

# CHC42008

## Certificate IV in Employment Services

### Course information and vocational outcomes

This is a nationally accredited course. This qualification covers workers who provide a range of programs and services to individuals and groups of clients and employers to support them in locating, securing and maintaining suitable employment. Workers at this level: need an understanding of access and equity issues including cultural diversity, Aboriginal and/or Torres Strait Islander and disability issues and to work with local communities in the provision of services; and/or may have limited supervisory responsibilities in the employment services context.

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

- seven core units
- seven elective units

A wide range of elective units is available and may include:

- relevant electives listed below
- 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

#### **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 and present information, including some public presentations
- Reading and interpreting workplace related documentation, *such as safety requirements and work instructions*
- Writing to address audience needs, *such as work notes, reports and presentations*

### **Communication (cont.)**

- Interpreting the needs of internal/ external clients *from clear information and feedback*
- Applying numeracy skills to workplace requirements *involving measuring and counting*
- Establishing and using networks
- Sharing information *(e.g. with other staff and clients)*
- Negotiating responsively *(e.g. re own work role and/or conditions, possibly with clients)*
- Persuading effectively *(i.e. within scope of own work role)*
- 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 range of situations
- Identifying and utilising the strengths of other team members
- Giving feedback, coaching and mentoring

### **Problem solving**

- Developing practical and creative 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)*
- Applying a range of strategies in problem solving
- 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)*
- Generating a range of options in response to workplace matters
- 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)*
- Using organisation systems for planning and organising *(i.e. if applicable to own role)*
- Being appropriately resourceful *(i.e. within scope of own role)*
- Taking 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

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

- Determining or applying required resources (*i.e. within scope of own role*)
- Allocating people and other resources to tasks and workplace requirements (*i.e. within scope of own role*)
- 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 ongoing 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 professional 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
- Applying technology as a management tool

The nominal hours for this course are between 465 and 845 hours depending on 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
  
- **CHCCS400A - Work within a relevant legal and ethical framework (50 nominal hours)**  
*(This unit describes the knowledge and skills required to work within a legal and ethical framework that supports duty of care requirements. This unit is to be assessed in relation to the specific legal and ethical context of the work role/s and requirements to which it applies. This unit contains Employability Skills.)*
  1. Demonstrate an understanding of legislation and common law relevant to work role
  2. Follow identified policies and practices
  3. Work ethically
  4. Recognise and respond when client *rights* and interests are not being protected
  
- **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 client's secure suitable employment
  4. Meet *duty of care* and legal responsibilities
  5. Act ethically in the delivery of employment services
  
- **CHCES411A - Collect, analyse and apply labour market information (50 nominal hours)**  
*(This unit describes the knowledge and skills required to collect, analyse and apply labour market information as a means to improve delivery of employment services. This unit applies to work in an employment services context. This unit contains Employability Skills.)*
  1. Collect *labour market* information
  2. Analyse labour market information
  3. Improve the delivery of employment services by using labour market information
  
- **CHCES415A - Monitor and improve contracted employment services (55 nominal hours)**  
*(This unit describes the knowledge and skills required to monitor and improve contractual compliance in the delivery of employment services in a team or in own job role. This unit applies to work in an employment services context. This unit contains Employability Skills.)*
  1. Meet *contractual requirements*
  2. Monitor compliance with government contract
  3. Implement improvements to contractual compliance

- **CHCORG405C - Maintain an effective work environment (50 nominal hours)**  
*(This unit describes the knowledge and skills required to meet individual responsibilities within a work group. The skills described in this unit may be applied across a range of community services workplace contexts. This unit contains Employability Skills.)*
  1. Work to achieve identified outcomes
  2. Establish and maintain appropriate work relationships
  3. Facilitate operation of the workgroup
  4. Review and develop own performance
  
- **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

## Relevant 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
  
- **BSBEMS401B - Develop and implement business development strategies to expand client base (50 nominal hours)**  
*(This unit describes the performance outcomes, skills and knowledge required to develop and implement prospecting strategies to expand the client base of organisations or enterprises seeking to employ individuals. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit applies to individuals working in either a public or private employment services agency to expand the organisation's client base as a senior consultant or manager. This unit contains Employability Skills.)*

  1. Develop strategies to identify potential clients
  2. Initiate relationship with potential clients
  3. Manage client relationship
  4. Utilise networks to expand client base
  
- **BSBEMS402B - Develop and implement strategies to source and assess candidates (50 nominal hours)**  
*(This unit describes the performance outcomes, skills and knowledge required to develop and implement strategies to source candidates and to assess their suitability for available positions. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit applies to individuals working in an employment services agency to source and assess candidates. This unit contains Employability Skills.)*

  1. Develop strategies to source candidates
  2. Screen and interview potential candidates
  3. Assess and select candidates
  4. Manage candidate outcomes
  
