

# CADETSHIP PROGRAM

## Employment & Training Information Pack

March 2021

[www.communityhousing.org.au/cadetship](http://www.communityhousing.org.au/cadetship)

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NSW Government in association with  
NSW Land & Housing Corporation



# CADETSHIP PROGRAM 2021

## Community Housing Industry Association NSW

### Earn and Learn with a Cadetship

**Together with the NSW Government, the Community Housing Industry Association (CHIA) NSW is providing new training opportunities connected to jobs in the Community Housing Industry through a Cadetship Program.**

This exciting program provides an opportunity for cadets to undertake paid employment and training in property management and asset development.

With 25 cadetships offered each year from 2021 until 2024, all participants who successfully obtain a place will enter a 12-month paid employment contract with a Community Housing Provider **and** enrol to study the [CHC42215 Certificate IV in Social Housing](#).

This nationally accredited qualification will provide foundation skills and knowledge in:

- understanding the community housing workplace,
- working with tenants and understanding their needs, and
- assessing and managing property maintenance and asset development.

Scheduled during work hours, training is delivered by industry and teaching experts with specialist knowledge and skills in the community housing sector. All trainers currently work in industry, hold a diploma or higher-level qualification in their relevant field, and a Certificate IV in Training and Assessment.

Both paid employment and training are for a 12-month period, with support provided in the workplace and throughout the course by dedicated Student Support Advisors, Mentors, Trainers and Work Placement Coordinators. Trainers will also work one-on-one with participants who require extra assistance to ensure the concepts and knowledge required are understood.

### CADETSHIP OVERVIEW



Develop property management and asset development skills working in an office environment, visiting people at their homes, or checking their properties.



Learn about the community housing sector and organisations that help people find a home and stable housing.



Obtain a qualification by undertaking training in the Certificate IV in Social Housing.



Earn an income as you go.



# APPLYING FOR A CADETSHIP

## Eligibility & Application Submission

### Determine Your Eligibility

The Cadetship Program is open to residents of NSW who are:

- social housing tenants and clients aged 25+
- unemployed and aged 15-24 years

### The Application Process

The Cadetship Program is limited to 25 places each year for four years (100 in total). To submit your application for consideration and assessment, please follow the steps below. If you do not have access to a computer at home, head to your local library to use their computer resources.

1

#### OBTAIN A UNIQUE STUDENT IDENTIFIER (USI)

All students must have a valid Unique Student Identifier (USI) to enrol in the course. This government requirement is also needed to issue your qualification on completion.

- **To obtain a USI:** apply directly at <https://www.usi.gov.au/students/get-a-usi>.
- **If you have a USI but forgotten it:** visit the [USI Registrar](#) and click on the **I have forgotten my USI** option. Instructions will be provided for retrieving your USI.

2

#### COMPLETE AN ONLINE APPLICATION FORM

Complete this online [Cadetship Application form](#) and be sure to include:

- Your USI (per Step 1)
- A brief statement outlining why you would like to undertake the cadetship
- A copy of your identification (ID) e.g. NSW Drivers Licence, Passport, Australian Birth Certificate

3

#### COMPLETE THE ONLINE LANGUAGE, LITERACY & NUMERACY ASSESSMENT

After submitting your application it will be reviewed. Should you be successful to move to the next step, you will receive a link to complete an online Language, Literacy and Numeracy (LLN) Assessment. This will assess your ability and skills for undertaking study, community participation and workplace employment requirements.

4

#### ATTEND AN INTERVIEW

Once your application form and LLN Assessment is received, they will be reviewed by a panel of trainers and Community Housing Providers. If successful, you will be invited to attend an interview to discuss the cadetship and your suitability.

5

#### ACCEPT OFFER

If successful, you will receive an offer to join the cadetship program and acceptance of its terms for training and employment with an allocated Community Housing Provider for a period of 12-months.

6

#### ATTEND INDUCTION

Your training program will commence with a 10-day induction to help you get started.



