CENTRE FOR TRAINING IN SOCIAL HOUSING

CTSH Learner Handbook
2018

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Contents

About Us

The Community Housing Industry Association NSW (CHIA NSW)

The CHIA NSW supports community based housing associations to deliver high quality, professional housing services to the community, tenants and applicants. We acknowledge that clients and local communities are the priority of community housing associations.

The CHIA NSW is the peak body representing community housing associations in NSW and has a membership of over 100 organisations, including housing associations, housing co-operatives, Aboriginal housing organisations; church based housing organisations and supported accommodation services. The principles of access and equity direct all planning and service provision associated with CHIA NSW.

The Centre for Training in Social Housing (CTSH)

The Centre for Training in Social Housing (CTSH) is a business unit of CHIA NSW, providing nationally recognised training for workers in social housing. The CTSH is accredited as a Registered Training Organisation. All training services provided are regulated by the *National Vocational Education and Training Regulator Act 2011.*

The CTSH provides vocational training in social housing across all sectors of social housing via face-to-face, distance or eLearning or RPL. This includes the community and government housing sectors across Australia, as well as generalist community services.

The CTSH provides high quality training based on the principles of adult learning, drawing on learners' skills and backgrounds, and relating training to their experience within a workplace or organisation.

Our training scope

The CTSH has been accredited as a Registered Training Organisation (RTO) since 14 September 2000. Our ID No. is 90400.

We can award nationally recognised qualifications and statements of attainment. Our registration with Australian Skills Quality Authority (ASQA) means that we are able to offer the following:

- CHC42215 Certificate IV in Social Housing
- CHC52015 Diploma of Community Services
- CHC52015 Diploma of Community Services (Social Housing)
- CHC52015 Diploma of Community Services (Case Management)

▪ In order to gain a qualification, learners need to meet national competency standards from the Community Services Training Package for each of the units of competency which make up a qualification. A Statement of Attainment is issued upon request and a Testamur and Record of Results is awarded for the completion of a full qualification. Learners undertaking a skills set or individual units of competency as part of professional development requirements will be issued a Statement of Attainment upon completion.

▪ The Diploma of Community Services has specialisation units in both social housing and case management.

A Qualification or partial qualification can be gained by the following:

- By completing the Units of Competency required via Face-to-face or Online delivery

- By completing Units of Competency by distance study as negotiated with CTSH. Contact the Head of Learning and Development trainingenquiries@communityhousing.org.au for a Distance Information Pack.

- By being assessed for Recognition of Prior Learning (RPL). Learners gather, organise and present evidence, skills and knowledge gained through previous work and life experience. The RPL information pack is available by contacting the Head of Learning and Development at trainingenquiries@communityhousing.org.au

- By recognising relevant Qualifications and Statements of Attainment issued by any other RTO
- Recognition of Current Competency – Credit Transfers

Our commitment to quality assurance

The CTSH is committed to upholding the legislative requirements as a Registered Training Organisation, and to compliance with all components of the Vocational Education and Training (VET) Quality Framework.

Employment and statistical information

As a Registered Training Organisation (RTO), CTSH is required to collect certain data. If you would like more information about how and why we collect this data, please email the Head of Learning and Development at trainingenquiries@communityhousing.org.au

Course structure, timeframes and modes of delivery

Course Structure

The CHC42215 Certificate IV in Social Housing has 15 Units including 8 Core and 7 Elective
The CHC52015 Diploma in Community Services has 16 Units including 8 Core/Compulsory and 8 Elective.

For more detailed information on the course structure see the following documents:
Pre-Enrolment Brochure – CHC42215 – Certificate IV in Social Housing
Pre-Enrolment Brochure – CHC52015 – Diploma of Community Services

Timeframes

Online Units   Generally take 4 – 6 weeks to complete including assessments
Face-to-face Units   One to two full days of training depending on the Unit of Competency then approximately 4 weeks to complete assessments
Distance Usually 4 weeks to complete depending on experience and negotiation with the trainer

We recommend that you complete your qualification within a maximum of two years to ensure your qualification is current. However, it is up to you to set your study timeframe and will vary depending on individual circumstances. We can help you to set out a timeframe that best suits you and advise you on where to start.

