

# Social Housing Training Package Products Update Draft 2 Validation

Certificate IV in Housing  
Webinar



**SKILLSIQ**

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# SkillsIQ Limited

- Not-for-profit organisation appointed by the Commonwealth Government as a Skills Service Organisation (SSO)
- Funded by the Commonwealth Department of Education, Skills and Employment to support 19 Industry Reference Committees in the people-facing industries, including the Community Sector and Development IRC
- Develops national skills standards, to ensure skills are relevant for jobs in industry and to meet critical skills gaps and shortages
- Undertakes workforce development and research projects and is active in government strategy and policy development.

# Key Players and Acronyms

- Australian Industry and Skills Committee (AISC)  
*oversees endorsement of Training Package Products*
- Industry Reference Committees (IRCs)  
*oversee development of Training Package Products*
- Technical Advisory Committees (TACs)  
*provide specialist knowledge and make content recommendations*
- Skills Service Organisation (SSO)  
*provides technical and engagement support to IRCs and TACs*

# Our Industry Reference Committees

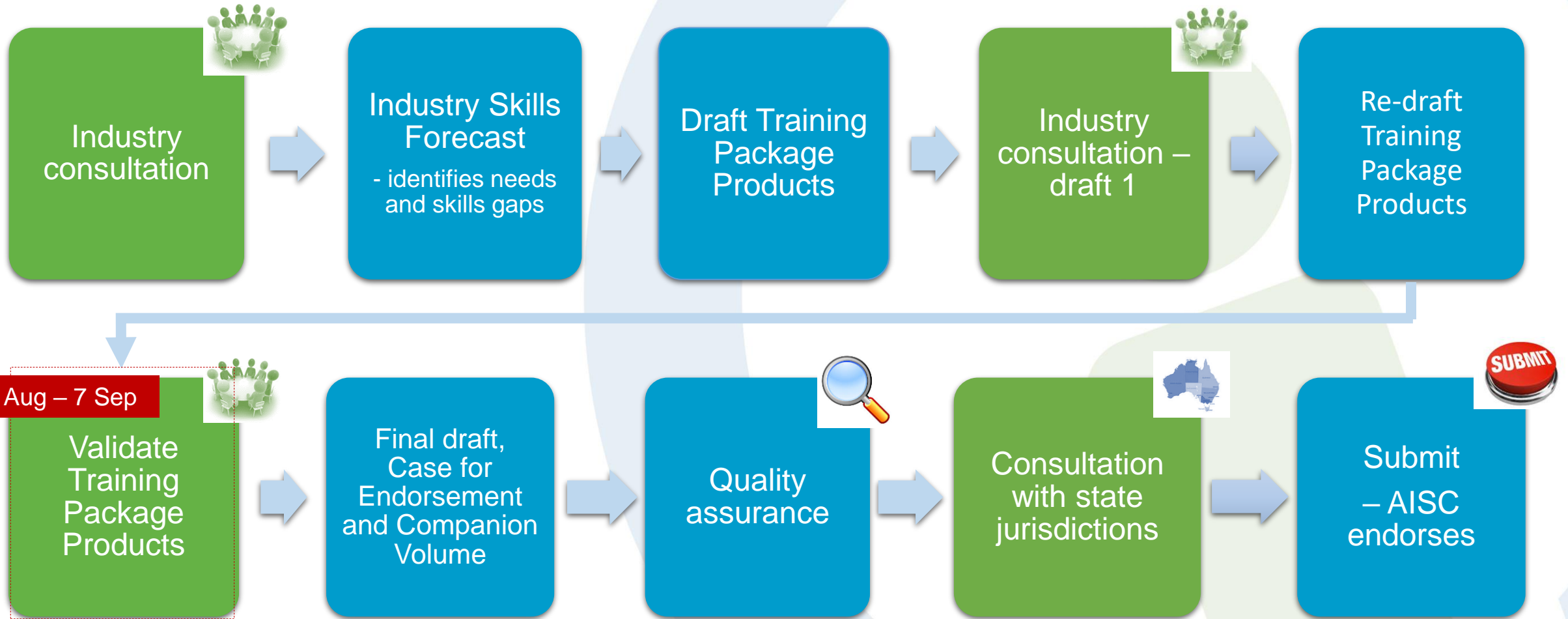
- Aboriginal and Torres Strait Islander Health Worker
- Aged Services
- Ambulance and Paramedic
- Children's Education and Care
- Client Services
- Community Sector and Development
- Complementary Health
- Dental
- Direct Client Care and Support
- Disability Support
- Enrolled Nursing
- First Aid
- Local Government
- Personal Services
- Public Sector
- Sport and Recreation
- Technicians Support Services
- Tourism, Travel and Hospitality
- Wholesale and Retail Services.



