

## **CHC30112 Certificate III in Community Services Work**

### **Modification History**

CHC08 Version 4.0	CHC08 Version 4.2	Comments
CHC30108 Certificate III in Community Work	CHC30112 Certificate III in Community Work	Corrections to errors and minor changes to formatting to improve readability. No change to qualification outcome.

## Description

This qualification applies to community work delivered through a broad range of services which provide support to individuals and groups.

This level is appropriate for support workers, case workers and client contact officers and generally, these positions:

- Have direct contact with clients
- Identify presenting needs
- Refer to appropriate services and support.

At this level support workers and case workers may provide day-to-day support in community settings and/or provide assistance with entitlements and benefits under the broad direction of others.

Emotional and practical support may be provided face to face or over the telephone to assist the client and enable an accurate referral to be achieved.

This qualification is available as a broad-based qualification or with a focus on either community services or community development work.

**Occupational titles** may include:

- Aboriginal or Torres Strait Islander community development worker
- Client contact
- Community care worker
- Assistant community workers (focusing on community health primarily in an Indigenous community)
- Indigenous youth worker
- Intake and referral worker (Aboriginal)
- Juvenile justice court officer
- Juvenile justice officer
- Juvenile justice officer (community)
- Neighbourhood centre worker
- Recreational activities officer (weekend)
- Residential support worker
- Support worker (community based with an orientation toward any or a number of the following: youth, women, families, domestic violence, child protection)
- Tenants working in a range of areas
- Youth case worker (community health service setting - non residential)
- Youth housing support worker
- Youth worker

## Pathways Information

Not Applicable

## **Licensing/Regulatory Information**

Not Applicable

## **Entry Requirements**

Not Applicable

# Employability Skills Summary

Refer to the Topic: Introduction to the Employability Skills Qualification Summaries

## Packaging Rules

### PACKAGING RULES

13 units are required for award of this qualification including:

- 8 core units
- 5 elective units

A wide range of elective units is available, including:

- Group A electives, recommended as a foundation for community services work
- Group B electives, recommended as a foundation for community development work
- Other 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, up to 2 units of competency packaged at the level of this qualification or higher in other relevant Training Packages or accredited courses where the details of those courses are available on the TGA or other public listing

### Core units

CHCADMIN305F Work within the administration protocols of the organisation

CHCCD412B Work within a community development framework

CHCCOM302D Communicate appropriately with clients and colleagues

CHCCS308B Provide first point of contact

CHCCS411C Work effectively in the community sector

CHCNET301D Participate in networks

CHCORG303C Participate effectively in the work environment

AND one only of the following units:

CHCWHS312A Follow WHS safety procedures for direct care work

### OR

HLTWHS300A Contribute to WHS processes

### The importance of culturally aware and respectful practice

All workers undertaking work in community services 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.

## **Relevant electives**

Electives are to be selected in line with specified Packaging Rules. Employers may specify that certain electives are required to address specific workplace needs.

*CHC30108 Certificate III in Community Services Work* enables selection of specific electives recommended for further work in community services or community development.

### **Group A - electives recommended for community services work**

The following units of competency are recommended for community services work:

CHCCS401C Facilitate responsible behaviour

CHCCS422B Respond holistically to client issues and refer appropriately

### **Group B - electives recommended for community development work**

The following units of competency are recommended for community development work:

CHCCD401E Support community participation

CHCCD404E Develop and implement community programs

CHCCS414A Provide education and support on parenting, health and well being

Other relevant electives

BSBINM201A Process and maintain workplace information

CHCAC318B Work effectively with older people

CHCAD401D Advocate for clients

CHCAOD402B Work effectively in the alcohol and other drugs sector

CHCAOD406E Work with clients who are intoxicated

CHCAOD407E Provide needle and syringe services

CHCCD307D Support community resources

CHCCD401E Support community participation

CHCCD402B Develop and provide community education projects

CHCCD404E Develop and implement community programs

CHCCD413E Work within specific communities

CHCCHILD404B Support the rights and safety of children and young people

CHCCS419C Provide support services to clients

CHCCW301C Operate under a casework framework

CHCDFV301A Recognise and respond appropriately to domestic and family violence

CHCDIS301C Work effectively with people with a disability

CHCGROUP302D Support group activities

CHCINF302D Maintain the organisation's information systems

CHCINF408C Comply with information requirements of the aged care and community care sectors

CHCMH301C Work effectively in mental health

or

CHCMH411A Work with people with mental health issues

CHCYTH301E Work effectively with young people

CHCYTH401B Engage respectfully with young people

CHCYTH402C Work effectively with young people in the youth work context

HLTFA311A Apply first aid

HLTFA302C Provide first aid in remote situation (Note pre-requisite: HLTFA301C)

HLTFA412A Apply advanced first aid (Note pre-requisite: HLTFA301C)

HLTHIR403C Work effectively with culturally diverse clients and co-workers

HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people

Financial literacy education electives

CHCFLE301A Work with clients needing financial literacy education

CHCFLE302A Educate clients in fundamental financial literacy skills  
CHCFLE303A Educate clients to understand debt and consumer credit

# CHC30212 Certificate III in Aged Care

## Modification History

CHC08 Version 3	CHC08 Version 4	Comments
CHC30208 Certificate III in Aged Care	CHC30212 Certificate III in Aged Care	Updated core WHS units

## Description

This qualification addresses work primarily in residential facilities under direct or regular supervision within clearly defined organisation guidelines and service plans.

These workers:

- Carry out activities to maintain personal care and/or other activities of living for people in an aged care setting
- Carry out activities related to an individualised plan
- Report directly to a supervisor and are not responsible for other workers.

**Occupational titles** may include:

- Accommodation support worker
- Assistant in nursing
- Care assistant
- Care service employees
- Care worker
- Community care worker
- Community house worker
- Community support worker
- Disability service officer (in some jurisdictions)
- Field officer
- Home care assistant
- In-home respite worker
- Nursing assistant
- Personal care assistant
- Personal care giver
- Personal care worker
- Residential care worker
- Support worker

## Pathways Information

Not Applicable

## **Licensing/Regulatory Information**

Not Applicable

## **Entry Requirements**

Not Applicable



# Employability Skills Summary

Refer to the Topic: Introduction to the Employability Skills Qualification Summaries

## Packaging Rules

### PACKAGING RULES

14 units must be selected for this qualification including:

- 10 core units
- 4 elective units

A wide range of elective units is available, including:

- Group A electives which are recommended for culturally aware and respectful practice
- Other relevant electives as 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 the level of this qualification or higher in other relevant Training Packages

### Core units

CHCAC317A Support older people to maintain their independence

CHCAC318B Work effectively with older people

CHCAC319A Provide support to people living with dementia

CHCCS411C Work effectively in the community sector

CHCICS301B Provide support to meet personal care needs

CHCICS302B Participate in the implementation of individualised plans

CHCICS303A Support individual health and emotional well being

CHCWHS312A Follow WHS safety procedures for direct care work

CHCPA301B Deliver care services using a palliative approach

HLTAP301B Recognise healthy body systems in a health care context

### The importance of culturally aware and respectful practice

All workers undertaking work in the aged care 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.

**Group A - recommended for culturally aware and respectful practice**

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:

HLTHIR403C Work effectively with culturally diverse clients and co-workers

HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people

### **Other relevant electives**

Electives are to be selected in line with specified Packaging Rules. The following grouping of relevant electives is provided to facilitate selection and does not necessarily reflect workplace requirements. Electives may be selected from one or more groups. Employers may specify that certain electives are required to address specific workplace needs.

### **Client support**

CHCAC316D Provide food services

CHCAC410B Collect technical data to support client health care plan (Note pre-requisite HLTAP301B)

CHCAC417A Implement interventions with older people at risk of falls

CHCAD401D Advocate for clients

CHCCS311D Deliver and monitor services to clients

CHCCS400C Work within a relevant legal and ethical framework

CHCCS426B Provide support and care relating to loss and grief

CHCGROUP302D Support group activities

CHCICS305B Provide behaviour support in the context of individualised plans

CHCICS306B Provide basic foot skin and nail care

CHCLD315A Recognise stages of lifespan development

CHCLLN403A Identify clients with language, literacy and numeracy needs and respond effectively

HLTFA311A Apply first aid

HLTIN301C Comply with infection control policies and procedures

### **Medication**

CHCCS305C Assist clients with medication (Note pre-requisite HLTAP301B)

### **Organisational support**

BSBINM201A Process and maintain workplace information

BSBWOR204A Use business technology

CHCADMIN302D Provide administrative support

CHCINF302D Maintain the organisation's information systems

CHCINF303B Contribute to information requirements in the community sector

CHCINF408C Comply with information requirements of the aged care and community care sectors

CHCORG322B Contribute to implementation of service delivery strategy

### **Supervision and training**

CHCCS427B Facilitate adult learning and development

CHCCOM403A Use targeted communication skills to build relationships

CHCORG406C Supervise work

TAEDEL301A Provide work skill instruction

### **Community care**

CHCHC311C Work effectively in home and community care

CHCICS304B Work effectively with carers

HLTRAH302C Undertake home visits

### **Working with people with disabilities**

CHCDIS301C Work effectively with people with a disability  
CHCDIS302A Maintain an environment to empower people with disabilities  
CHCDIS313A Support people with disabilities who are ageing  
CHCDIS322A Support community participation and inclusion  
CHCDIS323A Contribute to skill development and maintenance

**Working with people with mental health issues**

CMH301C Work effectively in mental health

*or*

CHCMH411A Work with people with mental health issues

**Oral health**

CHCOHC303B Use basic oral health screening tools

CHCOHC401A Inform and encourage clients and groups to understand and achieve good oral health

CHCOHC402A Support and encourage clients and groups to learn practical aspects of oral health care

CHCOHC404A Recognise and respond to signs and symptoms that may indicate oral health issues

CHCOHC406B Provide or assist with oral hygiene

# CHC30312 Certificate III in Home and Community Care

## Modification History

CHC08 Version 4	CHC08 Version 4.2	Comments
CHC30308 Certificate III in Home and COmmunity Care	CHC30312 Certificate III in Home and COmmunity Care	Corrections to errors and minor changes to improve readability. No change to qualification outcome.

## Description

This qualification addresses work in client homes and other community settings under regular supervision within clearly defined organisational guidelines and service plans.

These workers:

- Carry out activities to maintain personal care and/or other activities of living for people in their own homes or in other community settings
- Carry out activities related to an individualised plan
- Report directly to a supervisor and are not responsible for other workers.

**Occupational titles** may include:

- Care assistant / worker
- Care service employees
- Community care worker
- Community support worker
- Disability support worker
- Driver
- Food services deliverer
- Home care worker
- Home maintenance worker
- In-home respite giver
- Personal care assistant
- Personal care giver / worker
- Planned activity assistant
- Transport support worker
- Support worker

## Pathways Information

Not Applicable

## **Licensing/Regulatory Information**

Not Applicable

## **Entry Requirements**

Not Applicable

# Employability Skills Summary

Refer to the Topic: Introduction to the Employability Skills Qualification Summaries

## Packaging Rules

### PACKAGING RULES

14 units are required for award of this qualification including:

- 9 core units
- 5 elective units

A wide range of elective units is available, including:

- Group A electives from which at least one unit must be selected for this qualification
- Group B electives which are recommended for special consideration
- Other 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, up to 2 units of competency packaged at this level or higher in other relevant Training Packages or accredited courses where the details of those courses are available on the TGA or other public listing

### Core units

CHCAC318B Work effectively with older people

CHCAC319A Provide support to people living with dementia

CHCCS411C Work effectively in the community sector

CHCDIS301C Work effectively with people with a disability

CHCHC311C Work effectively in home and community care

CHCICS301B Provide support to meet personal care needs

CHCICS302B Participate in the implementation of individualised plans

CHCICS304B Work effectively with carers

CHCWHS312A Follow WHS safety procedures for direct care work

### The importance of culturally aware and respectful practice

All workers in the home and community care 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.

### Group A electives - at least one unit must be selected

One of the following units **must** be selected for this qualification.

HLTHIR403C Work effectively with culturally diverse clients and co-workers  
HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people  
Where work involves a specific focus on both Aboriginal and/or Torres Strait Islander and culturally diverse clients or communities, candidates are recommended to select both units.

**Group B electives for special consideration**

The following electives, whilst not required in *all* home and community care work, are highly recommended to be considered for inclusion in this qualification:

CHCICS303A Support individual health and emotional well being

CHCPA301B Deliver care services using a palliative approach

**Other relevant electives**

Electives are to be selected in line with specified Packaging Rules. The following grouping of relevant electives is provided to facilitate selection and does not necessarily reflect workplace requirements. Electives may be selected from one or more groups. Employers may specify that certain electives are required to address specific workplace needs.

**Client support**

CHCAC410B Collect technical data to support client health care plan (Note pre-requisite HLTAP301B)

CHCAD401D Advocate for clients

CHCCOM302D Communicate appropriately with clients and colleagues

CHCCS311D Deliver and monitor services to clients

CHCCS400C Work within a relevant legal and ethical framework

CHCCS401C Facilitate responsible behaviour

CHCCS426B Provide support and care relating to loss and grief

CHCGROUP302D Support group activities

CHCICS305B Provide behaviour support in the context of individualised plans

CHCICS306B Provide basic foot skin and nail care

CHCICS409A Recognise and respond to suspected abuse of vulnerable people

CHCLD315A Recognise stages of lifespan development

CHCLLN403A Identify clients with language, literacy and numeracy needs and respond effectively

CHCNET301D Participate in networks

HLTAP301B Recognise healthy body systems in a health care context

HLTCS307D Care for the home environment of clients

HLTFA311A Apply first aid

HLTFS207C Follow basic food safety practices

HLTFS309C Oversee the day-to-day implementation of food safety in the workplace

HLTFS310C Apply and monitor food safety requirements

HLTIN301C Comply with infection control policies and procedures

HLTRAH302C Undertake home visits

**Medication**

CHCCS305C Assist clients with medication (Note pre-requisite HLTAP301B)

**Working with older people**

CHCAC317A Support older people to maintain their independence

CHCAC412B Provide services to older people with complex needs (Note pre-requisite CHCAC318B)

**Working with people with a disability**

CHCDIS302A Maintain an environment to empower people with disabilities

CHCDIS313A Support people with disabilities who are ageing

CHCDIS322A Support community participation and inclusion  
CHCDIS323A Contribute to skill development and maintenance

**Working with people with mental health issues**

CHCMH301C Work effectively in mental health

*or*

CHCMH411A Work with people with mental health issues

**Organisational support**

CHCADMIN302D Provide administrative support

CHCINF303B Contribute to information requirements in the community sector

CHCINF408C Comply with information requirements of the aged care and community care sectors

CHCORG322B Contribute to implementation of service delivery strategy

**Working with children and young people**

CHCCHILD404B Support the rights and safety of children and young people

CHCYTH301E Work effectively with young people

CHCYTH401B Engage respectfully with young people

**Leisure and health**

CHCRH401C Work effectively in the leisure and health industry

CHCRH402A Undertake leisure and health programming

CHCRH404A Plan, implement and monitor leisure and health programs

**Oral health**

CHCOHC303B Use basic oral health screening tools

CHCOHC401A Inform and encourage clients and groups to understand and achieve good oral health

CHCOHC402B Support and encourage clients and groups to learn practical aspects of oral health care

CHCOHC404B Recognise and respond to signs and symptoms that may indicate oral health issues

CHCOHC406B Provide or assist with oral hygiene



## CHC30408 Certificate III in Disability

### Modification History

CHC08 Version 4.0	CHC08 Version 4.2	Comments
CHC30408 Certificate III in Disability	CHC30408 Certificate III in Disability	Correction of errors and minor changes to improve readability. No change to qualification outcome.

## Description

This qualification addresses work in the community and/or residential facilities under direct or regular supervision within clearly defined organisation guidelines and service plans.

These workers:

- Carry out activities to maintain personal care and/or other activities of living for people with a disability
- Carry out activities related to an individualised plan
- Report directly to a supervisor and are not responsible for other workers.

**Occupational titles** may include:

- |                                |  |
|--------------------------------|--|
| • Accommodation support worker | • Field officer  |
| • Assistant in nursing *       | • Home care assistant  |
| • Care assistant               | • In-home respite care worker                                      |
| • Client assistant             | • Nursing assistant *  |
| • Community access coordinator | • Personal care assistant  |
| • Community care worker        | • Personal care giver  |
| • Community house worker       | • Personal care worker   |
| • Community support worker     | • Residential aide   |
| • Disability service officer   | • Residential care officer   |
| • Disability support officer   | • Residential care support worker                                  |
| • Disability support worker    | • School support officer (working with children with disabilities) |
| • Family support worker        | • Support worker   |

\*Not relevant in some jurisdictions

## Pathways Information

Not Applicable

## Licensing/Regulatory Information

Not Applicable

## Entry Requirements

Not Applicable

# Employability Skills Summary

Refer to the Topic: Introduction to the Employability Skills Qualification Summaries

## Packaging Rules

### PACKAGING RULES

14 units are required for award of this qualification including:

- 9 core units
- 5 elective units

A wide range of elective units is available, including:

- Group A WHS electives of which one unit must be selected for this qualification
- Group B electives which are recommended for culturally aware and respectful practice
- Group C elective which is recommended for special consideration
- Other 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, up to 2 units of competency packaged at this level or higher in other relevant Training Packages or accredited courses where the details of those courses are available on the TGA or other public listing

### Core units

CHCCS411C Work effectively in the community sector

CHCDIS301C Work effectively with people with a disability

CHCDIS302A Maintain an environment to empower people with disabilities

CHCDIS322A Support community participation and inclusion

CHCDIS323A Contribute to skill development and maintenance

CHCICS301B Provide support to meet personal care needs

CHCICS302B Participate in the implementation of individualised plans

CHCICS303A Support individual health and emotional well being

CHCICS305B Provide behaviour support in the context of individualised plans

### Group A WHS electives - one unit must be selected for disability work

One of the following WHS units **must** be selected for work in aged care.

