



Australian Government

Assessment Requirements for CHCSOH016 Manage tenancy rent and rental arrears

Release: 1

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Modification History

Release 1. CHCSOH016 Manage tenancy rent and rental arrears supersedes and is not equivalent to CHCSOH005 Manage tenancy rent and rental arrears.

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:

- manage tenancy rent and rental arrears for one client.

Knowledge Evidence

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

- key elements of rental management and rent arrears management
- referral options to help clients with their financial situation:
 - charities offering brokerage services
 - community legal centres offering financial counselling, energy and food vouchers
- principles for sustaining tenancies and early intervention strategies
- indicators of tenant rent payment difficulties
- factors related to communicating 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 for rental management
- client confidentiality
- eviction procedures
- legal requirements in relation to termination of tenancies
- techniques for calculating rent and other charges.

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
- access to rental management computer system

- opportunities for engagement with clients.

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>