# Session Outline

- Training Package Product Development Process
- Project Background
- Draft 2 Key Changes Qualification
- Draft 2 - Skill Set
- Draft 2 Key Changes - Units of Competency
- Providing Feedback
- Next Steps

# Stages of Review and Development of Training Packages





# Project Background

The following key areas have been taken into consideration during the Training Package development process:

Ensuring that the social housing and homelessness sector and associated sectors are supported by a high-quality trained and skilled workforce as the Australian Government's reforms are implemented.

Recognising that 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 through to behavioural and engagement skills areas relating to customer service, communication and supporting vulnerable individuals

Ensuring that the updated content reflects 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.

# Draft 1 – December 2019

- Certificate IV in Housing – Eighteen units required for attainment of qualification.
- Elective specialisations updated – Social Housing and Homelessness Support Work.
- Twelve core Units of Competency and a choice of six elective Units of Competency.
- Twelve existing Units of Competency updated and two new units of competency developed.
- Workshops in major cities.
- Webinars and email consultation.
- SkillsIQ Feedback Forum.



# Draft 2 Key Changes - Qualification

- The *Certificate IV in Housing* qualification, has been updated which includes eleven core Units of Competency.
- Seventeen units of competency required for attainment of qualification.
- Group A electives (the Social Housing specialisation) now permit a choice of three Units of Competency.
- Group B electives (the Homelessness Support Work specialisation) now permit a choice of three Units of Competency. Feedback suggested the inclusion of *CHCMHS007 Work effectively in trauma-informed care* instead of *CHCMHS013 Implement trauma-informed care*.
- Packaging Rules for Draft 2 electives may therefore include the awarding of two specialisations, Social Housing and Homelessness Support Work, allowing for a choice of three Units per specialisation.
- Elective choices also allow for the completion of the *Certificate IV in Housing* without any specialisations.

# Draft 2 – New Skill Sets

Two new skill sets have been developed under the scope of this project:

## **Social Housing Skill Set**

This skill set provides knowledge and skills for work in the community or social housing sector.

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

*CHCSOH014 Manage and maintain tenancy agreements and services*

*CHCSOH021 Work with clients within the social housing system*

*CHCSOH024 Support sustainable tenancies*

*CHCADV004 Represent organisation in court or tribunal*

## **Work with clients with complex needs Skill Set**

This skill set provides knowledge and skills for providing support to clients with a range of complex needs.

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

*CHCMHS005 Provide services to people with co-existing mental health and alcohol and other drugs issues*

*CHCMHS013 Implement trauma informed care*

*CHCCCS020 Respond effectively to behaviours of concern*

# Draft 2 Units of Competency

- *CHCSOH013 Work with people experiencing or at risk of homelessness*
- *CHCSOH014 Manage and maintain tenancy agreements and services*
- *CHCSOH015 Manage housing application and allocation processes*
- *CHCSOH016 Manage tenancy rent and rental arrears*
- *CHCSOH017 Manage vacant properties*
- *CHCSOH018 Respond to property maintenance enquiries*
- *CHCSOH019 Manage head lease*
- *CHCSOH020 Develop quality systems in line with registration standards*
- *CHCSOH021 Work with clients within the social housing system*
- *CHCSOH022 Develop social housing enterprise opportunities*
- *CHCSOH023 Acquire properties by purchase or transfer*
- *CHCSOH024 Support sustainable tenancies*