CHCWHS312A Follow safety procedures for direct care work

HLTWHS300A Contribute to WHS processes

### 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.

**Group B electives - recommended for culturally aware and respectful practice**

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:

HLTHIR403C Work effectively with culturally diverse clients and co-workers

HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people

**Group C elective - for special consideration**

The following elective, whilst not required in *all* disability work, is highly recommended to be considered for inclusion in this qualification:

CHCDIS411A Communicate using augmentative and alternative communication strategies

**Other relevant electives**

Electives are to be selected in line with specified Packaging Rules. The following grouping of relevant electives is provided to facilitate selection and does not necessarily reflect workplace requirements. Electives may be selected from one or more groups. Employers may specify that certain electives are required to address specific workplace needs.

**Client support**

CHCAC410B Collect technical data to support client health care plan (Note pre-requisite HLTAP301B)

CHCAD401D Advocate for clients

CHCCOM403A Use targeted communication skills to build relationships

CHCCS310A Support inclusive practice in the workplace

CHCCS311D Deliver and monitor services to clients

CHCCS312A Use electronic learning materials

CHCCS400C Work within a relevant legal and ethical framework

CHCCS425B Support health professional

CHCCS426B Provide support and care relating to loss and grief

CHCDIS313A Support people with disabilities who are ageing

CHCDIS409B Provide services to people with disabilities with complex needs

CHCGROUP302D Support group activities

CHCICS304B Work effectively with carers

CHCICS306B Provide basic foot skin and nail care

CHCICS401B Facilitate support for personal care needs

CHCICS402B Facilitate individualised plans

CHCICS406B Support client self management

CHCICS407B Support positive lifestyle

CHCICS408B Provide support to people with chronic disease

CHCLD315A Recognise stages of lifespan development

CHCLLN403A Identify clients with language, literacy and numeracy needs and respond effectively

CHCNET301D Participate in networks

CHCORG406C Supervise work

CHCPA301B Deliver care services using a palliative approach

HLTFA311A Apply first aid

HLTFS207C Follow basic food safety practices

HLTFS309C Oversee the day-to-day implementation of food safety in the workplace

HLTFS310C Apply and monitor food safety requirements

**Medication**

CHCCS305C Assist clients with medication (Note pre-requisite HLTAP301B)

HLTAP301B Recognise healthy body systems in a health care context

**Working with older people**

CHCAC317A Support older people to maintain their independence

CHCAC318B Work effectively with older people

CHCAC319A Provide support to people living with dementia

**Working with people with mental health issues**

CHCMH301C Work effectively in mental health

CHCMH411A Work with people with mental health issues

**Organisational support**

BSBWOR204A Use business technology

CHCADMIN302D Provide administrative support

CHCINF303B Contribute to information requirements in the community sector

CHCORG322B Contribute to implementation of service delivery strategy

**Oral health**

CHCOHC303B Use basic oral health screening tools

CHCOHC401A Inform and encourage clients and groups to understand and achieve good oral health

CHCOHC402A Support and encourage clients and groups to learn practical aspects of oral health care

CHCOHC404A Recognise and respond to signs and symptoms that may indicate oral health issues

CHCOHC406B Provide or assist with oral hygiene

# CHC30512 Certificate III in Social Housing

## Modification History

CHC08 Version 3	CHC08 Version 4	Comments
CHC30508 Certificate III in Social Housing	CHC30512 Certificate III in Social Housing	Updated core WHS units

## Description

This qualification applies to staff who work under direct supervision in an administrative and/or assisting capacity in delivering housing support services in the social housing sector, including support to tenants and residents, applicants and the community, including clients who are experiencing homelessness or at risk of experiencing homelessness.

**Occupational titles** may include:

- Aboriginal and/or Torres Strait Islander housing worker
- Administration officer
- Administrative assistant
- Administrative support worker
- Clerical worker
- Housing assistant
- Neighbourhood renewal worker
- Tenant administration worker
- Tenant
- Volunteer tenant manager

## Pathways Information

Not Applicable

## Licensing/Regulatory Information

Not Applicable

## Entry Requirements

Not Applicable

# Employability Skills Summary

Refer to the Topic: Introduction to the Employability Skills Qualification Summaries

## Packaging Rules

### PACKAGING RULES

12 units are required for award of this qualification including:

- 7 core units
- 5 elective units

A wide range of elective units is available, including:

- Group A electives which are recommended for culturally aware and respectful practice
- Other 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, up to 2 units of competency packaged at the level of this qualification or higher in other relevant Training Packages or accredited courses where the details of those courses are available on the TGA or other public listing

### Core units

CHCADMIN302D Provide administrative support

CHCCH301C Work effectively in social housing

CHCCOM302D Communicate appropriately with clients and colleagues

CHCCS400C Work within a relevant legal and ethical framework

CHCINF302D Maintain the organisation's information systems

CHCORG303C Participate effectively in the work environment

HLTWHS300A Contribute to WHS processes

### The importance of culturally aware and respectful practice

All workers undertaking social housing work 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.

### Group A – electives recommended for culturally aware and respectful practice

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:

HLTHIR403C Work effectively with culturally diverse clients and co-workers

HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people

**Other relevant electives**

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

- BSBATSIC412A Maintain and protect cultural values in the organisation
  - CHCCH317A Respond to property maintenance enquiries
  - CHCCH413A Manage tenancy rent, charges and rental arrears
  - CHCCH419C Manage property maintenance implementation
  - CHCCH426B Support client participation in the organisation
  - CHCCS311D Deliver and monitor services to clients
  - CHCCS410A Facilitate client participation in the organisation and its management
  - CHCCS419C Provide support services to clients
  - CHCCS421B Undertake community sector work within own community
  - CHCCS422B Respond holistically to client issues and refer appropriately
  - CHCDFV301A Recognise and respond appropriately to domestic and family violence
  - CHCGROUP201C Support the activities of existing groups
  - CHCLLN403A Identify clients with language, literacy and numeracy needs and respond effectively
  - CHCMH411A Work with people with mental health issues
  - CHCNET301D Participate in networks
  - CHCNET404B Facilitate links with other services
  - CHCPOL301B Participate in policy development
  - CPPDSM3014A Undertake property inspection
  - HLTHIR403C Work effectively with culturally diverse clients and co-workers
  - HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people
  - PSPETHC301B Uphold the values and principles of public service
  - PSPGOV201B Work in a public sector environment
  - PSPLEGN301B Comply with legislation in the public sector
- Financial literacy education electives**
- CHCFLE301A Work with clients needing financial literacy education
  - CHCFLE302A Educate clients in fundamental financial literacy skills
  - CHCFLE303A Educate clients to understand debt and consumer credit



# CHC30612 Certificate III in Active Volunteering

## Modification History

CHC08 Version 3	CHC08 Version 4	Comments
CHC30608 Certificate III in Active Volunteering	CHC30612 Certificate III in Active Volunteering	updated core WHS units

## Description

This qualification covers people working in a volunteer capacity and delivers competency outcomes which include:

- Relevant theoretical knowledge related to working with clients and co-workers from culturally diverse backgrounds and to work within a legal and ethical framework
- Ability to apply a range of well developed skills when communicating with clients and co-workers, engaging in safe work practices, and working effectively as part of a work group in the organisation/program
- Ability to apply known solutions to a variety of predictable problems when working with clients and co-workers, engaging in safe work practices
- Ability to perform processes that require a range of well developed skills where some discretion and judgement is required when working with clients and co-workers
- Ability to interpret available information using discretion and judgement when working with clients, delivering a service and also when working as part of the work group within the organisation/program
- Ability to take responsibility for their own learning and work outputs when working as part of a work group within the organisation
- Ability to take limited responsibility for the output of others within the work group.
- 

## Pathways Information

Not Applicable

## Licensing/Regulatory Information

Not Applicable

## Entry Requirements

Not Applicable

# Employability Skills Summary

Refer to the Topic: Introduction to the Employability Skills Qualification Summaries

## Packaging Rules

### PACKAGING RULES

10 units are required for award of this qualification including:

- 6 core units
- 4 elective units

A wide range of elective units is available, including:

- Group A elective which is recommended for culturally aware and respectful practice
- Other 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, up to 2 units of competency packaged at the level of this qualification or higher in other relevant Training Packages or accredited courses where the details of those courses are available on the TGA or other public listing

### Core units

CHCCOM302D	Communicate appropriately with clients and colleagues
CHCCS400C	Work within a relevant legal and ethical framework
CHCORG303C	Participate effectively in the work environment
CHCVOL201B	Be an effective volunteer
HLTHIR403C	Work effectively with culturally diverse clients and co-workers
HLTWHS200A	Participate in WHS processes

### The importance of culturally aware and respectful practice

All volunteer workers 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.

### Group A – elective recommended for culturally aware and respectful practice

This qualification has been structured to provide a specific focus on culturally diverse clients. Where work also involves a specific focus on Aboriginal and/or Torres Strait Islander clients or communities, candidates are recommended to select the following unit:

HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people

## Other relevant electives

Electives are to be selected in line with specified Packaging Rules. Employers may specify that certain electives are required to address specific workplace needs.

CHCCS401C Facilitate responsible behaviour  
CHCCS427B Facilitate adult learning and development  
SRSCOP001B Prepare for public speaking  
SISXIND405A Conduct projects  
TAEDEL301A Provide work skill instruction

The following grouping of electives is provided to guide selection relating to volunteering in a range of work areas.

### Retail sales

SIRXCCS001A Apply point-of-sale handling procedures  
SIRXICT001A Operate retail technology  
SIRXIND001A Work effectively in a retail environment  
SIRXSLS001A Sell products and services

### Boards / committees

BSBATSIL510A Appoint and work with the manager  
BSBATSIL412A Participate effectively as a board member  
BSBGOV401A Implement Board member responsibilities

### Sport and recreation

SRXCAI004B Plan a session or program for participants  
SRXCAI005B Conduct a sport and recreation session for participants  
SRXCAI006B Organise a sport and recreation program

### Community Development

BSBMGT401A Show leadership in the workplace  
CHCCD412B Work within a community development framework  
CHCCD505E Develop community resources  
CHCGROUP302D Support group activities  
CHCNET301D Participate in networks  
CHCNET402B Establish and maintain effective networks  
CHCPOL301B Participate in policy development

### Customer service / administration

CHCADMIN302D Provide administrative support  
CHCCS412E Deliver and develop client services  
CHCINF302D Maintain the organisation's information systems

### Community services

CHCAC316D Provide food services  
CHCAC318B Work effectively with older people  
CHCAD401D Advocate for clients  
CHCCH301C Work effectively in social housing  
CHCCHILD404B Support the rights and safety of children and young people  
CHCCS305C Assist clients with medication (*Note pre-requisite HLTAP301B*)  
CHCCS411C Work effectively in the community sector  
CHCDFV301A Recognise and respond appropriately to domestic and family violence  
CHCDIS301C Work effectively with people with a disability  
CHCHC311C Work effectively in home and community care

CHCMH301C Work effectively in mental health  
CHCMH411A Work with people with mental health issues  
CHCTC301C Deliver a service consistent with the organisation's mission and values  
CHCTC302B Provide client-centred telephone counselling  
CHCYTH301E Work effectively with young people  
HLTAP301B Recognise healthy body systems in a health care context

**Financial literacy education electives**

CHCFLE301A Work with clients needing financial literacy education  
CHCFLE302A Educate clients in fundamental financial literacy skills  
CHCFLE303A Educate clients to understand debt and consumer credit

**Language, literacy and numeracy support electives**

CHCCS427B Facilitate adult learning and development  
CHCLLN401A Support adult language and literacy learning and development  
CHCLLN402A Support adult numeracy learning and development

## CHC30712 Certificate III in Children's Services

### Modification History

CHC08 Version 3.0	CHC08 Version 4.0	Comments
CHC30708 Certificate III in Children's Services	CHC30712 Certificate III in Children's Services	Updated first aid core unit in V4 ISC upgrades of unit codes Occupational title of 'child care worker' to 'childhood educator' and 'early childhood educator' Qualification outcome equivalent

### Description

This qualification covers workers who use organisation policies, procedures and individual children's profiles to plan activities and provide care to children, facilitating their leisure and play and enabling them to achieve their developmental outcomes. Depending on the setting, workers may work under direct supervision or autonomously.

**Occupational titles** may include:

- Early childhood educator
- Playgroup supervisor
- Family day care worker
- Childhood Educator
- Childhood educator assistant
- \* Outside school hours care assistant
- \* Recreation assistant
- Nanny
- Mobile assistant

*\* Some jurisdictions may require CHC41208 Certificate IV in Children's Services (Outside school hours care) for these work roles*

### Pathways Information

Not Applicable

## **Licensing/Regulatory Information**

Not Applicable

## **Entry Requirements**

Not Applicable

# Employability Skills Summary

Refer to the Topic: Introduction to the Employability Skills Qualification Summaries

## Packaging Rules

### PACKAGING RULES

15 units are required for award of this qualification including:

- 11 core units
- 4 elective units

A wide range of elective units is available, including:

- Group A elective which is recommended for all work roles except those where services specifically exclude caring for babies
- Group B electives which are recommended for culturally aware and respectful practice
- Group C electives which are recommended for centre-based care
- Group D electives which are recommended for playgroup supervision
- Group E electives which are recommended for family day care work
- Group F electives which are recommended for nanny work
- Other 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 the level of this qualification or higher in other relevant Training Packages

### Core units

CHCCHILD401B Identify and respond to children and young people at risk

CHCCN301C Ensure the health and safety of children

CHCCN302A Provide care for children

CHCCN303A Contribute to provision of nutritionally balanced food in a safe and hygienic manner

CHCCS400C Work within a relevant legal and ethical framework

CHCFC301A Support the development of children

CHCIC301E Interact effectively with children

CHCPR301C Provide experiences to support children's play and learning

CHCPR303D Develop understanding of children's interests and developmental needs

HLTFA311A Apply first aid

HLTWHS300A Contribute to WHS processes

## **Relevant electives**

### **Group A elective - recommended for working with babies**

The following elective unit is recommended for inclusion as a core unit in this qualification to address all work roles except those where services specifically exclude caring for babies:

CHCCN305B Provide care for babies (This unit may be mandatory in some jurisdictions and is pre-requisite for the Diploma of Childrens Services)

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

All workers undertaking children's services work 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.

### **Group B electives - recommended for culturally aware and respectful practice**

The children's services workplace is regarded as having particular potential for engendering stronger and more respectful relationships between non-Aboriginal Australians and Aboriginal and/or Torres Strait Islander Australians.

It is therefore highly recommended that the following unit of competency should be included in this qualification to address the needs of *every children's services workplace*:

CHCIC302A Support Aboriginal and/or Torres Strait Islander families to participate in children's services

The unit:

- Provides a basis for staff to support and promote respect for and awareness of Aboriginal and/or Torres Strait Islander communities where there are no Aboriginal or Torres Strait Islander children attending or residing in the local area
- Addresses the needs of staff who work specifically with Aboriginal and/or Torres Strait Islander children and families.

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:

HLTHIR403C Work effectively with culturally diverse clients and co-workers

HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people

*CHC30412 Certificate III in Children's Services* enables selection of specific electives recommended for centre-based care, playgroup supervision, family day care and nanny work.

### **Group C electives - recommended for centre-based care**

The following units of competency are recommended for centre-based care at Certificate III level:

CHCCHILD301B Support behaviour of children and young people

CHCCN305B Provide care for babies (if not already included)

CHCCS312A Use electronic learning materials

CHCORG303C Participate effectively in the work environment

CHCRF301E Work effectively with families to care for the child

**AND ONE of the following units:**



CHCIC302A Support Aboriginal and/or Torres Strait Islander families to participate in children's services

OR

HLTHIR403C Work effectively with culturally diverse clients and co-workers

OR

CHCCS310A Support inclusive practice in the workplace

### **Group D electives - recommended for playgroup supervision**

The following units of competency are recommended for playgroup supervision:

SRCCRO008B Interact positively with infants, toddlers and parents in a recreation

environment (Appropriate unit for an assistant working with a mobile resources unit)

SISXRSK301A Undertake risk analysis of activities

### **Group E electives - recommended for family day care work**

The following units of competency are recommended for family day care work:

CHCAL307A Comply with family day care administration requirements

CHCCHILD301B Support behaviour of children and young people

CHCCS310A Support inclusive practice in the workplace

CHCIC302A Support Aboriginal and/or Torres Strait Islander families to participate in children's services

CHCRF301E Work effectively with families to care for the child

### **Group F electives - recommended for nanny work**

The following units of competency are recommended for nanny work:

CHCCHILD301B Support behaviour of children and young people

CHCNAN301B Attend to daily functions in home based child care

CHCRF301E Work effectively with families to care for the child

AND one (or both) of the following units:

CHCFC502A Foster physical development in early childhood

OR

CHCFC512A Foster physical development in middle childhood

### **Other relevant electives**

Additional electives are to be selected in line with specified Packaging Rules. Employers may specify that certain electives are required to address specific workplace needs.

BSBFLM312C Contribute to team effectiveness

BSBWOR204A Use business technology

BSBWOR402A Promote team effectiveness

CHCAD401D Advocate for clients

CHCADMIN403D Undertake administrative work

CHCCD420B Work to empower Aboriginal and/or Torres Strait Islander communities

CHCCHILD301B Support behaviour of children and young people

CHCCS310A Support inclusive practice in the workplace

CHCCS312A Use electronic learning materials

CHCCS421B Undertake community sector work within own community

CHCDFV301A Recognise and respond appropriately to domestic and family violence

CHCFAM503B Work with a child focused approach

CHCIC303B Work within a regulatory framework specific to children's services

CHCLD315A Recognise stages of lifespan development

CHCMH301C Work effectively in mental health

**or**

CHCMH411A Work with people with mental health issues

CHCORG303C Participate effectively in the work environment

CHCORG428A Reflect on and improve own professional practice

CHCPR302A Support sustainable practice

CHCPR502E Organise experiences to facilitate and enhance children's development

HLTFA302C Provide first aid in remote situation (*Note pre-requisite: HLTFA311A*)

HLTFA412A Apply advanced first aid (*Note pre-requisite: HLTFA311A*)

HLTFS207C Follow basic food safety practices

HLTHIR403C Work effectively with culturally diverse clients and co-workers

HLTNA303D Plan and modify meals and menus according to nutrition care plans

HLTNA304D Plan meals and menus to meet cultural and religious needs

SISXRSK301A Undertake risk analysis of activities

### **Oral health**

CHCOHC303B Use basic oral health screening tools

CHCOHC404A Recognise and respond to signs and symptoms that may indicate oral health issues

# CHC30812 Certificate III in Education Support

## Modification History

CHC08 Version 3	CHC08 Version 4	Comments
CHC30808 Certificate III in Education Support	CHC30812 Certificate III in Education Support	updated core WHS units

## Description

This qualification covers workers in a range of education settings including public and independent schools and community education settings that provide assistance and support to teachers and students under broad based supervision.

