulations 2019 amended:

- Regulation 90 (Terms used).
- Regulation 95 (Prescribed educational qualifications)
- Regulation 97 (Strata manager must warrant prescribed educational qualifications are held).
- Regulation 97C (Strata manager must warrant prescribed experience qualifications are satisfied).

6. Introduce a new role and definition for an 'assistant strata community manager'

The Amendment Regulations introduce a new role and definition for an assistant strata community manager.

Context for change

The introduction of an 'assistant strata community manager' role creates a valuable career pathway role for individuals who want to enter the strata management industry. By splitting the 'designated person' role into 'strata community manager' and 'assistant strata community manager', a clear progression is established. This new role allows individuals to work under supervision while gaining qualifications and building their experience in strata management.

Timing

This requirement has now taken effect through the Amendment Regulations.

Key points:

- A new role and accompanying definition for assistant strata community manager has been introduced.
- This role provides a valuable career pathway into the strata management industry. It is designed to allow people to work in the industry and gain experience prior to obtaining a full Certificate IV.
- An assistant strata community manager is an individual who is an agent, employee, or contractor of the strata manager and who assists the principal or strata community manager in carrying out their role. They can undertake a scheme function but must do so under the supervision of a principal or a strata community manager.
- Individuals who are assistant strata community managers will not have to meet immediate educational qualifications but will have to obtain a minimum qualification over a prescribed timeframe.
- There will be no experience requirements for assistant strata community managers as it is aimed at allowing people to develop experience in the strata management industry.

Refer to:

Strata Titles (General) Regulations 2019 amended:

- Regulation 90 (Terms used).
- Regulation 95 (Prescribed educational qualifications)
- Regulation 97 (Strata manager must warrant prescribed educational qualifications are held).