



Centre for Training
in Social Housing
nsw Federation of
Housing Associations inc

Certificate IV in Social Housing
CHC40908

Information for Participants at a distance

Resourcing the Sector

CONTENTS

About distance delivery at the Centre for Training in Social Housing.....	2
Packaging rules for the Certificate IV in Social Housing CHC40908.....	2
Transition from distance delivery to e-learning	3
Schedule of units	3
Entry requirements.....	5
Computer and internet requirements	5
How long do I have to complete the qualification?	5
How do I register?.....	5
How am I assessed?.....	6
Support from the Federation	6
Costs	7
Payment	7
Am I ready to take on study via distance?	7
Questionnaire.....	8-10
Registration Form	11-13
Further information.....	13

About distance delivery at the Centre for Training in Social Housing

Thank you for your interest in completing the Certificate IV in Social Housing with the Centre for Training in Social Housing. This information pack is provided to assist you in understanding what's involved with studying by distance and what you need to do to apply and complete the course.

The Centre for Training in Social Housing (CTSH), is a business unit of the NSW Federation of Housing Associations (NSWFHA). CTSH provides the training and assessment. NSWFHA is a Registered Training Organisation (RTO). We have been providing the qualification through face to face delivery for over six years, and introduced distance delivery as a learning option in 2005.

Distance delivery refers to learning that is completed without attending classroom based face to face training. The aim is to remove the barriers of time, place and travel costs for regional housing workers to enable a more viable option to access formal training. However, you can choose to complete any of the units by face to face training if you wish to combine distance and face to face learning.

The materials are known as either Distance Learner Packs or e-learning units and contain all the information you need to be able to complete the unit or unit cluster (some packs have combined units where appropriate). Learning packs generally contain readings, activities, further resources and website listings and assessment tasks.

You will need to make a real commitment to completing the qualification by distance. This handbook provides you with information and strategies to help you think through the process.

Packaging Rules for the Certificate IV in Social Housing CHC40908

15 units must be selected for this qualification including:

- 10 compulsory units
- 5 elective units
A wide range of elective units is available and may include:
Units of competency to address workplace requirements and packaged at the level of this qualification or higher in Community Services and/or Health Training Packages
Where appropriate, to address workplace requirements, units of competency packaged at this level or higher in other relevant Training Packages.

!!! Transition from distance delivery to e-learning

The Federation's distance delivery of the Certificate IV training program is currently in a transition period and will eventually be fully replaced by online delivery. We believe that on line learning is a much more effective, engaging and enjoyable way of participating in training. This transition will take some time, however we will continue to alert all distance participants about further e-learning opportunities as they arise.

E-Learning Units

If you are choosing to undertake one of the e-learning units you will be required to undertake the online program for these units within the timeframe as directed by the Federation. For example, if you are electing to complete the *Understanding homelessness* unit you can either commence this unit in March 2010 or wait for a further delivery time (this may be next year. It is the same for *Workplace Safety* which is scheduled for June 2010. Complex needs is being delivered via e-learning in August 2010 but is also available to complete via distance.

Whilst each unit will vary in terms of the number of interactive sessions, activities and assessment tasks you will be asked to participate and complete, generally the online program for each unit will run for approximately 8 – 10 weeks. The online units have interactive sessions with chats and virtual classrooms which you will be asked to attend on a regular basis. If you are unavailable for these sessions there are alternative ways for you to participate and complete these sessions. You will be fully supported throughout the unit in terms of overcoming any technical issues, questions about any of the topic areas, assistance with completing tasks etc.

You will be provided with access and log on details prior to the unit's commencement and will need to allow for a minimum of 8 weeks before nominating a date to start your next distance unit.

Units currently available for distance delivery

UNIT	Available
Work effectively in social housing CHCCH301A (compulsory)	Now
Manage and maintain tenancy agreements and services CHCCH410A (compulsory)	Now
Complex needs: Provide services to client with complex needs CHCCS504A (compulsory) Please go to our E Learning information page on our website for further information & registration details	Now Also via E Learning commences in August 2010

Understanding homelessness: Work effectively with people experiencing or at risk of homelessness CHCCH427A (compulsory)	E Learning Commences in March 2010
---	---

