



# Registering for your training

You can choose to complete all or part of the **Certificate IV in Social Housing CHC40908** or you can choose to participate in any of the training sessions simply as professional development training.

## Conditions of Registration

Please read the following conditions of registration carefully:

- Registration for all training is essential
- Courses may be cancelled at the discretion of the Federation and all registration fees fully refunded where appropriate.

## Cancellations and refunds

### Face to face training:

- Cancellations within 5 working days of the commencement date of the training **will not be refunded**, with the exception of on compassionate grounds.

### Distance delivery

- Cancellations within 5 working days of the date you have nominated to receive your distance pack materials **will not be refunded**, with the exception of on compassionate grounds.

### E Learning

- Cancellations must be made within 10 working days of the commencement date of the unit. After this two week period you will be invoiced for the full costs, with the exception of fees waived on compassionate grounds.

## Payment

No payment is required with this registration. A tax invoice will be send shortly.

**Please send your completed registration form to NSWFA at:**

**email:** JoanneB@communityhousing.org.au

**Phone:** (02) 9281 7144 – ext 205

**fax:** (02) 9281 7603

**mail:** Suite 301, 64-76 Kippax Street  
SURRY HILLS NSW 2010



2012  
Certificate IV Social Housing  
CHC40908

Ms/Mr/Other \_\_\_\_\_ First Name(s) \_\_\_\_\_

Family name \_\_\_\_\_

Position in Organisation \_\_\_\_\_

Organisation \_\_\_\_\_ NSWFHA Member: Y / N

Your Managers name: \_\_\_\_\_

Postal Address \_\_\_\_\_

\_\_\_\_\_ Postcode \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email you would like to be contacted on in regards with this Certificate:

\_\_\_\_\_

**Face to Face Delivery:**

Do you have any specific dietary requirements?

\_\_\_\_\_

**Details for invoice**

Party responsible for payment: Myself / Organisation (please circle)

Postal address for invoice: \_\_\_\_\_

\_\_\_\_\_ Postcode \_\_\_\_\_

Name addressee: \_\_\_\_\_

## Additional personal information

The following information is required by us as part of 'Essential Conditions and Standards for Continuing Registration' as a Registered Training Organisation (RTO). 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 kept strictly confidential.

1. Birth date (Day/month/year): \_\_\_\_\_ 2. Gender: male  female

3. What is the address of your usual residence? (suburb and postcode only):  
\_\_\_\_\_

4. In which country were you born?

Australia  or other (please specify country)  \_\_\_\_\_

5. Do you speak a language other than English at home? Yes  No

If Yes, please specify: \_\_\_\_\_

6. If yes, how well do you speak English?

very well  well  not well  not at all

7. Are you of Aboriginal or Torres Strait Islander origin? Yes  No

8. Do you consider yourself to have a disability? Yes  No

If Yes, please specify from the following list (you may note more than one) Hearing/Deaf; Physical, Intellectual, learning, Mental Illness, Acquired Brain Impairment, Vision, Medical condition, other: \_\_\_\_\_

9. What is your highest **completed** school level (Yr 8 or below, Yr 9, Yr 10, Yr 11 or Yr 12 or their equivalent): \_\_\_\_\_

10. In what year did you complete that school level? \_\_\_\_\_

11. Are you still attending secondary school? Yes  No

12. Have you successfully completed post secondary qualifications? Yes  No

13. If yes, which qualification? (Bachelor or higher, Advanced Diploma or Associate Degree, Diploma or Associate Diploma, Certificate IV, Certificate III or Trade Certificate, Certificate II, Certificate I, Certificates other than the above): \_\_\_\_\_

14. Of the following categories which best describes your current employment status?

(full-time, part-time, unemployed –seeking employment, unemployed - not seeking employment): \_\_\_\_\_

15. Of the following categories, which **best** describes your main reason for undertaking this qualification? (to get a job, try for a different career, to get a better job/promotion, I wanted extra skills for my job, to get into another course of study, personal interest/self development, other): \_\_\_\_\_