Some jurisdictions may require specialist skill development and supervision by qualified teachers to address specific job roles.

Some job roles may require the education support worker to complete work external to the immediate education environment e.g. in Aboriginal and/or Torres Strait Islander communities.

**Occupational titles** may include:

- Aboriginal and/or Torres Strait Islander education worker
- Education assistant
- Education assistant (special needs)
- Education support worker
- Home tutor
- Homeland teaching assistant
- Indigenous language and culture teaching assistant
- Language worker
- Literacy worker
- Support worker (working with children with disabilities)
- Teacher aide
- Teacher assistant

## Pathways Information

Not Applicable

## **Licensing/Regulatory Information**

Not Applicable

## **Entry Requirements**

Not Applicable

## **Employability Skills Summary**

Refer to the Topic: Introduction to the Employability Skills Qualification Summaries

## Packaging Rules

### PACKAGING RULES

14 units are required for award of this qualification including:

- 8 core units
- 6 elective units

A range of elective units is available, including:

- Group A electives which are recommended for culturally aware and respectful practice
- Group B elective which required in some jurisdictions for reporting of child abuse
- Other 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, up to 2 units of competency packaged at the level of this qualification or higher in other relevant Training Packages or accredited courses where the details of those courses are available on TGA or other public listing

### Core units

CHCCHILD301B Support behaviour of children and young people

CHCEDS301B Comply with legislative, policy and industrial requirements in the education environment

CHCEDS303A Contribute to student education in all developmental domains

CHCEDS312A Work with diversity in the education environment

CHCEDS313B Communicate with students

CHCEDS314B Work effectively in an education team

CHCEDS316B Comply with school administrative requirements

HLTWHS300A Contribute to WHS processes

### The importance of culturally aware and respectful practice

All workers undertaking education support work 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.

### Group A electives - recommended for culturally aware and respectful practice

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:

HLTHIR403C Work effectively with culturally diverse clients and co-workers

HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people

### **Group B elective - required in some jurisdictions for reporting of child abuse**

The following elective is required in some jurisdictions to meet legislative requirements for mandatory reporting of child abuse:

CHCCHILD401B Identify and respond to children and young people at risk

### **Other relevant electives**

Electives are to be selected in line with specified Packaging Rules. The following grouping of relevant electives is provided to facilitate selection and does not necessarily reflect workplace requirements. Electives may be selected from one or more groups. Employers may specify that certain electives are required to address specific workplace needs.

The selection of electives should be guided by the type of service delivery and the setting.

### **Literacy and numeracy electives**

CHCEDS305A Support the development of reading skills

CHCEDS306A Support the development of writing skills

CHCEDS307A Support the development of numeracy skills

CHCEDS308A Support the development of oral language skills

CHCLLN403A Identify clients with language, literacy and numeracy needs and respond effectively

### **Electives for work with students with disabilities**

CHCDIS301C Work effectively with people with a disability

CHCEDS335A Support students with additional needs in the classroom environment

CHCEDS330B Support learning for students with disabilities in a classroom environment

### **Electives for Aboriginal and/or Torres Strait Islander Education Worker**

CHCEDS317B Communicate with parents, students and colleagues in Aboriginal or Torres Strait Islander language

CHCEDS318B Work effectively as an Aboriginal or Torres Strait Islander education worker

CHCEDS403B Promote and implement Aboriginal and/or Torres Strait Islander language and culture programs

CHCEDS404A Liaise with Aboriginal or Torres Strait Islander community re education program

### **Home tutor electives**

CHCCN301C Ensure the health and safety of children

CHCCN302A Provide care for children

CHCEDS305A Support the development of reading skills

CHCEDS306A Support the development of writing skills

CHCEDS307A Support the development of numeracy skills

CHCEDS319A Search and assess online information

CHCEDS320B Set up and sustain individual and small group learning areas  
CHCIC301E Interact effectively with children  
CHCRF301E Work effectively with families to care for the child  
HLTFA302C Provide first aid in remote situation (Note pre-requisite: HLTFA311A)  
CHCFC502A Foster physical development in early childhood  
CHCFC512A Foster physical development in middle childhood

### **Education support electives**

CHCCS312A Use electronic learning materials  
CHCCS411C Work effectively in the community sector  
CHCDIS301C Work effectively with people with a disability  
CHCDIS411A Communicate using augmentative and alternative communication strategies  
CHCEDS302A Facilitate implementation of planned educational programs  
CHCEDS304A Contribute to organisation and management of classroom or centre  
CHCEDS330B Support learning for students with disabilities in a classroom environment  
CHCEDS331B Contribute to the health and safety of students  
CHCEDS335A Support students with additional needs in the classroom environment  
CHCEDS319A Search and assess online information  
CHCEDS320B Set up and sustain individual and small group learning areas  
CHCEDS321B Use an e-learning management system  
CHCEDS322A Support students with English as a second language  
CHCEDS323A Support development of student research skills  
LMFFT4011B Purchase materials and consumables

### **First Aid**

*In some jurisdictions, it is a condition of employment that Education Support Workers are competent in basic first aid. Candidates and employers should clarify specific jurisdiction requirements for first aid.*

HLTFA311A Apply first aid  
HLTFA302C Provide first aid in remote situation (Note pre-requisite: HLTFA311A)

### **Information technology electives**

BSBITU201A Produce simple word processed documents  
BSBITU202A Create and use spreadsheets  
BSBWOR204A Use business technology  
ICAICT101A Operate a personal computer  
ICAU1130B Operate a spreadsheet application  
ICAU1132B Operate a presentation package  
ICAICT103A Send and retrieve information using web browsers and email  
ICPMM263C Access and use the internet

### **Oral health**

CHCOHC303B Use basic oral health screening tools  
CHCOHC401A Inform and encourage clients and groups to understand and achieve good oral health  
CHCOHC402A Support clients and groups to learn practical aspects of oral health care

# CHC30912 Certificate III in Employment Services

## Modification History

CHC08 Version 3	CHC08 Version 4	Comments
CHC30908 Certificate III in Employment Services	CHC30912 Certificate III in Employment Services	Upgrade core WHS units

## Description

This qualification covers workers who provide a range of services to client and employers aimed at locating, securing and maintaining suitable employment for clients.

**Occupational titles** may include:

- Associate employment consultant
- Employment consultant in training
- Customer service officer
- Employment services receptionist
- Employment services administrative support
- Administrative officer

## Pathways Information

Not Applicable

## Licensing/Regulatory Information

Not Applicable

## Entry Requirements

Not Applicable

## Employability Skills Summary

Refer to the Topic: Introduction to the Employability Skills Qualification Summaries



## Packaging Rules

### PACKAGING RULES

12 units are required for award of this qualification including:

- 8 core units
- 4 elective units

A wide range of elective units is available, including:

- Group A electives which are recommended for culturally aware and respectful practice
- Group B electives of which one unit only may be selected
- Group C electives of which one unit only may be selected
- Other 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, up to 2 units of competency packaged at the level of this qualification or higher in other relevant Training Packages or accredited courses where the details of those courses are available on TGA or other public listing

### Core units

CHCCOM403A      Use targeted communication skills to build relationships  
CHCCS311D      Deliver and monitor services to clients  
CHCCS400C      Work within a relevant legal and ethical framework  
CHCES303C      Use labour market information  
CHCES311B      Work effectively in employment services  
CHCES312A      Deliver contracted employment services  
CHCORG303C      Participate effectively in the work environment  
HLTWHS300A      Contribute to WHS processes

### The importance of culturally aware and respectful practice

All workers undertaking employment services work 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.

### Group A electives - recommended for culturally aware and respectful practice

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:

HLTHIR403C Work effectively with culturally diverse clients and co-workers

HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people

**Group B electives - one unit may be selected**

One only of the following units may be selected

BSBINM201A Process and maintain workplace information

CHCINF302D Maintain the organisation's information systems

**Group C electives - one unit may be selected**

One only of the following units may be selected

CHCDIS301C Work effectively with people with a disability

CHCDIS220B Prepare for disability work

**Other 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.

BSBPRO401A Develop product knowledge

BSBWOR204A Use business technology

CHCADMIN302D Provide administrative support

CHCCS308B Provide first point of contact

CHCCS411C Work effectively in the community sector

CHCES304B Deliver recruitment services

CHCES402C Deliver Australian Apprenticeships services

CHCES416A Plan and provide job search support

CHCLLN403A Identify clients with language, literacy and numeracy needs and respond effectively

CHCMH411A Work with people with mental health issues

HLTHIR403C Work effectively with culturally diverse clients and co-workers

**Oral health**

CHCOHC401A Inform and encourage clients and groups to understand and achieve good oral health

CHCOHC402A Support clients and groups to learn practical aspects of oral health care

CHCOHC404A Recognise and respond to signs and symptoms that may indicate oral health issues

# CHC31008 Certificate III in Telephone Counselling Skills

## Modification History

CHC08 Version 3	CHC08 Version 4	Comments
CHC31008 Certificate III in Telephone Counselling Skills	CHC31008 Certificate III in Telephone Counselling Skills	Updated unit codes and imported units. No change to qualification outcome.

## Description

This qualification applies to workers who provide support to individuals offering them first point of contact in a crisis situation and referral to a broad range of services. At this level workers provide short-term direct phone contact with clients in a crisis situation during which time they establish a helping relationship to define the crisis and provide referral information where appropriate.

This qualification may be delivered while under structured training/orientation/induction to the work.

**Occupational titles** may include:

- Alcohol and other drugs telephone counsellor
- Domestic violence help line counsellor
- Gay and lesbian help line counsellor
- Men's help line telephone counsellor
- Telephone counsellor
- Youth help line telephone counsellor

## Pathways Information

Not Applicable

## Licensing/Regulatory Information

Not Applicable

## Entry Requirements

Not Applicable

## **Employability Skills Summary**

Refer to the Topic: Introduction to the Employability Skills Qualification Summaries

## Packaging Rules

### PACKAGING RULES

11 units are required for award of this qualification including:

- 7 core units
- 4 elective units

A wide range of elective units is available, including:

- Group A WHS electives from which one unit **must** be selected
- Group B electives of which **at least two must** be selected for this qualification
- Group C electives which are recommended for culturally aware and respectful practice
- Other 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, a unit of competency packaged at the level of this qualification or higher in other relevant Training Packages or accredited courses where the details of those courses are available on TGA or other public listing

#### Core units

CHCCHILD404B Support the rights and safety of children and young people

CHCCS308B Provide first point of contact

CHCCS400C Work within a relevant legal and ethical framework

CHCORG303C Participate effectively in the work environment

CHCTC301C Deliver a service consistent with the organisation's mission and values

CHCTC302B Provide client-centred telephone counselling

CHCCOM302D Communicate appropriately with clients and colleagues

#### Group A WHS electives - one unit must be selected

One of the following WHS units **must** be selected for this qualification

HLTWHS200A Participate in WHS processes

HLTWHS300A Contribute to WHS processes

#### Group B electives - at least 2 units to be selected

**At least TWO (2)** elective units must be selected from:

CHCAC318B Work effectively with older people

CHCAOD201D Prepare for alcohol and other drugs work

CHCAOD402B Work effectively in the alcohol and other drugs sector

CHCCH301C Work effectively in social housing

CHCDFV301A Recognise and respond appropriately to domestic and family violence

CHCDIS301C Work effectively with people with a disability

CHCMH301C Work effectively in mental health  
CHCMH411A Work with people with mental health issues  
HLTHIR403C Work effectively with culturally diverse clients and co-workers

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

All workers undertaking counselling work 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.

**Group C electives - recommended for culturally aware and respectful practice**

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:

HLTHIR403C Work effectively with culturally diverse clients and co-workers  
HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people

**Other relevant electives**

CHCLLN403A Identify clients with language, literacy and numeracy needs and respond effectively

**Problem gambling electives**

CHCGMB501A Work effectively in the problem gambling sector  
CHCGMB502A Assess the needs of clients with problem gambling issues  
CHCGMB503A Provide counselling for clients with problem gambling issues

*In addition, ONE (1) unit may be selected from the Community Services Training Package or other relevant National Training Package units available at this or higher levels.*

# CHC40108 Certificate IV in Aged Care

## Modification History

CHC08 Version 3	CHC08 Version 4	Comments
CHC40108 Certificate IV in Aged Care	CHC40108 Certificate IV in Aged Care	Updated unit codes and imported units. No change to qualification outcome.

## Description

This qualification addresses work primarily in residential facilities within defined organisation guidelines and service plans.

These workers:

- Carry out activities related to maintaining an individual's well being through personal care and/or other activities of living
- May provide services to individuals with complex needs, and/or work with groups of older people Work may include training and support to promote independence and community participation, which may be provided as part of activities and programs in a variety of settings including residential and centre-based programs
- Report to service managers and liaise with professionals and other service providers
- May be required to supervise and/or coordinate a limited number of other workers.

**Occupational titles** may include:

- Accommodation support worker
- Assistant hostel supervisor
- Care supervisor
- Care team leader
- Day activity worker
- Hostel supervisor
- Personal care worker
- Program coordinator - social programs
- Residential care worker
- Support worker

## Pathways Information

Not Applicable

## **Licensing/Regulatory Information**

Not Applicable



## Entry Requirements

### Entry requirements

To gain entry into *CHC40108 Certificate IV in Aged Care* a candidate must be recognised as competent, through a recognised training program or recognition process, against the following core units from *CHC30212 Certificate III in Aged Care* (or equivalent):

CHCAC318B Work effectively with older people

CHCAC319A Provide support to people living with dementia

CHCCS411B Work effectively in the community sector

CHCICS303A Support individual health and emotional well being

CHCPA301B Deliver care services using a palliative approach

HLTAP301B Recognise healthy body systems in a health care context

## Employability Skills Summary

Refer to the Topic: Introduction to the Employability Skills Qualification Summaries

## Packaging Rules

### PACKAGING RULES

15 units are required for award of this qualification including:

- 10 core units
- 5 elective units

A wide range of elective units is available, including:

- Group A WHS electives, of which one must be selected for this qualification
- Group B electives which are recommended for culturally aware and respectful practice
- Other relevant electives as 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, up to 3 units of competency packaged at the level of this qualification or higher in other relevant Training Packages or accredited courses where the details of those courses are available on the TGA or other public listing

### Core units

CHCAC412B Provide services to older people with complex needs (Note pre-requisite CHCAC318B)

CHCAC416A Facilitate support responsive to the specific nature of dementia

CHCAC417A Implement interventions with older people at risk of falls

CHCAD401D Advocate for clients

CHCCS400C Work within a relevant legal and ethical framework  
CHCICS401B Facilitate support for personal care needs  
CHCICS402B Facilitate individualised plans  
CHCINF403E Coordinate information systems  
CHCNET404B Facilitate links with other services  
CHCORG406C Supervise work

**Group A WHS electives - one unit must be selected for this qualification**

One of the following WHS units **must** be selected for for this qualification.

HLTWHS300A Contribute to OHS processes  
CHCWHS312A Follow safety procedures for direct care work

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

All workers undertaking work in the aged care 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.

**Group B electives - recommended for culturally aware and respectful practice**

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:

HLTHIR403C Work effectively with culturally diverse clients and co-workers  
HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people

**Other relevant electives**

Electives are to be selected in line with specified Packaging Rules. The following grouping of relevant electives is provided to facilitate selection and does not necessarily reflect workplace requirements. Electives may be selected from one or more groups. Employers may specify that certain electives are required to address specific workplace needs.

