



CATAPULT

CHCSOH010

Work with clients within the social housing system

Table of Contents (Extract)

NOTE: This is a sample only. This cover page is not included in Catapult Smallprint's printed books.

This Table of Contents extract is taken from Catapult Smallprint's full hardcopy Trainer/Assessor Guide for the unit CHCSOH010.

For more information, including using our enhanced online version of this unit in Catapult LMS, or to purchase the Learner or Trainer printed books, please see this unit on our website by clicking this link:

<https://catapultlearning.com.au/product/CHCSOH010/>

Trainer/assessor guide

CHCSOH010

Work with clients within the social housing system

Welcome to this unit of study

This unit describes the skills and knowledge required to assist people who are looking for or need assistance with housing and accommodation.

This unit applies to work in both tenancy and non-tenancy services within the social housing sector. Workers are required to exercise judgement and sensitivity when working with clients within clearly defined processes and procedures.

It may be undertaken as:

- » part of a formal qualification nationally recognised through the Australian Qualifications Framework (AQF)
- » a stand alone unit
- » part of a formal skill set

Contents

About this trainer/assessor guide	4
Learning resource.....	5
Topic 1: Plan for work in the housing system.....	5
Researching client groups and stakeholders	5
Problems for clients and factors impacting provision of housing.....	15
Researching escalation and reporting procedures	33
Researching referral procedures and networks	35
Check your understanding	39
Topic 2: Provide assistance to clients with housing issues	41
Communicating while showing patience, empathy, and respect.....	41
Providing advice and assistance on housing options	45
Providing assistance to maintain tenancies	49
Resolving and escalating issues.....	51
Following organisation procedures for referral.....	60
Using technology	62
Check your understanding	69
Topic 3: Document and review work	71
Completing documentation and reporting	71
Reviewing work to ensure adherence to access and equity	73
Adopting a continuous improvement approach	77
Check your understanding	83
References.....	85
Assessment workbook.....	89
Unit information.....	91
What is competency-based assessment?.....	92
How will my competency be assessed?.....	93
Assessment agreement.....	94
Foundation skills checklist.....	95
Skills recognition.....	96
Topic 1: Plan for work in the housing system.....	97
Topic 2: Provide assistance to clients with housing issues	98
Topic 3: Document and review work	99
Knowledge questions	100
Topic 1: Plan for work in the housing system.....	101
Topic 2: Provide assistance to clients with housing issues	106
Topic 3: Document and review work	116
Topic 4: Specific knowledge evidence.....	119
Performance tasks.....	128
Third party evidence collection agreement	129
Topic 1: Plan for work in the housing system.....	130
Topic 2: Provide assistance to clients with housing issues	132
Topic 3: Document and review work	135

Completion record..... 137
Unit mapping..... 138
Trainer/ assessor user instructions..... 141

About this trainer/assessor guide

Learning resource

The learning resource is divided into the following topics:

- » Plan for work in the housing system
- » Provide assistance to clients with housing issues
- » Document and review work

Each topic provides information to help you gain the skills and knowledge required to perform the work tasks to which they refer. Read the information and practise the skills described. You should also take the opportunity to undertake additional independent research. Your trainer/assessor may also provide supplementary information including interpretation of the contents of this resource.

At the end of each topic is:

- » a set of true or false questions
- » a set of multiple choice questions

These questions provide an opportunity to check your understanding and progress. They are self-marking and do not form part of the assessment for the unit.

Assessment workbook

To have this unit recognised as a formal qualification you need to have your skills and knowledge assessed. The assessment workbook provides:

- » information on competency-based assessment
- » instructions on how you will be assessed
- » assessment tools to assess your competence
- » instructions on how to complete the assessment tasks within each assessment tool

To be assessed as competent you need to provide evidence that you have the skills and knowledge to undertake the requirements of this unit. This assessment of competency is made by a qualified trainer/assessor from a registered training organisation. You must complete all the assessments as directed by your trainer/assessor to the required standard. It is not necessary to work through the guide in the order in which it is written. However this is at the discretion of your trainer/assessor.

Disclaimer

Information contained in this resource is drawn from sources believed to be reliable. The firm, its employees, agents and contractors do not warrant the correctness of the sources used and accept no responsibility to any person for any errors or omissions or for any loss or damage howsoever caused from the use of this resource.