Schedule of units available in 2010

UNIT	Available
Rent: Manage tenancy rent, charges and rental arrears CHCCH413A, <i>plus</i> Manage rental assistance process CHCCH414C (both electives)	February 2010
Work within a relevant legal and ethical framework CHCCS400A (compulsory)	March 2010
Communication in your workplace: Use targeted communication skills to build relationships CHCCOM403A (compulsory)	April 2010
Understanding Culture: Work effectively with culturally diverse clients and co-workers HLTHIR403B (compulsory) <i>plus</i> Work effectively with Aboriginal and/or Torres Strait Islander people HLTHIR404B (elective)	April 2010
Supports and Networks: Provide support services to clients CHCCS419B, <i>plus</i> Work effectively with other services and networks CHCNET501A (both compulsory)	May 2010
Workplace Safety: Contribute to OHS processes HLTOHS300A (compulsory)	E Learning Commences in June 2010
Inspections, vacancies and leasehold properties: Undertake property inspection CPPDSM301A, <i>plus</i> Manage vacant properties CHCCH416C, <i>plus</i> Manage leasehold properties CHCCH424B (x 3 elective units)	July 2010
Responsive maintenance: Respond to property maintenance enquiries CHCCH317A (elective)	July 2010
Applications and Allocations: Manage housing application processes CHCCH411A, <i>plus</i> Manage housing allocations CHCCH412C (both electives)	August 2010
Engaging your community: Work within a community development framework CHCCD412A, <i>plus</i> Facilitate client participation in the organisation CHCCS410A (both electives)	August 2010

Entry Requirements

It is recommended that candidates have experience working in the community housing, public housing, SAAP sector or real estate industry or be currently completing a traineeship or hold a position in a social housing related service.

Computer and internet requirements

You will need access to a computer, email and the internet, and will be required to use your home or work phone for the course. Distance delivery course materials are provided in hard copy and electronic copies are sent via email in PDF and Microsoft word format.

For full technical requirements for e-learning please go to the e-learning section on our website under 'Training' and download the Community Housing Employer Guide. All technical requirements are listed in Appendix A of this document:

http://www.communityhousing.org.au/T17_elearning/Community%20Hsing%20elearning%20employer%20guide%20V3.pdf

You may need to negotiate with your workplace regarding accessing the resources you require to undertake distance delivery studies. Please note that public libraries provide free or low cost internet access to the public.

How long do I have to complete the qualification?

We recommend that you complete the Certificate IV in Social Housing CHC40908 within a maximum of 3 years from your commencement date to ensure your qualification is current. However, the distance delivery program for the Certificate IV in Social Housing is currently self paced. It is up to you to set your study timeframe for receiving and completing your distance packages for each unit except for the e-learning units. In our experience, most people comfortably complete the qualification within 2 years. Our training co-ordinator can help you to set out a timeframe that best suits you and your circumstances and advise you on where to start.

Deferment of your course is allowed for a maximum of 1 year. You must apply in writing to the Training Co-ordinator stating the period for which you wish to defer your registration. The Manager of the Good Practice Unit will approve or decline your deferment.

How do I register?

The registration form is at the back of this information pack.

For e-learning units you will be required to undertake these at the designated time. See page 3 for further information.

For all other distance delivery units you are asked on the registration form to nominate the unit(s) which you wish to undertake and the starting date that you wish to receive the distance delivery learning pack(s). You do not have to enrol in the full qualification. You may wish to start with a single pack.

There are no set rules about the order in which you do the distance learning packs. You may wish to start with a unit or set of units that relate directly to work or a project you are currently doing.

We will send you one distance learning pack at a time unless otherwise negotiated.

Once you have received a distance learning pack you are required to complete the associated assessment task **within 3 months**. For the e-learning units you will need to complete the tasks within the designated times. If you have elected to do more than one unit by distance you will not be sent any further packages until your assessment task has been received. Extensions can be negotiated with the Training Co-ordinator under special circumstances. However, these assessments will incur an extra cost of \$90 per hour (on average approximately 2 hours of assessment time).

How am I assessed?

Each unit contains a set of tasks which you are required to successfully complete in order to demonstrate your competency. You are assessed as either 'competent' or 'not yet competent'.

You will be assigned an assessor for each distance pack. Your assessor is available to provide you with any assistance, information, feedback and support you require whilst you complete the pack. E-learners will have someone guiding them throughout the online program assessment tasks.

You may negotiate a different assessment process that is more suitable to your needs, for example there may be a work based project that you prefer to undertake. Your assessor will be happy to provide advice about this.

Support from the Federation

Doing a course via distance delivery can be daunting. Our aim is to make the process as easy for participants as possible. However, remaining motivated and interested is a key factor to successfully completing the units you have chosen to do. This is why we ask you to consider your reasons for undertaking the program before sending in your enrolment.

