



Australian Government

Assessment Requirements for CHCSOH014 Manage and maintain tenancy agreements and services

Release: 1

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Modification History

Release 1. CHCSOH014 Manage and maintain tenancy agreements and services supersedes and is not equivalent to CHCSOH002 Manage and maintain tenancy agreements and services.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- complete one tenancy agreement and explain housing services and the rights and responsibilities of all parties
- identify, prioritise and respond to the needs of one tenant with changing needs and circumstances
- respond to one complaint:
 - about a tenant
 - by a tenant
- respond to one appeal according to organisational policies and procedures
- respond to one crisis situation according to organisational policies and procedures
- terminate one tenancy agreement according to organisational policies and procedures and legislative requirements
- follow organisational eviction policies and procedures for one client
- parties from whom information may be collected during complaint investigation:
 - tenant
 - neighbours
 - colleagues
 - police
 - tenant groups.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- organisational policies and procedures applicable to managing and maintaining tenancy agreements and services
- legislative reporting requirements applicable to managing and maintaining tenancy agreements and services
- Commonwealth and State or Territory smoke alarm legislation for individual, group and shared housing
- rights and responsibilities of young people as per relevant State or Territory legislation

- principles of mediation and dispute resolution
- rental system including residential tenancy legislation
- rights and responsibilities of the client and organisation
- organisational policies and procedures for complaints
- appeal process and tenant right of appeal
- principles of sustaining tenancies
- socioeconomic impact of homelessness
- primary, secondary and tertiary definitions of homelessness
- difference between, and reasons for, termination and eviction.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions.

Assessment must ensure:

- access to facilities, equipment and resources that reflect real working conditions and model industry operating conditions and contingencies
- access to organisational policies and procedures
- opportunities for engagement with clients and multiple agencies.

Assessors must satisfy the Standards for Registered Training Organisations' 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>