



Induction Program

CHIA Vic's Induction has been designed to be completed by new housing and tenancy workers as they start their careers in the community housing industry.

Participants must complete all three highly-recommended units and a minimum number of four elective units over a six-month period, the first 2020 intake will be in February.

The **three highly-recommended units** are:

1. Residential Tenancies Act for New Housing Workers – 31 January
2. VCAT Hearings - 18 February
3. Introduction to the community housing industry – 5 March

Participants also select **at least four elective units**. In the first half of 2020, these are:

1. Gaining entry to rented premises – 11 February
2. Handle With Care™ staff safety and defusing situations where individuals may be aggressive – 3 March
3. Management in Rooming Houses – 28 February
4. Managing complex cases for housing workers – 11 March
5. Managing vicarious trauma – 31 March
6. Understanding big social housing picture - Tues 7 May
7. Case Notes and Record Keeping – 28 April

Additional elective units will be available in the second half of 2020.

If members book and pay for the entire **Induction Program** in advance (three highly recommended units and four elective units) **they will receive a 20 per cent discount off the total course fee.**

Contact holly.mullaney@chiavic.com.au for any training and registration related queries or bookings.