We understand that some people may never have done any formal study before or it's been a long time since you last undertook formal study. Our

assessors take this into account and help you to find ways to demonstrate your competency and knowledge.

You may also like to be part of a peer learning network which the Federation will co-ordinate. This will be an opportunity to discuss issues with others who are completing the unit(s) by distance.

Costs

Distance packs & E Learning units

Full members: \$245 each

Affiliate members: \$245 each

Associate members:..... \$270 each

Non members:..... \$290 each

PLEASE NOTE: Nationally recognised (or 'accredited') training does not attract GST. Costs may be subject to change in the new financial year.

Payment and conditions of registration

If you wish to cancel or change all or part of your registration we require **2 weeks notice** prior to the start date. Once you have been sent your nominated distance learning pack or access information you will be invoiced for that pack/unit.

Am I ready to take on study via distance delivery?

It's important to be realistic about your commitment to studying before enrolling in any of the units for the Certificate IV in Social Housing.

You will be required to dedicate approximately 25-30 hours study time per unit.

We recommend that you negotiate with your workplace for study leave or dedicated study time at work.

To help you assess whether distance delivery is the right choice for you, a quick questionnaire follows. It will only take a few minutes for you to complete. The completed questionnaire will help you clarify the following key questions:

- Do I know why I want to study?
- Is distance the right way for me to study?
- Do I have the necessary support?
- Am I willing to commit to studying?

QUESTIONNAIRE – Am I ready to study via distance delivery?

Do I know why I want to study:

1. Can I explain clearly (to myself, employer, family/friends) my reasons for undertaking all or part of the Certificate IV in Social Housing qualification?
 yes no
2. Am I seeking this qualification for a particular job?
 yes no
3. Have I defined my short and long term goals?
 yes no
4. Will studying through distance delivery lead me towards my personal and/or career goals?
 yes no
5. Have I considered any other ways of furthering my education?
 yes no

Is distance the right way for me to study:

1. Have I completed any formal or informal study in the past?
 yes no
2. Did I enjoy being a student in the past?
 yes no
3. Am I capable of analysing what I read, recognising the major points?
 yes no
4. If I don't understand something at first, am I able to go back and review it until it becomes clearer to me?
 yes no
5. Have I had my writing skills assessed in any way lately?
 yes no
6. Do I have experience in learning via distance?
 yes no

Do I have the necessary support:

1. Have I discussed my study time requirements with people who will be most affected?

yes no

2. Do I have the support of my:

Spouse / partner

yes no

Children and/or other family members

yes no

Employer

yes no

3. Do I know which of my present activities (time with family or friends, work, leisure, social commitments) I will reduce to give me the study hours I will need?

yes no

4. Do I know others who have studied via distance and can I turn to that person for encouragement?

yes no

5. Have I determined how to pay for my course?

yes no

Am I willing to commit to study:

1. If I commence the Certificate IV via distance, will I be able to reduce the time I now spend a week on:

Employment

yes no

Household responsibilities

yes no

Family care

yes no

Am I willing to commit to study continued:

Other educational programs

yes no

Recreation / relaxation

yes no

2. Can I re-organise my time to free up the required number of hours per week on a regular basis to complete my studies?

yes no

3. Do I have the determination to continue studying while handling other daily obligations?

yes no

4. Am I willing to stay on a task even when it seems very difficult?

yes no

5. Is this the right time to take on additional commitments?

yes no

6. Once I decide to do something, do I sit right down and get started?

yes no

Total Amount of **Yes** answers _____

Total Amount of **No** answers _____

Your score has no scientific value, but a lot of “no” answers may indicate you need to further consider your decision before you enrol for studying via distance delivery.



**Centre for Training
in Social Housing**
nsw Federation of
Housing Associations inc

Suite 301
64-76 Kippax Street
Surry Hills nsw 2010
Telephone (02) 9281 7144
Facsimilie (02) 9281 7603
Email: nswfha@communityhousing.org.au

Registration Form for Distance Delivery Certificate IV in Social Housing CHC40908

Please complete all 3 pages of this form

Personal Details

Your personal information will only be used for the purposes of our compliance with AQTF standards and to ensure your training needs are met. All information in this section is kept strictly confidential.

Title: First Name(s):

Surname:

Organisation:

Job Title:

Preferred Contact Address:.....

..... Postcode:.....

Work Tel:..... Home/Mobile Tel:

Fax: Email

Date of Birth: Female Male

CALD Aboriginal Torres Strait Islander Other

I do not want my email address to be provided as part of a peer learning network

Do you have any special needs that relate to your registration? Please describe:

.....
.....
.....

