SKILLSIQ

CAPABLE PEOPLE MAKE CLEVER BUSINESS

Draft 1 - Certificate IV in Housing Consultation Guide

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Introduction

SkillsIQ is a not-for-profit Skills Service Organisation (SSO) supporting industry in developing standards to equip the people-facing workforce with the right skills for jobs now and into the future. SkillsIQ is funded by the Department of Employment, Skills, Small and Family Business to support the Industry Reference Committees (IRCs) responsible for the development and maintenance of Training Packages in the following sectors:

- Community Services
- Health
- Local Government
- Public Sector
- Floristry
- Hairdressing and Beauty Services
- Funeral Services
- Retail Services
- Sport, Fitness and Recreation
- Tourism, Travel and Hospitality.

IRCs drive the process of Training Package development and are made up of people with experience, skills and knowledge of their particular industry sector. IRCs are responsible for the provision of strategic input and advice that represent the needs of their workforce, and for ensuring Training Package Products reflect those needs.

Project Background

Social and affordable housing is a priority for the federal, state and territory governments. The federal, state and territory governments are investing heavily in initiatives to combat the issue of homelessness which affects many people in Australia. The community sector requires social housing specialist staff to provide an effective service. Due to a lack of supply of housing there has been overcrowding which in turn has contributed to problems such as domestic and family violence. The *Certificate IV in Social Housing* exists as a qualification suitable for social housing specialist staff and people undertaking similar roles in the community housing sector. Social housing is a significant service to the community, and therefore understanding the training and skills needs of providers is key to ensuring whether the current qualification is meeting industry needs.

The update of the nationally recognised Social Housing Training Package Products, currently packaged within the CHC Community Services Training Package, has been commissioned by the Australian Industry and Skills Committee (AISC) under the direction of the Community Sector and Development Industry Reference Committee (IRC).

The Community Sector and Development IRC has therefore provided recommendations to confirm the key drivers contributing to the update of the packaging rules of the qualification, the update of twelve Units of Competency and the development of one new Unit of Competency to reflect the initiatives the government has placed on social housing through proposed investment in the sector to upgrade the skills and knowledge required by public housing specialist staff. It also needs to update content to reflect the importance of issues like family violence, dealing with people from diverse backgrounds, including culturally and

linguistically diverse (CALD) communities and Aboriginal and Torres Strait Islander people, and supporting homeless people.

Technical Advisory Committees

To inform the update of the Social Housing qualification and twelve Social Housing Units of Competency, a Social Housing Technical Advisory Committee (TAC) was formed. The Social Housing TAC reports to the Community Sector and Development IRC and is made up of stakeholders and subject matter experts from across Australia who provide:

- guidance at the national level to ensure Training Package Products are flexible and responsive to changing needs and practices
- specialist advice and strategic direction in relation to stakeholder feedback and issues relevant to the sector
- views and feedback on behalf of the sub-sector/organisation they represent
- facilitation of communication and consultation with others, including other members of their organisations, association members and other networks.

The aim of the proposed updates is to ensure that the social housing and homelessness sector and associated sectors (i.e. community services, youth work, etc.) are supported by a high-quality trained and skilled workforce as the Australian Government's reforms are implemented. The skills and knowledge required for occupations involved in social housing can be diverse and range from technical and office-based skills areas of administration, technology and project management to behavioural and engagement skills areas related to customer service, communication and supporting vulnerable individuals.

Recommended Updates to the Qualification

- Industry Skills Forecasts and stakeholder consultation have identified that the current structure and packaging of the ***Certificate IV in Social Housing*** qualification did not contain adequate coverage of Homelessness Support work.

- The qualification title has been updated to **Certificate IV in Housing** with the following specialisations:
    - Social Housing
    - Homelessness Support Work

- All four Group A Social Housing Units of Competency must be completed for the award of:
    - ***Certificate IV in Housing (Social Housing)***

- All four Group B Social Housing Units of Competency must be completed for the award of:
    - ***Certificate IV in Housing (Homelessness Support Work)***

- Units of Competency in the Group C elective list have also been updated.

Updates to the Units in the Qualification**:**

- The following twelve Social Housing Units of Competency have been updated:
    - CHCSOH001 Work with people experiencing or at risk of homelessness
    - CHCSOH002 Manage and maintain tenancy agreements and services
    - 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
    - CHCSOH009 Develop quality systems in line with registration standards
    - CHCSOH010 Work with clients within the social housing system
    - CHCSOH011 Develop social housing enterprise opportunities
    - CHCSOH012 Acquire properties by purchase or transfer

- Content of the following two Units has been merged to create a new Unit; as there was duplication across the existing units:
    - CHCSOH003 Manage housing application processes
    - CHCSOH004 Manage housing allocations
        - New Unit CHCSOH015 Manage housing application and allocation processes

- Another new Unit of Competency has been developed to support the client journey of sustaining a tenancy:
    - CHCSOH024 Support sustainable tenancies

Consultation Activities and Timelines

National consultation for Draft 1 will be open from **1 November to 2 December 2019**. During this period input will be sought on the following Training Package Products relating to the *Certificate IV in Social Housing:*

- One qualification
- 12 Units of Competency and associated Assessment Requirements.

