



Australian Government

Assessment Requirements for CHCSOH004 Manage housing allocations

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:

- administered 3 housing allocations for a range of clients from diverse backgrounds

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:

- interview processes
- cultural protocols and systems
- communication and decision-making processes
- relevant information management protocols
- range of available and/or appropriate services
- alternative mutual exchange and the *Mutual Exchange Register* or equivalent
- factors and level of risk in relation to domestic violence issues and harassment
- assessment processes to determine appropriate stock or bedroom category for household complement
- review processes for eligibility according to organisation policy
- processes to identify re-housing circumstances where direct, immediate relocation is required
- alternative options such as mutual exchange, supported residential services, subsidies, rental assistance scheme or referral to support agencies or equivalent

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>