# 2012

## Certificate IV in Social Housing CHC40908

# Registration Form

**Packaging rules** -15 units must be selected to complete this qualification, comprising of a minimum of:

- 10 core units
- 5 elective units

*These do not have to be completed in 12 months*

**Please register me for the following CORE units:**

Core Units	Training	Method	Date
<b>Please tick your selected units</b>			
<input type="checkbox"/>	<p><b><i>Understanding Homelessness</i></b>            CHCCH427A: <b>Work effectively with people experiencing or at risk of homelessness</b>            (Diploma pre requisite)</p>	Online	<p><b>Commencing: 1<sup>st</sup> February</b>  <b>Duration: 6 weeks</b></p>
<input type="checkbox"/>	<p>CHCCS400A: <b>Work within a relevant legal and ethical framework</b></p>	Online	<p><b>Commencing: 6<sup>th</sup> February</b>  <b>Duration: 5 weeks</b></p>
<input type="checkbox"/>	<p><b><i>Complex needs</i></b>            CHCCS504A: <b>Provide services to clients with complex needs</b>            (Diploma elective)  <b>NOTE:</b> only in combination with elective CHCCS416A: Assess and provide services for clients with complex needs (also a diploma elective).</p>	<p><b>Face to face:</b>  <b>in combination on the same day with</b>            elective CHCCS416A:            Assess and provide services for clients with complex needs (also a diploma elective)</p>	<p><b>Wednesday 22nd February</b></p>

<input type="checkbox"/>	CHCCH410A: <b>Manage and maintain tenancy agreements and services</b> (Diploma pre requisite)	<b>Face to face:</b> <b>2 day session</b>	<b>Wednesday 28<sup>th</sup> March + Thursday 29<sup>th</sup> March</b>
<input type="checkbox"/>	CHCCH410A: <b>Manage and maintain tenancy agreements and services</b> (Diploma pre requisite)	<b>Online</b>	<b>Commencing: 16<sup>th</sup> April</b> <b>Duration: 8 weeks</b>
<input type="checkbox"/>	<b>Understanding culture</b> HLTHIR403B: <b>Work effectively with culturally diverse clients and co-workers</b> (diploma elective) <b>NOTE:</b> only in combination with elective HLTHIR404B: Work effectively with Aboriginal and/or Torres Strait Islander people (also a diploma elective)	<b>Face to face:</b> <b>In combination on the same day with</b> elective HLTHIR404B: Work effectively with Aboriginal and/or Torres Strait Islander people (also a diploma elective)	<b>Wednesday 18<sup>th</sup> April</b>
<input type="checkbox"/>	<b>Complex needs</b> CHCCS504A: <b>Provide services to clients with complex needs</b> (Diploma elective) <b>NOTE:</b> only in combination with elective CHCCS416A: Assess and provide services for clients with complex needs (also a diploma elective).	<b>Online:</b> <b>in combination with</b> elective CHCCS416A: Assess and provide services for clients with complex needs (also a diploma elective)	<b>Commencing: 2<sup>nd</sup> May</b> <b>Duration: 6 weeks</b>
<input type="checkbox"/>	CHCCS400A <b>Work within a relevant legal and ethical framework</b>	<b>Face to Face</b>	<b>Wednesday 16<sup>th</sup> May</b>
<input type="checkbox"/>	<b>Supports and networks</b> CHCCS419B: <b>Provide support services to clients</b> <b>plus</b> CHCNET501A: <b>Work effectively with other services and networks</b> (also a diploma core unit)	<b>Face to Face</b>	<b>Wednesday 23rd May</b>

