

# Social Housing Training Package Product Update



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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 Employment, Skills, Small and Family Business 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 Committee (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

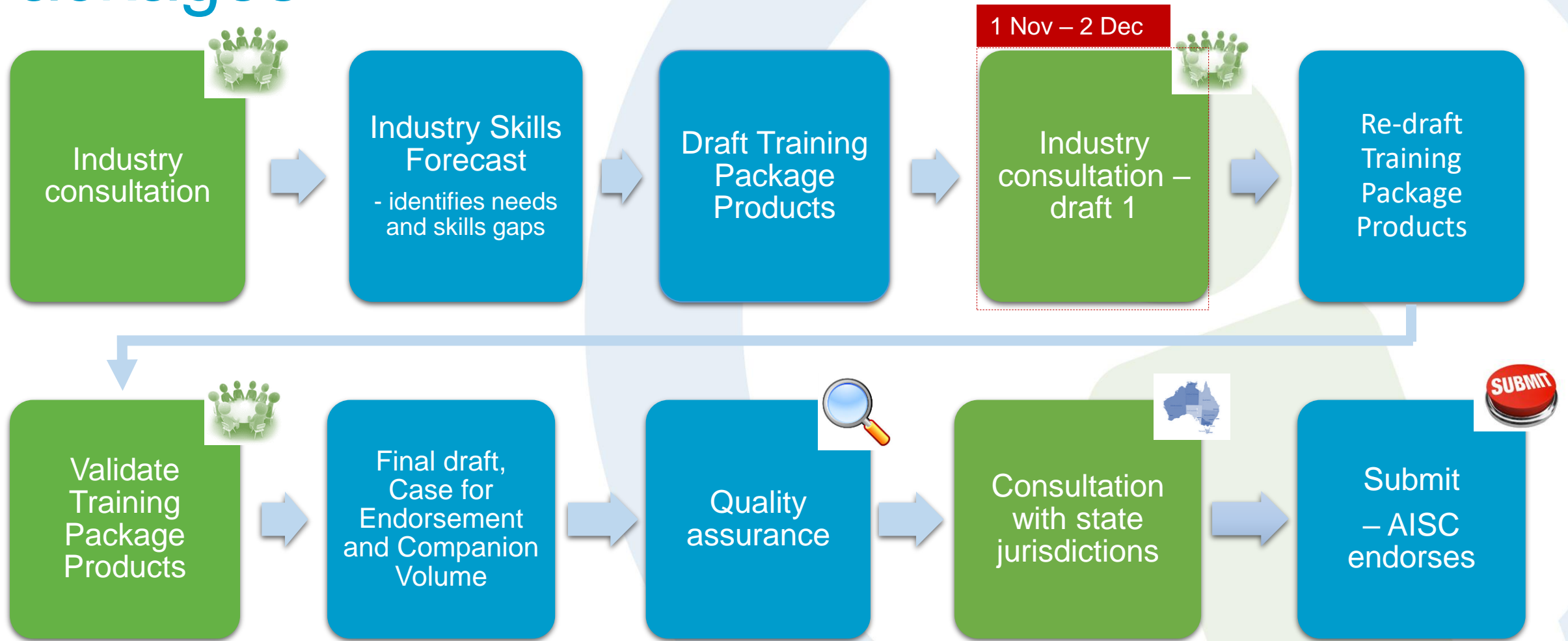
- Aboriginal and Torres Strait Islander Health Worker
- Aged Services
- Ambulance and Paramedic
- Children's Education and Care
- Client Services
- Community Sector and Development
- Complementary Health
- Dental
- Direct Client Care and Support
- Disability Support
- Enrolled Nursing
- First Aid
- Local 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
- Proposed response - Draft 1 Qualification
- Draft 1 Units of Competency
- Providing Feedback
- Next Steps

# Stages of Review and Development of Training Packages





# Project Background



# Project Background

- The 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 required updating to reflect the importance government had placed on social housing through proposed investment in the sector.
- Content needed to be updated to reflect the importance of issues like family violence, dealing with people from diverse backgrounds (including CALD and Aboriginal and Torres Strait Islander people) and supporting homeless people.
- The low number of RTOs offering the course, as well as the low uptake of the course raised questions as to whether the current qualification is suitable, and fit for purpose, to support the skills training of the workforce.
- Since there were no RTOs currently offering the course in jurisdictions with high numbers of regional, rural and remote communities (i.e. the Northern Territory and Western Australia), it was clear that there was a need to understand the role of the training package products in these areas, and identify skills needs and gaps that should be incorporated into the qualification.



# Proposed Response

To address the workforce skills issues, it was proposed that an update of the Social Housing qualification in the CHC Training Package be conducted.

