



Australian Government

CHCSOH009 Develop quality systems in line with registration standards

Release: 1

CHCSOH009 Develop quality systems in line with registration standards

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

Application

This unit describes the skills and knowledge required to develop policies and procedures for a social housing organisation in line with current state/territory registration standards. It involves the development of continuous improvement processes to uphold compliance, probity and quality.

This unit applies to work in a social housing context typically carried out by senior workers working autonomously within broad guidelines.

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. Contribute to the integrity and effective governance of a social housing organisation

1.1 Contribute to the development and implementation of organisation code of conduct, mission, values, policies and procedures that reflect the current state/territory legislative standards and requirements

1.2 Ensure members of the governing body have sufficient training and communication to carry out their role effectively

1.3 Develop and maintain a resource kit for members of the governing body which outlines their legal

ELEMENT**PERFORMANCE CRITERIA**

requirements, estimated time commitments, organisation expectation of the member, organisation code of conduct and division of responsibility between the governing body and management of the organisation

1.4 Establish strategies to identify, manage and mitigate potential conflicts of personal interest and organisation interest

1.5 Identify situations which may require specialist advice and appropriate professionals to provide such advice

1.6 Establish and maintain accurate record-keeping systems

2. Manage risk effectively

2.1 Determine risks to the business and identify appropriate and financially sustainable strategies and control measures to address these risks

2.2 Establish authority and accountability for management of risks to the business

2.3 Establish an accurate system of communicating risks and controls to the governing body, management and staff

3. Manage staffing issues to address organisation performance

3.1 Develop and maintain written policies on staff recruitment, development and management that reflect good practice guidelines outlined in the current state/territory community housing standards

3.2 Develop and maintain written position descriptions, which include organisation's code of conduct, management objectives and role of individual employee in achieving those objectives

3.3 Develop and maintain systems to ensure staff remuneration is commensurate with their skills and experience, scale and complexity of the organisation's operations and in line with relevant industrial awards and other like agencies

3.4 Clearly and appropriately define the relationship between remuneration, organisation performance and individual performance to ensure transparency

ELEMENT**PERFORMANCE CRITERIA**

4. Manage financial viability issues

4.1 Contribute to the development of long term business plan that demonstrates financial viability and solvency of the organisation

4.2 Develop and implement written policies and strategies to minimise prolonged vacancies in housing stock and subsequent loss of rental income

4.3 Establish authority, accountability and compliance in accordance with organisation's guidelines and current state/territory community housing standards in regard to financial, administrative and information management systems

5. Develop, document and implement tenancy management strategies

5.1 Develop, document and implement systems to review rent modelling and impact of organisation policy on the tenant population and organisation's financial viability

5.2 Develop written policies and strategies to sustain tenancies where the tenant faces financial difficulty with rent arrears

5.3 Develop and implement written policies and strategies in line with current state/territory community housing standards in relation to fair and equitable access and allocation of housing and meeting the requirements of clients with complex needs on low income

6. Oversee management and maintenance of housing stock

6.1 Develop, document and implement systems to ensure the properties under the organisation's ownership or management are maintained to a community standard and never below habitable standards

6.2 Develop and implement written policies and processes to ensure a regular program of inspection, maintenance and upgrade of properties that complies with the guidelines for good practice in asset management outlined in the current state/territory community housing standards

6.3 Develop and document systems to ensure the organisation consults with tenants in relation to the acquisition and development of new housing stock

7. Develop continuous

7.1 Identify areas of quality and compliance against the

ELEMENT

improvement processes

PERFORMANCE CRITERIA

current state/territory community housing registration standards

7.2 Develop written continuous improvement processes to monitor and review quality and compliance issues

7.3 Involve all stakeholders in the continuous improvement processes

7.4 Implement improvements in response to continuous improvement processes and stakeholder feedback

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 CHCSOH009 Develop quality systems in line with registration standards

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:

- developed documented policies, procedures and strategies for 1 social housing organisation in line with current state/territory community housing registration standards
- identified 1 organisational risks and established and communicated strategies, control measures and continuous improvement processes to address it

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:

- continuous improvement principles
- quality assurance principles
- good governance principles
- long term financial solvency
- current state/territory community housing registration standards
- risk management

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
 - state/territory registration standards
- 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>