- **BSBEMS403B - Develop and provide employment management services to candidates (40 nominal hours)**  
*(This unit describes the performance outcomes, skills and knowledge required to provide employment services to candidates that assist in the retention and management of candidates by the organisation. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit applies to individuals working in either a public or private employment services agency to provide candidates with services that promote their retention with the agency and employment management services. This unit contains Employability Skills.)*

  1. Develop strategies for the retention of candidates
  2. Provide advice and support to candidates
  3. Provide training solutions to candidates
  4. Develop strategies for the ongoing management of candidates

- **BSBMKG413A - Promote products and services (40 nominal hours)**  
*(This unit describes the performance outcomes, skills and knowledge required to coordinate and review the promotion of an organisation's products and services. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit applies to individuals with a broad knowledge of the promotion of products and services specific to an organisation. They may have responsibility to provide guidance or to delegate aspects of these tasks to others. This unit contains Employability Skills.)*
  1. Plan promotional activities
  2. Coordinate promotional activities
  3. Review and report on promotional activities
  
- **BSBREL402A - Build client relationships and business networks (50 nominal hours)**  
*(This unit describes the performance outcomes, skills and knowledge required to establish, maintain and improve client relationships, and to actively participate in networks to support attainment of key business outcomes. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit applies to individuals in a variety of roles who are required to establish, maintain and improve client relationships to facilitate organisational objectives. This unit primarily applies to marketing and sales professionals who depend on excellent interpersonal relationships and communication skills to achieve outcomes, but may also apply to other individuals working in any industry. This unit contains Employability Skills.)*
  1. Initiate interpersonal communication with clients
  2. Establish client relationship management strategies
  3. Maintain and improve ongoing relationships with clients
  4. Build and maintain networks
  
- **BSBPMG407A - Apply risk management techniques (40 nominal hours)**  
*(This unit describes the performance outcomes, skills and knowledge required to assist with aspects of risk management within a project. It specifically involves assisting the project team to plan for, control and review risks associated with the project. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit applies to a project team member working under the direction of a project manager with other project team members. The individual may be operating within an organisation or as a consultant. The skills should be applied in the context of multiple complex projects, with the individual operating as part of a specialist project management team. In the context of this unit a complex project is defined as a project which involves: the need for a comprehensive and multi faceted project plan; the need for a formal internal or external communications strategy; a dedicated and diverse project budget; multiple administrative components; multiple operational components; a wide range of stakeholders; a project operations team. The functions performed by a worker managing a straightforward project or a section of a larger project where project management is not the main focus of the job role are covered by BSBPMG510A Manage projects. This unit contains Employability Skills.)*
  1. Assist with risk analysis and planning
  2. Conduct risk control activities
  3. Contribute to assessing risk management outcomes

- **BSBWRK501A - Develop, manage and review campaigns and projects (60 nominal hours)**  
*(This unit describes the performance outcomes, skills and knowledge required to effectively plan, manage and review union campaigns or projects. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit applies to individuals with a sound theoretical knowledge base in unionism and industrial relations that provide leadership to members and staff in the union workplace. The union campaigns and projects may relate to a range of issues such as campaigns to target public opinion, campaigns on industrial issues, or projects to increase membership. This unit contains Employability Skills.)*
  1. Plan campaigns and projects
  2. Manage campaigns and projects
  3. Manage campaign or project budget
  4. Review campaign or project
  
- **CHCAD401D - Advocate for clients (20 nominal hours)**  
*(This unit describes the knowledge and skills required by the worker to support clients to voice their opinions or needs and to ensure their rights are upheld. This unit may apply to work undertaken across a range of sectors in delivery of community services. This unit contains Employability Skills.)*
  1. Assist clients to identify their rights and represent their own needs
  2. Advocate on behalf of clients on request
  3. Advocate for clients
  
- **CHCCAR501B - Conduct career guidance interview (70 nominal hours)**  
*(This unit describes the knowledge and skills required to work with clients to assist them to identify their career interests and options and to assist them to make decisions to match informed career decisions. This unit applies to assisting clients in career guidance Service delivery may take place in a range of settings. This unit contains Employability Skills.)*
  1. Initiate exploratory activities with the client
  2. Facilitate client identification of career interests and needs
  3. Assist client to develop a strategy to address their needs and interests
  
- **CHCCDP401B - Deliver service consistent with a career development framework (70 nominal hours)**  
*(This unit of competency describes the skills and knowledge required to work within a career development framework when working with a range of clients to provide services related to employment and career development. This unit of competency is intended to underpin the delivery of services and provision of information related to employment and career development. Its application in the workplace should model the learning principles that underpin the Australian Blueprint for Career Development. This unit of competency may contribute to recognition as an associate career development practitioner in line with the Career Industry Council of Australia standards. This unit contains Employability Skills.)*
  1. Promote active participation of clients
  2. Provide an environment to facilitate client learning
  3. Support clients to handle change
  4. Provide services relevant to stages in life and career development
  5. Follow up and evaluate services provided
  
