



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **CHC30512 Certificate III in Social Housing**

**Release: 1**

## CHC30512 Certificate III in Social Housing

### Modification History

CHC08 Version 3	CHC08 Version 4	Comments
CHC30508 Certificate III in Social Housing	CHC30512 Certificate III in Social Housing	Updated core WHS units

### Description

This qualification applies to staff who work under direct supervision in an administrative and/or assisting capacity in delivering housing support services in the social housing sector, including support to tenants and residents, applicants and the community, including clients who are experiencing homelessness or at risk of experiencing homelessness.

**Occupational titles** may include:

- Aboriginal and/or Torres Strait Islander housing worker
- Administration officer
- Administrative assistant
- Administrative support worker
- Clerical worker
- Housing assistant
- Neighbourhood renewal worker
- Tenant administration worker
- Tenant
- Volunteer tenant manager

### Pathways Information

Not Applicable

### Licensing/Regulatory Information

Not Applicable

### Entry Requirements

Not Applicable

## Employability Skills Summary

Refer to the Topic: Introduction to the Employability Skills Qualification Summaries

### Packaging Rules

#### PACKAGING RULES

12 units are required for award of this qualification including:

- 7 core units
- 5 elective units

A wide range of elective units is available, including:

- Group A electives which are recommended for culturally aware and respectful practice
- Other relevant electives listed below
- Units of competency to address workplace requirements and packaged at the level of this qualification or higher in Community Services and/or Health Training Packages
- Where appropriate, to address workplace requirements, up to 2 units of competency packaged at the level of this qualification or higher in other relevant Training Packages or accredited courses where the details of those courses are available on the TGA or other public listing

#### Core units

CHCADMIN302D Provide administrative support

CHCCH301C Work effectively in social housing

CHCCOM302D Communicate appropriately with clients and colleagues

CHCCS400C Work within a relevant legal and ethical framework

CHCINF302D Maintain the organisation's information systems

CHCORG303C Participate effectively in the work environment

HLTWHS300A Contribute to WHS processes

#### The importance of culturally aware and respectful practice

All workers undertaking social housing work need foundation knowledge to inform their work with Aboriginal and/or Torres Strait Islander clients and co-workers and with clients and co-workers from culturally and linguistically diverse backgrounds. This foundation must be provided and assessed as part of a holistic approach to delivery and assessment of this qualification. Specific guidelines for assessment of this aspect of competency are provided in the Assessment Guidelines for the Community Services Training Package.

#### Group A – electives recommended for culturally aware and respectful practice

Where work involves a specific focus on Aboriginal and/or Torres Strait Islander and/or culturally diverse clients or communities, one or both of the following electives is recommended:

HLTHIR403C Work effectively with culturally diverse clients and co-workers

HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people

#### Other relevant electives

Electives are to be selected in line with specified Packaging Rules. The following list of electives is provided to facilitate selection. Employers may specify that certain electives are required to address specific workplace needs.

- BSBATSIC412A Maintain and protect cultural values in the organisation
- CHCCH317A Respond to property maintenance enquiries
- CHCCH413A Manage tenancy rent, charges and rental arrears
- CHCCH419C Manage property maintenance implementation
- CHCCH426B Support client participation in the organisation
- CHCCS311D Deliver and monitor services to clients
- CHCCS410A Facilitate client participation in the organisation and its management
- CHCCS419C Provide support services to clients
- CHCCS421B Undertake community sector work within own community
- CHCCS422B Respond holistically to client issues and refer appropriately
- CHCDFV301A Recognise and respond appropriately to domestic and family violence
- CHCGROUP201C Support the activities of existing groups
- CHCLLN403A Identify clients with language, literacy and numeracy needs and respond effectively
- CHCMH411A Work with people with mental health issues
- CHCNET301D Participate in networks
- CHCNET404B Facilitate links with other services
- CHCPOL301B Participate in policy development
- CPPDSM3014A Undertake property inspection
- HLTHIR403C Work effectively with culturally diverse clients and co-workers
- HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people
- PSPETHC301B Uphold the values and principles of public service
- PSPGOV201B Work in a public sector environment
- PSPLEGN301B Comply with legislation in the public sector
- Financial literacy education electives**
- CHCFLE301A Work with clients needing financial literacy education
- CHCFLE302A Educate clients in fundamental financial literacy skills
- CHCFLE303A Educate clients to understand debt and consumer credit