



# CADETSHIP PROGRAM 2023

## Employment & Training Information Pack

September 2022

[www.communityhousing.org.au/cadetship](http://www.communityhousing.org.au/cadetship)

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NSW Government in association with  
NSW Land & Housing Corporation



# CADETSHIP PROGRAM 2023

## Community Housing Industry Association NSW

### Earn and Learn with a Cadetship

Together with the NSW Government, the Community Housing Industry Association (CHIA) NSW is providing new training opportunities connected to jobs in the Community Housing Industry through a Cadetship Program.

This exciting program provides an opportunity for cadets to undertake paid employment and training across the operational areas of application/allocation, tenancy management and property management.

With 25 cadetships offered each year from 2021 until 2024, all participants who successfully obtain a place will enter a 12-month paid employment contract with a Community Housing Provider **and** enrol to study the [CHC42221 Certificate IV in Housing](#).

This nationally accredited qualification will provide foundation skills and knowledge in:

- understanding the community housing workplace,
- working with tenants and applicants to understand their needs, and
- assessing and overseeing property management.

Scheduled during work hours, training is delivered by industry and teaching experts with specialist knowledge and skills in the community housing sector. All trainers currently work in industry, hold a diploma or higher-level qualification in their relevant field, and a Certificate IV in Training and Assessment.

Both paid employment and training are for a 12-month period, with support provided in the workplace and throughout the course by dedicated Mentors, Trainers and Workplace Coordinators. Trainers will also work one-on-one with participants who require extra assistance to ensure the concepts and knowledge required are understood.

### CADETSHIP OVERVIEW



Develop frontline skills in application/allocation, tenancy and property management within the workplace and through formal training for 12 months.



Learn about the community housing sector and organisations that help people find a home and stable housing.



Obtain a qualification by undertaking training in the CHC42221 Certificate IV in Housing.



Earn an income as you go.

*"The cadetship has been amazing. I am so grateful for being given the opportunity to be involved."*

*2021 Cadet*



# APPLYING FOR A CADETSHIP

## Eligibility & Application Submission

### Determine Your Eligibility

The Cadetship Program is open to residents of NSW who are:

- Social housing tenants and clients aged 25+, or
- Unemployed and aged 21 + years, and
- Double vaccinated against COVID to participate in training and work

### The Application Process

The Cadetship Program is limited to 25 places each year for four years (100 in total) to 2024. To submit your application for consideration and assessment, please follow the steps below. If you do not have access to a computer at home, head to your local library to use their resources.

Please let us know if you need support with this process.

1

#### OBTAIN A UNIQUE STUDENT IDENTIFIER (USI)

All students must have a valid Unique Student Identifier (USI) to enrol in the course. This government requirement is also needed to issue your qualification on completion.

- **To obtain a USI:** apply directly at <https://www.usi.gov.au/students/get-a-usi>.
- **If you have a USI but forgotten it:** visit the [USI Registrar](#) and click on the **I have forgotten my USI** option. Instructions will be provided for retrieving your USI.

2

#### COMPLETE AN ONLINE APPLICATION FORM

Complete this online [Cadetship Application Form](#) and be sure to include:

- Your USI (per Step 1)
- Brief statement outlining why you would like to undertake the cadetship
- A resume (please ask us [cadetship@communityhousing.org.au](mailto:cadetship@communityhousing.org.au) if you need assistance)
- Copy of your identification (ID) e.g. Drivers Licence, Passport, Australian Birth Certificate, Medicare number.

3

#### COMPLETE THE ONLINE READING & NUMERACY ASSESSMENT

After submitting your application, it will be reviewed. Should you be successful to move to the next step, you will receive a link to complete an online Reading and Numeracy Indicator Assessment. This will assess your ability and skills for undertaking study, community participation and workplace employment requirements.

4

#### ATTEND AN INTERVIEW

Once your application form and Reading and Numeracy Assessment is received, they will be reviewed by a panel of trainers and Community Housing Providers. If successful, you will be invited to attend an interview to discuss the cadetship and your suitability.

5

#### ACCEPT OFFER

If successful, you will receive an offer to join the Cadetship Program and acceptance of its terms for training and employment with an allocated Community Housing Provider for a period of 12-months.

6

#### ATTEND INDUCTION

Your training program will commence with an expenses-paid 5-day induction in Sydney to help you get started.