Deferment of your course is allowed for a maximum of 1 year. You must apply for approval in writing to the Head of Learning and Development stating the period for which you wish to defer your registration.

Choosing your core (compulsory) and elective units

When selecting your units please ensure to select the number of units that are manageable for you – usually this would only be two Units together.

For example, generally with online training a maximum of 1-2 units per month is manageable. This equates to approximately 6-8 hours a week to complete your work. As a general guide, allow 2 years to complete the Diploma. Of course, you are free to enrol in more Units if you believe you can complete your training in less time.

Flexible learning

CTSH is committed to providing flexible training and assessment. We recognise that not all learners have the same learning needs and so we use a variety of learning methods to assist in learning new skills and knowledge. These methods include interactive group work, problem solving, case studies, presentations, guest speakers, quizzes and video. We also can provide a combination of face-to-face, online, recognition and distance delivery options to suit you.

Modes of delivery
Online

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.

It is expected that learners will participate in the scheduled interactive sessions and will complete all training components within the stipulated timeframe. If you are unable to participate in these sessions alternative arrangements need to be made with your trainer.

Face-to-face

Learners are required to attend the entire face-to-face training session. Non-metropolitan students are able to negotiate a slightly early finish if needed to catch flights with the Head of Learning and Development prior to the training day. It is not acceptable to turn up for half a day, or arrive late to the training sessions, unless there are extenuating circumstances.

Learners who miss a face-to-face training day will be invited to:

- attend next scheduled session
- complete the unit(s) via distance learning

Distance

Learners will be emailed all learning and assessment materials. Learners are encouraged to contact the trainer with any questions while doing distance learning.

Recognition of qualifications issued by other RTOs
Any learner can apply for a Credit Transfer to have units from relevant AQF Qualifications or Statements of Attainment issued by any other Registered Training Organisation recognised as part of the social housing qualification being sought.

Learners will be required to provide certified copies of all relevant documents to the Head of Learning and Development.

Reasonable adjustment
Reasonable adjustment refers to measures or actions taken in order to provide a learner the same education and training opportunity as anyone else. For adjustments to be reasonable they need to be appropriate for the particular learner in a particular situation. Reasonable adjustment activities could include: changing assessment procedures, including other training delivery modes or allowing additional time to complete tasks. For further detail refer to the Section on Learner Support.

Assessment

Assessment tasks have been developed to draw on workplace experience and enable learners to consolidate learning from a training session or self-paced learning activities. Assessment tasks are also designed to demonstrate knowledge and skills against the performance criteria defined in the national training package qualification. Assessments combine on the job and off the job activities. Completion of assessment tasks is the key way that learners demonstrate their competency in the unit(s) they are undertaking.

Assessment outcomes
Assessment outcomes in accredited Units of Competency are either:

- **Competent (C)** – the learner has demonstrated competency in all learning outcomes.
- **Not Yet Competent (NYC)** – the learner has not yet demonstrated competency in all learning outcomes.

▪ To demonstrate competency, you must satisfactorily complete each assessment task. An assessor will make a judgement about your skills and knowledge based on your assessment task. In some cases an assessor will contact a learner if there are gaps in knowledge and skills and you may be asked to submit further work, or provide further explanation to achieve competency.

Individual assessment tasks in each Unit will receive a Satisfactory or Unsatisfactory outcome. A learner who fails to successfully demonstrate competency in an assessment task can re-submit the task.

Notification of assessment details

Your training materials will contain details of the assessment tasks, and the due date for completion of each assessment task, assessment criteria, and the method of assessment used.

Completing and submitting assessment tasks

As professionals with daily work demands, keeping up with assessment tasks can sometimes be challenging. However, it is strongly encouraged for learners to make a commitment to prioritise and complete assessments within the expected timeframe to maintain a consistent and manageable approach to achieving the qualification.

The final due dates for assessment tasks will be set by CTSH

Learners are required to complete and sign the cover sheet stating that the work done is their own and not the work of any other person.

