Assessment Requirements for CHCSOH020 Develop quality systems in line with registration standards

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Modification History

Release 1. CHCSOH020 Develop quality systems in line with registration standards supersedes and is equivalent to CHCSOH009 Develop quality systems in line with registration standards.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- develop and document policies, procedures and systems for one social housing organisation compliant with current community housing registration standards
- identify one organisational risk and establish and communicate strategies, control measures and continuous improvement processes to address it.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- continuous improvement principles
- quality assurance principles
- good governance principles:
    - conduct of governing body and employees
    - privacy and confidentiality of information
    - transparency and accountability in dealings
    - management of conflicts of interest
- issues impacting long term financial viability:
    - solvency and cash flow
    - income variability
    - ongoing expenditure
    - financial reporting requirements
- current Commonwealth and State or Territory community housing registration standards
- techniques for developing organisational policies, procedures, systems and standards for:
    - documentation and record keeping
    - risk management
    - staff management
    - tenancy management
    - property management and maintenance

- principles of accountability, policy formation, development of strategy, compliance, and monitoring and review.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions.

Assessment must ensure:

- access to suitable facilities, equipment and resources that reflect real working conditions and model industry operating conditions and contingencies
- access to current Commonwealth and State or Territory community housing registration standards
- opportunities for engagement with diverse clients.

Assessors must satisfy the Standards for Registered Training Organisations' 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