# IMPORTANT INFORMATION

## About the Cadetship Program

### Cadet Selection

25 cadets will be selected each year from the total pool of applicants according to the application process and eligibility criteria. Any applicants who attend an interview and are unsuccessful will be provided with feedback.

### Applying for Other Rounds

If you apply for this round of the cadetship but are unsuccessful, you may apply for additional rounds from the following year. We will keep you on our contact list and advise you of the next application period and associated dates.

### Training and Work Requirements

Successful cadets will undertake a combination of paid work and study throughout the contracted 12-month cadetship period. Training will be a blended delivery of face-to-face and online learning, with learning materials and workplace assessments. Training will be delivered in blocks of 2-3 consecutive days throughout the 12-month program. Successful cadets will be allocated employment with their nearest participating Community Housing Provider and be required to sign an employment and training contract.

### Cadet Eligibility

The Cadetship Program is open to residents of NSW who are:

- Social housing tenants and clients aged 25+, or
- Unemployed and aged 21 + years (whether connect to social housing or not), and
- Double vaccinated against COVID to participate in training and work

### Rates of Pay

The rate of pay for the 12-month cadetship employment period will be discussed during the interview process and determined by the employing Community Housing Provider.

### Work Hours

Weekly **fulltime work hours** will be determined by the employing Community Housing Provider and discussed during the interview process.

### Continued Employment

Training and paid employment under this Cadetship Program is for a period of 12-months only. Employment beyond this period is not guaranteed with your allocated Community Housing Provider. As part of your training, assistance will be provided to prepare you for seeking employment.



# IMPORTANT INFORMATION

## Key Dates for the 2023 Program

Key Dates for Round 3	
Applications Open for Cadets	19 September 2022
Applications Close	28 October 2022 (5pm)
Application & Assessment Review	01 – 04 November 2022
Interviews	14 November – 9 December 2022
Offers	23 December 2022
Employment Commencement	30 January 2023
Induction & Training Commencement	06 February 2023



# IMPORTANT INFORMATION

## About the Cadetship Program

### Course Progression

Study in the cadetship is tied to successfully attending work, maintaining a satisfactory work performance, attending training, and completing assessment tasks. We want to ensure all our students are on track to finish their qualifications within the 12-month employment and learning contract. If students do not complete work or attend class, we will follow-up with them and their employer. If students do not progress due to unforeseen circumstances, they will be contacted by the CHIA NSW Workplace Coordinator.

### Completion of Training

Completion of training is expected within the 12-month period. However, students who have not completed the course and required training obligations during this time will be given a 3-month extension prior to graduation, upon discussion with their trainer and Workplace Coordinator.

### Benefits of the Cadetship Program

Through this program cadets will:

- Develop application/allocation, tenancy and property management skills working in an office environment, visiting people at their homes, or checking their properties.
- Learn about the Community Housing Industry and organisations that help people find a home and stable housing.
- Obtain a nationally accredited qualification by undertaking the CHC42221 Certificate IV in Housing.
- Earn an income while learning.

### Commitment to Meeting Cadets Learning Needs

We will support cadets learning and working journey through the cadetship with a team of specialists, including:

- a Mentor who will be available to discuss issues which may arise in the workplace,
- a Workplace Coordinator, along with the trainer will be available to assist with assessments in the workplace.

### Recognising Prior Learning

Recognition of Prior Learning (RPL) is a process of assessment that acknowledges any previously acquired knowledge, experience, or skills to count towards the requirements for the CHC42221 Certificate IV in Housing. This may include skills obtained through training (informal or formal), work experience, or life experience. Further information will be provided during the training induction.



# COURSE OVERVIEW

## CHC42221 Certificate IV in Housing

### About the Course

This qualification reflects the role of staff who are engaged in delivering services and support to applicants and residents of social housing. The elective units are specifically directed at learning skills and knowledge to understand clients living in community housing, the work environment, and all aspects of frontline work within a Community Housing Provider.

The CHC42221 Certificate IV in Housing is streamlined and delivered in fourteen blocks of learning. Each block will take between two to three days to complete and be delivered sequentially throughout the twelve-month cadetship.

