



Australian Government

CHCSOH003 Manage housing application processes

Release: 1

CHCSOH003 Manage housing application processes

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

Application

This unit describes the skills and knowledge required to assist clients and process housing application forms.

This unit applies to work in a social housing context. Workers are required to exercise judgement and sensitivity when working with clients within clearly defined processes and procedures.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

Elements define the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element.

1. Receive and receipt application

- 1.1 Read and check application
- 1.2 If form is incomplete or information incorrect, take steps to obtain missing or correct information
- 1.3 Identify and investigate false statements
- 1.4 Receipt application in a manner which is consistent with organisation requirements
- 1.5 Review supporting documentation from client or relevant supporting agencies

2. Assess application for

2.1 Complete assessment checklist or equivalent,

ELEMENT	PERFORMANCE CRITERIA
funding	explaining processes and entitlements to client 2.2 Apply relevant assessment guidelines to determine eligibility 2.3 Assess application to determine client's choice of location, dwelling type and special requirements 2.4 Read previous records to assist with assessment of current application and determine if client has made a previous application, received assistance or been a tenant on a previous occasion 2.5 Assess household complement to determine correct bedroom entitlement within current guidelines 2.6 Ensure equal access and opportunities to organisation services 2.7 Assess application using current eligibility criteria, determine decision and document according to organisation procedure 2.8 Determine and document out-of-guidelines decisions according to policy
3. Manage waiting lists	3.1 Place client on the appropriate waiting list 3.2 Notify clients of decision

Foundation Skills

The Foundation Skills describe those required skills (employability skills, language, literacy and numeracy) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>

Assessment Requirements for CHCSOH003 Manage housing application processes

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>