

# CHC30908

## Certificate III in Employment Services

### Course information and vocational outcomes

This is a nationally accredited course. It covers workers who provide a range of services to client and employers aimed at locating, securing and maintaining suitable employment for clients. Pathways on completion of this course could include: associate employment consultant; employment services receptionist; employment consultant in training; employment services administrative support; customer service officer; administrative officer.

To complete this course twelve units must be must be selected and completed. They consist of:

- eight core units
  - four elective units
- A wide range of elective units is available and may include:
- Relevant electives listed below the compulsory units for this qualification, including electives recommended for specific areas of work. Employers may specify that certain electives are required to address specific workplace needs.
  - 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

#### **The importance of culturally aware and respectful practice**

All workers in the disability sector need foundation knowledge to inform their work with Aboriginal and/or Torres Strait Islander clients and co-workers and with clients and co-workers from culturally and linguistically diverse backgrounds. This foundation must be provided and assessed as part of a holistic approach to delivery and assessment of this qualification. Specific guidelines for assessment of this aspect of competency are provided in the Assessment Guidelines for the Community Services Training Package. Where work involves a specific focus on Aboriginal and/or Torres Strait Islander and/or culturally diverse clients or communities, one or both of the following electives is recommended:

- HLTHIR403B - Work effectively with culturally diverse clients and co-workers
- HLTHIR404B - Work effectively with Aboriginal and/or Torres Strait Islander people

#### **Relevant electives**

Electives are to be selected in line with specified Packaging Rules. The following list of relevant electives is provided to facilitate selection. Employers may specify that certain electives are required to address specific workplace needs.

### Employability Skills

The facets included in the framework are deemed to apply generally to work in the community services industry, with specific customisation required to address work at different levels and sectors of the industry. This Employability Skills Qualification Summary includes all facets listed in the Employability Skills Framework, but have been customised to reflect specific this qualifications requirements:

## **Communication**

- Listening to and understanding *work instructions, directions and feedback*
- Speaking clearly/directly *to relay information*
- Reading and interpreting workplace related documentation, *such as prescribed programs*
- Writing to address audience needs, *such as case notes and reports*
- Interpreting the needs of internal/ external clients *from clear information and feedback*
- Applying *basic numeracy skills* to workplace requirements *involving measuring and counting*
- Establishing and using networks
- Sharing information (*e.g. with other staff, working as part of an allied health team*)
- Negotiating responsively (*e.g. re own work role and/or conditions, possibly with clients*)
- Persuading effectively
- Being appropriately assertive (*e.g. in relation to safe or ethical work practices and own work role*)
- Empathising (*e.g. in relation to others*)

## **Teamwork**

- Working as an individual and a team member
- Working with diverse individuals and groups
- Applying knowledge of own role as part of a team
- Applying teamwork skills to a *limited* range of situations
- Identifying and utilising the strengths of other team members
- Giving feedback

## **Problem solving**

- Developing practical solutions to workplace problems (*i.e. within scope of own role*)
- Showing independence and initiative in identifying problems (*i.e. within scope of own role*)
- Solving problems individually or in teams (*i.e. within scope of own role*)
- Using numeracy skills to solve problems (*e.g. time management, simple calculations, shift handover*)
- Testing assumptions and taking context into account (*i.e. with an awareness of assumptions made and work context*)
- Listening to and resolving concerns in relation to workplace issues
- Resolving client concerns relative to workplace responsibilities (*i.e. if role has direct client contact*)

## **Initiative and enterprise**

- Adapting to new situations (*i.e. within scope of own role*)
- Being creative in response to workplace challenges (*i.e. within relevant guidelines and protocols*)
- Identifying opportunities that might not be obvious to others (*i.e. within a team or supervised work context*)

## **Initiative and enterprise (cont.)**

- Translating ideas into action (*i.e. within own work role*)
- Developing innovative solutions (*i.e. within a team or supervised work context and within established guidelines*)

## **Planning and organising**

- Collecting, analysing and organising information (*i.e. within scope of own role*)

### **Planning and organising (cont.)**

- Using basic systems for planning and organising (*i.e. if applicable to own role*)
- Being appropriately resourceful
- Taking *limited* initiative and making decisions within workplace role (*i.e. within authorised limits*)
- Participating in continuous improvement and planning processes (*i.e. within scope of own role*)
- Working within clear work goals and deliverables
- Determining or applying required resources (*i.e. within scope of own role*)
- Allocating people and other resources to tasks and workplace requirements (*only for team leader or leading hand roles*)
- Managing time and priorities (*i.e. in relation to tasks required for own role*)
- Adapting resource allocations to cope with contingencies (*i.e. if relevant to own role*)