If further information in addition to work you have submitted is requested by the assessor, you will be required to submit this within a nominated period. If you do not provide the additional information requested within this period a 'Not Yet Competent' will be recorded for the unit.

At face-to-face training, some of the assessment tasks may be started on the training day, however all units have take-home tasks. Assessment tasks are to be uploaded to Moodle platform. Each learner will be given information on how to do this.

Learners must keep a copy of any written work or work posted online or emailed.

Extensions

Extensions can be applied for by negotiation with your trainer. Your Trainer will explain the process to you

You may be required to complete an extension request form which can be obtained by emailing:

Referencing

All work **must** be referenced where appropriate. This includes:

- Written work
- Assessments
- Forum postings
- Any other material being presented as work by the learner

Referencing should also include a bibliography indicating all materials used such as websites, books, journals and other media. The CHIA NSW uses the Harvard system for referencing.

See http://www.unisa.edu.au/ltu/students/study/referencing/harvard.pdf for information on the Harvard system and how to use it.

If you are unsure about how to reference your work or have any questions about referencing, bibliographies or plagiarism please talk to any of our training and resource workers who will be able to assist you.

Plagiarism

"Plagiarism the process of copying another person's idea or written work and claiming it as your own".

Encarta Dictionary: English (U.K.)

All work that is submitted for assessment is expected to be your own effort. Any work that is not all your own could be plagiarism, whether it was intentional or unintentional, if you have not referenced the source of the information you are using.

Plagiarism is theft of ideas and **academic misconduct** and sometimes can even be illegal copyright infringement.

Academic misconduct: Any actions undertaken by a learner that unfairly advances his or her progress in a unit and/or training program. Academic misconduct could include plagiarism and cheating.

Plagiarism can be:

- All published and unpublished materials in print or electronic form.

- Using another learner's work, if assistance received is not attributed to that person.

- Uncredited direct quotations.

- Paraphrasing someone else's work without reference.

- Someone else writing your work for you whether for free or paying someone to write for you

- Cutting and pasting a significant amount of material and submitting it as your work

How not to plagiarise:

- Use quotation marks or indents. Author in footer or numbered and listed in Acknowledgements.

- Source to be named in references/acknowledgement even if not a direct quote.

- References / acknowledgements to be correct

- If you paraphrase do not distort the original meaning

- Make sure your ideas are not mixed with other peoples' ideas. Distinguish the difference.

Smart and Skilled

https://smartandskilled.nsw.gov.au/about

Smart and Skilled is a partially government subsidised program providing eligible learners with:

- an entitlement to training in both the CHC42215 Certificate IV in Social Housing and the CHC52015 Diploma of Community Services

You can determine your eligibility for Smart and Skilled training in the **Eligibility Checker**.

Eligible Smart and Skilled learners contribute, on average, between 10 and 45 per cent of the course cost with the balance being paid by the Department of Industry. You must enrol in the full Qualification.

Where eligible Smart and Skilled learners are granted recognition of prior learning or credit transfer for one or more units of competency, the qualification price is adjusted and a new reduced learner fee is determined. For more information, see the **Recognising skills** page.

Aboriginal and Torres Strait Islander learners and learners with disabilities (and their eligible dependants) are exempt from fees for any Smart and Skilled courses for which they are eligible.

For more detailed information on Smart and Skilled visit our website at http://www.communityhousing.org.au/T1_training.html or by emailing

trainingenquiries@communityhousing.org.au

Training Code of Practice

The CTSH has a Training Code of Practice, which is a public document outlining the way we manage the delivery of training. The code provides the framework for good and ethical practice for the operation, administration, financing, marketing, and training and assessment services.

- A full copy of the CTSH Training Code of Practice is available on our website at: http://www.communityhousing.org.au/T8_Training_code.pdf

Course enrolment

An official enrolment form is required to be completed for each qualification or partial qualification and sent to the Compliance and Systems Administrator. The forms are available from our website

http://www.communityhousing.org.au/T1_training.html

Before enrolling it is advisable that you obtain course advice to ensure that you enrol in the units that meet yours and your employer's needs.

