



Australian Government

Assessment Requirements for CHCSOH018 Respond to property maintenance enquiries

Release: 1

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Modification History

Release 1. CHCSOH018 Respond to property maintenance enquiries supersedes and is not equivalent to CHCSOH007 Respond to property maintenance enquiries.

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:

- prioritise and respond to three property maintenance enquiries relating to social housing properties according to organisational policies and procedures and legislative requirements.

Knowledge Evidence

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

- business operations, budget restraints and property maintenance processes
- organisational policies and procedures for:
 - property maintenance
 - privacy and confidentiality
 - risk assessment
 - preparation of reports and documentation
- legal and ethical considerations for dealing with and responding to enquiries and how these are applied in organisations:
 - codes of practice
 - legislative constraints and timelines
 - Commonwealth and State or Territory smoke alarm legislation
- organisational management systems and processes relating to property maintenance
- client expectations including diversity of clients and complex needs
- parties who may be impacted by property maintenance activities:
 - tenants
 - clients
 - consultants
 - tradespersons
 - management
- domestic and family violence issues
- responsive maintenance in the social housing context

- property maintenance and principles of the asset maintenance system in the context of provision of social housing.

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 property maintenance management system
- opportunities for engagement with diverse 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>