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

Summary Details	
Course Duration	12 Months
Course Structure	14 x Blocks of Training Across 12 Months (43 Days in Total) Weekly 2-hour tutorials
Units of Study	8 Core Units & 7 Elective Units
Delivery Method	Face-to-face Classes in Sydney, Virtual Classes, Online Learning Materials & Workplace Assessments
Selection Requirements	<ul style="list-style-type: none"><li>• Application</li><li>• Resume</li><li>• Reading and Numeracy Assessment</li><li>• Interview</li><li>• Satisfactory Police Check</li></ul>
Start Date	6 February 2022 Face-to-face Induction
Cost	Fully funded by the Land and Housing Corporation NSW



# COURSE OVERVIEW

## CHC42221 Certificate IV in Housing

### Delivery Methods

CHC42221 Certificate IV in Housing is delivered using several methods:

- **Face-to-Face** - each face-to-face training session will allow cadets to learn from others in similar jobs, practice skills, and demonstrate competence in the required abilities. Face-to-face training will take place in Sydney.
- **Virtual Classes** - conducted in an online classroom environment using the ZOOM platform.
- **Weekly Online Meetings** - conducted for 2 hours each week with all cadets and Workplace Coordinators, Trainers and Manager Cadetship Program.
- **Online Learning Materials** - students will also have access to learning materials in our online learning management system called 'Moodle'. During orientation cadets will be introduced to Moodle and undertake exercises to familiarise themselves with the material and assessments.

### Location of Face-to-Face Training

All face-to-face training will be based in Metropolitan Sydney within walking distance of Sydney Central Railway Station. Any face-to-face training to be offered in regional or rural NSW will be confirmed pending the locations of successful cadets and their workplace. Travel and accommodation expenses will be covered for all cadets attending face-to-face training.





# COURSE STRUCTURE

## CHC42221 Certificate IV in Housing

### Study in 14 Learning Blocks

The CHC42221 Certificate IV in Housing is streamlined and delivered in nine blocks of learning. These will be completed sequentially throughout the 12-month cadetship.

1

#### Induction & Working in Industry (5 Days)

Get acquainted with your training program, community housing industry and meet your fellow cadets. It is a chance to share stories, learn from others and develop a greater understanding of the cadetship. This is compulsory and details will be provided upon your successful appointment to the cadetship. You will learn to apply written and verbal communication techniques to establish build and maintain relationships with clients, colleagues and other stakeholders based on respect and trust. You'll learn about ways to organise personal work schedules, monitor and receive feedback on your work performance and identify your own skill development plan. You will begin learning about the value of reflection to develop skills and knowledge and applying your learning to the work place.

Induction	Welcome to the cadetship (2 Days)
Elective Unit	<b>BSBPEF301</b> Organise personal work priorities (3 Days)
Core Unit	<b>CHCCOM002</b> Use communication to build relationships
Elective Unit	<b>CHCPRP003</b> Reflect & improve on professional practice

2

#### Working in Industry (2 days)

A 2-day tutorial to ensure everyone is on track with earning and learning while completing some assessment tasks for these units.

Tutorial Support	<b>BSBPEF301</b> Organise personal work priorities <b>CHCCOM002</b> Use communication to build relationships <b>CHCPRP003</b> Reflect & improve on professional practice
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3

#### Working in Industry (2 Days)

Building on the learning from Block 1 you will use the communication skills and knowledge and explore ways to work respectfully with people from diverse social and cultural groups and situations.

Core Unit	<b>CHCDIV001</b> Work with diverse people
Workplace Visit	Individual appointments with all students



# COURSE STRUCTURE

## CHC42221 Certificate IV in Housing

### 4 Working in Industry (3 Days)

Learn about the importance of Policy and procedure and gain an understanding of the legal and ethical issues in the workplace and when working with a client at their home.

Core Unit

**CHCLEG001** Work legally & ethically

### 5 Working in Industry (2 Days)

Learn the key features of a safe working environment for yourself, staff, and clients.

Core Unit

**HLTWHS001** Participate in workplace health & safety

### 6 Understanding Social Housing (3 Days)

This unit develops your understanding of the industry and its many roles within an organisation that support applicants and tenants.

Elective

**CHCSOH021** Work with clients in the social housing system

### 7 Property Management (3 Days)

Learn how to handle maintenance enquiries in your organisation and accurately assess the tenant's property needs

Elective

**CHCSOH018** Respond to property maintenance enquiries

### 8 Property Management (3 Days)

This unit develops your understanding of the industry and its many roles within an organisation that support applicants and tenants.