- **CHCCDP403B - Analyse and apply education and training information (30 nominal hours)**  
*(This unit involves the collection, analysis and application of education and training information to enhance delivery of career information services. This unit of competency may contribute to recognition as an associate career development practitioner in line with the Career Industry Council of Australia standards. This unit contains Employability Skills.)*
  1. Collect education and training information
  2. Analyse education and training information
  3. Develop and apply workable solutions

- **CHCCDP501B - Liaise with employers to promote flexible work arrangements (50 nominal hours)**  
*(This unit of competency describes the skills and knowledge required to liaise with employers to develop flexible and innovative work arrangements to address emerging needs and promote a balanced approach to managing pressures and priorities of work and life. This unit of competency may contribute to recognition as an associate career development practitioner in line with the Career Industry Council of Australia standards. This unit contains Employability Skills.)*
  1. Contribute to analysis of *workforce* requirements
  2. Contribute appropriate options for *workforce planning* and development
  3. Assist employers to implement changes to work arrangements
  4. Evaluate effectiveness of workforce change
  
- **CHCCM402D - Establish and monitor a case plan (50 nominal hours)**  
*(This unit describes the knowledge and skills required to develop a case management plan to address specific client needs. This unit may apply to work in a range of community service contexts. This unit contains Employability Skills.)*
  1. Develop a case management plan
  2. Define plan implementation procedures
  3. Establish review and evaluation systems
  
- **CHCCM401D - Undertake case management (20 nominal hours)**  
*(This unit describes the knowledge and skills required to participate in carrying out specific activities in a case/care plan. This unit may apply to work in a range of community service contexts. This unit contains Employability Skills.)*
  1. Provide for client needs and monitor progress on a regular basis
  2. Promote client's development

**Select unit from CHCCM401D OR CHCCM404D OR CHCCW503A**
  
- **CHCCM404A - Undertake case management for clients with complex needs (50 nominal hours)**  
*(This unit describes the knowledge and skills required to provide case management to clients who have already been assessed and whose needs have been identified as extending across a number of areas, such as aged care, community care, disability, mental health, drugs, alcohol or homelessness. This unit may apply to work in a range of community service contexts, including aged care and home and community care. This unit contains Employability Skills.)*
  1. Work within a case management framework suitable for the client's needs
  2. Identify services required to deal with the client's *complex needs*
  3. Develop priorities for service and support inputs
  4. Implement and monitor agreed upon activities and processes

**Select unit from CHCCM401D OR CHCCM404D OR CHCCW503A**
  
- **CHCCW503A - Work intensively with clients (75 nominal hours)**  
*(This unit describes the knowledge and skills required to deliver targeted specialised client services based on individual case management and intervention. This unit may apply in a range of community service contexts. This unit contains Employability Skills.)*
  1. Provide high quality case work
  2. Enlist specialist services
  3. Establish transition processes
  
- **CHCCS407B - Operate referral procedures (50 nominal hours)**  
*(This unit describes the knowledge and skills required to confirm the needs of clients, advise them of referral options and arrange the referral. The support may be provided in a one to one service delivery mode or in a group. This unit contains Employability Skills.)*
  1. Confirm client needs
  2. Advise on referral options
  3. Arrange referral

- **CHCCS412D - Deliver and develop client services (50 nominal hours)**  
*(This unit describes the knowledge and skills required to meet the specific needs of a broad range of existing and new clients within a defined framework. This unit may apply in a range of community service contexts. This unit contains Employability Skills.)*
  1. Target client services
  2. Deliver client service
  3. Develop and promote client services

**Select unit from CHCCS412D OR CHCORG423A**

- **CHCORG423A - Maintain quality service delivery (45 nominal hours)**  
*(This unit describes the knowledge and skills required to perform work within a legislative and ethical framework to ensure the provision of high quality service delivery which supports the rights and interests of clients. The skills described in this unit may be applied across a range of community services workplace contexts. This unit contains Employability Skills.)*
  1. Demonstrate commitment to the delivery of high quality services to clients
  2. Develop and implement a framework for quality service delivery
  3. Monitor and review service delivery
- **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
- **CHCDIS408C - Support people with disabilities as workers (50 nominal hours)**  
*(This unit describes the knowledge and skills required by staff to support people with disabilities in a workplace to maximise their performance through working safely and effectively. This unit may apply to work with people with a disability in a range of community service contexts. This unit contains Employability Skills.)*
  1. Enhance safety at work for people with disabilities
  2. Monitor work performance
- **CHCDIS409A - Provide services to people with disabilities with complex needs (75 nominal hours)**  
*(This unit describes the knowledge and skills required by workers to provide services to people with disabilities with complex or special care needs under supervision of a relevant professional. This unit may apply to work with people with a disability in a range of community service contexts. This unit contains Employability Skills.)*
  1. Evaluate and prioritise the needs of a person with complex care issues
  2. Liaise and negotiate with appropriate personnel in the development of a service delivery plan
  3. Coordinate the delivery of the service delivery plan
  4. Coordinate the monitoring, evaluation and review of the service delivery plan

