



Australian Government

**Assessment Requirements for CHCSOH002
Manage and maintain tenancy agreements
and services**

Release: 1

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Modification History

Release	Comments
Release 1	<p>This version was released in <i>CHC Community Services Training Package release 2.0</i> and meets the requirements of the 2012 Standards for Training Packages.</p> <p>Significant changes to performance criteria</p> <p>New evidence requirements for assessment including volume and frequency requirements</p> <p>Significant changes to knowledge evidence</p>

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be evidence that the candidate has:

- completed 1 tenancy agreement and explained housing services and the rights and responsibilities of all parties
- identified, prioritised and responded to the needs of 1 client with changing needs and circumstances
- responded to 1 complaint about a tenant
- responded to 1 complaint by a tenant
- responded to 1 appeal
- responded to 1 crisis situation by following organisation's intervention procedures
- terminated 1 tenancy agreement in accordance with organisation and legislative requirements
- followed eviction procedures for 1 client

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role. This includes knowledge of:

- organisation policies and procedures
- organisation and legislative reporting requirements

- relevant national and/or state/territory legislation regarding smoke alarms in individual, group and shared housing contexts
- principles of mediation and dispute resolution
- all aspects of the rental system, including knowledge of residential tenancy legislation
- rights and responsibilities of clients and the organisation
- organisation's complaints process and grievance procedures
- appeal process and client right of appeal
- principles of sustaining tenancies
- socioeconomic impact of homelessness
- primary, secondary and tertiary definitions of homelessness
- difference between and reasons for termination and eviction

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. Where simulation is used, it must reflect real working conditions by modelling industry operating conditions and contingencies, as well as, using suitable facilities, equipment and resources.

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4fle53>