Elective

**CHCSOH017** Manage Vacant Properties

### 9 Tenancy Management (3 Days)

Learn how to manage tenancy agreements and associated housing services. This will include completing a tenancy agreement, providing information to new tenants about their Resident Tenancy Agreement, identifying tenants who may need support and/or referrals, and using the organisation's policies and processes in managing the tenancy.

Core Unit

**CHCSOH014** Manage & maintain tenancy agreements & services



# COURSE STRUCTURE

## CHC42221 Certificate IV in Housing

### 10 Tenancy Management (2 Days)

Learn the key features of a safe working environment for yourself, staff, and clients, when working with a client at their home.

Elective Unit

**CHCCCS027** Visit client residence

### 11 Understanding Our Clients (5 Days Face to Face)

Learn how to identify Aboriginal and Torres Strait Islander cultural safety issues in the workplace, model cultural safety in your own work practice and canvas strategies to enhance cultural safety. In the second unit you will learn how to identify and respond to the needs of clients who may be experiencing domestic and family violence.

Core Unit

**CHCDIV002** Aboriginal & Torres Strait Islander cultural safety

Core Unit

**CHCDFV001** Recognise & respond appropriately to domestic & family violence

### 12 Understanding Our Clients (3 Days)

Learn about the issues confronting people who become homeless, in need of housing or trying to maintain their tenancy. It prepares you to work in or add to your understanding of tenancy and non-tenancy services in community housing.

Core Unit

**CHCSOH013** Work with people experiencing or at risk of homelessness

Workplace Visit

Individual appointments with all students

### 13 Tenancy Management (2 Days)

Learn how to manage and communicate with tenants who have diverse and multi-faceted needs to assist them maintain a sustainable tenancy. You will explore how to mitigate risks regarding a tenant's tenancy, how to work with other agencies to support tenants and develop plans with tenants to avoid eviction.

Core Unit

**CHCSOH024** Support sustainable tenancies

### 14 Reflective Practice (Sessions Throughout the 12 Months and 5 days)

Throughout the course students will attend weekly tutorials to reflect on their practical experience and training and build their skills, knowledge, and professional practice. You will be able to reflect on your learning journey in the cadetship and develop skills for job seeking, writing resumes, and interview skills.



# UNIT DESCRIPTIONS

## CHC42221 Certificate IV in Housing

Unit	Description
<b>BSBPEF301</b>	<b>ORGANISE PERSONAL WORK PRIORITIES</b> This unit describes the skills and knowledge required to organise personal work schedules, to monitor and obtain feedback on work performance and to maintain required levels of work competence.
<b>CHCCOM002</b>	<b>USE COMMUNICATION TO BUILD RELATIONSHIPS</b> This unit describes the skills and knowledge to apply specific communication techniques to establish, build and maintain relationships with clients, colleagues and other stakeholders based on respect and trust. This unit applies to work across a range of workplace contexts where workers at all levels may communicate with individuals and/or groups both in person and in writing.
<b>CHCDIV001</b>	<b>WORK WITH DIVERSE PEOPLE</b> This unit describes the skills and knowledge required to work respectfully with people from diverse social and cultural groups and situations, including Aboriginal and/or Torres Strait Islander people. This unit applies to all workers.
<b>HLTWHS001</b>	<b>PARTICIPATE IN WORKPLACE HEALTH AND SAFETY</b> This unit describes the skills and knowledge required for workers to participate in safe work practices to ensure their own health and safety, and that of others. The unit applies to all workers who require knowledge of workplace health and safety (WHS) to carry out their own work, either under direct supervision or with some individual responsibility.
<b>CHCSOH027</b>	<b>VISIT CLIENT RESIDENCE</b> This unit describes the skills and knowledge required to make visits to clients to assess needs and/or deliver services in their place of residence. It will cover the tasks of preparing for a visit, undertaking the visit and communicating appropriately with the tenant.
<b>CHCLEG001</b>	<b>WORK LEGALLY AND ETHICALLY</b> This unit describes the skills and knowledge required to identify and work within the legal and ethical frameworks that apply to an individual job role. This unit applies to community services and health workers who play a proactive role in identifying and meeting their legal and ethical responsibilities.



