



Maldives National Skills Development Authority



National Competency Standard for Strata Community Management

Standard Code: CON-20L4-V1-25

Qualification Name: National Certificate IV in Strata Community Management

FOREWORD

The pivotal role of the Maldives National Skills Development Authority (MNSDA) in meticulously implementing and expanding Technical and Vocational Education & Training (TVET) exemplifies the steadfast commitment of the Maldives to build a skilled and resilient workforce. This commitment is evident from the strategic formulation of National Standards and the establishment of a comprehensive framework for training and certification.

Under the Higher Education and Training Act 7/2021, the MNSDA assumes an instrumental role, reflecting the government's unwavering dedication to streamlining TVET policies and procedures. This includes the establishment of a robust system for accrediting and registering both Institution Based Training (IBT) and Employer Based Training (EBT) providers. The MNSDA's active involvement in conducting the National Apprenticeship Program (NAP), National Trade Testing and Certification (NTTC), and the issuance of National Certificates reflects a comprehensive approach to ensure elevated quality standards and competency within the workforce.

The National Occupational Competency Standards (NOCS) developed through the Maldives Enhancing Employability and Resilience of Youth (MEERY) project accentuates the commitment to updating and sustaining contemporary skill sets aligned precisely with industry demands. Deliberate efforts to develop the NOCS, coupled with the development of curriculum, teaching materials, resource books, and logbooks, attest to our dedication to ensuring the ongoing relevance and currency of the TVET system in the Maldives.

The active engagement of Technical Panels and Employment Sector Councils in the NOCS development and approval process, coupled with alignment to the Maldives National Qualification Framework (MNQF) and accreditation by the Maldives Qualifications Authority (MQA), certifies that the TVET system not only remains highly responsive but also ensures the quality standards demanded by industries. This approach enables the system to effectively meet the diverse needs of industries and adapt to the evolving economic landscape.

The collaborative development of the National Certificate IV in Strata Community Management by the MNSDA, MEERY, and the Maldives National University exemplifies the practical implementation of TVET initiatives. This training package represents a critical stride towards addressing the requisite skills while fostering opportunities to integrate sustainable economic development within the TVET framework.




Dr. Zahra Mohamed

Chief Executive Officer

Maldives National Skills Development Authority

EMPLOYMENT SECTOR COUNCILS			
#	Name	Designation	Organisation
01	Ahmed Thalhath	Director General	Ministry of Construction and Infrastructure
02	Adnan Haleem (Chair)	Secretary General	Maldives National Association of Construction Industry
03	Mohamed Rasheed	Director	Housing Development Corporation
04	Mohamed Waheed	Lecturer	Maldives Polytechnic
05	Hussain Shiyam	Civil Engineer	Civil Engineers Association
06	Ibrahim Shareef Hassan	Training Expert	Ibrahim Shareef Hassan
07	Mohamed Yoosuf	Professional Member	Architects Association of Maldives
08	Shakeeba Ali	Director General	Maldives National Skills Development Authority
09			

National Occupational Standard has been endorsed by:



Adnan Haleem
Chair person
Construction Sector Council

Maldives National Skills Development Authority
Umar Zahir Office Building, 5th Floor,
OrchidMaa Hingun, Hulhumale', Republic of Maldives.

Date of Endorsement: 30.04.2025

TECHNICAL SUPPORT			
#	Name	Designation	Organisation
01			
02			

TECHNICAL PANEL MEMBERS			
#	Name	Designation	Organization
01	Hussain Siraj	Lead Architect	Housing Development Corporation
02	Saeed Adam	Assistant Director	Housing Development Corporation
03	Ibrahim Nihad	Company Secretary / Manager, Contracts	Amin Construction Pvt Ltd
04	Mohamed Haikal Ibrahim	Industry Expert	Engineering and Sustainability Consultant

VERSION	DEVELOPER	DATE	STANDARD CODE
V1	The Maldives National University	22.04.2025	CON-20L4-V1-25

Standard Development Process

The development of the Competency Standards (CS) for the Certificate IV in Strata Community Management followed a comprehensive, structured, and stakeholder-driven process. The goal was to ensure the course is industry-relevant, nationally recognised, and capable of equipping learners with the competencies needed for effective strata community management roles in the Maldives.