SkillsIQ will be undertaking a number of key activities to engage community stakeholders and VET professionals. Further details are posted on the SkillsIQ website here:

https://www.skillsiq.com.au/CurrentProjectsandCaseStudies

Feedback can also be provided **online** via the SkillsIQ Feedback Forum, accessed at:

https://www.skillsiq.com.au/FeedbackForum/TrainingPackages1/HLTHealth

When accessing the Feedback Forum, please first refer to the 'How To' guide located on the page. It will provide directions for leaving and submitting comments.

Following the close of the consultation period, feedback received will be collated and evaluated. This feedback will inform the development of the Validation Draft.

To remain up to date with project developments, please subscribe to SkillsIQ at: http://www.skillsiq.com.au/Subscribetoournewsletter.aspx

About this Consultation Guide

This Guide, which should be read in conjunction with the applicable Draft Training Package Products, provides:

- A list of Draft 1 Training Package Products (one qualification, 12 Units of Competency and associated Assessment Requirements)
- Mapping of qualifications and Units
- Key consultation questions on which SkillsIQ seeks feedback to provide information to the IRC and TAC.

Contact Details

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Social Housing Qualification

Qualification Code	Qualification Title
CHC42215	Certificate IV in Social Housing

Skill Sets

Skill Set Title
Nil

List of Social Housing Units and Prerequisites

Unit Code	Unit Title	Prerequisite(s)
CHCSOH001	Work with people experiencing or at risk of homelessness	Nil
CHCSOH002	Manage and maintain tenancy agreements and services	Nil
CHCSOH003	Manage housing application processes	Nil
CHCSOH004	Manage housing allocations	Nil
CHCSOH005	Manage tenancy rent and rental arrears	Nil
CHCSOH006	Manage vacant properties	Nil
CHCSOH007	Respond to property maintenance enquiries	Nil
CHCSOH008	Manage head lease	Nil
CHCSOH009	Develop quality systems in line with registration standards	Nil
CHCSOH010	Work with clients within the social housing system	Nil
CHCSOH011	Develop social housing enterprise opportunities	Nil
CHCSOH012	Acquire properties by purchase or transfer	Nil

Qualification Mapping

A Qualification is mapped as equivalent (E) to another one when it provides the same skill and knowledge outcomes, including when:

- Core Units remain the same or are replaced by similar Units which provide the same skill and knowledge outcomes
- Numbers of electives remain the same or are raised or reduced slightly.

A qualification is mapped as not equivalent (N) when it provides different skill and knowledge outcomes, including when:

- Units have been added to the core, which provide additional mandatory skill and knowledge outcomes

- Units have been removed from the core, which reduce mandatory skill and knowledge outcomes
- A significant number of additional elective Units are required
- Entry requirements are altered, creating significant differences to the structure of the qualification.

Previous Qualification Code and Title	New Qualification Code and Title	Comment in relation to Qualification E = equivalent N = not equivalent
HLT42215 Certificate IV in Social Housing	HLT42219 Certificate IV in Housing	N Number of Units required to complete the qualification has increased from 15 to 18 Updates to packaging rules Packaging of core Units increased from 8 to 12 Units Packaging of elective Units changed from 7 to 6 Elective specialisations updated Updated Unit codes

Unit of Competency Mapping

A Unit of Competency is mapped as equivalent (E) when:

- It provides the same skill and knowledge outcomes
- Elements and associated Performance Criteria have remained the same, but are better expressed
- Knowledge Requirements have remained the same but are better expressed.

A Unit of Competency is mapped as not equivalent (N) when:

- It provides different skill and knowledge outcomes
- Elements and/or Performance Criteria have been added or removed
- Knowledge Requirements have been added or removed.

Previous Unit Code and Title	New Unit Code and Title	Comment in relation to Unit E = equivalent N = not equivalent
CHCSOH001 Work with people experiencing or at risk of homelessness	CHCSOH013 Work with people experiencing or at risk of homelessness	N Changes to Knowledge Evidence
CHCSOH002 Manage and maintain tenancy agreements and services	CHCSOH014 Manage and maintain tenancy agreements and services	N Changes to Elements, Performance Criteria, Performance Evidence and Knowledge Evidence
CHCSOH003 Manage housing application processes	CHCSOH015 Manage housing application and allocation processes	N New Unit Merged with CHCSOH004 Changes to Elements, Performance Criteria, Performance Evidence and Knowledge Evidence
CHCSOH004 Manage housing allocations	CHCSOH015 Manage housing application and allocation processes	N New Unit Merged with CHCSOH003 Changes to Elements, Performance Criteria, Performance Evidence and Knowledge Evidence