<input type="checkbox"/>	<p><b>Understanding culture</b></p> <p>HLTHIR403B: <b>Work effectively with culturally diverse clients and co-workers</b></p> <p>(diploma elective)</p> <p><b>NOTE:</b> only in combination with elective HLTHIR404B Work effectively with Aboriginal and/or Torres Strait Islander people (also a diploma elective)</p>	<p><b>Online:</b></p> <p><b>In combination with</b> elective HLTHIR404B Work effectively with Aboriginal and/or Torres Strait Islander people (also a diploma elective)</p>	<p><b>Commencing: 18<sup>th</sup> June</b></p> <p><b>Duration: 6 weeks</b></p>
<input type="checkbox"/>	<p>CHCCH410A: <b>Manage and maintain tenancy agreements and services</b></p> <p>(Diploma pre requisite)</p>	<p><b>Face to face</b></p> <p><b>2 day session</b></p>	<p><b>Wednesday 20<sup>th</sup> June + Thursday 21<sup>st</sup> June</b></p>
<input type="checkbox"/>	<p><b>Social Housing – the Big Picture</b></p> <p>CHCCH301A: <b>Work effectively in social housing</b></p> <p>(Diploma pre requisite)</p>	<p><b>Online</b></p>	<p><b>Commencing: 25<sup>th</sup> June</b></p> <p><b>Duration: 4 weeks</b></p>
<input type="checkbox"/>	<p><b>Workplace Safety</b></p> <p>HLTOHS300A: <b>Contribute to OHS processes</b></p>	<p><b>Online</b></p>	<p><b>Commencing: 6<sup>th</sup> August</b></p> <p><b>Duration: 4 weeks</b></p>
<input type="checkbox"/>	<p><b>Complex needs</b></p> <p>CHCCS504A: <b>Provide services to clients with complex needs</b></p> <p>(Diploma elective)</p> <p><b>NOTE:</b> only in combination with elective CHCCS416A: Assess and provide services for clients with complex needs (also a diploma elective).</p>	<p><b>Online:</b></p> <p><b>in combination with</b> elective CHCCS416A: Assess and provide services for clients with complex needs (also a diploma elective)</p>	<p><b>Commencing: Wednesday 8<sup>th</sup> August</b></p> <p><b>Duration: 6 weeks</b></p>
<input type="checkbox"/>	<p><b>Supports and networks</b></p> <p>CHCCS419B: <b>Provide support services to clients plus</b></p> <p>CHCNET501A: <b>Work effectively with other services and networks</b> (also a diploma core unit)</p>	<p><b>Online</b></p>	<p><b>Commencing: 24<sup>th</sup> September</b></p> <p><b>Duration: 6 weeks</b></p>

<input type="checkbox"/>	<p><b><i>Strengthening communication in your workplace</i></b></p> <p>CHCCOM403A: <b>Use targeted communication skills to build relationships</b></p>	Online	<p>Commencing 11<sup>th</sup> October</p> <p>Duration: 4 weeks</p>
<input type="checkbox"/>	<p><b><i>Supports and networks</i></b></p> <p>CHCCS419B: <b>Provide support services to clients plus</b></p> <p>CHCNET501A: <b>Work effectively with other services and networks</b> (also a diploma core unit)</p>	Face to face	<p>Commencing: 14<sup>th</sup> November</p>

**Please register me for the following ELECTIVE units:**

Elective units	Training	Method	Date
<b>Please tick your selected units</b>			
<input type="checkbox"/>	<p><b><i>Complex needs</i></b></p> <p>CHCCS416A: <b>Assess and provide services for clients with complex needs</b> (Diploma elective)</p> <p><b>NOTE:</b> only in combination with core CHCCS504A: Provide services to clients with complex needs (also a diploma elective)</p>	<p>Face to face:</p> <p><b>in combination on the same day with</b> core CHCCS504A: Provide services to clients with complex needs (also a diploma elective)</p>	<p>Wednesday 22<sup>nd</sup> February</p>
<input type="checkbox"/>	<p><b><i>Rent</i></b></p> <p>CHCCH413A: <b>Manage tenancy rent, charges and rental arrears plus</b></p> <p>CHCCH414C: <b>Manage rental assistance processes</b></p> <p>Both units are social housing electives</p>	<p>Face to face</p> <p><b>Note:</b> Both units are face to face on the same day</p>	<p>Friday 30<sup>th</sup> March</p>
<input type="checkbox"/>	<p>CHCAD506A: <b>Represent the organisation in a court or tribunal</b> (also a diploma elective)</p>	<p>Face to Face:</p> <p><b>2 day session</b></p>	<p>Tuesday 3<sup>rd</sup> April &amp; Wednesday 4<sup>th</sup> April</p>
<input type="checkbox"/>	<p><b><i>Understanding culture</i></b></p> <p>HLTHIR404B: <b>Work effectively with Aboriginal and/or Torres Strait Islander people</b> (Diploma elective)</p> <p><b>NOTE:</b> only in combination</p>	<p>Face to face: <b>in combination on the same day with</b> core HLTHIR403B: Work effectively with culturally diverse clients and co-</p>	<p>Wednesday 18<sup>th</sup> April</p>