Instructions for completing this section

- The date indicates when you would like to have your chosen distance learning pack(s) sent to you. Remember, you have a maximum of 3 months from this date to complete the assessment task.
- You can register for one unit only at this point and update your registration as you progress, or you can register for any number.
- You can cancel or renegotiate your start date for any of your selected units up to 2 weeks prior to the date you have nominated.
- If you are wanting to do the e-learning units you will be required to undertake these in the month as stated below or when they are next available (this may be in the following year).

REMINDER: You DO NOT have to complete ALL PACKS. To complete the qualification you need to do all 10 compulsory units and 5 elective units. **PLEASE NOTE** that some of these units are combined into the one pack.

Date	Distance Pack / E-learning
	Work effectively in social housing CHCCH301A (compulsory)
	Manage and maintain tenancy agreements and services CHCCH410A (compulsory)
	Complex needs: Provide services to client with complex needs CHCCS504A (compulsory) – Also delivered via E Learning. Check E Learning page for any upcoming delivery dates.
E Learning – 1st March 2010 <input type="checkbox"/> Yes (please tick)	Understanding homelessness: Work effectively with people experiencing or at risk of homelessness CHCCH427A (compulsory)
	Rent: Manage tenancy rent, charges and rental arrears CHCCH413A, <i>plus</i> Manage rental assistance process CHCCH414C (both electives)
	Work within a relevant legal and ethical framework CHCCS400A (compulsory)
	Communication in your workplace: Use targeted communication skills to build relationships CHCCOM403A (compulsory)
	Understanding Culture: Work effectively with culturally diverse clients and co-workers HLTHIR403B (compulsory) <i>plus</i> Work effectively with Aboriginal and/or Torres Strait Islander people HLTHIR404B (elective)
	Supports and Networks: Provide support services to clients CHCCS419B, <i>plus</i> Work effectively with other services and networks CHCNET501A (both compulsory)

Start Date*	Distance Pack
E Learning – 2nd June 2010 <input type="checkbox"/> Yes (please tick)	Workplace Safety: Contribute to OHS processes HLTOHS300A (compulsory)
	Inspections, vacancies and leasehold properties: Undertake property inspection CPPDSM301A, <i>plus</i> Manage vacant properties CHCCH416C, <i>plus</i> Manage leasehold properties CHCCH424B (x 3 elective units)
	Responsive maintenance: Respond to property maintenance enquiries CHCCH317A (elective)
	Applications and Allocations: Manage housing application processes CHCCH411A, <i>plus</i> Manage housing allocations CHCCH412C (both electives)
	Engaging your community: Work within a community development framework CHCCD412A, <i>plus</i> Facilitate client participation in the organisation CHCCS410A (both electives)

Estelle Lohman, Training Co-ordinator
 NSW Federation of Housing Associations
Suite 301, 64-76 Kippax Street, SURRY HILLS NSW 2010
Ph: (02) 9281 7144 ext 205
Fax: (02) 9281 7603
Email: estelle@communityhousing.org.au

Further information

Go to our website for further information – www.communityhousing.org.au under 'Training Services'.

In particular see:

- **Overview of Cert IV**
This provides general information on the different delivery options for this qualification, course objectives, etc.
- **Unit Descriptors**
This provides a 'snapshot' of each of the unit packages.

- **Participant Information Handbook**
The Participant Information Handbook is provided for your information once you have registered for all or part of our training programme. This handbook contains detailed information on the Federation's training policies and procedures as well as other information relevant to your participation in our training program.

You can also access the full training package via the National Training Information Service website:

www.ntis.gov.au

Click on 'Training Packages', scroll down and click on CHCO8 Community Services Training Package, then click on 'Certificate IV' and scroll through the list until you come to 'CHC40908 Certificate IV in Social Housing'. The package of information is large and has been broken down into volumes which you can download in PDF format.

Volume 1 – Training Package Overview and Assessment Guidelines

Volume 2 – Qualifications Framework

Volume 3 – Employability Skills and Qualification Summaries

Volumes 4-7 provide the unit by unit breakdown in alpha/numeric order according to the code of each unit. The number of volumes indicates the huge number of units covered by this training package so it may take some time to negotiate your way through to the information you want.

Please contact Estelle Lohman at the NSW Federation of Housing Associations with any questions you may have regarding our distance delivery training programme (see previous page for contact details).

**We look forward to receiving
your registration**