**Client support**

CHCAC410B Collect technical data to support client health care plan (Note pre-requisite HLTAP301B)

CHCCM404A Undertake case management for clients with complex needs

CHCCOM403A Use targeted communication skills to build relationships

CHCCS417B Provide support and care relating to suicide bereavement

CHCCS422B Respond holistically to client issues and refer appropriately

CHCCS426B Provide support and care relating to loss and grief

CHCICS403A Conduct individual assessment

CHCICS404B Plan and provide advanced behaviour support

CHCICS405B Facilitate groups for individual outcomes

CHCICS406B Support client self management

CHCICS407B Support positive lifestyle

CHCICS408B Provide support to people with chronic disease

CHCICS409A Recognise and respond to suspected abuse of vulnerable people

CHCICS410A Support relationships with carers and families

CHCLLN403A Identify clients with language, literacy and numeracy needs and respond effectively

CHCPA402B Plan for and provide care services using a palliative approach

HLTAP401B Confirm physical health status

**Medication and health professional support**

CHCCS305C Assist clients with medication (Note pre-requisite HLTAP301B)

CHCCS424B Administer and monitor medications (Note pre-requisites CHCCS305C, HLTAP301B)

CHCCS425B Support health professional

HLTFA311A Apply first aid

HLTFA412A Apply advanced first aid (Note pre-requisite HLTFA311A)

**Working with people with disabilities**

CHCDIS301C Work effectively with people with a disability

CHCDIS313A Support people with disabilities who are ageing

CHCDIS405A Facilitate skills development and maintenance

CHCDIS409B Provide services to people with disabilities with complex needs

CHCDIS410A Facilitate community participation and inclusion

CHCDIS411A Communicate using augmentative and alternative communication strategies

**Working with people with mental health issues**

CHCMH402B Apply understanding of mental health issues and recovery processes

CHCMH411A Work with people with mental health issues

**Working with people with alcohol and other drug issues**

CHCAOD402B Work effectively in the alcohol and other drugs sector

**Leisure and health**

CHCRH401C Work effectively in the leisure and health industry

CHCRH402B Undertake leisure and health programming

CHCRH404B Plan, implement and monitor leisure and health programs

**Information and technology**

BSBINM201A Process and maintain workplace information

BSBWOR204A Use business technology

CHCINF408C Comply with information requirements of the aged care and community care sectors

CHCINF505D Meet statutory and organisation information requirements

**Team coordination and supervision**

BSBMGT401A Show leadership in the workplace

BSBWOR401A Establish effective workplace relationships

CHCCOM403A Use targeted communication skills to build relationships

CHCCS427B Facilitate adult learning and development

CHCCS513C Maintain an effective community sector work environment

CHCORG423C Maintain quality service delivery

TAEDEL301A Provide work skill instruction

**Organisational support**

CHCADMIN403D Undertake administrative work

CHCNET301D Participate in networks

**Outreach work**

CHCCH427B Work effectively with people experiencing or at risk of homelessness

CHCCH522B Undertake outreach work

**Oral health**

CHCOHC303B Use basic oral health screening tools

CHCOHC401A Inform and encourage clients and groups to understand and achieve good oral health

CHCOHC402A Support and encourage clients and groups to learn practical aspects of oral health care

CHCOHC404A Recognise and respond to signs and symptoms that may indicate oral health issues

CHCOHC406B Provide or assist with oral hygiene

CHCOHC407B Apply and manage use of basic oral health products

# CHC40212 Certificate IV in Home and Community Care

## Modification History

CHC08 Version 3	CHC08 Version 4	Comments
CHC40208 Certificate IV in Home and COmmunity Care	CHC40212 Certificate IV in Home and COmmunity Care	Updated core WHS units

## Description

This qualification addresses work in client homes and other community settings within defined organisational guidelines and service plans.

These workers:

- Carry out activities related to maintaining an individual's well being through personal care and/or other activities of living
- May provide services to individuals with complex needs, and/or work with groups of older people Work may include training and support to promote independence and community participation, which may be provided as part of activities and programs in a variety of home and community care settings
- Report to service managers and liaise with professionals and other service providers
- May be required to supervise and/or coordinate a limited number of other workers.

**Occupational titles** may include:

- Assistant coordinator
- Assistant team leader
- Care team leader
- Community house worker
- Community support worker
- Day activity worker
- In-home respite care
- Personal care worker
- Senior community care worker
- Service coordinator
- Support worker
- Transport coordinator

## Pathways Information

Not Applicable

## **Licensing/Regulatory Information**

Not Applicable

## Entry Requirements

### Entry requirements

To gain entry into *CHC40212 Certificate IV in Home and Community Care* a candidate must be recognised as competent, through a recognised training program or recognition process, against the following core units from *CHC30312 Certificate III in Home and Community Care* (or equivalent):

CHCAC318B Work effectively with older people

CHCDIS301C Work effectively with people with a disability

CHCICS304B Work effectively with carers

## Employability Skills Summary

Refer to the Topic: Introduction to the Employability Skills Qualification Summaries

## Packaging Rules

### PACKAGING RULES

15 units are required for award of this qualification including:

- 6 core units
- 9 elective units

A wide range of elective units is available, including:

- Group A electives which are recommended for culturally aware and respectful practice
- Group B electives which are recommended for advanced care work
- Group C electives which are recommended for service coordination work
- Other 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, up to 3 units of competency packaged at the level of this qualification or higher in other relevant Training Packages or accredited courses where the details of those courses are available on the TGA or other public listing

### Core units

CHCAC416A Facilitate support responsive to the specific nature of dementia

CHCCS411C Work effectively in the community sector

CHCHC401B Coordinate and monitor home based support

CHCICS402B Facilitate individualised plans

**AND one of *each of the following pairs of units*:**

HLTWHS300A Contribute to OHS processes

**OR**

CHCWHS312A Follow safety procedures for direct care work

**AND**

HLTHIR403C Work effectively with culturally diverse clients and co-workers

**OR**

HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people

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

All workers in the home and community care 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.

**Group A electives - recommended for culturally aware and respectful practice**

This qualification has been structured to provide a specific focus on either Aboriginal and/or Torres Strait Islander or culturally diverse clients. Where work involves a specific focus on both Aboriginal and/or Torres Strait Islander and culturally diverse clients or communities, candidates are recommended to select whichever of the following units not selected as core:

HLTHIR403C Work effectively with culturally diverse clients and co-workers

HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people

**Group B - electives recommended for advanced care work**

Those working in delivery of advanced care services should have the skills and knowledge addressed by:

CHCICS401B Facilitate support for personal care needs

In addition, at least 4 of the following units are recommended as electives for work in advanced care services delivery in a home and community care context:

CHCAC410B Collect technical data to support client health care plan (Note pre-requisite HLTAP301B)

CHCAD401D Advocate for clients

CHCCM404A Undertake case management for clients with complex needs

CHCCS426B Provide support and care relating to loss and grief

CHCPA301B Deliver care services using a palliative approach

HLTAP301B Recognise healthy body systems in a health care context

HLTAP401B Confirm physical health status

**Group C - electives recommended for service coordination work**

At least 5 of the following units are recommended to be selected for service coordination work in a home and community care context

CHCADMIN403D Undertake administrative work

CHCCOM403A Use targeted communication skills to build relationships

CHCCS400B Work within a relevant legal and ethical framework

CHCNET404B Facilitate links with other services

CHCORG406C Supervise work

CHCORG423C Maintain quality service delivery

**Other relevant electives**



Electives are to be selected in line with specified Packaging Rules. The following grouping of relevant electives is provided to facilitate selection and does not necessarily reflect workplace requirements. Electives may be selected from one or more groups. Employers may specify that certain electives are required to address specific workplace needs.

### **Client support**

CHCCOM403A Use targeted communication skills to build relationships  
CHCCS400C Work within a relevant legal and ethical framework  
CHCCS401C Facilitate responsible behaviour  
CHCCS417B Provide support and care relating to suicide bereavement  
CHCCS422B Respond holistically to client issues and refer appropriately  
CHCCS426B Provide support and care relating to loss and grief  
CHCDIS405A Facilitate skills development and maintenance  
CHCICS403A Conduct individual assessment  
CHCICS404B Plan and provide advanced behaviour support  
CHCICS405B Facilitate groups for individual outcomes  
CHCICS406B Support client self management  
CHCICS407B Support positive lifestyle  
CHCICS408B Provide support to people with chronic disease  
CHCICS409A Recognise and respond to suspected abuse of vulnerable people  
CHCICS410A Support relationships with carers and families  
CHCLLN403A Identify clients with language, literacy and numeracy needs and respond effectively  
CHCPAS401B Undertake pastoral care work  
HLTFS207C Follow basic food safety practices  
HLTFS309C Oversee the day-to-day implementation of food safety in the workplace  
HLTFS310C Apply and monitor food safety requirements

### **Medication and health professional support**

CHCCS305C Assist clients with medication (Note pre-requisite HLTAP301B)  
CHCCS424B Administer and monitor medications (Note pre-requisites CHCCS305B, HLTAP301B)  
CHCCS425B Support health professional  
HLTFA311A Apply first aid  
HLTFA412A Apply advanced first aid (Note pre-requisite HLTFA301C)

### **Working with older people**

CHCAC317A Support older people to maintain their independence  
CHCAC412B Provide services to older people with complex needs (Note pre-requisite CHCAC318B)  
CHCAC417A Implement interventions with older people at risk of falls  
CHCPA402B Plan for and provide care services using a palliative approach

### **Working with people with disabilities**

CHCDIS400C Provide care and support  
CHCDIS409B Provide services to people with disabilities with complex needs  
CHCDIS410A Facilitate community participation and inclusion  
CHCDIS411A Communicate using augmentative and alternative communication strategies

### **Working with people with mental health issues**

CHCMH402B Apply understanding of mental health issues and recovery processes  
CHCMH411A Work with people with mental health issues

### **Working with people with alcohol and other drug issues**

CHCAOD402B Work effectively in the alcohol and other drugs sector

**Leisure and health**

CHCRH401C Work effectively in the leisure and health industry

CHCRH402B Undertake leisure and health programming

CHCRH404B Plan, implement and monitor leisure and health programs

**Team coordination and supervision**

CHCCOM403A Use targeted communication skills to build relationships

CHCORG406C Supervise work

CHCORG423C Maintain quality service delivery

**Organisation support**

BSBWOR401A Establish effective workplace relationships

CHCADMIN403D Undertake administrative work

**Oral health**

CHCOHC303B Use basic oral health screening tools

CHCOHC401A Inform and encourage clients and groups to understand and achieve good oral health

CHCOHC402A Support and encourage clients and groups to learn practical aspects of oral health care

CHCOHC404A Recognise and respond to signs and symptoms that may indicate oral health issues

CHCOHC406B Provide or assist with oral hygiene

CHCOHC407B Apply and manage use of basic oral health products

# CHC40312 Certificate IV in Disability

## Modification History

CHC08 Version 3	CHC08 Version 4	Comments
CHC40308 Certificate IV in Disability	CHC40312 Certificate IV in Disability	Updated core WHS units

## Description

This qualification addresses work in residential group homes, training resource centres, day respite centres and open employment services, other community settings and clients' homes. These workers:

- Apply knowledge and skills gained through qualifications and/or previous experience to provide training and support to people with disabilities to enhance their ability to achieve greater levels of independence, self reliance and community participation
- Report to service managers and may liaise with health professionals and other service agencies
- May work without direct supervision and may be required to supervise and/or coordinate a limited number of lower classified workers.

**Occupational titles** may include:

- Behavioural support officer
- Development officer
- Disability officer - day support
- Disability support officer / worker
- Employment coordinator (disability)
- Job coordinator
- Lifestyle support officer
- Local area coordinator
- Marketing coordinator
- Project officer (life enhancement team)
- Residential care officer
- Senior personal care assistant
- Social educator
- Social trainer
- Supervisor

## Pathways Information

Not Applicable

## **Licensing/Regulatory Information**

Not Applicable

## **Entry Requirements**

Not Applicable

# Employability Skills Summary

Refer to the Topic: Introduction to the Employability Skills Qualification Summaries

## Packaging Rules

### PACKAGING RULES

15 units are required for award of this qualification including:

- 10 core units
- 5 elective units

A wide range of elective units is available, including:

- Group A electives which are recommended for culturally aware and respectful practice
- Other 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, up to 3 units of competency packaged at the level of this qualification or higher in other relevant Training Packages or accredited courses where the details of those courses are available on the TGA or other public listing

### Core units

CHCCS400C Work within a relevant legal and ethical framework

CHCCS411C Work effectively in the community sector

CHCDIS301C Work effectively with people with a disability

CHCDIS302A Maintain an environment to empower people with disabilities

CHCDIS405A Facilitate skills development and maintenance

CHCDIS410A Facilitate community participation and inclusion

CHCDIS411A Communicate using augmentative and alternative communication strategies

CHCICS402B Facilitate individualised plans

*AND one of each of the following pairs of units:*

CHCICS305B Provide behaviour support in the context of individualised plans

*OR*

CHCICS404B Plan and provide advanced behaviour support

*AND:*

HLTWHS300A Contribute to WHS processes

**OR**

CHCWHS312A Follow WHS safety procedures for direct care work

**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.

**Group A electives – recommended for culturally aware and respectful practice**

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:

HLTHIR403C Work effectively with culturally diverse clients and co-workers

HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people

**Other relevant electives**

Electives are to be selected in line with specified Packaging Rules. The following grouping of relevant electives is provided to facilitate selection and does not necessarily reflect workplace requirements. Electives may be selected from one or more groups. Employers may specify that certain electives are required to address specific workplace needs.

**Client support**

CHCAD401D Advocate for clients

CHCCM404A Undertake case management for clients with complex needs

CHCCOM403A Use targeted communication skills to build relationships

CHCCS310A Support inclusive practice in the workplace

CHCCS312A Use electronic learning materials

CHCCS413B Support individuals with autism spectrum disorder

CHCCS417B Provide support and care relating to suicide bereavement

CHCCS422B Respond holistically to client issues and refer appropriately

CHCCS425B Support health professional

CHCCS426B Provide support and care relating to loss and grief

CHCCS502C Maintain legal and ethical work practices

CHCCS506A Promote and respond to workplace diversity

CHCDIS313A Support people with disabilities who are ageing

CHCDIS404C Design procedures for support

CHCDIS408D Support people with disabilities as workers

CHCDIS409B Provide services to people with disabilities with complex needs

CHCDIS509E Maximise participation in work by people with disabilities

CHCICS401B Facilitate support for personal care needs

CHCICS403A Conduct individual assessment

CHCICS404B Plan and provide advanced behaviour support

CHCICS405B Facilitate groups for individual outcomes

CHCICS406B Support client self management

CHCICS407B Support positive lifestyle

CHCICS408B Provide support to people with chronic disease

CHCICS409A Recognise and respond to suspected abuse of vulnerable people

CHCICS410A Support relationships with carers and families

CHCLD315A Recognise stages of lifespan development

CHCLLN403A Identify clients with language, literacy and numeracy needs and respond effectively

CHCORG406C Supervise work  
CHCORG529B Provide coaching and motivation  
CHCPA301B Deliver care services using a palliative approach  
CHCPA402B Plan for and provide care services using a palliative approach  
HLTAP301B Recognise healthy body systems in a health care context  
HLTAP401B Confirm physical health status  
HLTFS207C Follow basic food safety practices

**Medication and health professional support**

CHCCS305C Assist clients with medication (*Note pre-requisite HLTAP301B*)  
CHCCS424B Administer and monitor medications  
(*Note pre-requisites CHCCS305C, HLTAP301B*)  
CHCCS425B Support health professional  
HLTFA311A Apply first aid  
HLTFA412A Apply advanced first aid (*Note pre-requisite HLTFA311A*)

**Working with older people**

CHCAC318B Work effectively with older people  
CHCAC412B Provide services to older people with complex needs  
(*Note pre-requisite CHCAC318B*)  
CHCAC416A Facilitate support responsive to the specific nature of dementia  
CHCAC417A Implement interventions with older people at risk of falls

**Working with people with mental health issues**

CHCMH402B Apply understanding of mental health issues and recovery processes  
CHCMH411A Work with people with mental health issues

**Working with people with alcohol and other drug issues**

CHCAOD402B Work effectively in the alcohol and other drugs sector

**Leisure and health**

CHCRH401C Work effectively in the leisure and health industry  
CHCRH402B Undertake leisure and health programming  
CHCRH404B Plan, implement and monitor leisure and health programs

**Team coordination and supervision**

CHCCOM403A Use targeted communication skills to build relationships  
CHCNET404B Facilitate links with other services  
CHCORG406C Supervise work  
CHCORG423C Maintain quality service delivery  
BSBWOR403A Manage stress in the workplace

**Outreach work**

CHCCH427B Work effectively with people experiencing or at risk of homelessness  
CHCCH522B Undertake outreach work

**Oral health**

CHCOHC303B Use basic oral health screening tools  
CHCOHC401A Inform and encourage clients and groups to understand and achieve good oral health  
CHCOHC402A Support clients and groups to learn practical aspects of oral health care  
CHCOHC404A Recognise and respond to signs and symptoms that may indicate oral health issues  
CHCOHC406B Provide or assist with oral hygiene  
CHCOHC407B Apply and manage use of basic oral health products





# CHC40412 Certificate IV in Alcohol and Other Drugs

## Modification History

CHC08 Version 3	CHC08 Version 4	Comments
CHC40408 Certificate IV in Alcohol and Other Drugs	CHC40412 Certificate IV in Alcohol and Other Drugs	Updated core WHS units

## Description

This qualification covers workers who provide a range of services and interventions to clients with alcohol and other drugs issues and/or implement health promotion and community interventions. Work may take place in a range of contexts such as community based organisations, residential rehabilitation services and outreach services.

This qualification:

- Defines the knowledge and skills for support workers and care workers who work autonomously under the broad guidance of other practitioners and professionals in the community services and health sectors
- Refers to specific knowledge of a client with alcohol and other drugs issues and to appropriate intervention processes applied in residential and community settings.

**Occupational titles** may include:

- Case worker
- Community support worker
- Detoxification worker
- Drug and alcohol worker
- Family support worker
- Outreach worker
- Support worker

## Pathways Information

Not Applicable

## Licensing/Regulatory Information

Not Applicable

## **Entry Requirements**

Not Applicable

## **Employability Skills Summary**

Refer to the Topic: Introduction to the Employability Skills Qualification Summaries

## Packaging Rules

### PACKAGING RULES

16 units are required for award of this qualification including:

- 7 core units
- 9 elective units

A wide range of elective units is available, including:

- Group A first aid electives of which one unit must be selected for this qualification
- Group B electives of which one unit must be selected for this qualification
- Group C electives which are recommended for culturally aware and respectful practice
- Other 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, up to 3 units of competency packaged at this level or higher in other relevant Training Packages or accredited courses where the details of those courses are available on TGA or other public listing

#### Core units

CHCAOD402B Work effectively in the alcohol and other drugs sector

CHCAOD408B Assess needs of clients with alcohol and/or other drugs issues

CHCAOD411A Provide interventions for people with alcohol and other drug issues

CHCCM404A Undertake case management for clients with complex needs

CHCCOM403A Use targeted communication skills to build relationships

CHCCS400C Work within a relevant legal and ethical framework

CHCWHS312A Follow WHS safety procedures for direct care work

#### Group A first aid electives - one unit must be selected for this qualification

One of the following first aid units must be selected for this qualification. (Note: First aid skills are recommended to be assessed in conjunction with CHCAOD408B and

CHCAOD411A - specific unit depends on jurisdiction)

HLTFA311A Apply first aid

HLTFA412A Apply advanced first aid (*Note pre-requisite: HLTFA311A*)

#### Group B electives - one unit must be selected for this qualification

One of the following units must be selected for this qualification.