The Head of Learning and Development can discuss which electives and training pathways would be suitable for your aspirations and which could also be part of future studies.

If you have completed relevant units at another institution, or in a different course, please discuss credit transfer options with the Head of Learning and Development.

Course Details

Face-to-face training is delivered onsite at our Surry Hills offices. For all online training, we use the Learning Management System called 'Moodle'. A full induction on how to use Moodle is available to all new learners.

I**f you are flying to Sydney for a Training session** please don't make any airline or accommodation booking until you have received your Training reminder email. We will try and get these out as early as possible.

Authorising Manager's Signature

Where your employer is paying for your training or providing study leave or other support, it is essential that your enrolment is authorised by your manager or supervisor. (i.e. whoever is responsible for authorising your training)

Fees

Enrolment fees cover all aspects of your training including trainers' fees, materials, administration expenses, venue and issuing of Certificates. Fees are on a per Unit basis. 2018 training prices are available on the website.

General Fee Protection

CTSH is aware of its obligation as a Registered Training Organisation to protect learner fees paid in advance. To this effect it has the following policy in place - we do not collect fees in advance of more than $1500 from individual learners.

Recovery of Fees:

If fees are not paid in full by the end of course delivery as per the payment schedule supplied at enrolment CTSH will put in place the following procedure to recover fees:

- Identify the reason why fees have not been paid to eliminate hardship

- Forward three reminder notices to the party involved
- Determine whether the amount owing is sufficient to take further action to recover fees
- Withhold the Testamur

Cancellations and refunds

Cancellation by learner
Face-to-face training

Cancellations within 5 business days of the commencement date of the training will not be refunded, with the exception of compassionate grounds, or at the Head of Learning and Development's discretion.

Distance delivery

Cancellations within 10 business days of the date you have nominated to receive your distance pack materials will not be refunded, with the exception of compassionate grounds, or at the Head of Learning and Development's discretion.

Online delivery

Cancellations must be made within 10 business days of the commencement date of the training or will not be refunded; with the exception of compassionate grounds, or at the Head of Learning and Development's discretion.

Cancellation by CTSH

If minimum numbers are not met, a training session may be cancelled by the CTSH. The Head of Learning and Development will make the decision to cancel a course at least 10 working days before the delivery date. Every enrolled learner will be informed and will be fully refunded.

Where there are more learners seeking places than there are places available, the CTSH will register people in strict order of receipt of fully completed registration forms. The CTSH will give priority to registrants who missed out on a place at any subsequent delivery of the same course.

Withdrawal after the Cut-Off Date with Penalty

When learners withdraw from a course after the cancellation period above the following fees will apply:

- Refund of half the fees paid

Extenuating Circumstances

If for any reason Centre for Training in Social Housing is unable to complete the training the following Refund Policy will apply:

- Full refunds for any Training not delivered will be made to the Learner or their Employer. In the event of discontinuation of the Unit of Competency Training

Additional Information

To ensure compliance with the requirements of both the Australian Skills Quality Authority and government subsidised training programs we have put the following procedures in place:

- All information regarding fees to be paid by learner will be supplied individually on enrolment on completion of the Notification of Enrolment Process.
- Learners will be notified of any schedule of payments on enrolment
- Fees paid in advance will be protected as follows: The CTSH maintains bank accounts where all fees are deposited. Fees are protected by our banking approval procedures which include two people to authorise any transfers, payments or withdrawals

- Learners will be notified of any additional equipment costs prior to enrolment

- Any fee schedule will ensure that all fees are paid in full prior to completion of training and assessment

- All fees collected will be retained by the Centre for Training in Social Housing

- If applicable any loan fees applied for by learners will be paid directly to the RTO from the Commonwealth Government

- Where applicable (i.e. under certain Awards) the employer will pay the fee for certain Apprenticeships and Traineeships

- No extra fees will be charged to learners under a sub-contacting arrangement

- Learners will be entitled to three attempts to complete a unit of competency without additional cost. Any further attempts will incur a charge which will be at the discretion of the CTSH

- Fees will be adjusted to reflect any RPL or CT and if necessary refunds will be made.