- **CHCDIS509D - Maximise participation in work by people with disabilities (50 nominal hours)**  
*(This unit describes the knowledge and skills required by staff to support people with disabilities in a workplace to prepare for employment and maximise their performance through working safely and effectively, matching jobs and people and understanding related industrial issues. This unit may apply to work with people with a disability in a range of community service contexts. This unit contains Employability Skills.)*
  1. Prepare people with disabilities to work in open and supported employment
  2. Match workplace/job and person with a disability
  3. Assess skills and productivity for wages
  4. Provide information on the industrial relations system as it relates to the employment of people with disabilities
  5. Monitor employment opportunities
  
- **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

**Select unit from CHCES304B OR BSBEMS404B**
  
- **BSBEMS404B - Manage the recruitment process for client organisations (60 nominal hours)**  
*(This unit describes the performance outcomes, skills and knowledge required to develop and implement strategies to source and assess candidates for placement purposes. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit applies to individuals working in either a public or private employment services agency to undertake and manage the recruitment process for client organisations. This unit contains Employability Skills.)*
  1. Provide advice on recruitment strategy to client
  2. Determine job specifications with client
  3. Manage recruitment process
  4. Assess and select candidates
  5. Refer candidates and complete placement process
  
- **CHCES305B - Monitor Australian Apprenticeships arrangements (30 nominal hours)**  
*(This unit describes the knowledge and skills required to monitor the continuity of training under Australian Apprenticeships arrangements, to meet government contractual requirements. This unit applies to work in an employment services context. This unit contains Employability Skills.)*
  1. Identify monitoring requirements and prepare for visits
  2. Undertake monitoring visits
  3. Check progress with Australian Apprenticeships arrangements
  4. Report on outcome of the Visit
  5. Undertake follow up action
  
- **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

- **CHCES404B - Promote clients to employers (50 nominal hours)**  
*(This unit describes the knowledge and skills required to promote clients to potential employers and the empowerment of clients to promote their skills and abilities to employers. This unit applies to work in an employment services context. This unit contains Employability Skills.)*
  1. Prepare for employer contact
  2. Identify selling points of client
  3. Negotiate suitable outcome for client
  4. Undertake follow up action
  
- **CHCES413A - Develop and monitor employment plans with clients (55 nominal hours)**  
*(This unit describes the knowledge and skills required to develop and monitor plans relating to job search and other activities undertaken by a client to achieve an employment outcome. This unit applies to work in an employment services context. This unit contains Employability Skills.)*
  1. Assess client's employment related needs
  2. Develop *employment plan*
  3. Monitor implementation of employment plan

**Select unit from CHCES413A OR CHCCDP402B**
  
- **CHCCDP402B - Assist clients to plan and access career pathways (90 nominal hours)**  
*(This unit of competency describes the skills and knowledge required to assist clients to identify their career aspirations and plan appropriate pathways to support their career development. This unit of competency may contribute to recognition as an associate career development practitioner in line with the Career Industry Council of Australia standards. This unit contains Employability Skills.)*
  1. Assist *client* to identify *career aspirations*
  2. Identify client requirements to achieve career goals
  3. Identify career opportunities and resources
  4. Support clients in career planning
  5. Assist clients in marketing their skills to employers
  6. Maintain records and information system
  7. Follow up and evaluate services provided
  
- **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
  
- **CHCGROUP403D - Plan and conduct group activities (50 nominal hours)**  
*(This unit describes the knowledge and skills required to participate in, establish and lead a range of informal and formal groups in a variety of settings. This unit may be applied to group work in a range of community service settings. This unit contains Employability Skills.)*
  1. Address resourcing issues for *group activities*
  2. Coordinate a group planning process
  3. Manage group processes including responding to conflict
  4. Evaluate group activities

- **CHCICS403A - Conduct individual assessment (45 nominal hours)**

*(This unit describes the knowledge and skills required by the worker to conduct an appropriate service specific individual assessment as a basis for providing support within the context of aged care, home and community care or disability services work. The skills and knowledge of this unit of competency will be applied by a worker conducting an assessment independently or as part of a team within the organisation's policy and procedures. This unit does not provide a basis for a worker to conduct a health assessment which should be managed and conducted by a relevant health professional. The assessment tool will be an established process used according to specified guidelines. This unit contains Employability Skills.)*

