

QUALIFICATION DETAILS

Qualification number/Te nama o te tohu mātauranga			
English title/Taitara Ingarihi	New Zealand Certificate in Community Housing (Tenancy Management)		
Māori title/Taitara Māori			
Version number/Te putanga	1	Qualification type/Te momo tohu	Certificate
Level/Te kaupae	4	Credits/Ngā whiwhinga	120
NZSCED/Whakaraupapa	090511 Society and Culture>Human Welfare Studies and Services>Community Client Care		
Qualification developer/Te kaihanga tohu	Toitū te Waiora Community, Health, Education and Social Services Workforce Development Council		
Review Date /Te rā arotake	31 December 2030		

OUTCOME STATEMENT/TE TAUĀKI Ā-HUA

Strategic Purpose statement/ Te rautaki o te tohu
<p>The purpose of this qualification is to provide the community housing sector with people who have the skills, knowledge and behaviours required to establish and manage a tenancy relationship and to provide holistic support a tenant to sustain their tenancy.</p> <p>The qualification aims to benefit the community by assuring confidence in the ability of tenancy managers working in a community housing context, and to contribute to establishing a consistency of practice.</p> <p>This is an entry-level qualification targeted at people already working in, or those who intend to be employed in or develop a career in tenancy management in the community housing sector.</p> <p>Graduates will benefit by gaining a qualification that recognises their ability to support tenants and whānau to sustain a community housing tenancy through effective tenancy management and meaningful, whole-of-person support and empowerment.</p> <p>Graduates will be capable of working in a self-managed capacity under broad guidance and may have some responsibility for the performance of others.</p>

This qualification is not associated with professional registration.

Graduate Profile/Ngā hua o te tohu

Graduates of this qualification will be able to:

- Engage and communicate with community housing tenants, their whānau and/or support people in a manner which respects their socio-cultural identity, experiences and self-knowledge
- Apply knowledge of Te Tiriti o Waitangi to honour the history and context of Māori as tangata whenua and apply knowledge of the impact of land loss, colonisation, and intergenerational trauma in the context of housing support
- Demonstrate self-awareness, reflective practice, personal leadership and self-care in a community housing setting
- Actively contribute to a culture of professionalism, safety, and quality in a community housing setting
- Establish and maintain residential tenancies in accordance with New Zealand legislation for residential property
- Operate with broad legal, operational, and theoretical knowledge of the property when undertaking work as a tenancy manager
- Manage maintenance of residential rental properties
- Resolve tenancy conflicts using third parties where appropriate
- Plan, design, write and edit documents to produce clear, concise and audience-appropriate documentation for a range of tenancy management purposes
- Manage workload and utilise relationships for effective service delivery in a community housing context

Education Pathway/ Ngā huarahi mātauranga

This qualification may build on the National Certificate in Educational Achievement (Level 3) [Ref:1039].

Employment, Cultural, Community Pathway/ Ko ngā huarahi ā-mahi, ā-ahurea, ā-whānau, ā-hapū, ā-iwi, ā-hapori anō hoki

Graduates of the New Zealand Certificate in Community Housing (Tenancy Management) may work in tenancy administrator or tenancy manager roles within a community or social housing provider organisation.

QUALIFICATION SPECIFICATIONS/ NGĀ TAUWHĀITITANGA O TE TOHU

Qualification Award/ Te whakawhiwhinga o te tohu	This qualification can be awarded by an organisation with an approved programme or an accreditation to deliver an approved programme leading to the qualification.
Evidence requirements for assuring consistency/ Ngā taunaki hei whakaū i te tauritenga	<p>Evidence may include the following:</p> <ul style="list-style-type: none"> - Analysis of feedback from employers and graduates which demonstrates how well graduates are meeting the graduate outcomes in the workplace. - Evidence of effective internal quality assurance systems to assure that graduates meet the graduate outcomes of the qualification.
Minimum standard of achievement and standards for grade endorsements/ Te pae o raro e tutuki ai, ngā paerewa hoki hei whakaatu i te taumata o te whakatutukinga	Achieved
Other requirements for the qualification (including regulatory body or legislative requirements)/ Kō ētahi atu here o te tohu (tae atu hoki ki ngā here ā-hinonga whakamarumarū, ki ngā here ā-ture rānei)	<p>Employees working in the sector may be required to undergo checks depending on the context they are working in to ensure the safety of vulnerable people and/or children they may be supporting. This may include and is not limited to:</p> <ul style="list-style-type: none"> • Police checks, • Drug and alcohol testing, • Two references, • Checks against the Children's Act 2014, • Checks against any other relevant legislation.
General conditions for programme/ Ngā tikanga whānui o te hōtaka	<p>Programmes must:</p> <ul style="list-style-type: none"> • Honour Te Tiriti o Waitangi. • Recognise bi-cultural and multi-cultural

	<p>responsiveness and safety.</p> <ul style="list-style-type: none"> • Reflect the cultural and social aspirations of Māori, Pacific and Whaikaha learners. • Be accessible to all learners and include resources and delivery methods which support learner achievement, including the development of literacy and numeracy skills. • Include a minimum of 150 hours of relevant work experience. • Maintain currency with, and any amendments or replacements to, relevant legislation, regulations and New Zealand Standards (NZS). <p>Refer to the guidance document available on the Toitū te Waiora website www.toitutewaioara.nz</p>
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CONDITIONS RELATING TO THE GRADUATE PROFILE /NGĀ TIKANGA E HĀNGAI ANA KI NGĀ HUA O TE TOHU

Qualification outcomes/ Ngā hua		Credits/Ngā whiwhinga	Conditions/Ngā tikanga
1	Engage and communicate with community housing tenants, their whānau and/or support people in a manner which respects their socio-cultural identity, experiences and self-knowledge.	15	
2	Apply knowledge of Te Tiriti o Waitangi to honour the history and context of Māori as tangata whenua and apply knowledge of the impact of land loss, colonisation, and intergenerational trauma in the context of housing support.	10	
3	Demonstrate self-awareness, reflective practice, personal leadership and self-care in a community housing setting.	10	
4	Actively contribute to a culture of professionalism, safety, and quality in a community housing setting.	10	
5	Establish and maintain residential tenancies in accordance with New	20	

	Zealand legislation for residential property.		
6	Operate with broad legal, operational, and theoretical knowledge of the property when undertaking work as a tenancy manager.	10	
7	Manage maintenance of residential rental properties.	5	
8	Resolve tenancy conflicts using third parties where appropriate.	10	
9	Plan, design, write and edit documents to produce clear, concise and audience-appropriate documentation for a range of tenancy management purposes.	15	
10	Manage workload and utilise relationships for effective service delivery in a community housing context.	15	

TRANSITION INFORMATION/ HE KŌRERO WHAKAWHITI

Replacement information/ He kōrero mō te whakakapi	
Additional transition information/ Kō ētahi atu kōrero mō te whakakapi	<p>Version Information</p> <p>Version 1 of this qualification was published in xxxxxx 2025</p> <p>Please refer to Qualifications and Assessment Standards Approvals for further information.</p>