



Australian Government

Assessment Requirements for CHCSOH003 Manage housing application processes

Release: 1

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Modification History

Release	Comments
Release 1	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. Significant changes to performance criteria New evidence requirements for assessment including volume and frequency requirements

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 with the preparation of 3 applications for housing with a range of clients, including:
 - providing information regarding entitlements
 - providing appropriate forms
 - assessing applications for assistance
 - providing feedback to clients

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:

- a wide range of services and resources which will be useful for tenants and prospective tenants
- organisations recording and reporting systems
- allocation zones and respective waiting lists
- entitlements
- eligibility criteria
- organisation requirements for receiving and receipting applications, including use of relevant computer systems
- agency policies, procedures in relation to entitlements
- temporary and emergency accommodation protocols and procedures

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>