



Australian Government

Assessment Requirements for CHCSOH005 Manage tenancy rent and rental arrears

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 significant changes to knowledge evidence

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:

- managed all aspects of tenancy rent and rental arrears for 1 client

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:

- key elements of rental management and rent arrears management
- principles for sustaining tenancies and early intervention strategies
- factors which signal difficulties in tenancies in relation to payment of rent
- factors related to establishing clear and appropriate processes of communication with tenants in relation to rental management
- mediation and dispute resolution principles and techniques
- rental account system and its operation within the organisation
- computer systems used in the organisation
- client confidentiality
- eviction procedures
- legal requirements in relation to termination of tenancies
- how to calculate rent and other charges using organisation procedures

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources, including:
 - use of real workplace policies and procedures
 - use of typical workplace reporting processes
 - use of workplace forms and proformas
 - rental management computer system
- modelling of industry operating conditions

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>