



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

# Distance Delivery Manual for Participants

*Resourcing the Sector*

## About distance delivery at the Centre for Training in Social Housing, NSWFHA

Thank you for your interest in completing the Certificate IV in Social Housing with the Centre for Training in Social Housing. The Centre for Training in Social Housing offers limited numbers of units that can be completed by distance education. 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. Some of the unit options for the Certificate IV qualification cross over into the Diploma of Social Housing CHC50808 and you elect to complete these via distance as part of your Diploma qualification.

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 since 2002, 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, or participating in e-learning options. 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. E-learning options are now fulfilling many of the goals of distance learning, and the CTSH is scaling down the distance learning program.

To complete the qualifications through CTSH, you will need to complete some of the units via other pathways such as e-learning, face to face and recognition of prior learning.

The materials are known as Distance Learner Packs and contain all the information you need to be able to complete the unit. Learning packs generally contain readings, activities, further resources and website listings and assessment tasks.

Distance delivery requires a commitment on your part to complete the unit. This handbook provides you with information and strategies to help you think through the process.

## Packaging Rules

### Certificate IV in Social Housing CHC40908

15 units must be selected for this qualification including:

- 10 core units (compulsory)
- 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.

### Diploma of Social Housing CHC50808

18 units must be selected to complete this qualification, made up of:

- ◆ 7 core units
- ◆ 11 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.

## IMPORTANT – Please note:

In 2012, the CTSH is offering only two units as distance education. All other units must be completed through another pathway, such as e-learning, face to face or recognition of prior learning.

The two units are:

**Responsive maintenance:** Respond to property maintenance enquiries  
CHCCH317A (elective)

**Tenant Participation:** Facilitate client participation in the organisation  
CHCCS410A (Cert IV and Diploma elective)

## Entry Requirements

### **Certificate IV in Social Housing CHC40908:**

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.

### **Diploma of Social Housing CHC50808**

To gain entry into Diploma of Social Housing CHC50808 you need to be recognised as competent, through a recognised training program or recognition process, against the following 3 units from the Certificate IV in Social Housing qualification:

1. Work effectively in social housing CHCCH301A
2. Manage and maintain tenancy agreements and services CHCCH410A
3. Work effectively with people experiencing or at risk of homelessness CHCCH427A

NSW FHA currently offer these units through their Certificate IV in Social Housing training program via face to face, e-learning, distance and recognition of prior learning.

**or**

You need to have sufficient relevant experience and knowledge of social housing work to indicate likely success at this level of qualification in a job role involving:

- The application of knowledge with depth in some areas and demonstration of a broad range of technical and other skills
- A wide range of tasks and roles in a variety of contexts, with complexity in the range and choices of actions required
- The exercise of discretionary judgment and decision making under general guidance

## 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.

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. In our experience, most people comfortably complete the qualification within 2 years. Our Training

Administrator 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 Administrator stating the period for which you wish to defer your registration. The Training Manager will approve or decline your deferment.

## How do I register?

The registration form is on the website. Register with the other units you will be studying.

The starting date for both these units is 27<sup>th</sup> July 2012. Once you have received a distance learning pack you will be asked to complete the associated assessment task **within 1 month**. Extensions can be negotiated with the Training Administrator under special circumstances. (There may be a further cost for extensions).

## How am I assessed?

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.

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'. Some assessment work may also be completed through arranged discussion sessions over the phone with your assessor.

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 Centre for Training in Social Housing

Doing a unit 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.

## Further information

Go to our website for further information – [www.communityhousing.org.au](http://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.

If you have any questions about this Distance delivery please contact Ruth Djordjevic on: Ph: (02) 9281 7144 ext 208 Email: [RuthD@communityhousing.org.au](mailto:RuthD@communityhousing.org.au)

**We look forward to receiving  
your registration**