### **Self management**

- Being self-motivated (*i.e. in relation to requirements of own work role*)
- Articulating own ideas (*i.e. within a team or supervised work context*)
- Balancing own ideas and values with workplace values and requirements
- Monitoring and evaluating own performance (*i.e. within a team or supervised work context*)
- Taking responsibility at the appropriate level

### **Learning**

- Being open to learning new ideas and techniques
- Learning in a range of settings including informal learning
- Participating in on-going learning
- Learning in order to accommodate change
- Learning new skills and techniques
- Taking responsibility for own learning (*i.e. within scope of own work role*)
- Contributing to the learning of others (*e.g. by sharing information*)
- Applying a range of learning approaches (*i.e. as provided*)
- *Participating* in developing own learning plans (*e.g. as part of performance management*)

### **Technology**

- Using technology and related workplace equipment (*i.e. if within scope of own role*)
- Using basic technology skills to organise data
- Adapting to new technology skill requirements (*i.e. within scope of own role*)
- Applying OHS knowledge when using technology

The nominal hours for this course are between 380 and 470 hours depending on the units selected.

This course carries with it a Nationally Recognised Certificate.

## Course content

### Core units:

- **CHCCOM403A - Use targeted communication skills to build relationships (55 nominal hours)**  
*(This unit describes the knowledge and skills required to apply specific workplace communication techniques to build and maintain relationships with clients and colleagues based on respect and trust. The communication skills described in this unit should be applied to target specific communication issues and may be applied across a range of workplace contexts involving application of a range of communication strategies to address specific needs and issues, working with various levels of social and cultural diversity. This unit contains Employability Skills.)*

  1. Communicate effectively with clients and staff
  2. Contribute to the implementation of effective communication strategies
  3. Use specific communication techniques to maintain constructive interaction
  4. Facilitate discussions
  5. Identify communication strategies to build relationships with clients who are involuntary or present communication
  
- **CHCCS311C - Deliver and monitor services to clients (20 nominal hours)**  
*(This unit describes the knowledge and skills required to apply defined organisation guidelines in identifying client needs and matching them to services provided by the organisation. This unit may apply to service delivery in a range of community service contexts. This unit contains Employability Skills.)*

  1. Identify client needs by collecting routine information
  2. Deliver client service
  3. Review client service
  
- **CHCCS400A - Use targeted communication skills to build relationships (50 nominal hours)**  
*(This unit describes the knowledge and skills required to apply specific workplace communication techniques to build and maintain relationships with clients and colleagues based on respect and trust. The communication skills described in this unit should be applied to target specific communication issues and may be applied across a range of workplace contexts involving application of a range of communication strategies to address specific needs and issues, working with various levels of social and cultural diversity. This unit contains Employability Skills.)*

  1. Communicate effectively with clients and staff.
  2. Contribute to the implementation of effective communication strategies
  3. Use specific communication techniques to maintain constructive interaction
  4. Facilitate discussions
  5. Identify communication strategies to build relationships with clients who are involuntary or present communication challenges
  
- **CHCES303B - Use labour market information (30 nominal hours)**  
*(This unit describes the knowledge and skills required to research and use labour market information such as composition, dynamics and trends when delivering employment services to clients and employers. This unit applies to work in an employment services context. This unit contains Employability Skills.)*

  1. Collect and assess *labour market* information
  2. Organise labour market information
  3. Use labour market information to support delivery of employment services

- **CHCES311A - Work effectively in employment services (50 nominal hours)**  
*(This unit describes the knowledge and skills required to prepare a person to work in the employment services area. This unit of competency may contribute toward recognition as a 'certified employment service practitioner' in line with the National Employment Services Association (NESA) standards. This unit contains Employability Skills.)*

  1. Identify key aspects of the employment services area.
  2. Operate effectively within the employment services area
  3. Use other services to assist clients secure suitable employment
  4. Meet *duty of care* and legal responsibilities
  5. Act ethically in the delivery of employment services
  
- **CHCES312A - Deliver contracted employment services (35 nominal hours)**  
*(This unit describes the knowledge and skills required to research and use labour market information such as composition, dynamics and trends when delivering employment services to clients and employers. This unit applies to work in an employment services context. This unit contains Employability Skills.)*

  1. Identify key requirements of *government contract*
  2. Comply with *contractual requirements*
  3. Follow organisation policies and procedures for contractual compliance
  4. Monitor contractual compliance in job role
  
- **CHCORG303A - Participate effectively in the work environment (20 nominal hours)**  
*(This unit describes the knowledge and skills required to work effectively as an individual and in work groups to contribute to achievement of organisation objectives. The skills described in this unit may be applied across a range of community services workplace contexts. This unit contains Employability Skills.)*