# IMPORTANT INFORMATION

## Key Things to Know About the Cadetship Program

Key Dates for Round 1	
Applications Open	22 March 2021
Applications Close	6 April 2021
LLN Assessments Due	9 April 2021
Application & LLN Review	Completed by 12 April 2021
Interviews	Commence 19 - 20 April 2021
Offers	23 April 2021
Induction & Training	Metropolitan - 3 May 2021 (Commencing with 10 Day Induction) Regional - 31 May 2021 (Commencing with 10 Day Induction)
Employment Commencement	Metropolitan - 17 May 2021 Regional - 14 June 2021

### Cadet Selection

25 cadets will be selected each year from the total pool of applicants according to the application process and eligibility criteria. Any applicants who attend an interview and are unsuccessful will be provided with feedback.

### Applying for Other Rounds

If you apply for Round 1 of the cadetship but are unsuccessful, you may apply for additional rounds from next year. We will keep you on our contact list and advise you of the next application period and associated dates.

### Training and Work Requirements

Successful cadets will undertake a combination of paid work and study throughout the contracted 12-month cadetship period. Training will be delivered face-to-face along with a combination of online learning materials and workplace assessments. Training will be delivered in blocks of consecutive days throughout the 12-month program. Successful cadets will be allocated employment with their nearest participating Community Housing Provider and be required to sign an employment and training contract.



# IMPORTANT INFORMATION

## Key Things to Know About the Cadetship Program

### Rates of Pay

The rate of pay for the 12-month cadetship employment period will be discussed during the interview process and determined by the employing Community Housing Provider.

### Work Hours

Weekly work hours will be discussed during the interview process and determined by the employing Community Housing Provider.

### Continued Employment

Training and paid employment under this cadetship program is for a period of 12-months only. Employment beyond this period is not guaranteed with your allocated Community Housing Provider. As part of your training, assistance will be provided to prepare you for seeking employment.

### Course Progression

Your study in the Cadetship is tied to you successfully attending work, maintaining a satisfactory work performance, attending training, and completing assessment tasks. We want to ensure all our students are on track to finish their qualifications within the 12-month employment and learning contract. If you are not completing work or attending class, we will follow-up with you and your employer. If you are not progressing due to unforeseen circumstances, you will be contacted by your Student Support Advisor.

### Completion of Training

Completion of training is expected within the 12-month period. However, students who have not completed the course and required training obligations during this time will be given a 3-month extension prior to graduation upon discussion with their trainer and Student Support Advisor.

### Benefits of the Cadetship Program

- Develop property management and asset development skills working in an office environment, visiting people at their homes, or checking their properties.
- Learn about the Community Housing Industry and organisations that help people find a home and stable housing.
- Obtain a nationally accredited qualification by undertaking the CHC42215 Certificate IV in Social Housing.
- Earn an income while you learn.



# IMPORTANT INFORMATION

## Key Things to Know About the Cadetship Program

### Commitment to Meeting Your Learning Needs

We would like to support your learning and working journey through the cadetship with a team of specialists, including:

- a Mentor who will be available to you to discuss issues which may arise in the workplace,
- a Student Support Advisor who will be available to assist you in your studies along with your trainer, and
- a Workplace Coordinator will be available to assist you with your assessments in the workplace.

### Recognising Your Prior Learning

Recognition of Prior Learning (RPL) is a process of assessment that acknowledges any previously acquired knowledge, experience, or skills to count towards the requirements for the CHC42215 Certificate IV in Social Housing. This may include skills obtained through training (informal or formal), work experience, or life experience. Further information will be provided during the training induction.

### About the Centre for Training in Social Housing

Training will be delivered by the Centre for Training in Social Housing - the Registered Training Organisation (RTO) No: 90400 of CHIA NSW. CHIA NSW's Learning and Development department is the leading training provider for community housing professionals and run courses and professional development that build the sectors capability.



# COURSE OVERVIEW

## CHC42215 Certificate IV in Social Housing

### About the Course

This qualification reflects the role of staff who are engaged in delivering services and support to tenants and residents of social housing. The elective units delivered are specifically directed at learning skills and knowledge on property management and asset development.