	with core HLTHIR403B: Work effectively with culturally diverse clients and co-workers (also a diploma elective)	workers (also a diploma elective)	
	<b>Complex needs</b> CHCCS416A: <b>Assess and provide services for clients with complex needs</b> (Diploma elective) <b>NOTE:</b> only in combination with core CHCCS504A: Provide services to clients with complex needs (also a diploma elective)	<b>Online</b> <b>in combination with</b> core CHCCS504A: Provide services to clients with complex needs (also a diploma elective)	<b>Commencing: 2 May</b> <b>Duration: 6 weeks</b>
	<b>Understanding culture</b> HLTHIR404B: <b>Work effectively with Aboriginal and/or Torres Strait Islander people</b> (Diploma elective) <b>NOTE:</b> only in combination with core HLTHIR403B: Work effectively with culturally diverse clients and co-workers (also a diploma elective)	<b>Online: in combination with</b> core HLTHIR403B: Work effectively with culturally diverse clients and co-workers (also a diploma elective)	<b>Commencing: 18<sup>th</sup> June</b> <b>Duration: 6 weeks</b>
<input type="checkbox"/>	<b>Inspections, vacancies &amp; leasehold properties</b> CPPDSM301A: <b>Undertake property inspection</b> <b>plus</b> CHCCH416C: <b>Manage vacant properties</b> <b>plus</b> CHCCH424D: <b>Manage leasehold properties</b> (also a diploma elective)	<b>Online</b>	<b>Commencing: 25<sup>th</sup> July</b> <b>Duration: 4 weeks</b>
<input type="checkbox"/>	<b>Responsive Maintenance</b> CHCCH317A: <b>Respond to property maintenance enquiries</b>	<b>Distance Pack</b>	<b>From 27<sup>th</sup> July</b> <b>One Month to complete</b>
<input type="checkbox"/>	<b>Tenant Participation</b> CHCCS410A: <b>Facilitate client participation in the organisation and its management</b> (also a diploma elective)	<b>Distance Pack</b>	<b>From 27<sup>th</sup> July</b> <b>One Month to complete</b>

	<p><b>Complex needs</b></p> <p>CHCCS416A: <b>Assess and provide services for clients with complex needs</b> (Diploma elective)</p> <p><b>NOTE:</b> only in combination with core CHCCS504A: Provide services to clients with complex needs (also a diploma elective)</p>	<p>Face to face</p> <p><b>in combination with</b> core CHCCS504A: Provide services to clients with complex needs (also a diploma elective)</p>	<p>Commencing: 8<sup>th</sup> August</p>
<input type="checkbox"/>	<p><b>Applications and Allocations</b></p> <p>CHCCH411A: <b>Manage housing application processes</b></p> <p><b>plus</b></p> <p>CHCCH412C: <b>Manage housing allocations</b></p>	<p>Face to face</p> <p><b>2 day session</b></p>	<p>Wednesday 22<sup>nd</sup> August + Thursday 23<sup>rd</sup> August</p>
<input type="checkbox"/>	<p>CHCAD506A: <b>Represent the organisation in a court or tribunal</b> (also a diploma elective)</p>	<p>Face to Face:</p> <p><b>2 day session</b></p>	<p>Tuesday 11<sup>th</sup> &amp; Wednesday 12<sup>th</sup> September</p>
<input type="checkbox"/>	<p>CHCLEG411A: <b>Use relevant legislation in response to client needs</b> (also a diploma elective)</p>	<p>Online</p>	<p>Commencing: 8<sup>th</sup> November</p> <p>Duration 4 weeks</p>
<input type="checkbox"/>	<p><b>Rent</b></p> <p>CHCCH413A: <b>Manage tenancy rent, charges and rental arrears</b> <b>plus</b></p> <p>CHCCH414C: <b>Manage rental assistance processes</b></p> <p>Both units are social housing electives</p>	<p>Online</p>	<p>Commencing: 12<sup>th</sup> November</p> <p>Duration: 4 weeks</p>

**Thank you for registering for your training with the NSW Federation of Housing Associations. You will receive your confirmation documents and details for your training session(s) shortly.**