CHCAOD407E Provide needle and syringe services

CHCAOD409E Provide alcohol and/or other drug withdrawal services

CHCCS403C Provide brief intervention

CHCORG405E Maintain an effective work environment  
CHCPROM401C Share health information  
HLTIN301C Comply with infection control policies and procedures  
CHCMH411A Work with people with mental health issues

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

All workers undertaking alcohol and other drugs work 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.

### **Group C electives - recommended for culturally aware and respectful practice**

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:

HLTHIR403C Work effectively with culturally diverse clients and co-workers  
HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people

### **Other relevant electives**

Electives are to be selected in line with specified Packaging Rules. The following grouping of relevant electives is provided to facilitate selection and does not necessarily reflect workplace requirements. Electives may be selected from one or more groups. Employers may specify that certain electives are required to address specific workplace needs.

### **Work with people with mental health issues**

CHCCS514B Recognise and respond to individuals at risk  
CHCCS521B Assess and respond to individuals at risk of suicide  
CHCMH401A Work effectively in mental health settings  
CHCMH402B Apply understanding of mental health issues and recovery processes  
CHCMH403A Establish and maintain communication and relationships to support the recovery process  
CHCMH404B Conduct assessment and planning as part of the recovery process  
CHCMH405A Work collaboratively to support recovery process  
CHCMH408C Provide interventions to meet the needs of consumers with mental health and AOD issues  
CHCMH411A Work with people with mental health issues

### **Client needs**

CHCAOD406E Work with clients who are intoxicated  
CHCAOD407E Provide needle and syringe services  
CHCAOD409E Provide alcohol and/or other drug withdrawal services  
CHCCH522B Undertake outreach work  
CHCCHILD404B Support the rights and safety of children and young people  
CHCCM501A Coordinate complex case requirements (Note pre-requisite CHCCM404A)  
CHCCS305C Assist clients with medication (Note pre-requisite HLTAP301B)

CHCCS401C Facilitate responsible behaviour  
CHCCS414A Provide education and support on parenting, health and well being  
CHCCS417B Provide support and care relating to suicide bereavement  
CHCCS419C Provide support services to clients  
CHCCS422B Respond holistically to client issues and refer appropriately  
CHCCS426B Provide support and care relating to loss and grief  
CHCCS504B Provide services to clients with complex needs  
CHCCS506A Promote and respond to workplace diversity  
CHCDIS301C Work effectively with people with a disability  
CHCDIS410A Facilitate community participation and inclusion  
CHCFAM406B Engage and resource clients to improve their interpersonal relationships  
CHCFAM407B Work effectively in relationship work  
CHCGROUP403D Plan and conduct group activities  
CHCGROUP408B Facilitate and review a psycho-educational group  
CHCGROUP410B Deliver a structured program  
CHCICS405B Facilitate groups for individual outcomes  
CHCICS406B Support client self management  
CHCICS407B Support positive lifestyle  
CHCICS408B Provide support to people with chronic disease  
CHCLLN403A Identify clients with language, literacy and numeracy needs and respond effectively  
CHCPROM503A Provide community focused promotion and prevention strategies  
CHCRF402B Provide intervention support to children and families  
CHCYTH511B Work effectively with young people and their families  
HLTAP301B Recognise healthy body systems in a health care context

### **Service delivery**

BSBINM201A Process and maintain workplace information  
CHCAD401D Advocate for clients  
CHCCD402B Develop and provide community education projects  
CHCCD404E Develop and implement community programs  
CHCCD420B Work to empower Aboriginal and/or Torres Strait Islander communities  
CHCCH426B Support client participation in the organisation  
CHCCHILD401B Identify and respond to children and young people at risk  
CHCCS421B Undertake community sector work within own community  
CHCICS402B Facilitate individualised plans  
CHCNET402B Establish and maintain effective networks  
CHCORG405E Maintain an effective work environment  
CHCPROM401C Share health information  
CHCPROM502B Implement health promotion and community intervention

*(Note jurisdictions may have specific first aid requirements)*

HLTFA302C Provide first aid in remote situation (Note pre-requisite: HLTFA311A)  
HLTFA412A Apply advanced first aid (Note pre-requisite: HLTFA311A)

### **Financial literacy education electives**

CHCFLE301A Work with clients needing financial literacy education  
CHCFLE302A Educate clients in fundamental financial literacy skills

CHCFLE303A Educate clients to understand debt and consumer credit

**Settlement work electives**

CHCSW401A Work effectively with forced migrants

CHCSW402B Undertake bicultural work with forced migrants in Australia

**Outreach work**

CHCCH427B Work effectively with people experiencing or at risk of homelessness

CHCCH522B Undertake outreach work

**Oral health**

CHCOHC303B Use basic oral health screening tools

CHCOHC401A Inform and encourage clients and groups to understand and achieve good oral health

CHCOHC402A Support clients and groups to learn practical aspects of oral health care

CHCOHC404A Recognise and respond to signs and symptoms that may indicate oral health issues

# CHC40512 Certificate IV in Mental Health

## Modification History

CHC08 Version 3	CHC08 Version 4	Comments
CHC40508 Certificate IV in Mental Health	CHC40512 Certificate IV in Mental Health	Updated core WHS units

## Description

This qualification covers workers who provide a range of community services focusing on:

- Rehabilitation and support for people affected by mental illness and psychiatric disability
- Implementing community based activities focusing on mental health, mental illness and psychiatric disability, and
- Mental health promotion work.

Work may focus on engaging people with mental illness in community participation, prevention of relapse and promotion of recovery through programs such as residential rehabilitation, work in clinical settings, home based outreach and centre-based programs delivered by community based non-government organisations. This work may also involve supported employment and programmed respite care.

This qualification:

- Defines the knowledge and skills required by support workers and case workers who work autonomously under broad guidance
- Refers to specific knowledge of mental health issues and appropriate intervention processes applied in residential and community based settings.

**Occupational titles** may include:

- Community rehabilitation and support worker
- Mental health rehabilitation support worker
- Community support worker
- Mental health support worker
- Mental health outreach worker

## Pathways Information

Not Applicable

## **Licensing/Regulatory Information**

Not Applicable

## **Entry Requirements**

Not Applicable

## **Employability Skills Summary**

Refer to the Topic: Introduction to the Employability Skills Qualification Summaries



## Packaging Rules

### PACKAGING RULES

15 units are required for award of this qualification including:

- 10 core units
- 5 elective units

A wide range of elective units is available, including:

- Group A electives of which one unit must be selected for this qualification
- Other 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, up to 3 units of competency packaged at this level or higher in other relevant Training Packages or accredited courses where the details of those courses are available on TGA or other public listing

#### Core units

CHCAOD402B Work effectively in the alcohol and other drugs sector

CHCCS400C Work within a relevant legal and ethical framework

CHCMH401A Work effectively in mental health settings

CHCMH402B Apply understanding of mental health issues and recovery processes

CHCMH403A Establish and maintain communication and relationships to support the recovery process

CHCMH404B Conduct assessment and planning as part of the recovery process

CHCMH405A Work collaboratively to support recovery process

HLTHIR403C Work effectively with culturally diverse clients and co-workers

HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people

HLTWHS300A Contribute to WHS processes

#### Group A electives - one unit must be selected for this qualification

One of the following units must be selected for this qualification.

CHCCS514B Recognise and respond to individuals at risk

CHCCS521B Assess and respond to individuals at risk of suicide

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

All workers undertaking mental health work 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.

**Other relevant electives**

Electives are to be selected in line with specified Packaging Rules. The following grouping of relevant electives is provided to facilitate selection and does not necessarily reflect workplace requirements. Electives may be selected from one or more groups. Employers may specify that certain electives are required to address specific workplace needs.

**Alcohol and other drugs work**

CHCAOD408B Assess needs of clients with alcohol and/or other drugs issues

CHCAOD409E Provide alcohol and/or other drug withdrawal services

CHCAOD411A Provide interventions for people with alcohol and other drug issues

**Addressing complex needs**

CHCAOD510B Work effectively with clients with complex alcohol and/or other drugs issues

CHCCS401C Facilitate responsible behaviour

CHCCS416B Assess and provide services for clients with complex needs

CHCCS504B Provide services to clients with complex needs

CHCLLN403A Identify clients with language, literacy and numeracy needs and respond effectively

CHCMH408C Provide interventions to meet the needs of consumers with mental health and AOD issues

CHCMH411A Work with people with mental health issues

CHCORG428A Reflect on and improve own professional practice

**Work in residential settings**

CHCCS305C Assist clients with medication (Note pre-requisite HLTAP301B)

CHCCS419C Provide support services to clients

HLTAP301B Recognise healthy body systems in a health care context

HLTCSD306D Respond effectively to difficult or challenging behaviour

**Outreach and home based work**

CHCAD401D Advocate for clients

CHCCH410B Manage and maintain tenancy agreements and services

CHCCH427B Work effectively with people experiencing or at risk of homelessness

CHCCH427B Work effectively with people experiencing or at risk of homelessness

CHCCH522B Undertake outreach work

CHCCS403C Provide brief intervention

CHCDIS301C Work effectively with people with a disability

CHCDIS410A Facilitate community participation and inclusion

CHCICS406B Support client self management

CHCICS407B Support positive lifestyle

HLTRAH302C Undertake home visits

**Group and community based work**

CHCCD402B Develop and provide community education projects

CHCCD404E Develop and implement community programs

CHCCD420B Work to empower Aboriginal and/or Torres Strait Islander communities

CHCCS414A Provide education and support on parenting, health and well being

CHCCS421B Undertake community sector work within own community

CHCICS405B Facilitate groups for individual outcomes  
CHCNET404B Facilitate links with other services  
CHCPROM401C Share health information  
CHCPROM502B Implement health promotion and community intervention  
CHCPROM503A Provide community focused promotion and prevention strategies

### **Working with children, youth and families**

CHCCHILD404B Support the rights and safety of children and young people  
CHCCS414A Provide education and support on parenting, health and well being  
CHCRF402B Provide intervention support to children and families  
CHCYTH511B Work effectively with young people and their families

### **Working with families and carers**

CHCCS417B Provide support and care relating to suicide bereavement  
CHCCS426B Provide support and care relating to loss and grief  
CHCMH409A Facilitate consumer, family and carer participation in the recovery process

### **Service coordination**

CHCCOM403A Use targeted communication skills to build relationships  
CHCCS503B Develop, implement and review services and programs to meet client needs  
CHCORG406C Supervise work  
CHCORG423C Maintain quality service delivery  
CHCORG428A Reflect on and improve own professional practice  
CHCPOL404A Undertake policy review

### **First aid**

*Note: one, two or three first aid units may be required, depending on work role*

HLTFA311A Apply first aid  
HLTFA302C Provide first aid in remote situation (Note pre-requisite: HLTFA311A)  
HLTFA412A Apply advanced first aid (Note pre-requisite: HLTFA311A)

### **Administration and organisational support**

BSBINM201A Process and maintain workplace information  
CHCCH426B Support client participation in the organisation  
CHCNET402B Establish and maintain effective networks  
CHCORG405E Maintain an effective work environment

### **Financial literacy education electives**

CHCFLE301A Work with clients needing financial literacy education  
CHCFLE302A Educate clients in fundamental financial literacy skills  
CHCFLE303A Educate clients to understand debt and consumer credit

### **Settlement work electives**

CHCSW401A Work effectively with forced migrants  
CHCSW402B Undertake bicultural work with forced migrants in Australia

### **Oral health**

CHCOHC303B Use basic oral health screening tools

CHCOHC401A Inform and encourage clients and groups to understand and achieve good oral health

CHCOHC402A Support clients and groups to learn practical aspects of oral health care

CHCOHC404A Recognise and respond to signs and symptoms that may indicate oral health issues

# CHC40608 Certificate IV in Leisure and Health

## Modification History

CHC08 Version 3	CHC08 Version 4	Comments
CHC40608 Certificate IV in Leisure and Health	CHC40608 Certificate IV in Leisure and Health	Updated unit codes and imported units. No change to qualification outcome.

## Description

This qualification addresses work in residential facilities and/or in community agencies and day centres and work under professional supervision within defined organisation guidelines or as sole practitioners.

These workers:

- Assist with design, implementation and evaluation of health and leisure activities and programs for clients in one or more sector areas
- May be responsible for other workers.

**Occupational titles** may include:

- Activities officer
- Community leisure officer
- Disability officer - day support
- Diversional therapy assistant
- Leisure officer
- Recreation activities officer

## Pathways Information

Not Applicable

## Licensing/Regulatory Information

Not Applicable

## Entry Requirements

Not Applicable

## **Employability Skills Summary**

Refer to the Topic: Introduction to the Employability Skills Qualification Summaries

## Packaging Rules

### PACKAGING RULES

16 units are required for award of this qualification including:

- 11 core units
- 5 elective units

A wide range of elective units is available, including:

- Group A WHS electives of which one must be selected for this qualification
- Group B electives of which one must be selected for this qualification
- Groups C and D electives from which at least one unit must be selected
- Group E electives which are recommended for culturally aware and respectful practice
- Other 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, up to 3 units of competency packaged at the level of this qualification or higher in other relevant Training Packages or accredited courses where the details of those courses are available on TGA or other public listing

#### Core units

CHCCOM403A Use targeted communication skills to build relationships

CHCCS400C Work within a relevant legal and ethical framework

CHCCS401C Facilitate responsible behaviour

CHCICS405B Facilitate groups for individual outcomes

CHCORG405E Maintain an effective work environment

CHCRH401C Work effectively in the leisure and health industry

CHCRH402B Undertake leisure and health programming

CHCRH404B Plan, implement and monitor leisure and health programs

CHCRH405B Plan leisure and health programs for clients with complex needs

CHCRH406A Apply knowledge of human behaviour in leisure activity programs

CHCRH407A Apply sociological concepts to leisure and health

#### Group A WHS electives - one unit must be selected

One of the following WHS units **must** be selected for this qualification.

CHCWHS312A Follow WHS safety procedures for direct care work

HLTWHS300A Contribute to WHS processes

#### Group B electives - one unit must be selected

One of the following units **must** be selected for this qualification.

HLTAP401B Confirm physical health status

## HLTAP501C Analyse health information

At least one (1) elective is to be chosen from units in Groups C and D below.

### **Group C first aid electives - one or more may be required**

One, two or three first aid units may be required, depending on jurisdictional requirements

HLTFA311A Apply first aid

HLTFA302C Provide first aid in remote situation (Note pre-requisite: HLTFA311A)

HLTFA412A Apply advanced first aid (Note pre-requisite: HLTFA311A)

### **Group D - general electives**

BSBINM201A Process and maintain workplace information

CHCCD404E Develop and implement community programs

CHCCD412B Work within a community development framework

CHCCHILD404B Support the rights and safety of children and young people

CHCCS422B Respond holistically to client issues and refer appropriately

CHCGROUP403D Plan and conduct group activities

CHCICS302B Participate in the implementation of individualised plans

CHCICS304B Work effectively with carers

CHCICS404B Plan and provide advanced behaviour support

CHCICS410A Support relationships with carers and families

CHCINF408C Comply with information requirements of the aged care and community care sectors

CHCORG525D Recruit and coordinate volunteers

SRCCRD007B Develop recreation programs

SISCCRO301A Assist with recreation games not requiring equipment

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

All workers undertaking leisure and health work 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.

### **Group E - electives recommended for culturally aware and respectful practice**

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:

HLTHIR403C Work effectively with culturally diverse clients and co-workers

HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people

### **Other relevant electives**

Electives are to be selected in line with specified Packaging Rules. The following grouping of relevant electives is provided to facilitate selection and does not necessarily reflect workplace requirements. Employers may specify that certain electives are required to address specific workplace needs.



**Aged care**

CHCAC318B Work effectively with older people  
CHCAC319A Provide support to people living with dementia  
CHCICS303A Support individual health and emotional well being  
SISCCRO303A Plan and conduct a recreation program for older persons

**Disability**

CHCDIS301C Work effectively with people with a disability  
CHCDIS302A Maintain an environment to empower people with disabilities  
CHCDIS322A Support community participation and inclusion  
CHCDIS507C Design and adapt surroundings to group requirements  
SISCCRD303A Facilitate inclusion for people with a disability  
SISCCRO304A Plan and conduct disability recreation programs

**Mental health**

CHCMH402B Apply understanding of mental health issues and recovery processes  
CHCMH405A Work collaboratively to support recovery process  
CHCMH411A Work with people with mental health issues

**Alcohol and other drugs**

CHCAOD402B Work effectively in the alcohol and other drugs sector

**Youth**

CHCYTH301E Work effectively with young people  
CHCYTH505E Support youth programs

**Working with specific groups**

CHCCS422B Respond holistically to client issues and refer appropriately  
HLTHIR403C Work effectively with culturally diverse clients and co-workers  
HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people

**Community care**

CHCAC317A Support older people to maintain their independence  
CHCHC311C Work effectively in home and community care  
CHCICS304B Work effectively with carers  
HLTRAH302C Undertake home visits

**Social housing / homelessness support electives**

CHCCH301C Work effectively in social housing  
CHCCH427B Work effectively with people experiencing or at risk of homelessness  
CHCCH522B Undertake outreach work

**Oral health**

CHCOHC303B Use basic oral health screening tools  
CHCOHC401A Inform and encourage clients and groups to understand and achieve good oral health  
CHCOHC402A Support clients and groups to learn practical aspects of oral health care

## **CHC40708 Certificate IV in Community Services Work**

### **Modification History**

CHC08 Version 3.0	CHC08 Version 4.0	Comments
CHC40708 Certificate IV in Community Services Work	CHC40708 Certificate IV in Community Services Work	ISC Upgrade to unit codes. No change to qualification outcome.

## Description

This qualification covers workers who provide a range of services and interventions to clients, and/or who implement community education and interventions. Work may take place in a range of contexts such as community based organisations, residential rehabilitation services and outreach services and workers may have supervisory responsibilities.

The qualification:

- Defines knowledge and skills required by support workers and case workers who work autonomously under the broad guidance of others
- Refers to specific knowledge of a client group and appropriate intervention processes applied in residential and community settings.

On completion of this qualification the worker will be able to design and deliver programs that aim to enhance the well being of individuals and groups.