1. Prepare for the assessment
2. Conduct individual assessment
3. Interpret and report on assessment results within scope of the job role
4. Provide assessment feedback and information
5. Reflect on own practice

**Select unit from CHCICS403A OR CHCCS500A**

- **CHCCS500A - Conduct complex assessment and referral (65 nominal hours)**

*(This unit describes the knowledge and skills required to conduct an appropriate individual assessment and make appropriate referrals where multiple issues present. These skills and knowledge are to be applied by a worker independently conducting an assessment and making referrals. It involves use of established assessment tools and/or processes, according to specified guidelines. This unit contains Employability Skills.)*

1. Prepare for the assessment
2. Assess client needs
3. Analyse client needs as a basis for meeting them
4. Identify and refer to appropriate services to meet client needs
5. Evaluate assessment and referral processes

- **CHCICS402A - Facilitate individualised plans (50 nominal hours)**

*(This unit describes the knowledge and skills required to develop, implement and monitor support requirements for people to sustain quality of life according to individualised plans. The skills and knowledge of this unit of competency will be applied in the context of involving people in the development and monitoring of the individualised plan. This unit contains Employability Skills.)*

1. Establish and maintain *appropriate relationship* with the client
2. Provide information about the planning process
3. Facilitate development of the individualised plan
4. Determine risks associated with supporting the individualised plan
5. Implement and review individualised plan
6. Complete documentation, including writing or amending an individualised plan

- **CHCMH301A – Work effectively in mental health (50 nominal hours)**

*(This unit describes the knowledge and skills required in the context within which mental health work occurs. This unit applies to work with mental health clients in a range of community services work contexts. This work provides a person-centred approach to care, involving a variety of health and community service professionals working collaboratively with the client, their carer/s and family. This unit contains Employability Skills.)*

1. Work within the *context* of the mental health sector
2. Develop knowledge of the mental health sector
3. Demonstrate commitment to the central philosophies of the mental health sector
4. Work with people from *culturally* and *linguistically diverse* backgrounds

- **CHCNET402A - Establish and maintain effective networks (50 nominal hours)**  
*(This unit describes the knowledge and skills required to establish and maintain formal and informal groups which directly impact on the effective operation of the organisation. The skills described in this unit may be applied across a range of community services workplace contexts. This unit contains Employability Skills.)*
  1. Develop cooperative working relationships and strategic alliances with other organisations
  2. Represent the organisation
  3. Maintain networks
- **CHCORG406A – Supervise work (50 nominal hours)**  
*(This unit describes the skills and knowledge required of a worker with responsibility for supervising the work of workers who are part of a team/workgroup or working alone. It includes induction of new staff, planning work, monitoring performance and supporting workers to manage their workload. The skills described in this unit may be applied across a range of community services workplace contexts and may involve supervision of work undertaken within an organisation by staff or contract workers. Work to be supervised may be undertaken in a range of locations including 'in-house', in other venues or agencies and/or in clients' homes. This unit contains Employability Skills.)*
  1. Induct and orient staff
  2. Clarify and review work plan with worker and/or team/workgroup
  3. Monitor performance in consultation with worker
  4. Support workers in their work role
  5. Provide leadership to the team
  6. Assist workers to plan career paths
- **CHCORG529B – Provide coaching and motivation (70 nominal hours)**  
*(This unit describes the knowledge and skills required to provide on-the-job coaching to clients or colleagues. This unit reflects the situation in many community services workplaces where 'buddy' systems and on job coaching are extremely common. This unit contains Employability Skills.)*
  1. Prepare for on job coaching
  2. Coach on the job
  3. Follow up coaching
- **CHCYTH301D - Work effectively with young people (40 nominal hours)**  
*(This unit describes the knowledge and skills required to work with and for young people within an ethical, social, political and economic context. This unit may apply to community services work in a range of contexts. This unit contains Employability Skills.)*
  1. Develop a professional rapport with young people
  2. Address issues associated with the culture of young people
  3. Recognise that youth culture is distinct
- **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

- **TAADEL401B - Plan and organise group-based delivery (20 nominal hours)**

*(This unit specifies the competency required to plan and organise training for individuals within a group. This competency involves developing a delivery plan that is used by the trainer/facilitator to guide and manage delivery to a group. It encompasses interpreting the learning environment and delivery requirements for the identified group of learners, developing session plans, and preparing and organising the resources required. The delivery plan is based on a documented learning program and provides a context specific plan for implementation. The competency of designing and developing learning programs is separately addressed in TAADES402A 'Design and develop learning programs'. In some situations the learning program and delivery plan may be developed concurrently while in other circumstances the delivery plan is developed separately. Where the application is concurrent co-learning and/or co-assessment of these two units is recommended. The planning and organising of group delivery is essential to the effective conduct of group delivery/facilitation which is also addressed as a unit of competency in TAADEL402A 'Facilitate group-based learning'. While these two units are discrete, co-learning and assessment are strongly recommended. Both units are written from the perspective of a face-to-face delivery mode in a learning context such as a training room, classroom, meeting room, community setting or any location a group can access which is safe, relevant and conducive to learning. Other units in the Delivery and Facilitation Field of the TAA04 Training and Assessment training package address other modes of delivery and learning contexts. Throughout this unit the 'learner' refers to the individuals in the group being trained/participating in a learning process; not the candidate undertaking this unit. The competency specified in this unit is typically required by trainers/facilitators, vocational education and training teachers and training consultants.)*

