



Australian Government

Assessment Requirements for CHCSOH007 Respond to property maintenance enquiries

Release: 1

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Modification History

Release	Comments
Release 1	<p>This version was released in <i>CHC Community Services Training Package release 2.0</i> and meets the requirements of the 2012 Standards for Training Packages.</p> <p>significant changes to performance criteria</p> <p>new evidence requirements for assessment including volume and frequency requirements</p> <p>significant changes to knowledge evidence</p>

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be evidence that the candidate has:

- prioritised and responded to at least 3 maintenance enquiries relating to social housing properties in accordance with organisation and legislative requirements

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role. This includes knowledge of:

- business operations, budget restraints and property maintenance processes
- organisation's property maintenance policies and procedures
- legal and ethical considerations for dealing with and responding to enquiries and how these are applied in organisations:
 - codes of practice
 - legislative constraints and timelines
 - national and/or state/territory legislation regarding smoke alarms in individual, group and shared housing contexts
- organisation's computer systems and processes as relates to property maintenance
- client expectations, including diversity of clients with complex needs
- responsive maintenance in the social housing context
- property maintenance and principles of the asset maintenance system in the context of provision of social housing

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources, including:
 - use of real workplace policies and procedures
 - use of typical workplace reporting processes
 - use of a property recording system
- modelling of industry operating conditions, including interactions with a diverse range of clients from different backgrounds

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4fe53>