- If a learner does not complete a qualification at a certain level but has completed all the requirements of a qualification at a lower level with lower level fees CTSH will refund the difference if fees are paid prior to delivery of Training

Training materials

Face-to-face training

Training materials for face-to-face training will be available on the day of the training or may be emailed to you prior to the day. Assessment Task Booklets are also available electronically on a request basis.

Distance training

▪ Distance Training options must be discussed with the Head of Learning and Development. Distance delivery materials will be emailed according to the dates negotiated for each unit

Online learning

All materials and assessments are available on CTSH's online learning portal, Moodle. More information on using Moodle is provided below.

Moodle

Instructions for accessing the Online / Moodle training

Go to the following website: http://learning.communityhousing.org.au

You will be prompted to log on. If you are you new to this website your log on details are as follows:

Username = yourfirstname.yoursurname   e.g. john.citizen

*Please note: if you have a hyphenated name **don't** type in the hyphen.*

Password = Password

For a copy of the full instructions in the Moodle Manual please contact the Head of Learning and Development on trainingenquiries@communityhousing.org.au

Feedback, Complaints and Appeals

Feedback

Your feedback is an important aspect of program development and we consider your feedback as constructive advice. Please help us by completing an evaluation form at the end of every training session. We collate the feedback provided to help us monitor our performance.

Your feedback is also requested towards or at the end of your training by undertaking a Learner Survey.

Complaints

CTSH is committed to a fair and equitable process for dealing with learner complaints with the aim of dealing with the complaint internally. Any complaints will be handled with strictest confidence.

If your complaint relates only to the delivery or assessment of the unit you are studying, discuss your complaint with the Trainer. The Trainer will consult the Head of Learning and Development to seek guidance and clarify any specific matters related to the complaint.

If you are not able to resolve the issue, contact the Head of Learning and Development. The Head of Learning and Development may request your complaint in writing. We will respond to a written complaint within 2 working days and will aim to resolve the complaint within 1 week. If the complaint is of a general nature regarding our Training Services or about our Trainers then please contact the Head of Learning and Development via email or phone to discuss the situation.

A full copy of our Complaints and Appeals Policy and Procedure, Complaints Form and Appeal Form can be requested through trainingenquiries@communityhousing.org.au

If the issue remains unresolved, the Head of Learning and Development or a person delegated by the Head of Learning and Development will organise an independent mediator. If mediation is unsuccessful, you can make a formal complaint to the Australian Skills Quality Authority (ASQA) through their website.

Appeals

The CTSH acknowledges a learner's right to appeal on any decision regarding assessment or RPL application outcome. If you wish to appeal an assessment decision or RPL application outcome made by CTSH, you will need to lodge a written Appeal Form with the Head of Learning and Development.

▪ The outcome of any appeal will be given to the appellant in writing. Confidentiality will be maintained throughout all aspects of the appeal process.

A full copy of our Complaints and Appeals Policy and Procedure, Complaints Form and Appeal Form can be requested through: trainingenquiries@communityhousing.org.au

Learner support

The CTSH is committed to ensuring that learners needs associated with the training course are met before, during and after training.

CTSH does not administer any specific pre-entry tests, including Language Literacy and Numeracy; however learners are provided several opportunities to make any learning support requirements known to CTSH. As well as this the Head of Learning and Development reviews all enrolments before they are finalised and generally discusses any issues by phone with the learner.

The CTSH will ensure that:

- learners are asked at enrolment via the enrolment form to advise if they require any Learning Support

- learners with specific needs will be provided with the opportunity to discuss their needs with the Head of Learning and Development prior to commencement of their course access and equity issues will be investigated and addressed. Trainers are provided fact sheets about reasonable adjustment and are instructed to encourage learners to seek assistance during the course of training. These matters are also regularly discussed between the Head of Learning and Development and Trainers

- learners are well informed and aware of course expectations and our Training Code of Practice

- every effort has been made to use training facilities that are accessible where required
- our service provision is as flexible as possible. If learners have any concerns or problems during training, they are encouraged to talk to the trainer for support

CTSH provides the following support for learners.

