



Centre for Training in Social Housing

Pre- enrolment information 2018

CHC42215 Certificate IV in Social Housing



CHC42215 Certificate IV in Social Housing – Pre-enrolment information

Qualification Code: CHC42215

Qualification Name: Certificate IV in Social Housing

Qualification Outline: This qualification reflects the role of workers who are engaged in delivering social housing services and support to tenants, residents, applicants and the community, including clients who are experiencing homelessness or at risk of experiencing homelessness.

Workers at this level may work under limited supervision in an administrative and/or assisting capacity in delivering housing support services in the social housing sector.

Occupational Title: Workers in the social housing and homelessness sector. Titles will vary across the sector and will include but not be limited to tenancy workers, housing managers, client services officers, housing workers, property officers, and team leaders

Course details: The course is offered both face-to-face and online. For face-to-face training sessions attendance is over one or two days depending on the Unit plus some independent study to complete your Assessment Tasks as required.

For all online training, we use a Learning Management System called 'Moodle'. A full induction on how to use Moodle is available to all new learners. Generally, it takes 4 to 5 weeks to undertake your study for each online unit.

Entry Requirements There are no entry requirements, although learners will find it an advantage if they are working in the housing, homelessness or community sector in general.

Fee information Course fees are available on our website. You will also find information on our cancellation policies and fee protection in the learner handbook.

Location Face-to-face training is delivered at our training rooms in Surry Hills. Training can also occur at your venue if there are enough participants.

Delivery methods The Centre for Training in Social Housing provides face-to-face, online and distance training.

Learning methods Learning methods include:

- simulated learning activities in the classroom in small groups and pairs
- learner activity workbooks to support learning
- independent reading, preparation and learning exercises
- group projects
- research projects/assignments
- Oral work such as group discussions and communication exercises form the basis for a wide variety of activities.

Methods of assessment

A range of assessment methods are used including class exercises, role-plays, knowledge questions, observation and activities in the workplace and project work. Individual Units have specific assessment requirements and we will provide this prior to commencement of a Unit

In face-to-face training, some assessments may be started on the day of training. All assessment tasks are to be uploaded to Moodle.

Credit Transfers and Recognised Prior Learning (RPL)

Learners with prior learning and work experience can apply for recognition. Learners with statements of attainment from other registered training organisations will have their competency recognised as credit transfers. Contact the Training Manager for further details.

Course structure

There are 15 Units that make up this Qualification. Eight (8) Core or compulsory units and seven (7) elective Units. You do not have to complete all 15 Units in one year and you can choose to begin at any time during the year.

8 Core (compulsory) units

CHCCCS004	Assess co-existing needs
CHCSOH002	Manage and maintain tenancy agreements and services
HLTWHS003	Maintain work health and safety
CHCCOM002	Use communication to build relationships
CHCLEG001	Work legally and ethically
CHCSOH010	Work with clients within the social housing system
CHCDIV001	Work with diverse people
CHCSOH001	Work with people experiencing or at risk of homelessness

7 Elective units to be chosen

The following are elective units offered by CTSH. Please contact the Training Manager if you would like information about other elective units.

CHCADV004	Represent organisation in a court or tribunal
CHCAOD001	Work in an alcohol and other drugs context
CHCCCS020	Respond effectively to behaviours of concern
CHCCCS027	Visit client residence
CHCCSM005	Develop, facilitate and review all aspects of case management
CHCDFV001	Recognise and respond appropriately to domestic and family violence
CHCDIV002	Promote Aboriginal and Torres Strait Islander cultural safety
CHCLEG002	Interpret and use legal information
CHCMHS001	Work with people with mental health issues
CHCPRP003	Reflect on and improve own professional practice
CHCSOH003	Manage housing application processes
CHCSOH004	Manage housing allocations
CHCSOH005	Manage tenancy rent and rental arrears
CHCSOH006	Manage vacant properties
CHCSOH007	Respond to property maintenance enquiries
CHCSOH008	Manage head lease
BSBMGT401	Show leadership in the workplace
CPPDSM3014A	Undertake property inspection

If you would like to find out about other possible elective choices see the following website and discuss options with the Training Manager training.gov.au/Training/Details/CHC42215

For more information about enrolment or unit selection, contact The Training Manager at

Centre for Training in Social Housing

Ph: 02 92817144 ext 215

Email: trainingenquiries@communityhousing.org.au