



## Centre for Training in Social Housing

Pre- enrolment information

CHC42215 Certificate IV in Social Housing



NATIONALLY RECOGNISED  
TRAINING



Centre for Training  
In Social Housing



## CHC42215 Certificate IV in Social Housing – Pre-enrolment Brochure

**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 students. Generally, it takes 4 to 5 weeks to undertake your study for each online unit.

**Entry Requirements** There are no entry requirements, although students 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 student 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** Learning methods include:

- simulated learning activities in the classroom in small groups and pairs
- student 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

### Credit Transfers and Recognised Prior Learning (RPL)

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

### Study pathways

After achieving this qualification, students could undertake further study in social housing including the Diploma of Social Housing or other qualifications from the Community Services Training Package. Note that this qualification is not a pre-requisite for further study.

## Course structure

<b>8 Core /Compulsory Units</b>	
CHCCS004	Assess co-existing needs
CHCCOM002	Use communication to build relationships
CHCDIV001	Work with diverse people
CHCLEG001	Work legally and ethically
CHCSOH001	Work with people experiencing or at risk of homelessness
CHCSOH002	Manage and maintain tenancy agreements and services
CHCSOH010	Work with clients within the social housing system
HLTWHS003	Maintain work health and safety
<b>Sample Electives ( Not all are offered by CTSH – refer to our Training Calendar for current electives)</b>	
CHCADV001	Facilitate the interests and rights of clients
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
CHCPOL001	Contribute to the review and development of policies
CHCPRP001	Develop and maintain networks and collaborative partnerships
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
CPPDSM4028A	Identify and analyse risks and opportunities in the property industry

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

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P 02 92817144 ext 215

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