The first phase, titled Industry Consultation and Stakeholder Engagement, combined competency analysis, job analysis, and prioritisation into an integrated approach. Stakeholder engagement was central to the process, beginning with meetings held with industry experts, senior strata professionals, and potential trainees. These consultations provided insight into the skills, knowledge, and behaviours required at different levels of professional practice. To gain a deeper understanding of workplace roles, detailed interviews and surveys were conducted with current strata community managers, capturing real-world tasks and performance expectations. The data collected through these means were analysed to identify core competencies and existing skill gaps. Subsequently, a competency prioritisation workshop was held, bringing together stakeholders to rank competencies in terms of their relevance and urgency for inclusion in the training program. The process was supported logistically by arranging face-to-face meetings, providing travel, refreshments, and securing a suitable venue to facilitate collaborative and productive dialogue.

Following the consultation phase, the process moved to Alignment with National and International Frameworks. The competency standards were mapped against the Maldives National Skills Development Authority (MNSDA) to ensure they meet national accreditation and quality assurance criteria. Additionally, the standards drew on international references, particularly the International Labour Organization's (ILO) guidelines for competency-based education and training, to ensure the program's global relevance and recognition. Compliance with the MNSDA formats and requirements was also a key component of this phase. These include not only the structure of the Competency Standards but also the supporting curriculum components such as training manuals, assessment tools, logbooks, and learning materials.

The final phase involved the Drafting of Competency Units and Course Structure. Drawing on the data and insights from the previous phases, a total of 27 competency units were drafted. These were then categorised according to their complexity and alignment with national qualification levels. The Certificate III level includes eight foundational units focused on basic operational competencies, while the Certificate IV level includes 11 units that develop more advanced management capabilities. An additional eight Level 5 units were identified as potential content for future diploma-level qualifications. Care was taken to avoid redundancy across levels while ensuring a smooth progression of learning and skill development. The units cover a broad spectrum of topics relevant to strata community management, including legislative compliance, budgeting, insurance, conflict resolution, sustainability, communication, work ethics, and digital tools. The overall course structure was designed to support a flexible, modular approach to training, enabling learners to progress through increasingly complex tasks and roles within the industry.

This development process ensures that the Certificate III and IV in Strata Community Management meet the current and emerging needs of the sector, while also maintaining national integrity and international relevance.

Description of Certificate IV in Strata Community Management

The Certificate IV in Strata Community Management is designed for individuals who have foundational experience or training in the sector and are seeking to take on more complex responsibilities within strata and property management. This qualification equips learners with the skills to manage strata community budgets, resolve disputes, coordinate repairs and maintenance, interpret legislation, and facilitate the functioning of strata committees. Graduates will be prepared for supervisory or independent roles, supporting the effective operation of residential or commercial strata schemes while ensuring compliance with relevant regulations and high service standards.

Consulted Experts on Preparing the “National Certificate IV in Strata Community Management” Standard

The development of the National Certificate IV in Strata Community Management involved extensive consultation with a diverse range of industry experts and stakeholders to ensure that the competency standards accurately reflect the needs of the profession. These consultations included senior practitioners from strata management firms, representatives from property and real estate associations, and officials from regulatory bodies. Additionally, experienced educators involved in vocational training provided their expertise in designing a curriculum that meets national workforce requirements. Key stakeholders from the Housing Development Corporation (HDC), Ministry of Housing, Land and Urban Development, Fahi Dhiriulhun Corporation, W Construction, and Apollo Holdings also contributed their specialized knowledge in areas such as legislative compliance, project management, and community engagement. Their collective insights were crucial in shaping the unit structure, identifying essential competencies, and ensuring alignment with both national and international best practices. This collaborative approach has led to a comprehensive, industry-relevant qualification that equips professionals with the necessary skills to excel in strata community management.

Job opportunities upon completion of the “National Certificate IV in Strata Community Management”

Graduates of the Certificate IV in Strata Community Management will be equipped for more advanced roles within the strata and property management sector. Potential job opportunities include:

1. Strata Community Manager (Assistant or Independent)
2. Owners' Corporation Manager
3. Body Corporate Manager
4. Facilities or Property Management Officer (Strata-specific)
5. Strata Administration Supervisor
6. Client Liaison Officer (Strata Management Services)

These roles typically involve managing more complex strata portfolios, coordinating meetings and maintenance, interpreting legislation, and serving as key contacts between owners, committees, and service providers.