1. Interpret the learning environment and delivery requirements
2. Prepare session plans
3. Prepare resources needed for delivery

- **TAADEL402B - Facilitate group-based learning (20 nominal hours)**

*(This unit specifies the competency required to facilitate learning by individuals within a group. The competency of delivering training and facilitating learning to a group involves preparing, guiding supporting and managing learners using a range of delivery methods, knowledge, skills and behaviours that enhance learning. It also includes the skills needed to support and manage interactions with and between individuals in a group. The competency of individual facilitation is addressed by a separate unit of competency - TAADEL403A 'Facilitate individual learning'. The vocational outcomes and performance requirements of this unit are set in the context that the learning outcomes to be achieved are defined and documented through a learning program (TAADES402A 'Design and develop learning programs') and the organisational arrangements to support delivery have been previously determined (TAADEL401A 'Plan and organise group - based delivery'). The focus of the group facilitator is on guiding and supporting learners' progress towards the learning outcomes / competency to be achieved. The skill of group facilitation, which is not linked to specified learning outcomes, is also addressed in this Training Package through TAATAS504A 'Facilitate group processes'. The competency defined in that unit focuses on facilitating a group to determine its own outcomes. Co-learning and assessment with TAADEL401A 'Plan and organise group-based delivery' is strongly recommended where both these competencies are required. Both units are written from the perspective of a face-to-face delivery mode within an off-the-job learning context such as a training room, classroom, meeting room, community setting or any location a group can access which is safe, relevant and conducive to learning. Throughout this unit the 'learner' refers to the individual participating in the group learning process, not the candidate undertaking this unit. The competency specified in this unit is typically required by trainers / facilitators, teachers and training consultants.)*

1. Establish an environment conducive to group learning
2. Deliver and facilitate training sessions
3. Demonstrate effective facilitation skills
4. Support and monitor learning
5. Review and evaluate effectiveness of delivery

- **TAADEL403B - Facilitate individual learning (15 nominal hours)**

*(This unit specifies the competency required to facilitate individual learning through a one-on-one relationship between a learner and facilitator. Learning facilitation relationships may take a number of forms including structured/semi-structured activities and formal/informal agreements. They may be independent of or part of a broad learning and delivery strategy. Identifying which learners and learning contexts may benefit from individual learning facilitation forms part of this competency. Establishing an appropriate mutual relationship is critical, and the communication and interpersonal skills of the trainer/facilitator are paramount in creating the necessary preconditions for individual learning facilitation to be effective. Two major techniques to facilitate individual learning are derived from mentoring and coaching methodologies. Other similar instructional techniques may also be appropriate, such as tutoring. The trainer/facilitator may use these techniques with one learner or with individual learners in a small group context. Individual learning/facilitation relationships may be used to help an individual or individuals meet personal or job goals, learn new skills/knowledge or develop new learning / work behaviours. The role of the trainer/facilitator using these techniques is to advise, guide, support and respond to the needs of the individual learner. The delivery mode may be face-to-face, online, via telecommunication or using a combination of media. The competency specified in this unit is typically required by trainers/facilitators, supervisors, managers, leaders, practitioners, teachers, assessors and consultants.)*

1. Identify individual learning facilitation requirements
2. Establish the learning/facilitation relationship
3. Maintain and develop the learning/facilitation relationship
4. Close and evaluate the learning/facilitation relationship

## **Suggested elective units for project coordination:**

BSBPMG407A - Apply risk management techniques  
 BSBWRK501A - Develop, manage and review campaigns and projects  
 CHCCS412D - Deliver and develop client services **OR**  
 CHCORG423A - Maintain quality service delivery  
 CHCNET402A - Establish and maintain effective networks  
 CHCORG406A - Supervise work  
 CHCYTH301D - Work effectively with young people  
 HLTHIR403B - Work effectively with culturally diverse clients and co-workers  
 HLTHIR404B - Work effectively with Aboriginal and/or Torres Strait Islander people

