



Mount Isa Institute of TAFE

# Fact Sheet

## CHC40802 – Certificate IV in Social Housing

### What career options do I have?

Graduates of the Certificate IV may seek employment in roles such as Aboriginal Housing Worker, Aboriginal Tenancy Worker, Client Services Officer, Community Development Worker, Community Housing Worker, Executive Officer (small organisation), Housing Manager (reporting to Executive Officer), Housing Manager (small – medium size organisation – reports directly to Board of Directors), Housing Officer, Housing Worker, Intensive Tenancy Worker, Indigenous Community Development Worker, Indigenous Housing Manager (small-medium size organisation – reports directly to Board of Directors), Indigenous Housing Officer, Policy Worker, Program Officer, Property worker, senior Client Services Officer – General, Supported Housing Worker, and Tenancy Worker.

### What will I learn?

This qualification covers workers who are engaged in delivering social housing services to tenants, applicants and the community and would also be appropriate for policy workers in the non-government sector.

### What qualification will I receive?

A Certificate IV in Social Housing on successful completion or a Statement of Attainment for competencies achieved.

### Where will I train?

Mount Isa via external (remote) delivery.

### How long will the training take?

Duration will depend on study mode selected. Approximately eighteen (18) months if studying full time.

### How will the training take place?

Part-time, flexible day and evening classes.

### Am I eligible?

Workers at this level are required to have an understanding of Indigenous culture and history and to work with local communities in the provision of services. Prior to enrolment consider contacting the Client Information Centre to discuss preferences for training outcomes.

### Is what I already know taken into account?

Yes. Your history of study, skills and experience does matter. Consideration is given to your life and work experiences as well as formal and informal training. This may be applied using the national standard for Mutual Recognition or through Recognition of Prior learning (RPL). Documentary evidence will be requested.

### When can I start?/How do I apply?

Contact the Client Information Centre for the latest course commencement dates and enrolment details. You will need to arrange an enrolment interview with one of the Community Services teachers.

### Can I go onto further training?

Successful completion may contribute to credit towards a Diploma of Social Housing.

### What else might I find useful?

Financial assistance with fees may be available through concessions, or via 'Time to Pay' payment plan. This and other information such as Student Support, Study and Library Assistance, Student Responsibilities, is found in the Mount Isa Institute of TAFE Student Guide/ Handbook.

As a student, you are able to receive extra help with your study and learning skills from learning support staff. If you feel you need this type of support at any time during your study please do not hesitate to ask, and arrangements can be made.

### Where can I find more information?

Contact our friendly Client Information Centre staff on 4744 9999.

### What is the program structure?

To gain this qualification, fifteen (15) units of competency are to be achieved. There are eight (8) core units, and seven (7) elective units.

#### Core units

CHCCH10C	Manage and maintain tenancies
CHCCH1B	Orientation to work in social housing
CHCCOM3C	Utilise specialist communication skills to build strong relationships
CHCCS301A	Work within a legal and ethical framework
CHCCS9A	Provide support services to clients
CHCNET4A	Work with other services
CHCOHS301A	Participate in workplace safety procedures
CHCCD12C	Apply a community development framework

**Elective Units are listed on the reverse of the Fact Sheet.**

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## Elective Units

Group 1 (at least two electives must be selected from group 1)

- CHCCH11B Manage housing applications
- CHCCH12B Manage housing allocations
- CHCHC13B Manage tenancy rent and tenancy charges
- CHCCH14B Manage rental assistance process
- CHCCH16B Manage vacant properties
- CHCCH17B Respond to property maintenance or purchase enquires
- CHCCH22A Manage a formal service level support agreement
- CHCCH23A Provide advice to tenants and/or clients
- CHCCH24A Manage leasehold properties

- CHCCS405A Work effectively with culturally diverse clients and co-workers
- CHCGROUP3C Plan and conduct group activities
- CHCINF5B Meet statutory and organisational information requirements
- CHCINF7B Meet information needs of the community
- CHCNET2B Maintain effective networks
- CHCORG5B Maintain an effective work environment
- CHCPOL2A Contribute to the policy development
- CHCPOL3A Undertake research activities
- HLTHIR4A Work effectively in a cross cultural context with aboriginal and Torres Strait Islander people and organisations (recommended for indigenous housing workers)

Group 2

- BSBCMN206A Process and maintain workplace information
- CHCAD4A Provide advocacy and representation
- CHCADMIN3B Undertake administrative work
- CHCCD14B Implement a community development strategy
- CHCCM1C Undertake case management
- CHCCM2C Establish and monitor a case plan
- CHCCS3C Co-ordinate the provision of services and programs
- CHCCS402A Respond holistically to client issues

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