



Australian Government

Department of Education, Employment and Workplace Relations

CHCCH411A Manage housing application processes

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit describes the knowledge and skills required for processes involved in managing housing applications

Application of the Unit

Application

This unit may be applied in the social housing context of community services work

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills

This unit contains Employability Skills

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1. Assist client with information and provide relevant brochures/ application form re organisation policy and procedures

- 1.1 Provide information to clients on *current organisation policies* and procedures in relation to entitlements
- 1.2 Provide assistance to ensure equal access/opportunity to organisation services
- 1.3 Provide assistance within own work role/ responsibilities
- 1.4 Provide information on other relevant welfare agencies, if required and refer as appropriate
- 1.5 Establish client information needs promptly
- 1.6 Select appropriate form/information and provide to client

ELEMENT	PERFORMANCE CRITERIA
2. Receive and receipt application	2.1 Accept completed application forms from client/s 2.2 Check application to determine if it has been completed correctly and fully 2.3 Identify and investigate false statements 2.4 If form is incomplete or information incorrect, take steps to obtain missing or correct information 2.5 Receipt application in a manner which is consistent with organisation requirements
3. Assess application for funding	3.1 Assess application to determine client's choice of location, dwelling type and special requirements 3.2 Use previous records when assessing current application to determine if client has made a previous application, received assistance or been a tenant on a previous occasion 3.3 Assess household complement to determine correct bedroom entitlement within current guidelines 3.4 Ensure equal access/opportunities to organisation services 3.5 Assess application using current eligibility criteria, determine decision and documented it according to organisation procedure
4. Manage waiting lists	4.1 Place client on the appropriate waiting list 4.2 Notify clients of decision

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit.

Essential knowledge:

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

These include knowledge of:

- A wide range of services and resources which will be useful for tenants and prospective tenants
- Organisations recording and reporting systems
- Effective communication strategies
- Allocation zones and respective waiting lists
- Knowledge of eligibility criteria
- Knowledge of eligibility procedure on computer system
- Organisation requirements for receiving and receipting applications, including use of computer systems
- Agency policies, procedures in relation to entitlements
- Computer systems in use
- Temporary and emergency accommodation protocols and procedures

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Apply knowledge of current policies and procedures in relation to entitlements when providing information and assessing applications for assistance
- Meet information requirements of client
- Use information sources identified in the Range Statement
- Provide appropriate forms (application, wage report, aboriginality, etc.) to clients
- Understand purpose of and carry out stamp procedures for forms
- Check completed form for accuracy, client signature and required documentation
- Use computer system to check for records of previous action
- Process application to clear checklist items

REQUIRED SKILLS AND KNOWLEDGE

- Enter application details, admit to waiting list and queue appropriate letters
- Understand/implement FOI policy/principles/procedures

In addition, the candidate must be able to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

These include the ability to:

- Demonstrate the application of skills in:
 - interview techniques
 - computer work
 - analysing information against policy and procedure

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate this unit of competency:

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- This unit should be assessed in the workplace or through a relevant simulation

EVIDENCE GUIDE

- Access and equity considerations:*
- All workers in community services should be aware of access, equity and human rights issues in relation to their own area of work
 - All workers should develop their ability to work in a culturally diverse environment
 - In recognition of particular issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on Aboriginal and Torres Strait Islander people
 - Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on Aboriginal and/or Torres Strait Islander clients and communities
- Context of and specific resources for assessment:*
- This unit can be assessed independently, however holistic assessment practice with other community services units of competency is encouraged
 - Resources required for assessment include access to
 - a workplace where assessment can be conducted, or a realistic simulated workplace setting
- Method of assessment:*
- In cases where the learner does not have the opportunity to cover all aspects of the work environment, the remainder should be assessed through realistic simulations, projects, previous relevant experience or oral questioning on 'What if?' scenarios
 - Assessment of this unit of competence will usually include observation of processes and procedures, oral and/or written questioning on Essential knowledge and skills and consideration of required attitudes
 - Where performance is not directly observed and/or is required to be demonstrated over a 'period of time' and/or in a 'number of locations', any evidence should be authenticated by colleagues, supervisors, clients or other appropriate persons

Range Statement

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Current organisation policies may include:

- First and second approvals
- 'One offer'
- Removal of people from waiting list
- Reviewing process (6-12 months)
- Number of bedrooms (eligibility criteria)
- Income (eligibility criteria)
- Queue control
- Hard to lets
- Knowledge of delegations
- Process for ineligible applications

Information will be gathered:

- By speaking to others
- From written sources
- By observation
- From inside the organisation
- From external sources

RANGE STATEMENT

Information will be delivered in the form of:

- Informal discussion
- Structured interview
- Leaflets/brochures
- Correspondence/written reports
- Audio-visual
- Newsletters/circulars
- Published material
- Posters/graphic representation

Unit Sector(s)

Not Applicable