Workers at this level may work under limited supervision in an administrative and/or assisting capacity role in delivering housing support services in the social housing sector.

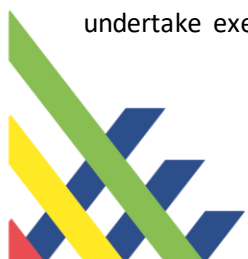
Summary Details	
Course Duration	12 Months
Course Structure	7 x Blocks of Training Across the 12 Months
Units of Study	8 Core Units & 7 Elective Units
Delivery Method	Face-to-face, Online Learning Materials & Workplace Assessments
Selection Requirements	Application, LLN Assessment & Interview
Start Date	Metropolitan - 3 May 2021 (Commencing with 10 Day Induction) Regional - 31 May 2021 (Commencing with 10 Day Induction)
Cost	Funded by the Land and Housing Corporation NSW

### Location

All training for Metropolitan Sydney will be based at our training room in Redfern - just a 10-minute walk from Central or Redfern Train Stations. The location for training in regional and rural NSW will be determined soon pending location of employment opportunities and successful applicants.

### Delivery Methods

Each face-to-face training session will allow you to learn from others in similar jobs, practice skills, and demonstrate competence in the required abilities. You will also have access to learning materials in our online learning management system called 'Moodle'. During orientation you will be introduced to Moodle and undertake exercises to familiarise yourself with the material and assessments.





# COURSE STRUCTURE

## CHC42215 Certificate IV in Social Housing

### Study in 7 Learning Blocks

The CHC42215 Certificate IV in Social Housing is streamlined and delivered in seven blocks of learning. These will be completed sequentially throughout the 12-month cadetship.

#### 1 Induction & Working in Industry (10 Days)

Learn to apply written and verbal communication techniques to establish build and maintain relationships with clients, colleagues and other stakeholders based on respect and trust. Develop an understanding of the industry and its many roles within the organisation that support applicants and tenants.

Elective 1	BSBPER301 Organise personal work priorities
Core Unit 1	CHCCOM002 Use communication to build relationships
Core Unit 2	CHCSOH010 Work with clients within the social housing system
Workplace Visit	Individual appointments with all students

#### 2 Working in Industry (5 Days)

Learn the key features of a safe working environment for yourself, staff, and clients, while developing a thorough understanding of the legal and ethical issues in the workplace.

Core Unit 3	CHCLEG001 Work legally and ethically
Core Unit 4	HLTWHS003 Maintain work health and safety

#### 3 Working with Tenants (5 Days)

Study the different social dimensions of cultural diversity and Aboriginal and/or Torres Strait Islander cultural safety. This cluster also canvasses the issues surrounding homelessness its impact on tenants and their need for sustainable tenancies.

Elective 2	CHCDIV002 Promote Aboriginal and/or Torres Strait Islander cultural safety
Core Unit 5	CHCDIV001 Work with diverse people
Core Unit 6	CHCSOH001 Work with people experiencing or at risk of homelessness
Learning Hub	Support with assessments





# COURSE STRUCTURE

## CHC42215 Certificate IV in Social Housing

### 4 Property Management (5 Days)

Study the Residential Tenancy Act to enhance your understanding of the rights and responsibilities for both tenants and the Community Housing Provider. This will address how maintenance enquiries are to be handled in each organisation and the purpose for maintaining properties.

Core Unit 7	CHCSOH002 Manage and maintain tenancy agreements and services
Elective 3	CHCSOH007 Respond to property maintenance enquiries

### 5 Property Management (5 Days)

Learn the correct procedures and processes for visiting tenant's residences to ensure they prepare for the visit and are able to identify any issues which may arise from the visit and accurately assess the tenant's property needs.