## **Suggested elective units for disability employment services:**

BSBEMS403B - Develop and provide employment management services to candidates  
 CHCAD401D - Advocate for clients  
 CHCCAR501B - Conduct career guidance interview  
 CHCCDP401B - Deliver service consistent with a career development framework  
 CHCCDP403B - Analyse and apply education and training information  
 CHCCDP501B - Liaise with employers to promote flexible work arrangements  
 CHCCM402D - Establish and monitor a case plan  
 CHCCM401D - Undertake case management  
**Choose one of the following units: CHCCM401D OR CHCCM404A OR CHCCW503A**  
 CHCCM404A - Undertake case management for clients with complex needs  
 CHCCW503A - Work intensively with clients  
 CHCCS407B - Operate referral procedures  
 CHCCS412D - Deliver and develop client services  
**Choose one of the following units: CHCCS412D OR CHCORG423A**  
 CHCORG423A - Maintain quality service delivery  
 CHCDIS301A - Work effectively with people with a disability  
 CHCDIS408C - Support people with disabilities as workers  
 CHCDIS409A - Provide services to people with disabilities with complex needs  
 CHCDIS509D - Maximise participation in work by people with disabilities  
 CHCES404B - Promote clients to employers  
 CHCES413A - Develop and monitor employment plans with clients  
**Choose one of the following units: CHCES413A OR CHCCDP402B**  
 CHCCDP402B - Assist clients to plan and access career pathways  
 CHCES416A - Plan and provide job search support  
 CHCGROUP403D - Plan and conduct group activities  
 CHCICS403A - Conduct individual assessment  
**Choose one of the following units: CHCICS403A OR CHCCS500A**  
 CHCCS500A - Conduct complex assessment and referral  
 CHCICS402A - Facilitate individualised plans  
 CHCMH301A - Work effectively in mental health  
 CHCNET402A - Establish and maintain effective networks  
 CHCORG406A - Supervise work  
 CHCORG529B - Provide coaching and motivation  
 CHCYTH301D - Work effectively with young people  
 HLTHIR403B - Work effectively with culturally diverse clients and co-workers  
 HLTHIR404B - Work effectively with Aboriginal and/or Torres Strait Islander people  
 TAADEL401B - Plan and organise group-based delivery  
 TAADEL402B - Facilitate group-based learning  
 TAADEL403B - Facilitate individual learning

## Suggested elective units for Case Management and Intensive support work:

BSBEMS403B - Develop and provide employment management services to candidates

CHCAD401D - Advocate for clients

CHCCAR501B - Conduct career guidance interview

CHCCDP401B - Deliver service consistent with a career development framework

CHCCDP403B - Analyse and apply education and training information

CHCCDP501B - Liaise with employers to promote flexible work arrangements

CHCCM402D - Establish and monitor a case plan

CHCCM401D - Undertake case management

**Choose one of the following units: CHCCM401D OR CHCCM404A OR CHCCW503A**

CHCCM404A - Undertake case management for clients with complex needs

CHCCW503A - Work intensively with clients

CHCCS407B - Operate referral procedures

CHCCS412D - Deliver and develop client services

**Choose one of the following units: CHCCS412D OR CHCORG423A**

CHCORG423A - Maintain quality service delivery

CHCDIS301A - Work effectively with people with a disability

CHCDIS408C - Support people with disabilities as workers

CHCDIS409A - Provide services to people with disabilities with complex needs

CHCDIS509D - Maximise participation in work by people with disabilities

CHCES404B - Promote clients to employers

CHCES413A - Develop and monitor employment plans with clients

**Choose one of the following units: CHCES413A OR CHCCDP402B**

CHCCDP402B - Assist clients to plan and access career pathways

CHCES416A - Plan and provide job search support

CHCGROUP403D - Plan and conduct group activities

CHCICS403A - Conduct individual assessment

**Choose one of the following units: CHCICS403A OR CHCCS500A**

CHCCS500A - Conduct complex assessment and referral

CHCICS402A - Facilitate individualised plans

CHCMH301A - Work effectively in mental health

CHCNET402A - Establish and maintain effective networks

CHCORG406A - Supervise work

CHCORG529B - Provide coaching and motivation

CHCYTH301D - Work effectively with young people

HLTHIR403B - Work effectively with culturally diverse clients and co-workers

HLTHIR404B - Work effectively with Aboriginal and/or Torres Strait Islander people

TAADEL401B - Plan and organise group-based delivery

TAADEL402B - Facilitate group-based learning

TAADEL403B - Facilitate individual learning

## Suggested elective units for Job placement:

BSBEMS401B - Develop and implement business development strategies to expand client base