  1. Contribute to the effective operation of the workgroup
  2. Review and develop own work performance
  3. Work cooperatively with others
  4. Contribute to the development of policies, practices and structures of an organisation
  
- **HLTOHS300A - Contribute to OHS processes (20 nominal hours)**  
*(This unit specifies the workplace performance required by an employee to contribute to OHS processes where there is responsibility for own work outputs and possibly limited responsibility for the work output of others. Application of this unit should be contextualised to reflect any specific workplace risks, hazards and associated safety practices. The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged will assist in identifying Employability Skill requirements.)*

  1. Plan and conduct work safely
  2. Support others in working safely
  3. Contribute to OHS participative processes
  4. Contribute to hazard identification, OHS *risk assessment* and *risk control* activities
  5. Participate in the control of emergency situations

## Elective units:

- **HLTHIR403B - Work effectively with culturally diverse clients and co-workers (20 nominal hours)**  
*(This unit deals with the cultural awareness required for effective communication and cooperation with persons of diverse cultures. Work will be within a prescribed range of functions involving known routines and procedures with some accountability for the quality of outcomes. The workplace context may be: specific community; community or regional service; department of a large institution or organisation; specialised service or organisation. Application of this unit should be contextualised to reflect any requirements, issues and practices specific to each workplace. The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged will assist in identifying Employability Skill requirements.)*
  1. Reflect cultural awareness in *work practice*
  2. Accept *cultural diversity* as a basis for effective work place and professional relationships
  3. Communicate effectively with culturally diverse persons
  4. Resolve cross-cultural misunderstandings
  
- **HLTHIR404B - Work effectively with Aboriginal and/or Torres Strait Islander people (20 nominal hours)**  
*(This unit describes the communication and work practice skills and knowledge required to work with Aboriginal and Torres Strait Islander people in the health industry context. It deals specifically with cross-cultural awareness and issues involving working with Aboriginal and Torres Strait Islander individuals, organisations and communities. The unit applies equally to those operating in health care policy or program planning, development and evaluation contexts or in direct service delivery contexts. Application of this unit should be contextualised to reflect any requirements, issues and practices specific to each workplace and/or local community. The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged will assist in identifying Employability Skill requirements.)*
  1. Reflect an awareness of Aboriginal and Torres Strait Islander history and cultures in work practices
  2. Reflect an awareness of own and other cultural realities in work practices
  3. Communicate effectively with Aboriginal and Torres Strait Islander people
  4. Reflect cultural safety in workplace and professional relationships
  5. Work in partnership with Aboriginal and Torres Strait Islander people and communities

## Relevant elective units:

- **BSBPRO401A - Develop product knowledge (30 nominal hours)**  
*(This unit describes the performance outcomes, skills and knowledge required to develop product knowledge in preparation for the sales process. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit applies to individuals in a sales related position in a small, medium or large enterprise across a wide variety of industries and contexts that develop their product knowledge prior to undertaking selling activities. They may provide advice and support about aspects of sales solutions to support a sales team. This unit contains Employability Skills.)*
  1. Acquire knowledge of products in a specified area
  2. Convert product knowledge into benefits
  3. Evaluate competitors' products

- **BSBWOR204A - Use business technology (20 nominal hours)**  
*(This unit describes the performance outcomes, skills and knowledge required to select, use and maintain a range of business technology. This technology includes the effective use of computer software to organise information and data. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit applies to individuals who use business technology to perform a range of routine tasks. They use a limited range of practical skills and fundamental knowledge of equipment use and the organisation of data or files in a defined context, under direct supervision or with limited individual responsibility. This unit contains Employability Skills.)*
  1. Select and use technology
  2. Process and organise data
  3. Maintain technology
  
- **CHCADMIN302C - Provide administrative support (20 nominal hours)**  
*(This unit describes the knowledge and skills required by workers to provide administrative support to a small or medium sized organisation/service area. This unit may apply to administrative work undertaken across a range of sectors involved in delivery of community services. This unit contains Employability Skills.)*
  1. Use and maintain *equipment* and machines
  2. Meet administrative requirements
  
- **CHCCS308B - Provide first point of contact (30 nominal hours)**  
*(This unit describes the knowledge and skills required to follow organisation guidelines in the exchange of routine information with clients, to establish a priority of needs, and identify and to respond to their immediate needs including the providing information about services available. This unit may apply to service delivery in a range of community service contexts. This unit contains Employability Skills.)*
  1. Greet and observe client
  2. Collect routine information from the client
  3. Identify priority of need for service
  4. Provide information to clients about the service and other relevant services
  
