



Australian Government

CPPREP4502 Support providers of social and community housing

Release: 1

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Modification History

Release 1 This version first released with CPP Property Services Training Package Release 8.0.

New unit of competency.

Application

This unit specifies the skills and knowledge required to work in conjunction with providers of social and community housing to manage property and tenancies.

The unit applies to industry professionals acting on behalf of principals in real estate.

State or territory licensing requirements may apply to this unit.

Pre-requisite Unit

Nil

Unit Sector

Real estate

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Review agreement with social or community housing provider.	1.1 Confirm requirements of social or community housing provider to manage property and tenancies. 1.2 Access and interpret legislative requirements for social or community housing. 1.3 Analyse requirements of provider to establish the scope of services to be provided. 1.4 Confirm capacity of agency to provide required services.
2. Manage social or community housing property.	2.1 Examine and follow policies and procedures to meet requirements for managing property. 2.2 Schedule and manage cyclic property maintenance processes. 2.3 Manage processes for responding to requests for repairs.

3. Manage social or community housing tenancies.	3.1 Establish tenancy requirement requests from housing providers or case workers. 3.2 Apply legislative requirements for residential tenancies. 3.3 Manage establishment of tenancy agreement, rent and bond. 3.4 Manage breaches of tenancy agreement in consultation with housing providers or case workers.
4. Maintain relationship with housing provider and support agencies.	4.1 Identify responsibilities and boundaries of the real estate agency, housing provider and support agencies in dealing with tenancy problems. 4.2 Establish and maintain communication channels that ensure effective management of tenancies.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

New unit of competency.

Links

Companion volumes to this training package are available at the VETNet website - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>

Assessment Requirements for CPPREP4502 Support providers of social and community housing

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Performance Evidence

To demonstrate competency in this unit, a person must prepare and implement a management strategy for a social housing property to support providers of social and community housing by:

- reviewing one agreement with a social or community housing provider
- developing and implementing one plan to manage social or community housing property and community housing tenancies
- developing and implementing one plan for maintaining relationships with housing provider and support agencies.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

To be competent in this unit, a person must demonstrate knowledge of:

- Commonwealth and state or territory legislation and local government regulations relevant to management of property and tenancies in social and community housing, in particular legislation regarding smoke alarms in individual, group and shared housing contexts
- types of social and community housing providers
- types of social and community housing
- scope and processes for managing social and community housing properties
 - maintenance
 - repairs
 - security
- scope and processes for managing social and community tenancies
- processes for identifying and meeting the needs of tenants in social and community housing
- processes and techniques for working effectively and collaboratively with social or community housing providers and support workers.

Assessment Conditions

Assessors must satisfy the requirements for assessors listed in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- sufficient documentation of a social or community property and tenancies to allow for preparation of required documents
- role descriptions and information for people participating in role-play exercises
- equipment required to prepare documentation in a real estate agency.

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