## Existing Qualification

**CHC42215**  
**Certificate IV in**  
**Social Housing**

## Updated Qualification

**CHC42219**  
**Certificate IV in**  
**Housing**

**Social Housing**  
**Specialisation**

**Homelessness**  
**Support Work**  
**Specialisation**

# Draft 1 Key Changes - Qualification

## **Certificate IV in Housing**

- **Updates to packaging rules**
- **Number of Units required for completion increased from 15 to 18**
- **Packaging of core Units updated and increased from 8 to 12**
- **Packaging of elective units changed from 7 to 6**
- **Elective specialisations updated**
- **Unit codes updated**
- **New Unit – CHCSOH024 Support sustainable tenancies packaged in core units**
- **New Unit CHCSOH015 Manage housing application and allocation processes included in Group A electives Social Housing specialisation**

# Seeking Feedback from Industry Stakeholders on Draft 1 - Qualification

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

# Draft 1 Key Changes – Social Housing Units of Competency

- 6 Social Housing Units (not equivalent) – Changes made to Elements, Performance Criteria, Performance Evidence, Knowledge Evidence and Assessment Conditions
- Unit codes updated for 6 Social Housing Units (equivalent)
- Content of the following two Units has been merged to create a new Unit; as there was significant 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

# Seeking Feedback from Industry Stakeholders on Draft 1 Units of Competency

## CHCSOH015 Manage housing application and allocation processes

- Should there be a new Element on the process of allocation for a property relating to checking eligibility prior to allocation and checking entitlements and possible change of circumstances?

# Seeking Feedback from Industry Stakeholders on Draft 1 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 Dental Assisting 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 2nd December 2019
- Consultation activities include Webinars, Workshops and the SkillsIQ Online Feedback Forum
- Feedback to be considered by the Social Housing TAC and Community Sector & Development IRC prior to release of Draft 2

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

Subscribe via the SkillsIQ website to receive notices

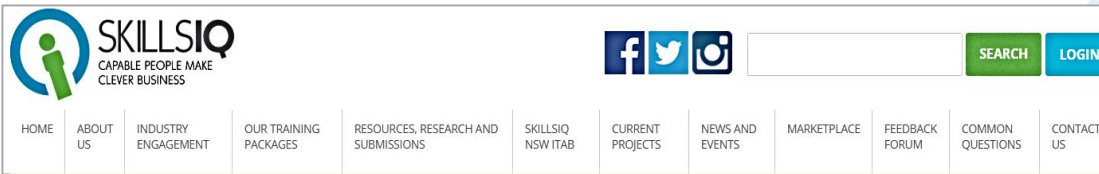
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# SkillsIQ's Online Feedback Forum

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

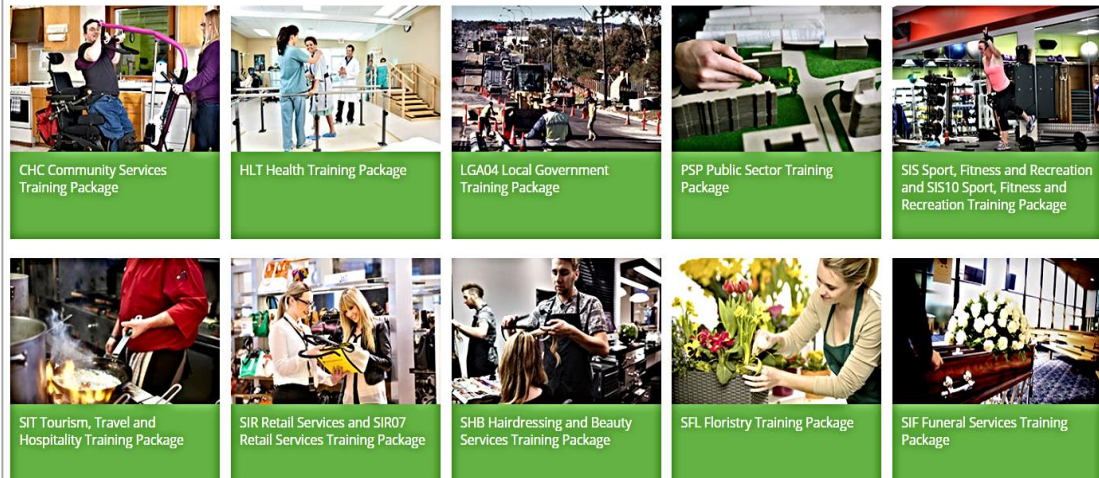


## Feedback Forum

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.

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## Other Projects & Case Studies

First Aid: Training Package Product Update

Ambulance Training Package Products: Draft 1 Consultation

Certificate III and IV In Dental Assisting: Draft 1 Consultation Open

Clinical Coding: Draft 1 Consultation Open

## Certificate IV in Social Housing: Draft 1 Consultation Open



SkillsIQ, under the direction of the Community Sector and Development Industry Reference Committee (IRC), has undertaken a project to update the packaging rules of the Social Housing qualification and update twelve Social Housing Units of Competency to reflect the initiatives the government has placed on social housing through proposed

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# QUESTIONS?



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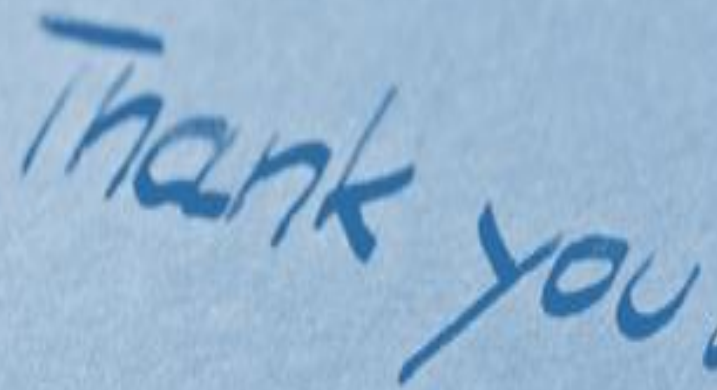
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Thank you