



Australian Government

Department of Education, Employment and Workplace Relations

CHCCH414C Manage rental assistance process

Release: 1

CHCCH414C Manage rental assistance process

Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit describes the knowledge and skills required to apply the process used in managing rental assistance

Application of the Unit

Application

This unit may be applied in the social housing context of community services work

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills

This unit contains Employability Skills

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

- | | |
|--|--|
| 1. Determine nature of client inquiry and access, resources / services, if appropriate | 1.1 Identify referral options
1.2 Advise client of information and arrange interview
1.3 Review current/previous application and/or tenancies
1.4 Consider supporting documentation from client or relevant supporting agencies |
| 2. Explain and implement assistance policy with applicant | 2.1 Interview applicant with appropriate support people as identified
2.2 Complete assessment checklist or equivalent, explaining process to client |

ELEMENT**PERFORMANCE CRITERIA**

3. Assess eligibility against criteria

3.1 Apply relevant assessment guidelines to determine eligibility

3.2 Determine level of assistance to be given

3.3 Document decision according to guidelines

3.4 Determine and document out-of-guidelines decisions according to policy

3.5 Advise applicant appropriately of assessment outcome

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit.

Essential knowledge:

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

These include knowledge of:

- Factors affecting need for rental assistance
- Relevant policy, procedures, legislation and statutory mandates
- Cultural protocols and systems
- Communication and decision-making processes
- Relevant documentation protocols
- Range of available services

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Calculate level of assistance according to assessment criteria
- Apply relevant organisation statutory and legislative requirements
- Demonstrate knowledge of factors affecting need for rental assistance

In addition, the candidate must be able to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

These include the ability to:

- Demonstrate the application of skills in:
 - conflict resolution, negotiation and mediation techniques
 - facilitation
 - high level writing skills
 - interpersonal and communication
 - interview processes

REQUIRED SKILLS AND KNOWLEDGE

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate this unit of competency:

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- This unit should be assessed in the workplace or through a relevant simulation

Access and equity considerations:

- All workers in community services should be aware of access, equity and human rights issues in relation to their own area of work
- All workers should develop their ability to work in a culturally diverse environment
- In recognition of particular issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on Aboriginal and Torres Strait Islander people
- Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on Aboriginal and/or Torres Strait Islander clients and communities

EVIDENCE GUIDE

Context of and specific resources for assessment:

- This unit can be assessed independently, however holistic assessment practice with other community services units of competency is encouraged
- Resources required for assessment include access to
 - a workplace where assessment can be conducted, or a realistic simulated workplace setting

Method of assessment:

- In cases where the learner does not have the opportunity to cover all aspects of the work environment, the remainder should be assessed through realistic simulations, projects, previous relevant experience or oral questioning on 'What if?' scenarios
- Assessment of this unit of competence will usually include observation of processes and procedures, oral and/or written questioning on Essential knowledge and skills and consideration of required attitudes
- Where performance is not directly observed and/or is required to be demonstrated over a 'period of time' and/or in a 'number of locations', any evidence should be authenticated by colleagues, supervisors, clients or other appropriate persons

Range Statement

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

RANGE STATEMENT

Rental assistance may vary according to:

- Organisation policy
- Relevant departmental guidelines

Relevant legislation, policies and guidelines may include:

- Residential Tenancies Act or equivalent
- Housing policies and procedures of relevant department
- Anti-discrimination legislation or equivalent

Unit Sector(s)

Not Applicable