Previous Unit Code and Title	New Unit Code and Title	Comment in relation to Unit E = equivalent N = not equivalent
CHCSOH005 Manage tenancy rent and rental arrears	CHCSOH016 Manage tenancy rent and rental arrears	N Changes to Elements, Performance Criteria, and Knowledge Evidence
CHCSOH006 Manage vacant properties	CHCSOH017 Manage vacant properties	E Unit code updated
CHCSOH007 Respond to property maintenance enquiries	CHCSOH018 Respond to property maintenance enquiries	E Unit code updated
CHCSOH008 Manage head lease	CHCSOH019 Manage head lease	E Unit code updated
CHCSOH009 Develop quality systems in line with registration standards	CHCSOH020 Develop quality systems in line with registration standards	E Unit code updated
CHCSOH010 Work with clients within the social housing system	CHCSOH021 Work with clients within the social housing system	N Changes to Performance Criteria, Performance Evidence, Knowledge Evidence and Assessment Conditions
CHCSOH011 Develop social housing enterprise opportunities	CHCSOH022 Develop social housing enterprise opportunities	E Unit code updated
CHCSOH012 Acquire properties by purchase or transfer	CHCSOH023 Acquire properties by purchase or transfer	E Unit code updated
New Unit	CHCSOH024 Support sustainable Tenancies	

Questions for Consideration

The following series of questions have been developed to guide feedback for Draft 1 of the Social Housing Training Package Products.

Qualification – Certificate IV in Social Housing

- Group B Elective specialisation – Homelessness Support Work
  - Is *CHCMHS007 Work effectively in trauma informed care* Unit of Competency more appropriate to be included in the Homelessness Support Work elective specialisation or should the *CHCMHS013 Implement trauma informed care* Unit of Competency be included as recommended by the Social Housing TAC?

CHCSOH015 Manage housing application and allocation processes

- Should there be a new Element on the process of allocation for a property to check eligibility prior to allocation and check entitlements and possible change of circumstances, given waiting lists are very long?

Suite of Units of Competency

- Are the packaging rules for the core and elective composition of Units attainable at a Certificate IV level?
- Are all draft Units required? Should any be deleted?
- Are there any essential prerequisites that should be nominated?
- Are there any additional Units of Competency required?

Titles and Application Statements - Units of Competency

- Does the Title reflect the skill being described? Could any be changed to better indicate what the Unit covers?
- Does the Application Statement provide a clear and accurate description of the skill being described?

Elements and Performance Criteria

- Do the Elements and Performance Criteria accurately describe what people do in Social Housing and Homelessness Support job roles? If not, what could be added?
- Do the Performance Criteria adequately describe the level of proficiency?

Performance Evidence

- Would the types of evidence prove that a person is competent in all the Unit outcomes, including Performance Criteria, Foundation Skills and Knowledge?
- Is the suggested volume (sufficiency) of evidence appropriate? Too little, too much?
- Are the statements clear? Would assessors understand exactly what they must do?

Knowledge Evidence

- What is the essential knowledge required of an individual in order to perform the tasks described in the Performance Criteria? Is the Knowledge Evidence requirement specific enough?

- Is there anything which should be added or deleted?
- What is the breadth and depth of knowledge required? Is this described well enough to assist assessors in understanding the scope?

Assessment Conditions

- Are the nominated environments appropriate?
- Are the statements clear? Would assessors understand what they must provide for assessment?

Appendix A: Training Package Unit of Competency Terminology Guide

Units of Competency specify the skills and knowledge a learner needs in order to complete a work task. Each Unit of Competency has associated Assessment Requirements, which detail what a learner must demonstrate and know, in order to be deemed competent, along with any special conditions which apply to the assessment of competency.

UNIT CODE	Unique code which identifies the Unit of Competency
UNIT TITLE	The Unit Title is a brief statement of the outcome of the Unit of Competency, i.e. what is the task that learners will be able to complete once they are deemed competent
APPLICATION	The application summarises: • the content of the Unit of Competency and the skill area it addresses • any relationship with other Units of Competency • any licensing requirements or relevant legislation • the Unit of Competency's scope, purpose and operation in different contexts – for example, by showing how it applies in the workplace.
PREREQUISITE UNIT	Prerequisites are other Units of Competency or in some cases licences, etc. that a learner must complete before undertaking this Unit of Competency. This may be in order to provide underpinning skills or knowledge that is essential for a learner to undertake this Unit.
ELEMENTS	The Elements are the basic themes of the Unit of Competency. They describe the significant functions that form part of the work task that the Unit of Competency covers.
PERFORMANCE CRITERIA	The Performance Criteria specify the required steps that enable the learner to undertake the work task.
Assessment Requirements	
PERFORMANCE EVIDENCE	Identifies what a learner must demonstrate in order to be deemed competent at the work task.
KNOWLEDGE EVIDENCE	Identifies what a learner needs to know to perform the work task effectively.

ASSESSMENT CONDITIONS	Assessment Conditions provide the context for the Unit of Competency, describing essential operating conditions that must be present for assessment, depending on the work situation, needs of the candidate, accessibility of the items required, and local industry and regional contexts. They may specify any of the following: • The conditions under which competency must be assessed including variables such as the assessment environment or necessary equipment or tools • Whether or not the Unit must be assessed in the workplace or may also be assessed via simulation • Resource implications, for example access to particular equipment, infrastructure or situations • Any required characteristics of the assessor, e.g. whether the assessor must hold a higher qualification in that field, etc.