Elective 4	CHCCCS027 Visit client residence
Elective 5	CPPREP3105 Assist with property inspection
Learning Hub	Support with assessments
Workplace Visit	Individual appointments with all students

### 6 Property Management (5 Days)

Study how to inspect managed properties, prepare inspection reports and implement required repairs and maintenance. Once a property becomes vacant learn how to prepare the property for letting, and manage repairs and maintenance required after the tenant has left. Understand your responsibilities as part of the Residential Tenancy Agreement for ensuring the property is in good order to be able to be let to applicants waiting for housing.

Elective 6	CPPREP3104 Assisting with maintaining and protecting condition of managed properties
Elective 7	CHCSOH006 Manage vacant properties
Learning Hub	Support with assessments

### 7 Client & Self Care (5 Days)

Learn how to manage and communicate with tenants who have diverse and multi-faceted needs and appropriately refer to tenancy managers.

Core Unit 8	CHCCCS004 Assess co-existing needs CHCPRP003 Reflect and improve on professional practice
Learning Hub	Support with assessments
Workplace Visit	Individual appointments with all students

# UNIT DESCRIPTIONS

## CHC42215 Certificate IV in Social Housing

Unit	Description
<b>BSBPEF301</b>	<b>ORGANISE PERSONAL WORK PRIORITIES</b> This unit describes the skills and knowledge required to organise personal work schedules, to monitor and obtain feedback on work performance and to maintain required levels of work competence
<b>CHCCOM002</b>	<b>USE COMMUNICATION TO BUILD RELATIONSHIPS</b> This unit describes the skills and knowledge to apply specific communication techniques to establish, build and maintain relationships with clients, colleagues and other stakeholders based on respect and trust. This unit applies to work across a range of workplace contexts where workers at all levels may communicate with individuals and/or groups both in person and in writing.
<b>HLTWHS003</b>	<b>MAINTAIN WORK HEALTH AND SAFETY</b> This unit describes the skills and knowledge required to implement and monitor work health and safety (WHS) policies, procedures and work practices as part of a small work team. This unit applies to workers who have a key role in maintaining WHS in an organisation, including duty of care for other workers.
<b>CHCLEG001</b>	<b>WORK LEGALLY AND ETHICALLY</b> This unit describes the skills and knowledge required to identify and work within the legal and ethical frameworks that apply to an individual job role. This unit applies to community services and health workers who play a proactive role in identifying and meeting their legal and ethical responsibilities.
<b>CHCDIV002</b>	<b>PROMOTE ABORIGINAL AND/OR TORRES STRAIT ISLANDER CULTURAL SAFETY</b> The unit describes the skills and knowledge required to identify Aboriginal and/or Torres Strait Islander cultural safety issues in the workplace, model cultural safety in own work practice, and develop strategies to enhance cultural safety. This unit applies to people working in a broad range of roles including those involved in direct client service, program planning, development and evaluation contexts.
<b>CHCDIV001</b>	<b>WORK WITH DIVERSE PEOPLE</b> This unit describes the skills and knowledge required to work respectfully with people from diverse social and cultural groups and situations, including Aboriginal and/or Torres Strait Islander people. This unit applies to all workers.
<b>CHCSOH001</b>	<b>WORK WITH PEOPLE WHO ARE EXPERIENCING OR AT RISK OF HOMELESSNESS</b> This unit describes the skills and knowledge required to work with people who are experiencing homelessness or at risk of becoming homeless, including women and children experiencing family violence.