**Occupational titles** may include:

- |  |                            |
|--|----------------------------|
| • Case worker                            | • Health education officer |
| • Community services worker              | • Outreach officer         |
| • Community support worker               | • Support worker           |
| • Domestic violence worker               | • Welfare support worker   |
| • Early intervention homelessness worker | • Welfare worker           |
| • Family support worker                  |                            |

## Pathways Information

Not Applicable

## Licensing/Regulatory Information

Not Applicable

## Entry Requirements

Not Applicable

# Employability Skills Summary

Refer to the Topic: Introduction to the Employability Skills Qualification Summaries

## Packaging Rules

### PACKAGING RULES

14 units are required for award of this qualification including:

- 9 core units
- 5 elective units

A wide range of elective units is available, including:

- Group A WHS electives of which one unit must be selected for this qualification
- Group B elective which is recommended for culturally aware and respectful practice
- Other 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, up to 2 units of competency packaged at the level of this qualification or higher in other relevant Training Packages or accredited courses where the details of those courses are available on the TGA or other public listing

### Core units

CHCCD412B Work within a community development framework

CHCCHILD401B Identify and respond to children and young people at risk

CHCCOM403A Use targeted communication skills to build relationships

CHCCS400C Work within a relevant legal and ethical framework

CHCCS411C Work effectively in the community sector

CHCCS412E Deliver and develop client services

CHCCS422B Respond holistically to client issues and refer appropriately

CHCORG405E Maintain an effective work environment

HLTHIR403C Work effectively with culturally diverse clients and co-workers

### Group A WHS electives – one unit must be selected

One of the following WHS units must be selected for this qualification.

HLTWHS300A Contribute to WHS processes

HLTWHS401A Maintain workplace WHS processes

### The importance of culturally aware and respectful practice

All workers undertaking community services work 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.

**Group B – elective recommended for culturally aware and respectful practice**

This qualification has been structured to provide a specific focus on culturally diverse clients. Where work also involves a specific focus on Aboriginal and/or Torres Strait Islander clients or communities, candidates are recommended to select the following unit:

HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people

**Other relevant electives**

Electives are to be selected in line with specified Packaging Rules. The following grouping of relevant electives is provided to facilitate selection and does not necessarily reflect workplace requirements. Electives may be selected from one or more groups. Employers may specify that certain electives are required to address specific workplace needs.

**Case work and case management electives**

CHCCM401D Undertake case management

CHCCM402E Establish and monitor a case plan

CHCCM404A Undertake case management for clients with complex needs

CHCCM503C Develop, facilitate and monitor all aspects of case management

**Administration electives**

BSBWOR204A Use business technology

CHCADMIN305F Work within the administration protocols of the organisation

CHCADMIN403D Undertake administrative work

CHCPOL402C Contribute to policy development

CHCPOL403C Undertake research activities

**Advocacy electives**

CHCAD401D Advocate for clients

CHCAD402D Support the interests, rights and needs of clients within duty of care requirements

CHCNET301D Participate in networks

CHCNET404B Facilitate links with other services

**Client service electives**

CHCCS401C Facilitate responsible behaviour

CHCCS403C Provide brief intervention

CHCCS404B Facilitate family intervention strategies

CHCCS407C Operate referral procedures

CHCCS414A Provide education and support on parenting, health and well being

CHCCS427B Facilitate adult learning and development

CHCCS503B Develop, implement and review services and programs to meet client needs

CHCCS506A Promote and respond to workplace diversity

CHCCS521B Assess and respond to individuals at risk of suicide

CHCCS604B Manage the delivery of quality services to clients

CHCLLN403A Identify clients with language, literacy and numeracy needs and respond effectively

CHCPROT409E Provide primary residential care

CHCPROT411C Provide for care and protection of clients in specific need  
CHCRF402B Provide intervention support to children and families  
HLTCSD306D Respond effectively to behaviours of concern  
HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people

### **Community work electives**

CHCCD307D Support community resources  
CHCCD401E Support community participation  
CHCCD404E Develop and implement community programs  
CHCCD413E Work within specific communities  
CHCCD420B Work to empower Aboriginal and/or Torres Strait Islander communities  
CHCCED311A Provide sexual and reproductive health information to clients  
CHCCED511A Develop, implement and review sexual and reproductive health education programs  
CHCCS421B Undertake community sector work within own community  
CHCGROUP403D Plan and conduct group activities  
CHCINF407D Meet information needs of the community  
CHCPROM502B Implement health promotion and community intervention

### **Domestic and family violence**

CHCDFV301A Recognise and respond appropriately to domestic and family violence

### **Settlement work**

CHCCH427B Work effectively with people experiencing or at risk of homelessness  
CHCCS421B Undertake community sector work within own community  
CHCSW401A Work effectively with forced migrants  
CHCSW402B Undertake bicultural work with forced migrants in Australia  
TAEDEL402A Plan, organise and facilitate learning in the workplace

### **Working with children and young people**

CHCCHILD404B Support the rights and safety of children and young people  
CHCYTH301E Work effectively with young people  
CHCYTH402C Work effectively with young people in the youth work context  
CHCYTH404E Support young people in crisis (*Note pre-requisite: CHCYTH301E*)  
CHCYTH511B Work effectively with young people and their families

### **Working with people with alcohol and other drug issues**

CHCAOD402B Work effectively in the alcohol and other drugs sector  
CHCAOD407E Provide needle and syringe services  
CHCAOD408B Assess needs of clients with alcohol and/or other drugs issues  
CHCAOD409E Provide alcohol and/or other drug withdrawal services

HLTFA311A Apply first aid

HLTFA412A Apply advanced first aid (*Note pre-requisite: HLTFA311A*)

### **Working with older people**

CHCAC416A Facilitate support responsive to the specific nature of dementia  
CHCAC417A Implement interventions with older people at risk of falls  
CHCPA402B Plan for and provide care services using a palliative approach

### **Working with people with disabilities**

CHCCS413B Support individuals with autism spectrum disorder  
CHCDIS301C Work effectively with people with a disability  
CHCDIS410A Facilitate community participation and inclusion  
CHCDIS411A Communicate using augmentative and alternative communication strategies

### **Working with people with mental health issues**

CHCMH402B Apply understanding of mental health issues and recovery processes

CHCMH411A Work with people with mental health issues

**Team coordination and supervision**

CHCCS417B Provide support and care relating to suicide bereavement

CHCCS426B Provide support and care relating to loss and grief

CHCORG406C Supervise work

CHCORG423C Maintain quality service delivery

**Social housing work**

CHCCH301C Work effectively in social housing

CHCCH410B Manage and maintain tenancy agreements and services

CHCCS416B Assess and provide services for clients with complex needs

**Homelessness support**

CHCCH301C Work effectively in social housing

CHCCH427B Work effectively with people experiencing or at risk of homelessness

CHCCS416B Assess and provide services for clients with complex needs

**Financial literacy education**

CHCFLE301A Work with clients needing financial literacy education

CHCFLE302A Educate clients in fundamental financial literacy skills

CHCFLE303A Educate clients to understand debt and consumer credit

**Oral health**

CHCOHC401A Inform and encourage clients and groups to understand and achieve good oral health

CHCOHC402A Support clients and groups to learn practical aspects of oral health care

# CHC40808 Certificate IV in Community Development

## Modification History

CHC08 Version 3.0	CHC08 Version 4.0	Comments
CHC40808 Certificate IV in Community Development	CHC40808 Certificate IV in Community Development	Qualification updated in V4. ISC Upgrade to unit codes. No change to qualification outcome.

## Description

This qualification applies to community development work which aims to facilitate community members working together to influence and guide the future of their community. The work includes delivery of a broad range of programs which contribute to the development of capacity through public social change processes. The work may occur within and across social, environment, economic, arts and culture, recreation sectors.

At the completion of this qualification the participant will be able to work within a professional team, under the guidance of others, to support development within the community.

**Occupational titles** may include:

- Community development worker
- Community worker
- Project worker
- Neighbourhood centre worker
- Neighbourhood centre coordinator
- Neighbourhood centre manager

## Pathways Information

Not Applicable

## Licensing/Regulatory Information

Not Applicable



## **Entry Requirements**

Not Applicable

# Employability Skills Summary

Refer to the Topic: Introduction to the Employability Skills Qualification Summaries

## Packaging Rules

### PACKAGING RULES

15 units are required for award of this qualification including:

- 10 core units
- 5 elective units

A wide range of elective units is available, including:

- Group A electives from which one unit **must** be selected
- Group B WHS electives from which one unit **must** be selected
- Group C elective which is recommended for culturally aware and respectful practice
- Other 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, up to 3 units of competency packaged at the level of this qualification or higher in other relevant Training Packages or accredited courses where the details of those courses are available on the TGA or other public listing

### Core units

CHCCD401E Support community participation

CHCCD404E Develop and implement community programs

CHCCD412B Work within a community development framework

CHCCD413E Work within specific communities

CHCCD505E Develop community resources

CHCCOM403A Use targeted communication skills to build relationships

CHCCS400C Work within a relevant legal and ethical framework

CHCCS411C Work effectively in the community sector

CHCINF407D Meet information needs of the community

CHCORG405E Maintain an effective work environment

### Group A electives – one unit must be selected

One of the following units **must** be selected for this qualification

HLTHIR403C Work effectively with culturally diverse clients and co-workers

HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people

### Group B WHS electives – one unit must be selected

One of the following WHS units **must** be selected for this qualification

HLTWHS300A Contribute to WHS processes

HLTWHS401A Maintain workplace WHS processes

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

All workers undertaking community development work 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.

### **Group C – elective recommended for culturally aware and respectful practice**

This qualification has been structured to provide a specific focus on either Aboriginal and/or Torres Strait Islander or culturally diverse clients. Where work involves a specific focus on both Aboriginal and/or Torres Strait Islander and culturally diverse clients or communities, candidates are recommended to select whichever of the following units is not selected from Group A.

HLTHIR403C Work effectively with culturally diverse clients and co-workers

HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people

### **Other relevant electives**

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

BSBATSIC412A Maintain and protect cultural values in the organisation

BSBATSIC511A Plan and conduct a community meeting

CHCAD504B Provide advocacy and representation services

CHCAD603B Provide systems advocacy services

CHCCD402B Develop and provide community education projects

CHCCD420B Work to empower Aboriginal and/or Torres Strait Islander communities

CHCCD508D Support community action

CHCCD514B Implement community development strategies

CHCCED311A Provide sexual and reproductive health information to clients

CHCCHILD404B Support the rights and safety of children and young people

CHCCS421B Undertake community sector work within own community

CHCCS422B Respond holistically to client issues and refer appropriately

CHCCS503B Develop, implement and review services and programs to meet client needs

CHCCS506A Promote and respond to workplace diversity

CHCGROUP302D Support group activities

CHCGROUP403D Plan and conduct group activities

CHCLLN403A Identify clients with language, literacy and numeracy needs and respond effectively

CHCNET402B Establish and maintain effective networks

CHCORG525D Recruit and coordinate volunteers

CHCPOL403C Undertake research activities

The following grouping of relevant electives is provided to facilitate selection and does not necessarily reflect workplace requirements. Electives may be selected from one or more groups.

### **Working with people with alcohol and other drug issues**

CHCAOD402B Work effectively in the alcohol and other drugs sector

**Working with people with mental health issues**

CHCMH301C Work effectively in mental health

CHCMH402B Apply understanding of mental health issues and recovery processes

CHCMH411A Work with people with mental health issues

**Child protection electives**

CHCCHILD401B Identify and respond to children and young people at risk

CHCPROT429A Work collaboratively to maintain a child safe environment

**Social housing work**

CHCCH301C Work effectively in social housing

CHCCH410B Manage and maintain tenancy agreements and services

CHCCS416B Assess and provide services for clients with complex needs

**Homelessness support**

CHCCH301C Work effectively in social housing

CHCCH427B Work effectively with people experiencing or at risk of homelessness

CHCCS416B Assess and provide services for clients with complex needs

**Settlement work electives**

CHCSW401A Work effectively with forced migrants

CHCSW402B Undertake bicultural work with forced migrants in Australia

**Oral health**

CHCOHC401A Inform and encourage clients and groups to understand and achieve good oral health

CHCOHC402A Support clients and groups to learn practical aspects of oral health care

## **CHC40912 Certificate IV in Social Housing**

### **Modification History**

CHC08 Version 3	CHC08 Version 4	Comments
CHC40908 Certificate IV in Social Housing	CHC40912 Certificate IV in Social Housing	Updated core WHS units

## Description

This qualification covers workers who are engaged in delivering social housing services and support to tenants and residents, applicants and the community, including clients who are experiencing homelessness or at risk of experiencing homelessness. The qualification is also appropriate for policy workers in the non-government sector.

Workers in the social housing sector may work in any of the following housing services:

- Aboriginal and/or Torres Strait Islander housing
- Affordable housing
- Boarding houses and community rooming housing
- Crisis housing
- Homelessness services
- Housing co-operatives
- Housing information and referral
- Independent living units
- Long term community housing
- Public housing
- Support services
- Supported residential services
- Transitional housing

**Occupational titles** may include:

- Aboriginal and/or Torres Strait Islander housing worker
- Aboriginal and/or Torres Strait Islander tenancy worker
- Client service officer
- Community housing worker
- Executive officer (small organisation)
- Housing manager
- Housing manager (reporting to executive officer)
- Housing manager (small-medium size organisation - reports directly to board of directors)
- Housing services officer
- Housing support worker
- Aboriginal and/or Torres Strait Islander community development worker
- Aboriginal and/or Torres Strait Islander manager (small-medium size organisation - reports directly to board of directors)
- Housing worker - intensive tenancy worker
- Indigenous housing officer
- Outreach support worker
- Program officer
- Property worker
- Senior client services officer - general
- Supported housing worker
- Tenancy worker

## Pathways Information

Not Applicable

## **Licensing/Regulatory Information**

Not Applicable

## Entry Requirements

### Entry requirements

It is recommended that candidates have experience working in the community housing, public housing, SAAP sector or real estate industry or be currently completing a traineeship or hold a position in a social housing related service.

## Employability Skills Summary

Refer to the Topic: Introduction to the Employability Skills Qualification Summaries

## Packaging Rules

### PACKAGING RULES

15 units are required for award of this qualification including:

- 10 core units
- 5 elective units

A wide range of elective units is available, including:

- Group A elective which is recommended for culturally aware and respectful practice
- Group B electives which are recommended for Board members
- Other 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, up to 3 units of competency packaged at the level of this qualification or higher in other relevant Training Packages or accredited courses where the details of those courses are available on the TGA or other public listing

### Core units

CHCCH301C Work effectively in social housing

CHCCH410B Manage and maintain tenancy agreements and services

CHCCH427B Work effectively with people experiencing or at risk of homelessness

CHCCOM403A Use targeted communication skills to build relationships

CHCCS400C Work within a relevant legal and ethical framework

CHCCS419C Provide support services to clients

CHCCS504B Provide services to clients with complex needs

CHCNET501C Work effectively with other services and networks

HLTHIR403C Work effectively with culturally diverse clients and co-workers

HLTWHS300A Contribute to WHS processes



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

All workers undertaking social housing work 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.

### **Group A – elective recommended for culturally aware and respectful practice**

This qualification has been structured to provide a specific focus on culturally diverse clients. Where work also involves a specific focus on Aboriginal and/or Torres Strait Islander clients or communities, candidates are recommended to select the following unit:

HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people

### **Group B electives – recommended for Board members**

The following electives are recommended for members of Boards and for people involved in managing housing services on a volunteer basis:

*One of the following two units:*

BSBGOV401A      Implement Board member responsibilities

*OR*

SRXGOV001B      Participate as a member of an effective Board of an organisation

*AND:*

BSBADM502B      Manage meetings

BSBRSK401A      Identify risk and apply risk management processes

AHCCCF404A      Contribute to association governance

### **Other relevant electives**

Electives are to be selected in line with specified Packaging Rules. The following grouping of relevant electives is provided to facilitate selection and does not necessarily reflect workplace requirements. Electives may be selected from one or more groups. Employers may specify that certain electives are required to address specific workplace needs.