- **CHCCS411A - Work effectively in the community sector (40 nominal hours)**  
*(This unit of competency describes the skills and knowledge required to work effectively in a community work or service delivery setting with communities, clients, carers, staff, visitors, suppliers and others to meet established work requirements. This unit applies to work in a range of community work or service delivery settings such as: specific communities; community, regional or remote service provider; department of a large institution or organisation; specialised service or organisation; private provider; non government services. Application of this unit should be contextualised within the qualification in which it is being delivered to reflect specific workplace requirements and practices. This unit contains Employability Skills.)*
  1. Work ethically
  2. Communicate effectively in a community work or service delivery setting
  3. Work effectively within the community services system
  4. Demonstrate commitment to relevant values and philosophy underpinning work in the sector
  5. Maintain work standards
  6. Take responsibility for personal skill development
  7. Reflect on own practice

- **CHCES304B - Deliver recruitment services (30 nominal hours)**  
*(This unit describes the knowledge and skills required to deliver recruitment services that include sourcing job vacancies, providing advice to employers, sourcing suitable clients (job seekers) to fulfil agreed selection criteria and providing advice and support following the placement. This unit applies to work in an employment services context. This unit contains Employability Skills.)*
  1. Determine service level
  2. Source suitable job seeker clients
  3. Assess client suitability for employment opportunity
  4. Meet client and employer service requirements
  
- **CHCES402B - Deliver Australian Apprenticeships services (50 nominal hours)**  
*(This unit describes the knowledge and skills required to establish and monitor Australian Apprenticeships arrangements. This unit applies to work in an employment services context. This unit contains Employability Skills.)*
  1. Provide advice on Australian Apprenticeships framework
  2. Establish Australian Apprenticeships arrangements
  3. Monitor and report on service delivery
  
- **CHCES416A - Plan and provide job search support (50 nominal hours)**  
*(This unit describes the knowledge and skills required to work with a client to develop their job search strategies and skills in order to increase their ability to secure and retain suitable employment. This unit applies to work in an employment services context. This unit contains Employability Skills.)*
  1. Plan the client's job search activities
  2. Develop the client's job search skills and resources
  3. Monitor job search strategy and skills development
  
- **HLTHIR403B - Work effectively with culturally diverse clients and co-workers (20 nominal hours)**  
*(This unit deals with the cultural awareness required for effective communication and cooperation with persons of diverse cultures. Work will be within a prescribed range of functions involving known routines and procedures with some accountability for the quality of outcomes. The workplace context may be: specific community; community or regional service; department of a large institution or organisation; specialised service or organisation. Application of this unit should be contextualised to reflect any requirements, issues and practices specific to each workplace. The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged will assist in identifying Employability Skill requirements.)*
  1. Reflect cultural awareness in work practice
  2. Accept cultural diversity as a basis for effective work place and professional relationships
  3. Communicate effectively with culturally diverse persons
  4. Resolve cross-cultural misunderstandings

**One only of either or both of the following pairs of units:**

- **BSBINM201A - Process and maintain workplace information (30 nominal hours)**  
*(This unit describes the performance outcomes, skills and knowledge required to collect, process, store and maintain workplace information and systems. It also includes the maintenance of filing and records systems. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit applies to individuals who perform a range of routine tasks in the workplace, using a limited range of practical skills and fundamental knowledge of information and information systems in a defined context, under direct supervision or with limited individual responsibility. This unit contains Employability Skills.)*
  1. Collect information
  2. Process workplace information
  3. Maintain information systems

**OR**

- **CHCINF302C - Maintain the organisation's information systems (40 nominal hours)**  
*(This unit describes the knowledge and skills required to collect, store and provide accurate and current information to clients. This unit may apply to work in a range of community service contexts. This unit contains Employability Skills.)*
  1. Maintain accurate records
  2. Handle organisation *correspondence*
  3. Provide information as required

**AND**

- **CHCDIS301A - Work effectively with people with a disability (50 nominal hours)**  
*(This unit describes the knowledge and skills required as an introduction to working and communicating with people with a disability. This unit may apply to work with people with a disability in a range of community service contexts. This unit contains Employability Skills.)*
  1. Demonstrate an understanding of the delivery of quality services for people with disabilities
  2. Communicate effectively with people with a disability
  3. Demonstrate the capacity to support *rights, interests and needs* of people with disabilities
  4. Demonstrate the capacity to provide support across a range of disability types
  5. Respond to situations of risk or potential risk to people with disabilities

**OR**

- **CHCDIS220B - Prepare for disability work (30 nominal hours)**  
*(This unit describes the knowledge and skills required as an introduction to working with people with a disability. This unit may apply to work with people with a disability in a range of community service contexts. This unit contains Employability Skills.)*
  1. Demonstrate an understanding of the delivery of quality services for people with disabilities
  2. Demonstrate the capacity to support *rights, interests and needs* of people with disabilities