# UNIT DESCRIPTIONS

## CHC42215 Certificate IV in Social Housing

Unit	Description
<b>CHCSOH002</b>	<b>MANAGE AND MAINTAIN TENANCY AGREEMENTS AND SERVICES</b> This unit describes the skills and knowledge required to manage tenancy agreements and associated housing services. This unit applies to work in a social housing context in agencies responsible for sustainable tenancy management. Workers are required to exercise judgement and sensitivity when working with clients.
<b>CHCSOH007</b>	<b>RESPOND TO PROPERTY MAINTENANCE ENQUIRIES</b> This unit describes the skills and knowledge required where housing staff are required to respond to maintenance enquiries relating to social housing properties. This unit applies to property found in a range of locations, including urban, semi urban and non-urban environments, as well as low, medium and high-density housing estates and body corporate arrangements. It also applies to both publicly owned and managed properties and privately owned and leased properties. Staff will be required to exercise judgement and sensitivity when working with clients.
<b>CHCSOH027</b>	<b>VISIT CLIENT RESIDENCE</b> This unit describes the skills and knowledge required to make visits to clients to assess needs and/or deliver services in their place of residence. It will cover the tasks of preparing for a visit, undertaking the visit and communicating appropriately with the tenant.
<b>CPPREP3105</b>	<b>ASSIST WITH PROPERTY INSPECTION</b> This unit specifies the skills and knowledge required to assist with the inspection of property for condition and compliance with approved requirements. The unit applies to support workers in social housing undertaking tasks with at least a moderate degree of autonomy and performing routine activities without close supervision.
<b>CPPREP3104</b>	<b>ASSIST WITH MAINTAINING AND PROTECTING CONDITION OF MANAGED PROPERTIES</b> This unit specifies the skills and knowledge required to inspect managed properties, prepare inspection reports, and implement required repairs and maintenance. This will include the process of determining inspection requirements, assist with the inspection of the property, prepare and submit a written report about inspection findings, manage the repairs and maintain documentation.
<b>CHCSOH006</b>	<b>MANAGE VACANT PROPERTIES</b> This unit describes the skills and knowledge required to manage rental properties which have become vacant. It will include managing vacancies, manage abandoned properties and goods, assess and manage property condition and refer arrears management procedures.
<b>CHCCCS004</b>	<b>ASSESS CO-EXISTING NEEDS</b> This unit describes the skills and knowledge required to assess the diverse and multi-faceted needs of people and determine both internal and external services required to meet those needs.



# COURSE ASSESSMENT

## CHC42215 Certificate IV in Social Housing

### About Assessment

Our assessment tasks have been developed to draw on workplace experience and enable you to consolidate your learning.

### Assessment Outcomes

For each unit, there are two assessment outcomes:

- **Competent (C)** - The learner has demonstrated competency in all learning outcomes.
- **Not Yet Competent (NYC)** - The learner has not yet demonstrated competency in all learning outcomes.

Each assessment task you submit will be assessed as either Satisfactory or Unsatisfactory. To demonstrate competency, you must satisfactorily complete each assessment task.

If you receive a grade of 'Unsatisfactory', you will be asked to re-submit part or all of the assessment. Support with assessments will be provided by your Student Support Advisor.

### Completing and Submitting Assessment Tasks

Your training materials will contain details of the assessment tasks, and the due date for completion of each assessment task, assessment criteria, and the method of assessment used.

Assessments will be undertaken in class or at the workplace. All assessment evidence will be submitted online via Moodle.

### Academic Honesty and Plagiarism

We expect all work submitted for assessments to be your own effort. If you use other material without referencing the original source, you may be committing plagiarism, which is an example of academic misconduct. Plagiarism includes:

- quoting or paraphrasing someone else's work without acknowledgement.
- using another student's work.
- having someone else write your assignment for you.

### Referencing

It is important to mention any materials to which you refer in your assessment work. You will be taught how to reference correctly in your induction program.



## CONTACT US

For information or questions about the Cadetship Program, email us with your contact details at:  
[cadetship@communityhousing.org.au](mailto:cadetship@communityhousing.org.au)

## CENTRE FOR TRAINING IN SOCIAL HOUSING

Centre for Training in Social Housing is the RTO of Community Housing Industry Association NSW – RTO: 90400. For more information, go to: [www.communityhousing.org.au/learning-development](http://www.communityhousing.org.au/learning-development)

### COVERING ARTWORK | BUNDYI/YALBILINYA

In Wiradjuri language, this means SHARE/LEARN and was created by **NATHAN PECKHAM, Yurana Creative.**

This piece depicts a gathering of hunters at a yuriyaw (water hole) on the river. They have travelled a long way from different parts of the land to come together to share and learn from each other.

These birra-man (travellers) are young and old, innocent and wise but they all share the same desire to grow together. The lesson is growth through learning.

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