#### **Social housing electives**

CHCCH317A Respond to property maintenance enquiries

CHCCH411A Manage housing application processes

CHCCH412C Manage housing allocations

CHCCH413A Manage tenancy rent, charges and rental arrears

CHCCH414C Manage rental assistance process

CHCCH416C Manage vacant properties

CHCCH419C Manage property maintenance implementation

CHCCH422B Manage a formal service level support agreement

CHCCH423B Provide advice to tenants and clients

CHCCH424B Manage leasehold properties

CHCCH426B Support client participation in the organisation

CHCCH428B Work effectively within the Australian housing system

CHCCH522B Undertake outreach work

#### **Property industry electives**

CPPDSM3014A      Undertake property inspection

CPPDSM4010A      Lease property

CPPDSM4028A      Identify and analyse risks and opportunities in the property industry

CPPDSM4074A Select and appoint contractors in the property industry

**Client services electives**

CHCAOD510B Work effectively with clients with complex alcohol and/or other drugs issues

CHCCHILD404B Support the rights and safety of children and young people

CHCCS410A Facilitate client participation in the organisation and its management

CHCCS416B Assess and provide services for clients with complex needs

CHCCS422B Respond holistically to client issues and refer appropriately

CHCCS500B Conduct complex assessment and referral

CHCCS503B Develop, implement and review services and programs to meet client needs

CHCLLN403A Identify clients with language, literacy and numeracy needs and respond effectively

CHCMH301C Work effectively in mental health

*or*

CHCMH411A Work with people with mental health issues

HLTCSD306D Respond effectively to behaviours of concern

HLTFA311A Apply first aid

HLTRAH302C Undertake home visits

**Community sector electives**

CHCCS411C Work effectively in the community sector

CHCGROUP403D Plan and conduct group activities

CHCNET402B Establish and maintain effective networks

CHCPOL402C Contribute to policy development

CHCPOL403C Undertake research activities

HLTPOP405C Use media to disseminate information

**Advocacy and representation electives**

CHCAD401D Advocate for clients

CHCAD504B Provide advocacy and representation services

CHCAD505A Represent clients in court (*Note pre-requisite: CHCLEG411A*)

CHCAD506A Represent the organisation in a court or tribunal

CHCAD603B Provide systems advocacy services

CHCLEG411A Use relevant legislation in response to client needs

CHCMED418C Identify the need for alternative dispute resolution

CHCMED419C Facilitate alternative dispute resolution processes

**Administrative and business electives**

BSBINM201A Process and maintain workplace information

CHCADMIN403D Undertake administrative work

CHCADMIN508B Manage limited budgets and financial accountabilities

CHCCS505B Provide supervision support to community sector workers

CHCINF407D Meet information needs of the community

CHCINF505D Meet statutory and organisation information requirements

CHCORG405E Maintain an effective work environment

CHCORG406C Supervise work

CHCPOL402C Contribute to policy development

CHCQM501B Facilitate an accreditation process

**Work with Aboriginal and/or Torres Strait Islander communities**

BSBATSIC412A Maintain and protect cultural values in the organisation

BSBATSIC511A Plan and conduct a community meeting

CHCCS421B Undertake community sector work within own community  
HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people

**Training delivery electives**

CHCCS427B Facilitate adult learning and development  
TAEDEL301A Provide work skill instruction  
TAEDEL401A Plan, organise and deliver group-based learning  
TAEDEL402A Plan, organise and facilitate learning in the workplace

**Community development electives**

CHCCD412B Work within a community development framework  
CHCCD514B Implement community development strategies

**Case management electives**

CHCCM401D Undertake case management  
CHCCM402E Establish and monitor a case plan  
CHCCW301C Operate under a casework framework

**Public sector electives**

PSPETHC301B Uphold the values and principles of public service  
PSPGOV422A Apply government processes  
PSPLEGN301B Comply with legislation in the public sector

**Family violence electives**

CHCDFV301A Recognise and respond appropriately to domestic and family violence  
CHCDFV402C Manage own professional development in responding to domestic and family violence  
CHCDFV403C Provide crisis intervention and support to those experiencing domestic and family violence  
CHCDFV406C Provide domestic and family violence support in Aboriginal and Torres Strait Islander communities  
CHCDFV407C Provide domestic and family violence support in non-English speaking background communities  
CHCDFV509D Work with users of violence to effect change

**Child protection electives**

CHCCHILD401B Identify and respond to children and young people at risk  
CHCPROT429A Work collaboratively to maintain a child safe environment

**Financial literacy education electives**

CHCFLE301A Work with clients needing financial literacy education  
CHCFLE302A Educate clients in fundamental financial literacy skills  
CHCFLE303A Educate clients to understand debt and consumer credit

**Settlement work electives**

CHCSW401A Work effectively with forced migrants  
CHCSW402B Undertake bicultural work with forced migrants in Australia

**Alcohol and other drugs work**

CHCAOD402B Work effectively in the alcohol and other drugs sector  
CHCAOD408B Assess needs of clients with alcohol and/or other drugs issues  
CHCCM404A Undertake case management for clients with complex needs  
CHCMH401A Work effectively in mental health settings  
CHCMH402B Apply understanding of mental health issues and recovery processes

# **CHC41012 Certificate IV in Community Services Advocacy**

## **Modification History**

CHC08 Version 3	CHC08 Version 4	Comments
CHC41008 Certificate IV in Community Services Advocacy	CHC41012 Certificate IV in Community Services Advocacy	Updated core WHS units

## **Description**

This qualification covers workers who provide information, advice and advocacy and would also be appropriate for community education and policy workers.

**Occupational titles** may include:

- Community education worker
- Community legal officer
- Court support worker
- Information worker
- Para-legal worker
- Phone advice worker
- Tenant advice and advocacy service coordinator
- Tenant advice and advocacy worker
- Welfare rights worker
- Worker in peak organisation

## **Pathways Information**

Not Applicable

## **Licensing/Regulatory Information**

Not Applicable

## **Entry Requirements**

Not Applicable

# Employability Skills Summary

Refer to the Topic: Introduction to the Employability Skills Qualification Summaries

## Packaging Rules

### PACKAGING RULES

15 units are required for award of this qualification including:

- 9 core units
- 6 elective units

A wide range of elective units is available, including:

- 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, up to 3 units of competency packaged at the level of this qualification or higher in other relevant Training Packages or accredited courses where the details of those courses are available on the TGA or other public listing

### Core units

BSBINM201A Process and maintain workplace information  
CHCAD401D Advocate for clients  
CHCCD412B Work within a community development framework  
CHCCOM403A Use targeted communication skills to build relationships  
CHCCS400C Work within a relevant legal and ethical framework  
CHCNET402B Establish and maintain effective networks  
HLTHIR403C Work effectively with culturally diverse clients and co-workers  
HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people  
HLTWHS300A Contribute to WHS processes

### The importance of culturally aware and respectful practice

All workers undertaking community services advocacy work 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.

### Relevant electives

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

CHCAC318B Work effectively with older people  
CHCAD504B Provide advocacy and representation services  
CHCAD603B Provide systems advocacy services  
CHCAOD402B Work effectively in the alcohol and other drugs sector  
CHCCD402B Develop and provide community education projects  
CHCCD404E Develop and implement community programs  
CHCCD505E Develop community resources  
CHCCH301C Work effectively in social housing  
CHCCH427B Work effectively with people experiencing or at risk of homelessness  
CHCCH522B Undertake outreach work  
CHCCHILD404B Support the rights and safety of children and young people  
CHCCS411C Work effectively in the community sector  
CHCCS422B Respond holistically to client issues and refer appropriately  
CHCCS503B Develop, implement and review services and programs to meet client needs  
CHCDIS301C Work effectively with people with a disability  
CHCINF407D Meet information needs of the community  
CHCLEG411A Use relevant legislation in response to client needs  
CHCLLN403A Identify clients with language, literacy and numeracy needs and respond effectively  
CHCNET404B Facilitate links with other services  
CHCORG405E Maintain an effective work environment  
CHCORG506E Coordinate the work environment  
CHCPOL402C Contribute to policy development  
CHCPOL403C Undertake research activities  
CHCPOL404A Undertake policy review

The following grouping of relevant electives is provided to facilitate selection and does not necessarily reflect workplace requirements. Electives may be selected from one or more groups.

**Tenant advice and advocacy electives**

CHCAD505A Represent clients in court (*Note pre-requisite: CHCLEG411A*)  
CHCCD402B Develop and provide community education projects  
CHCCD505E Develop community resources  
CHCCH428B Work effectively within the Australian housing system  
CHCCS407C Operate referral procedures  
CHCINF407D Meet information needs of the community  
CHCLEG411A Use relevant legislation in response to client needs  
CHCPOL404A Undertake policy review

**Social housing**

CHCCH301C Work effectively in social housing  
CHCCH427B Work effectively with people experiencing or at risk of homelessness

**Working with people with alcohol and other drug issues**

CHCAOD402B Work effectively in the alcohol and other drugs sector

**Working with people with mental health issues**

CHCMH301C Work effectively in mental health

CHCMH402B Apply understanding of mental health issues and recovery processes

CHCMH411A Work with people with mental health issues

**Working with people with a disability**

CHCDIS301C Work effectively with people with a disability

CHCDIS411A Communicate using augmentative and alternative communication strategies

CHCICS409A Recognise and respond to suspected abuse of vulnerable people

**Child protection electives**

CHCCHILD401B Identify and respond to children and young people at risk

CHCROT429A Work collaboratively to maintain a child safe environment

**Settlement work**

CHCSW401A Work effectively with forced migrants

CHCSW402B Undertake bicultural work with forced migrants in Australia

# **CHC41112 Certificate IV in Pastoral Care**

## **Modification History**

Not applicable.

## **Description**

This qualification covers people who provide person-centred care that takes into account the pastoral care needs arising from people's experiences.

Work may take place in a range of contexts such as the client's workplace, hospitals, aged care facilities, schools and community environments. Pastoral care workers work with other practitioners in developing holistic approaches to care.

This qualification prepares pastoral care workers to:

- Provide pastoral care, advice and support
- Identify and assess client well being and needs
- Participate as a member of an inter-disciplinary team
- Provide basic ethical, moral and spiritual direction and pastoral counselling with referral to appropriate professionals where appropriate
- Provide pastoral care information.

The qualification aims to develop foundation skills involved in pastoral care work. The development of self-awareness and pastoral identity required to underpin effective work in pastoral care must be developed over time, through professionally supervised practice.

Pastoral care workers are required to be immersed in the practices of their organisation and to operate within a highly ethical and moral framework. Their role may include the ethical, moral and spiritual support of clients on a day-to-day basis.

**Occupational titles** may include:

- Human resources manager
- Workplace chaplain
- Pastoral care worker

## **Pathways Information**

Not Applicable



## **Licensing/Regulatory Information**

Not Applicable

## **Entry Requirements**

Not Applicable

# Employability Skills Summary

Refer to the Topic: Introduction to the Employability Skills Qualification Summaries

## Packaging Rules

### PACKAGING RULES

13 units are required for award of this qualification including:

- 8 core units
- 5 elective units

A wide range of elective units is available, including:

- Group A elective which is recommended for culturally aware and respectful practice
- Other 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, up to 2 units of competency packaged at the level of this qualification or higher in other relevant Training Packages or accredited courses where the details of those courses are available on the TGA or other public listing

### Core units

CHCCOM403A Use targeted communication skills to build relationships

CHCCS411C Work effectively in the community sector

CHCCS422B Respond holistically to client issues and refer appropriately

CHCORG405E Maintain an effective work environment

CHCORG428A Reflect on and improve own professional practice

CHCPAS401B Undertake pastoral care work

HLTWHS300A Contribute to WHS processes

*AND one of the following units:*

HLTHIR403C Work effectively with culturally diverse clients and co-workers

**OR**

HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people

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

All workers undertaking pastoral care work 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.

**Group A – elective recommended for culturally aware and respectful practice**

This qualification has been structured to provide a specific focus on either Aboriginal and/or Torres Strait Islander or culturally diverse clients.

Where work involves a specific focus on both Aboriginal and/or Torres Strait Islander and culturally diverse clients or communities, candidates are recommended to select whichever of the following units not selected as core:

HLTHIR403C Work effectively with culturally diverse clients and co-workers

HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people

**Other relevant electives**

Electives are to be selected in line with specified Packaging Rules. Employers may specify that certain electives are required to address specific workplace needs. The following grouping of electives is provided to facilitate selection and does not necessarily reflect workplace requirements.

**Pastoral care electives**

PUADEFCH001B Provide pastoral care

PUADEFCH002C Provide ethical and pastoral advice

**Working with older people**

CHCAC317A Support older people to maintain their independence

CHCAC319A Provide support to people living with dementia

**Working with people with a disability**

CHCDIS301C Work effectively with people with a disability

CHCDIS302A Maintain an environment to empower people with disabilities

CHCDIS313A Support people with disabilities who are ageing

CHCDIS410A Facilitate community participation and inclusion

CHCDIS411A Communicate using augmentative and alternative communication strategies

**Working with people with mental health issues**

CHCMH301C Work effectively in mental health

CHCMH402B Apply understanding of mental health issues and recovery processes

CHCMH411A Work with people with mental health issues

**Working with people with alcohol and other drug issues**

CHCAOD402B Work effectively in the alcohol and other drugs sector

**Problem gambling electives**

CHCGMB501A Work effectively in the problem gambling sector

CHCGMB502A Assess the needs of clients with problem gambling issues

CHCGMB503A Provide counselling for clients with problem gambling issues

**Financial literacy education electives**

CHCFLE301A Work with clients needing financial literacy education

CHCFLE302A Educate clients in fundamental financial literacy skills

CHCFLE303A Educate clients to understand debt and consumer credit

**Social housing**

CHCCH301C Work effectively in social housing  
CHCCH427B Work effectively with people experiencing or at risk of homelessness  
CHCCH522B Undertake outreach work

### **Other electives**

CHCAC318B Work effectively with older people  
CHCAC319A Provide support to people living with dementia  
CHCAC416A Facilitate support responsive to the specific nature of dementia  
CHCAD401D Advocate for clients  
CHCAD402D Support the interests, rights and needs of clients within duty of care requirements  
CHCAOD402B Work effectively in the alcohol and other drugs sector  
CHCAOD406E Work with clients who are intoxicated  
CHCCH427B Work effectively with people experiencing or at risk of homelessness  
CHCCM401D Undertake case management  
CHCCS400C Work within a relevant legal and ethical framework  
CHCCS426B Provide support and care relating to loss and grief  
CHCCS521B Assess and respond to individuals at risk of suicide  
CHCCSL501A Work within a structured counselling framework  
CHCCSL502A Apply specialist interpersonal and counselling interview skills  
CHCCSL503B Facilitate the counselling relationship  
CHCCSL507B Support clients in decision-making processes  
CHCCSL509A Reflect and improve upon counselling skills (*Note pre-requisites CHCCSL501A, CHCCSL503B, CHCCSL507B*)  
CHCCW301C Operate under a casework framework  
CHCDFV301A Recognise and respond appropriately to domestic and family violence  
CHCDIS301C Work effectively with people with a disability  
CHCICS302B Participate in the implementation of individualised plans  
CHCICS303A Support individual health and emotional well being  
CHCICS304B Work effectively with carers  
CHCICS410A Support relationships with carers and families  
CHCLLN403A Identify clients with language, literacy and numeracy needs and respond effectively  
CHCPA301B Deliver care services using a palliative approach  
CHCPA402B Plan for and provide care services using a palliative approach  
CHCPOL403C Undertake research activities  
CHCVOL201B Be an effective volunteer  
CHCYTH301E Work effectively with young people  
HLTCOM509B Provide services for people with a life challenging illness  
HLTCOM510B Provide services to clients with chronic diseases or conditions

## CHC41212 Certificate IV in Children's Services (Outside school hours care)

### Modification History

CHC08 Version 3.0	CHC08 Version 4.0	Comments
CHC41208 Certificate IV in Children's Services (Outside school hours care)	CHC41212 Certificate IV in Children's Services (Outside school hours care)	Updated first aid core unit in V4 Qualification outcome equivalent

### Description

This qualification covers workers who conduct vacation programs as well as before and after school care activities for children of school age.

Outside school hours care workers:

- Plan activities and provide care to children, facilitating their leisure and play and enabling them to achieve their developmental outcomes
- May work under direct supervision or autonomously
- May have some supervisory responsibilities for volunteers and other workers.

**Occupational titles** may vary depending on jurisdiction and legislation and may include:

- Assistant OSHC coordinator
- Mobile assistant
- OSHC assistant
- Outside school hours care supervisor / coordinator
- Play leader
- Program leader
- Recreation assistant
- Recreation leader
- Senior play leader
- Team leader
- Vacation care supervisor

### Pathways Information

Not Applicable

## **Licensing/Regulatory Information**

Not Applicable

## **Entry Requirements**

Not Applicable

# Employability Skills Summary

Refer to the Topic: Introduction to the Employability Skills Qualification Summaries

## Packaging Rules

### PACKAGING RULES

16 units are required for award of this qualification including:

- 12 core units
- 4 elective units

A wide range of elective units is available, including:

- Group A electives which are recommended for culturally aware and respectful practice
- Other 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, up to 3 units of competency packaged at the level of this qualification or higher in other relevant Training Packages

### Core units

CHCCHILD401B Identify and respond to children and young people at risk

CHCCN301C Ensure the health and safety of children

CHCCN303A Contribute to provision of nutritionally balanced food in a safe and hygienic manner

CHCCS400C Work within a relevant legal and ethical framework

CHCFC301A Support the development of children

CHCOSHC401A Support children to participate in outside school hours care

CHCOSHC402B Develop and implement activities in outside school hours care

CHCOSHC403B Work effectively with children in outside school hours care

CHCPR301C Provide experiences to support children's play and learning

HLTFA311A Apply first aid

HLTHIR403C Work effectively with culturally diverse clients and co-workers

HLTWHS300A Contribute to WHS processes

### The importance of culturally aware and respectful practice

All workers undertaking children's services work 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.

### **Group A electives - recommended for culturally aware and respectful practice**

The children's services workplace is regarded as having particular potential for engendering stronger and more respectful relationships between non-Aboriginal Australians and Aboriginal and/or Torres Strait Islander Australians.

It is therefore highly recommended that the following unit of competency should be included in this qualification to address the needs of *every children's services workplace*:

CHCIC302A Support Aboriginal and/or Torres Strait Islander families to participate in children's services

The unit:

- Provides a basis for staff to support and promote respect for and awareness of Aboriginal and/or Torres Strait Islander communities where there are no Aboriginal or Torres Strait Islander children attending or residing in the local area
- Addresses the needs of staff who work specifically with Aboriginal and/or Torres Strait Islander children and families.

