



Australian Government

Assessment Requirements for CHCSOH015 Manage housing application and allocation processes

Release: 1

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Modification History

Release 1. CHCSOH015 Manage housing application and allocation processes supersedes and is not equivalent to CHCSOH003 Manage housing application processes and CHCSOH004 Manage housing allocations.

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:

- assist three different clients with the preparation of applications for housing including:
 - conducting interview
 - providing information regarding entitlements
 - providing forms
 - assessing applications for assistance
 - providing feedback to clients
- administer housing allocations for three different clients from diverse backgrounds.

Knowledge Evidence

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

- housing options:
 - private rental
 - priority allocation
 - temporary accommodation
 - affordable housing
- services and resources useful to clients and prospective tenants:
 - case management
 - community services
- organisational recording and reporting systems:
 - cultural protocols and systems
 - communication and decision making processes
- allocation zones and respective waiting lists:
 - mutual exchange register or equivalent
- risk and contributing factors of domestic and family violence and harassment
- entitlements

- review processes for eligibility criteria according to organisational policies and procedures:
 - right of appeal
- organisational requirements for:
 - receiving and receipting applications
 - use of application management systems:
 - information management
 - entitlements
 - temporary and emergency accommodation
 - identifying rehousing circumstances where direct, immediate relocation is required
- assessment processes to determine stock and bedroom categories for household complement
- factors that support resettlement and stabilisation
- Commonwealth and State or Territory privacy and confidentiality legislation
- social housing regulations and standards
- alternative housing support options:
 - mutual exchange
 - supported residential services
 - subsidies
 - rental assistance scheme
 - referral to support agencies and equivalent.

Assessment Conditions

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

Assessment must ensure:

- access to suitable 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>