# UNIT DESCRIPTIONS

## CHC42221 Certificate IV in Housing

Unit	Description
<b>CHCSOH013</b>	<b>WORK WITH PEOPLE EXPERIENCING OR AT RISK OF HOMELESSNESS</b> This unit describes the skills and knowledge required to work with people who are experiencing homelessness or at risk of becoming homeless, including women and children experiencing family violence.
<b>CHCSOH021</b>	<b>WORK WITH CLIENTS WITHIN THE SOCIAL HOUSING SYSTEM</b> This unit describes the performance outcomes, skills and knowledge required to assist people who are looking for or need assistance with housing and accommodation. This unit applies to individuals who work in tenancy and non-tenancy services in a social housing context. Workers exercise judgement and sensitivity when working with clients within clearly defined processes and procedures.
<b>CHCDIV002</b>	<b>ABORIGINAL AND TORRES STRAIT ISLANDER CULTURAL SAFETY</b> The unit describes the skills and knowledge required to identify Aboriginal and/or Torres Strait Islander cultural safety issues in the workplace, model cultural safety in own work practice, and develop strategies to enhance cultural safety. This unit applies to people working in a broad range of roles including those involved in direct client service, program planning, development and evaluation contexts.
<b>CHCDFV001</b>	<b>RECOGNISE AND RESPOND APPROPRIATELY TO DOMESTIC AND FAMILY VIOLENCE</b> This unit describes the knowledge and skills required to identify and respond to the needs of clients who may be experiencing domestic and family violence, including responding to immediate intervention and support needs. This unit applies to health and community service workers providing services according to established organisation procedures. These workers may not be specialised family violence workers.
<b>CHCSOH014</b>	<b>MANAGE AND MAINTAIN TENANCY AGREEMENTS AND SERVICES</b> This unit describes the skills and knowledge required to manage tenancy agreements and associated housing services. This unit applies to work in a social housing context in agencies responsible for sustainable tenancy management.
<b>CHCSOH024</b>	<b>SUPPORT SUSTAINABLE TENANCIES</b> This unit describes the performance outcomes, skills and knowledge required to assist tenants to maintain a sustainable tenancy. This unit applies to individuals who work in a social housing context. Workers exercise judgement and sensitivity when working with tenants within clearly defined processes and procedures.



# UNIT DESCRIPTIONS

## CHC42221 Certificate IV in Housing

Unit	Description
<b>CHCSOH018</b>	<b>RESPOND TO PROPERTY MAINTENANCE ENQUIRIES</b> This unit describes the skills and knowledge required where housing staff are required to respond to maintenance enquiries relating to social housing properties. This unit applies to property found in a range of locations, including urban, semi urban and non-urban environments, as well as low, medium and high-density housing estates and body corporate arrangements. It also applies to both publicly owned and managed properties and privately owned and leased properties.
<b>CHCCCS027</b>	<b>Visit Client residence</b> This unit describes the skills and knowledge required to make visits to clients to assess needs and/or deliver services in their place of residence. This unit applies to workers who are required to deliver services to people in their home or in any temporary or permanent community residence. Work may be directed under regular (direct, indirect or remote) supervision.
<b>CHCPRP003</b>	<b>REFLECT AND IMPROVE ON PROFESSIONAL PRACTICE</b> This unit describes the skills and knowledge required to evaluate and enhance own practice through a process of reflection and ongoing professional development. This unit applies to workers in all industry sectors who take pro-active responsibility for their own professional development.



## CONTACT US

For more information about the Cadetship Program, email [cadetship@communityhousing.org.au](mailto:cadetship@communityhousing.org.au)

## CENTRE FOR TRAINING IN SOCIAL HOUSING

Centre for Training in Social Housing is the RTO of Community Housing Industry Association NSW – RTO: 90400. Go to: [www.communityhousing.org.au/learning-development](http://www.communityhousing.org.au/learning-development)

### COVERING ARTWORK | BUNDYI/YALBILINYA

In Wiradjuri language, this means SHARE/LEARN and was created by **NATHAN PECKHAM, Yurana Creative.**

This piece depicts a gathering of hunters at a yuriyaw (water hole) on the river. They have travelled a long way from different parts of the land to come together to share and learn from each other.

These birra-man (travellers) are young and old, innocent and wise but they all share the same desire to grow together. The lesson is growth through learning.

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