BSBEMS402B - Develop and implement strategies to source and assess candidates

BSBEMS403B - Develop and provide employment management services to candidates

CHCCDP501B - Liaise with employers to promote flexible work arrangements

CHCCS412D - Deliver and develop client services

**Choose one of the following units: CHCCS412D OR CHCORG423A**

CHCORG423A - Maintain quality service delivery

CHCCES304B - Deliver recruitment services

**Choose one of the following units: CHCCS412D OR CHCORG423A**

BSBEMS404B Manage the recruitment process for client organisations  
 CHCES404B - Promote clients to employers  
 CHCES416A - Plan and provide job search support  
 CHCNET402A - Establish and maintain effective networks  
 CHCORG406A - Supervise work  
 CHCYTH301D - Work effectively with young people  
 HLTHIR403B - Work effectively with culturally diverse clients and co-workers  
 HLTHIR404B - Work effectively with Aboriginal and/or Torres Strait Islander people

**Suggested elective units for job search support and training:**

BSBMKG413A - Promote products and services  
 CHCCAR501B - Conduct career guidance interview  
 CHCCDP401B - Deliver service consistent with a career development framework  
 CHCCDP403B - Analyse and apply education and training information  
 CHCCS412D - Deliver and develop client services

**Choose one of the following units: CHCCS412D OR CHCORG423A**

CHCORG423A - Maintain quality service delivery  
 CHCCES304B - Deliver recruitment services

**Choose one of the following units: CHCCS412D OR CHCORG423A**

BSBEMS404B Manage the recruitment process for client organisations  
 CHCES404B - Promote clients to employers  
 CHCES413A - Develop and monitor employment plans with clients

**Choose one of the following units: CHCES413A OR CHCCDP402B**

CHCCDP402B - Assist clients to plan and access career pathways  
 CHCES416A - Plan and provide job search support  
 CHCGROUP403D - Plan and conduct group activities  
 CHCICS403A - Conduct individual assessment

**Choose one of the following units: CHCICS403A OR CHCCS500A**

CHCCS500A - Conduct complex assessment and referral  
 CHCNET402A - Establish and maintain effective networks  
 CHCORG406A - Supervise work  
 CHCYTH301D - Work effectively with young people  
 HLTHIR403B - Work effectively with culturally diverse clients and co-workers  
 HLTHIR404B - Work effectively with Aboriginal and/or Torres Strait Islander people  
 TAADEL401B - Plan and organise group-based delivery  
 TAADEL402B - Facilitate group-based learning  
 TAADEL403B - Facilitate individual learning

**Suggested elective units for apprenticeship and traineeship programs:**

BSBREL402A - Build client relationships and business networks  
 CHCAD401D - Advocate for clients  
 CHCCDP403B - Analyse and apply education and training information  
 CHCCDP501B - Liaise with employers to promote flexible work arrangements  
 CHCCS412D - Deliver and develop client services

**Choose one of the following units: CHCCS412D OR CHCORG423A**

CHCORG423A - Maintain quality service delivery  
 CHCCES304B - Deliver recruitment services

**Choose one of the following units: CHCCS412D OR CHCORG423A**

BSBEMS404B - Manage the recruitment process for client organisations  
 CHCES404B - Promote clients to employers  
 CHCES305B Monitor Australian Apprenticeships arrangements

CHCNET402A - Establish and maintain effective networks  
 CHCORG406A - Supervise work  
 CHCYTH301D - Work effectively with young people  
 HLTHIR403B - Work effectively with culturally diverse clients and co-workers  
 HLTHIR404B - Work effectively with Aboriginal and/or Torres Strait Islander people

### **Suggested elective units for business development:**

BSBEMS401B - Develop and implement business development strategies to expand client base  
 BSBEMS402B - Develop and implement strategies to source and assess candidates  
 BSBEMS403B - Develop and provide employment management services to candidates  
 BSBMKG413A - Promote products and services  
 CHCCDP501B - Liaise with employers to promote flexible work arrangements  
 CHCCS412D - Deliver and develop client services

**Choose one of the following units: CHCCS412D OR CHCORG423A**

CHCORG423A - Maintain quality service delivery  
 CHCES404B - Promote clients to employers  
 CHCNET402A - Establish and maintain effective networks  
 CHCORG406A - Supervise work  
 HLTHIR403B - Work effectively with culturally diverse clients and co-workers  
 HLTHIR404B - Work effectively with Aboriginal and/or Torres Strait Islander people

### **Suggested elective units for promotion of clients to employers:**

BSBEMS403B - Develop and provide employment management services to candidates  
 BSBMKG413A - Promote products and services  
 CHCCDP501B - Liaise with employers to promote flexible work arrangements  
 CHCCS412D - Deliver and develop client services

**Choose one of the following units: CHCCS412D OR CHCORG423A**

CHCORG423A - Maintain quality service delivery  
 CHCES404B - Promote clients to employers  
 CHCNET402A - Establish and maintain effective networks  
 CHCORG406A - Supervise work  
 HLTHIR403B - Work effectively with culturally diverse clients and co-workers  
 HLTHIR404B - Work effectively with Aboriginal and/or Torres Strait Islander people