1. Endorsement Application for Qualification 02		
2. NATIONAL CERTIFICATE IV IN STRATA COMMUNITY MANAGEMENT		
3. Qualification code: CON-20L4-V1-25		Total Number of Credits: 120
4. Purpose of the qualification The holders of the Level 4 qualification in Strata Community Management are equipped with the knowledge and skills required to work as strata community managers. These professionals are qualified to independently manage strata communities, including facilitating member meetings, administering insurance, handling community funds, maintaining business records, and preparing financial reports.		
5. Regulations for the qualification		National Certificate IV in the Strata Community Management will be awarded to those who are competent in unit 1+2+3+4+5+6+7+8+9+10
6. Schedule of Units		
Unit No	Unit Title	Code
Common Competencies		
01	Apply Work Ethics and Optimise Professionalism	CON-01-CM02-V2-24
Core Competencies		
02	Resolve Conflicts and Disputes in Strata Community Management	CON-20-CC01-V1-25
03	Use Digital Portals to Manage Strata Tasks	CON-20-CC02-V1-25
04	Manage Strata Community Funds and Insurance	CON-20-CC03-V1-25
05	Source and Extract Information from Strata Plans	CON-20-CC04-V1-25
06	Develop and Monitor Sustainable Asset Maintenance Strategies	CON-20-CC05-V1-25
07	Coordinate Repairs and Maintenance for Strata Community Property	CON-20-CC06-V1-25
08	Facilitate the Functioning of Strata Community Committees	CON-20-CC07-V1-25
09	Read Building Plans, Drawings, and Specifications	CON-20-CC08-V1-25
10	Conduct Site Inspections for Strata Communities	CON-20-CC09-V1-25
7. Accreditation requirements		The training provider should place trainees in relevant industry or sector to provide the trainees the hands-on experience exposure related to this qualification.
8. Recommended sequencing of units		As appearing under the section 06

Unit Details

Unit No.	Unit Title	Code	Level	No. of credits	Credit hours	Contact hour
01	Apply Work Ethics and Optimise Professionalism	CON-01-CM02-V2-24	III	09	90	45
02	Resolve Conflicts and Disputes in Strata Community Management	CON-20-CC01-V1-25	IV	12	120	60
03	Use Digital Portals to Manage Strata Tasks	CON-20-CC02-V1-25	IV	09	90	45
04	Manage Strata Community Funds and Insurance	CON-20-CC03-V1-25	IV	15	150	75
05	Source and Extract Information from Strata Plans	CON-20-CC04-V1-25	IV	09	90	45
06	Develop and Monitor Sustainable Asset Maintenance Strategies	CON-20-CC05-V1-25	IV	15	150	75
07	Coordinate Repairs and Maintenance for Strata Community Property	CON-20-CC06-V1-25	IV	15	150	75
08	Facilitate the Functioning of Strata Community Committees	CON-20-CC07-V1-25	IV	09	90	45
09	Read Building Plans, Drawings, and Specifications	CON-20-CC08-V1-25	IV	15	150	75
10	Conduct Site Inspections for Strata Communities	CON-20-CC09-V1-25	IV	12	120	60
Total				120	1200	600

Packaging of National Qualifications:

National Certificate IV in the Strata Community Management will be awarded to those who are competent in unit 1+2+3+4+5+6+7+8+9+10

Qualification Code: CON-20L4-V1-25

COMPETENCY BASED ASSESSMENT

The final assessment of the National Competency-Based Programmes conducted by the Maldives National Skills Development Authority (MNSDA) is a competency-based assessment.

The Competency-Based Assessment ensures that the students' performance meets the requirements specified in the National Competency Standards (NCS). This assessment approach is designed to verify that graduates are job-ready and meet established occupational competency requirements within their respective fields.

Eligibility for Final Assessment

To be eligible for the final Competency-Based Assessment, students must fulfil the following conditions:

- achieve a **minimum of 80%** attendance
- deemed competent in each of the units of the programme in the pre-assessment

Competency-Based Assessment Process

Upon submission of the Pre-assessment report by the training provider, MNSDA will check for all the necessary supporting documents and conduct Competency-Based Assessment through a National Assessor registered with MNSDA. It is important to note that any trainer involved in the training process is **not permitted** to conduct the assessment to maintain impartiality and integrity of the process.

The final Competency-Based Assessment conducted by MNSDA includes both:

- **Theory:** Evaluating students' knowledge and understanding of key theoretical aspects of the competency.
- **Practical:** Assessing hands-on skills and application of knowledge in real-world or simulated environments.

Once the assessment is completed, the National Assessor will send the Competency-Based Assessment Report to MNSDA.

Competency Status Requirement

For certification to be granted, the student must be officially declared "**Competent**" in each of the units of the programme by the National Assessor.

Conclusion

Competency-Based Assessment is a critical component in ensuring the quality and credibility of technical and vocational skills-based training. By adhering to the outlined procedure, MNSDA upholds the standards required to certify students who are fully prepared to meet industry demands.