Support Service	How to access	Contact details
Support for Indigenous learners	CTSH has access to Indigenous Trainers who provide support as required	Ph. 02 96902447 ext 215 – ask for Head of Learning and Development or Trainingenquiries@communityhousing.org.au
General learner support with career pathways, study programs, Unit Selection, Individual Training Plans	Through the Head of Learning and Development	Ph. 02 96902447 ext 215 – ask for Head of Learning and Development
Consumer Protection Policy including code of conduct	Through the Head of Learning and Development	Ph. 02 96902447 ext 215 – ask for Head of Learning and Development
Flexibility with assessments due to personal circumstances	CTSH understands the work and personal pressures on Learners. Contact your Trainer to discuss any of these issues	Ph. 02 96902447 – ask for your Trainer or leave a message for them to contact you or email Trainingenquiries@communityhousing.org.au
Language Literacy and Numeracy	Speak with the Head of Learning and Development	Ph. 02 96902447 ext 215 – ask for Head of Learning and Development or Trainingenquiries@communityhousing.org.au

Trainers and assessors are expected to provide adequate and appropriate support services in terms of educational and personal issues where it helps learners to achieve their learning goals. If the issue is not associated with the educational outcome a referral will be made. All trainers have well developed referral skills and access to up to date referral information. Discussion of personal issues is kept confidential according to CTSH guidelines.

Unique Student Identifier

From 1st January 2015 all learners studying Vocational Education Training are required to have a Unique Student Identifier or USI. This is a requirement for anyone studying in Australia.

A Unique Student Identifier (USI) is effectively a reference number made up of numbers and letters that give you access to your USI account.

The USI will stay with you for life and will be recorded with any nationally recognised Vocational Education and Training course that is undertaken from January 2015.

The USI will allow you to have easier and more reliable online access to your record of training history. You will also be able to produce a comprehensive transcript of your training. This can be used when applying for a job, seeking a credit transfer or demonstrating pre-requisites when undertaking further training.

For more information or to apply for your own USI in the USI Registry go to create your USI or you may seek the assistance of your training organisation where you are studying or intending to study. They may be able to apply on your behalf. Training organisations can only apply for a USI for you if they have your permission.

The CTSH prefers that you apply for your own USI and then give us permission to access it to view your training record (transcript). You may wish to do this to get recognition for prior learning that you have undertaken. You can turn this access on and off at any time.

Please note that your USI is **NOT** required for you to enrol in any Units or Qualifications, however the CTSH cannot issue a Statement of Attainment or Qualification until a USI is supplied.

Privacy and access to your records

The CTSH will keep accurate and up to date records on attendance, financial records, and all learners' progress and results in accordance with our Student's Record Keeping policy. All records are confidential and will be kept securely in accordance with Australian Privacy Principles. Learners can request access to their personal records at any time through a request directed to trainingenquiries@communityhousing.org.au

Change of Details

A Change of Learner Details Form can be obtained by emailing trainingenquiries@communityhousing.org.au

Issuance of Certificates

Both the CHC42215 Certificate IV in Social Housing and the CHC52015 Diploma of Community Services are nationally recognised qualifications. Qualifications and statements of attainment are issued in accordance with the Australian Qualifications Framework (AQF), which provides the standards for Australian qualifications.

If you require a replacement statement of attainment or qualification, these can be obtained by contacting the Training Administrator and requesting this by email through: trainingenquiries@communityhousing.org.au

Contact Information

A full list of current staff is available on The CHIA NSW website in the 'Who we are and what we do' section. http://www.communityhousing.org.au/A1_about_NSWFHA.html

A final word

The Head of Learning and Development is always available to help you. Please email with " Attn: Head of Learning and Development" in the subject line trainingenquiries@communityhousing.org.au or phone 02 96902447 ext. 215 if you are having trouble choosing your Core and Elective Units, completing your Enrolment Form, or have any other questions about training.