# Draft 2 Key Changes – Units of Competency

- Draft 2 Units of Competency have been updated in terms of
  - ❑ Unit codes
  - ❑ Terminology - References to the following terms have been updated throughout all the Units of Competency, where applicable, for consistency.
    - ❖ ‘clients’ have been revised to ‘tenants’
    - ❖ ‘service providers’, ‘service agency’ etc. has been revised to ‘community and health service provider/s’
    - ❖ ‘appeals rights’ has been revised to ‘right of appeal’
    - ❖ ‘computer systems’ has been revised to ‘application management systems’
  - ❑ Performance Evidence, Knowledge Evidence and Assessment Conditions have been reviewed to ensure consistency and comprehension
- A detailed Summary of changes from Draft 1 to Draft 2 is available on pages 7-8 of the Draft 2 Certificate IV in Housing Validation Guide.
- Detailed mapping information is available on pages 12-17 of the Draft 2 Certificate IV in Housing Validation Guide.

# Seeking Feedback from Industry Stakeholders on Draft 2

## Qualification

- Does the qualification provide a clear and accurate description of the skills outcomes for the qualification?
- Are the packaging rules for the core composition of Units attainable at a Certificate IV level?

## Skill Sets

- Do both the skill sets reflect the skill requirements for workers in the sector?
- Is the composition of Units suitable for workers seeking to broaden their skills?

# Seeking Feedback from Industry Stakeholders on Draft 2 Units of Competency

## Overview

- Are all draft Units required?
- Are there any essential prerequisites that should be nominated?
- Are there any additional Units of Competency required?

## Elements and Performance Criteria

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

## Performance Evidence

- 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?

## Assessment Conditions

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



# Public Consultation



- Open until 7<sup>th</sup> September 2020
- Consultation activities include Webinars and the SkillsIQ Online Feedback Forum
- Feedback to be considered by Social Housing TAC and Community Sector and Development IRC prior to Case for Endorsement.



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# SkillsIQ's Online Feedback Forum

<https://www.skillsiq.com.au/FeedbackForum/FeedbackHome>



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## Feedback Forum

The SkillsIQ Feedback Forum is a custom built tool designed to collect your feedback during the process of training package product development. Whether you are an employer, peak body or industry association, government body or regulator, employee association, training provider, or a student, we want to hear your views on proposed changes to the training packages that provide the skills and knowledge relating to your industry.

The Feedback Forum provides all stakeholders with the opportunity to provide detailed input on any aspect of proposed training package components (qualifications, units of competency and skill sets) during designated consultation periods.

[READ MORE](#)

- CHC Community Services Training Package
- HLT Health Training Package
- LGA04 Local Government Training Package
- PSP Public Sector Training Package
- SIS Sport, Fitness and Recreation and SIS10 Sport, Fitness and Recreation Training Package
- SIT Tourism, Travel and Hospitality Training Package
- SIR Retail Services and SIR07 Retail Services Training Package
- SHB Hairdressing and Beauty Services Training Package
- SFL Floristry Training Package
- SIF Funeral Services Training Package

## Specific Question:

### CHCCCS020 Respond effectively to behaviours of concern

- Should the *CHCCCS020 Respond effectively to behaviours of concern* be included in the core composition or should the Unit be included in Group C Electives?

# QUESTIONS?



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# Contact Us


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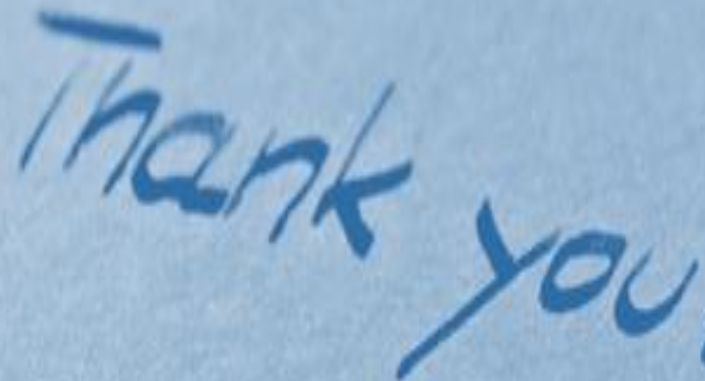
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Thank you