



Australian Government

**Assessment Requirements for CHCSOH010
Work with clients within the social housing
system**

Release: 1

Assessment Requirements for CHCSOH010 Work with clients within the social housing system

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:

- assisted 3 individuals or families who are in search of housing or need assistance with maintaining housing and accommodation

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:

- historical, social and political economic context and development of the Australian social housing system, including changes over time and associated issues
- current and historical factors which impact on the provision of housing
- legal and ethical considerations (national, state/territory) relevant to housing and how these are applied in organisations and in individual practice, including:
 - access and equity
 - human rights
 - privacy, confidentiality
 - duty of care
 - mandatory reporting
- levels of government in Australia and their role in the housing system
- social housing functions and processes including:

- applications and allocations
- eligibility
- tenancy rebates
- rent and rental arrears
- termination
- eviction
- cultural issues that impact on housing system for minority groups including newly arrived refugees and for Aboriginal and/or Torres Strait Islander people
- own work role within the context of delivering services in the Australian social housing system
- different consumers and consumer groups, including:
 - demographics
 - their needs
 - complex issues and types of solutions available to address these needs and issues
- principles of client empowerment and disempowerment and community delivered service provision
- range and mix of housing types and tenures and associated consumers, including community housing, public housing, homelessness, supported housing, transitional housing and crisis housing
- tenures in fields of work and key stakeholders in these fields
- mix of tenures in geographic area in own work
- housing options available to address consumer needs and issues
- private rental system and stakeholder issues
- referral procedures and networks
- common rental and leasing agreements and financing arrangements for rental properties
- management arrangements for rental properties

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. Where simulation is used, it must reflect real working conditions by modelling industry operating conditions and contingencies, as well as, using suitable facilities, equipment and resources.

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-bd22cc4f1e53>