Where work involves a specific focus on Aboriginal and/or Torres Strait Islander clients or communities, the following elective is recommended:

HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people

### **Other relevant electives**

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

BSBWOR204A Use business technology

CHCAC318B Work effectively with older people

CHCCD420B Work to empower Aboriginal and/or Torres Strait Islander communities

CHCCHILD301B Support behaviour of children and young people

CHCCHILD403B Promote the safety, well being and welfare of children, young people and their families

CHCCHILD404B Support the rights and safety of children and young people

CHCCOM302D Communicate appropriately with clients and colleagues

CHCCS310A Support inclusive practice in the workplace

CHCCS312A Use electronic learning materials

CHCCS411C Work effectively in the community sector

CHCCS421B Undertake community sector work within own community

CHCDIS301C Work effectively with people with a disability

CHCFC506A Foster children's language and communication development

CHCFC512A Foster physical development in middle childhood

CHCFC513A Foster social development in middle childhood

CHCFC514A Support emotional and psychological development in middle childhood

CHCFC515A Foster cognitive development in middle childhood

CHCIC302A Support Aboriginal and/or Torres Strait Islander families to participate in children's services

CHCIC303B Work within a regulatory framework specific to children's services

CHCIC512A Plan and implement inclusion of children with additional needs

CHCLD315A Recognise stages of lifespan development

CHCORG303C Participate effectively in the work environment



CHCORG428A Reflect on and improve own professional practice  
CHCORG502B Work autonomously  
CHCORG611C Lead and develop others in a community sector workplace  
CHCPR302A Support sustainable practice  
CHCPR502E Organise experiences to facilitate and enhance children's development  
CHCPR515A Develop and implement a program to support sustainable practice  
CHCRH503B Develop leisure and health programs for clients with special needs  
HLTFA302C Provide first aid in remote situation (*Note pre-requisite: HLTFA311A*)  
HLTFA412A Apply advanced first aid (*Note pre-requisite: HLTFA311A*)  
HLTFS207C Follow basic food safety practices  
HLTNA303D Plan and modify meals and menus according to nutrition care plans  
HLTNA304D Plan meals and menus to meet cultural and religious needs  
SISCCRO301A Assist with recreation games not requiring equipment  
SRCCRO008B Interact positively with infants, toddlers and parents in a recreation environment (*Appropriate unit for an assistant working with a mobile resources unit*)  
SROABL002B Facilitate adventure-based learning activities  
SRXCAI005B Conduct a sport and recreation session for participants  
SISXEMR402A Coordinate emergency responses  
SISXFAC405A Plan and provide sport and recreational services

### **Oral health**

CHCOHC303B Use basic oral health screening tools  
CHCOHC401A Inform and encourage clients and groups to understand and achieve good oral health  
CHCOHC402A Support clients and groups to learn practical aspects of oral health care  
CHCOHC404A Recognise and respond to signs and symptoms that may indicate oral health issues

# CHC41308 Certificate IV in Children's Contact Services Work

## Modification History

CHC08 Version 3	CHC08 Version 4	Comments
CHC41308 Certificate IV in Children's Contact Services Work	CHC41308 Certificate IV in Children's Contact Services Work	Updated unit codes and imported units. No change to qualification outcome.

## Description

This qualification covers workers who are employed in children's contact services and are responsible for the facilitation and/or changeover of contact visits and associated tasks as outlined in contact orders or defined by voluntary clients to the service. Work at this level would occur under the direction of a senior staff member, team leader or coordinator and have limited autonomy.

**Occupational titles** for these workers may include:

- Children's contact worker
- Children's contact support worker
- Children's contact facilitator
- Sessional contact worker

## Pathways Information

Not Applicable

## Licensing/Regulatory Information

Not Applicable

## Entry Requirements

Not Applicable

## Employability Skills Summary

Refer to the Topic: Introduction to the Employability Skills Qualification Summaries

## Packaging Rules

### PACKAGING RULES

13 units of competency are required for this qualification, including:

- 9 core units
- 4 elective units

A wide range of elective units is available, including:

- Group A WHS electives from which one unit **must** be selected
- Group B electives which are recommended for culturally aware and respectful practice
- Other 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, up to 2 units of competency packaged at the level of this qualification or higher in other relevant Training Packages or accredited courses where the details of those courses are available on TGA or other public listing

#### Core units

CHCAOD510B Work effectively with clients with complex alcohol and/or other drugs issues

CHCCHILD401B Identify and respond to children and young people at risk

CHCCOM302D Communicate appropriately with clients and colleagues

CHCCONS401C Facilitate changeover

CHCCONS402C Facilitate and monitor contact

CHCCONS403C Support families to develop relationships

CHCDFV301A Recognise and respond appropriately to domestic and family violence

CHCFAM503B Work with a child focused approach

CHCFAM518B Work with involuntary and mandated clients

#### Group A OHS electives - one unit must be selected

One of the following WHS units **must** be selected for this qualification

HLTWHS300A Contribute to WHS processes

HLTWHS401A Maintain workplace WHS processes

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

All workers undertaking children's contact services work 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.

**Group B electives - recommended for culturally aware and respectful practice**

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:

HLTHIR403C Work effectively with culturally diverse clients and co-workers

HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people

**Other relevant electives**

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

CHCCS400C Work within a relevant legal and ethical framework

CHCCS411C Work effectively in the community sector

CHCCS416B Assess and provide services for clients with complex needs

CHCDFV402C Manage own professional development in responding to domestic and family violence

CHCDFV408C Provide support to children affected by domestic and family violence

CHCFAM504C Respond to and contain critical incidents

CHCFAM505B Operate in a family law environment

CHCORG303C Participate effectively in the work environment

CHCRF511A Work in partnership with families to provide appropriate care for children

CHCRF624C Support parents in their parenting role (Note pre-requisite: CHCRF511A)

CHCTC301C Deliver a service consistent with the organisation's mission and values

CHCTC302B Provide client-centred telephone counselling

CHCTC403B Provide telephone counselling in crisis situations

*One only of the following units:*

CHCCS514A Recognise and respond to individuals at risk

**OR**

CHCCS521A Assess and respond to individuals at risk of suicide

**OR**

CHCTC404A Provide competent suicide intervention in a telephone counselling context

HLTFA211A Provide basic emergency life support

**Oral health**

CHCOHC303B Use basic oral health screening tools

CHCOHC401A Inform and encourage clients and groups to understand and achieve good oral health

CHCOHC402A Support clients and groups to learn practical aspects of oral health care

CHCOHC404A Recognise and respond to signs and symptoms that may indicate oral health issues

## **CHC41412 Certificate IV in Child, Youth and Family Intervention (residential and out of home care)**

### **Modification History**

CHC08 Version 3	CHC08 Version 4	Comments
CHC41408 Certificate IV in Child, Youth and Family Intervention (Residential and out of home care)	CHC41412 Certificate IV in Child, Youth and Family Intervention (Residential and out of home care)	Updated core WHS units

## Description

The suite of Youth and Family Intervention qualifications covers those who work in youth and family intervention, including practice specialisations in residential and out of home care, child protection, family support and early intervention. Workers are under a broad supervision framework and operate within clearly defined organisation guidelines, service plans and position specifications.

These workers may include paraprofessional and recognised entities who:

- Carry out activities related to maintenance of a child or young person at risk, personal care and/or other activities of living
- Report directly to a supervisor and may at times be partially responsible for providing support to other workers
- Possibly undertake higher levels of report preparation and case notes, especially in relation to supervised access visits
- May provide out of home care.

Please note:

- Foster carers may access units from the suggested foster care electives
- Child protection workers in some jurisdictions may be required to select particular electives to address jurisdictional requirements
- Aboriginal and/or Torres Strait Islander workers in child protection may, in some jurisdictions be required to select the elective unit: *CHCPROT422B Undertake child protection work within an Aboriginal and/or Torres Strait Islander framework*

**Occupational titles** may include:

- |                                   |                                    |
|-----------------------------------|------------------------------------|
| • Alternative care workers        | • Early intervention worker        |
| • Care worker                     | • Entry level case worker          |
| • Case support worker             | • Family support/prevention worker |
| • Child protection support worker | • Foster parent/carer              |
| • Children's/youth support worker | • Home based care worker           |
| • Community visitors              | • Out of home care provider        |
| • Cottage parent                  | • Residential care worker          |
| • Direct care worker              |                                    |

## Pathways Information

Not Applicable

## **Licensing/Regulatory Information**

Not Applicable

## **Entry Requirements**

Not Applicable



# Employability Skills Summary

Refer to the Topic: Introduction to the Employability Skills Qualification Summaries

## Packaging Rules

### PACKAGING RULES

15 units are required for award of this qualification including:

- 7 core units
- 8 elective units

#### Packaging for each specialisation:

Electives must be packaged to provide a qualification with a specialisation in residential and out of home care, child protection or family support

For award of the *Certificate IV in Child, Youth and Family Intervention (Residential and out of home care)*:

- All three Group A electives for *Residential and out of home care specialisation* must be selected
- Five additional electives are to be selected in line with the packaging rules below

For award of the *Certificate IV in Child, Youth and Family Intervention (Child protection)*:

- All four Group B electives for *Child protection specialisation* must be selected
- Four additional electives are to be selected in line with the packaging rules above

For award of the *Certificate IV in Child, Youth and Family Intervention (Family support)*:

- All three Group C electives for *Family support specialisation* must be selected
- Five additional electives are to be selected in line with the packaging rules above

**Note:** Some occupational jurisdictions *may* require selection of *specific electives*.

In addition to electives identified for the three specialisations, a wide range of elective units is available, including:

- Other 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, up to 3 units of competency packaged at the level of this qualification or higher in other relevant Training Packages or accredited courses where the details of those courses are available on TGA or other public listing

### Core units

CHCCHILD401B Identify and respond to children and young people at risk

CHCCHILD505B Work effectively in child protection and out of home care for children and young people

CHCCOM403A Use targeted communication skills to build relationships

CHCCS400C Work within a relevant legal and ethical framework

CHCLD415A Confirm client developmental status

HLTHIR403C Work effectively with culturally diverse clients and co-workers

HLTWHS300A Contribute to WHS processes

### The importance of culturally aware and respectful practice

All workers undertaking work with children, youth and families 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 clients or communities, the following elective is recommended:

HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people

### Relevant electives

Electives are to be selected in line with specified Packaging Rules. Employers may specify that certain electives are required to address specific workplace needs.

This suite of qualifications includes specialisations in:

- *Residential and out of home care*
- *Child protection*
- *Family support*

### Group A electives - Residential and out of home care specialisation

The following three units of competency are required for award of *CHC41408 Certificate IV in Child, Youth and Family Intervention (Residential and out of home care)*:

CHCCS401B Facilitate responsible behaviour

CHCPR0409D Provide primary residential care

HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people

In addition, the following units of competency may be required in some jurisdictions in case support work involving supervision of access:

CHCCONS401C Facilitate changeover  
CHCCONS402C Facilitate and monitor contact  
CHCCONS403C Support families to develop relationships  
CHCCONS504C Assist families to self manage contact

### **Group B electives - Child protection specialisation**

The following four units of competency are required for award of *CHC41508 Certificate IV in Child, Youth and Family Intervention (Child protection)*:

CHCCM506C Undertake case management in a child protection framework  
CHCFC301A Support the development of children  
CHCPR0T424A Develop a child protection practice framework  
CHCPR0T429A Work collaboratively to maintain a child safe environment

### **Group C electives - Family support specialisation**

The following three units of competency are required for award of *CHC41608 Certificate IV in Child, Youth and Family Intervention (Family support)*:

CHCCS404B Facilitate family intervention strategies  
CHCCS414A Provide education and support on parenting, health and well being  
CHCRF301E Work effectively with families to care for the child

### **Other relevant electives**

#### **Working with children**

CHCCHILD403B Promote the safety, well being and welfare of children, young people and their families  
CHCCHILD404B Support the rights and safety of children and young people  
CHCCN302A Provide care for children  
CHCCN305B Provide care for babies  
CHCCN520C Advocate for the rights and needs of children and young people  
CHCIC301E Interact effectively with children  
CHCIC512A Plan and implement inclusion of children with additional needs  
CHCPR303D Develop understanding of children's interests and developmental needs

#### **Child protection**

CHCPR0T422B Undertake child protection work within an Aboriginal and/or Torres Strait Islander framework  
CHCPR0T423B Support transition from care  
CHCPR0T430A Develop and implement a multi agency investigation and child risk assessment strategy  
CHCPR0T531A Interview children for investigation of child protection concerns  
CHCPR0T532A Interact with the legal system to protect children

#### **Working with young people**

CHCYTH301E Work effectively with young people  
CHCYTH401B Engage respectfully with young people  
CHCYTH404E Support young people in crisis (Note pre-requisite: CHCYTH301E)  
CHCYTH502A Work with young people to establish support networks

CHCYTH506B Provide services for young people appropriate to their needs and circumstances

CHCYTH511B Work effectively with young people and their families

### **Social housing**

CHCCH301C Work effectively in social housing

CHCCH427B Work effectively with people experiencing or at risk of homelessness

CHCCH522B Undertake outreach work

### **Mental health and alcohol and other drugs work**

CHCAOD402B Work effectively in the alcohol and other drugs sector

CHCAOD408B Assess needs of clients with alcohol and/or other drugs issues

CHCDFV301A Recognise and respond appropriately to domestic and family violence

CHCMH301C Work effectively in mental health

CHCMH401A Work effectively in mental health settings

CHCMH402B Apply understanding of mental health issues and recovery processes

CHCCM404A Undertake case management for clients with complex needs

CHCMH411A Work with people with mental health issues

### **General electives**

CHCCD420B Work to empower Aboriginal and/or Torres Strait Islander communities

CHCCS417B Provide support and care relating to suicide bereavement

CHCCS421B Undertake community sector work within own community

CHCCS422B Respond holistically to client issues and refer appropriately

CHCCS426B Provide support and care relating to loss and grief

CHCDIS301C Work effectively with people with a disability

CHCICS406B Support client self management

CHCINF505D Meet statutory and organisation information requirements

CHCLD315A Recognise stages of lifespan development

CHCLEG411A Use relevant legislation in response to client needs

CHCLLN403A Identify clients with language, literacy and numeracy needs and respond effectively

CHCORG428A Reflect on and improve own professional practice

### **Foster care**

*Foster care competency requirements are determined by state and territory statutory regulations. The following units of competency are suggested electives:*

CHCFOS401A Provide foster care as part of a team

CHCFOS402A Promote positive development of children and young people in out of home care

CHCFC301A Support the development of children

### **Oral health**

CHCOHC303B Use basic oral health screening tools

CHCOHC401A Inform and encourage clients and groups to understand and achieve good oral health

CHCOHC402A Support clients and groups to learn practical aspects of oral health care

CHCOHC404A Recognise and respond to signs and symptoms that may indicate oral health issues

## **CHC41512 Certificate IV in Child, Youth and Family Intervention (Child Protection)**

### **Modification History**

CHC08 Version 3	CHC08 Version 4	Comments
CHC41508 Certificate IV in Child, Youth and Family Intervention (Child Protection)	CHC41512 Certificate IV in Child, Youth and Family Intervention (Child Protection)	updated core WHS units

## Description

The suite of Youth and Family Intervention qualification covers those who work in youth and family intervention, including practice specialisations in residential and out of home care, child protection, family support and early intervention. Workers are under a broad supervision framework and operate within clearly defined organisation guidelines, service plans and position specifications.

These workers may include paraprofessional and recognised entities who:

- Carry out activities related to maintenance of a child or young person at risk, personal care and/or other activities of living
- Report directly to a supervisor and may at times be partially responsible for providing support to other workers
- Possibly undertake higher levels of report preparation and case notes, especially in relation to supervised access visits
- May provide out of home care.

Please note:

- Foster carers may access units from the suggested foster care electives
- Child protection workers in some jurisdictions may be required to select particular electives to address jurisdictional requirements
- Aboriginal and/or Torres Strait Islander workers in child protection may, in some jurisdictions be required to select the elective unit: *CHCPROT422B Undertake child protection work within an Aboriginal and/or Torres Strait Islander framework*

**Occupational titles** may include:

- |                                   |                                    |
|-----------------------------------|------------------------------------|
| • Alternative care workers        | • Early intervention worker        |
| • Care worker                     | • Entry level case worker          |
| • Case support worker             | • Family support/prevention worker |
| • Child protection support worker | • Foster parent/carer              |
| • Children's/youth support worker | • Home based care worker           |
| • Community visitors              | • Out of home care provider        |
| • Cottage parent                  | • Residential care worker          |
| • Direct care worker              |                                    |

## Pathways Information

Not Applicable

## **Licensing/Regulatory Information**

Not Applicable

## **Entry Requirements**

Not Applicable



# Employability Skills Summary

Refer to the Topic: Introduction to the Employability Skills Qualification Summaries

## Packaging Rules

### PACKAGING RULES

15 units are required for award of this qualification including:

- 7 core units
- 8 elective units

#### Packaging for each specialisation:

Electives must be packaged to provide a qualification with a specialisation in residential and out of home care, child protection or family support

For award of the *Certificate IV in Child, Youth and Family Intervention (Residential and out of home care)*:

- All three Group A electives for *Residential and out of home care specialisation* must be selected
- Five additional electives are to be selected in line with the packaging rules below

For award of the *Certificate IV in Child, Youth and Family Intervention (Child protection)*:

- All four Group B electives for *Child protection specialisation* must be selected
- Four additional electives are to be selected in line with the packaging rules above

For award of the *Certificate IV in Child, Youth and Family Intervention (Family support)*:

- All three Group C electives for *Family support specialisation* must be selected
- Five additional electives are to be selected in line with the packaging rules above

**Note:** Some occupational jurisdictions *may* require selection of *specific electives*.

In addition to electives identified for the three specialisations, a wide range of elective units is available, including:

- Other 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, up to 3 units of competency packaged at the level of this qualification or higher in other relevant Training Packages or accredited courses where the details of those courses are available on TGA or other public listing

#### Core units

CHCCHILD401B Identify and respond to children and young people at risk

CHCCHILD505B Work effectively in child protection and out of home care for children and young people

CHCCOM403A Use targeted communication skills to build relationships

CHCCS400C Work within a relevant legal and ethical framework

CHCLD415A Confirm client developmental status

HLTHIR403C Work effectively with culturally diverse clients and co-workers

HLTWHS300A Contribute to WHS processes

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

All workers undertaking work with children, youth and families 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 clients or communities, the following elective is recommended:

HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people

#### Relevant electives

Electives are to be selected in line with specified Packaging Rules. Employers may specify that certain electives are required to address specific workplace needs.

This suite of qualifications includes specialisations in:

- *Residential and out of home care*
- *Child protection*
- *Family support*

#### Group A electives - Residential and out of home care specialisation

The following three units of competency are required for award of *CHC41408 Certificate IV in Child, Youth and Family Intervention (Residential and out of home care)*:

CHCCS401B Facilitate responsible behaviour

CHCPROT409D Provide primary residential care

HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people

In addition, the following units of competency may be required in some jurisdictions in case support work involving supervision of access:

CHCCONS401C Facilitate changeover  
CHCCONS402C Facilitate and monitor contact  
CHCCONS403C Support families to develop relationships  
CHCCONS504C Assist families to self manage contact

### **Group B electives - Child protection specialisation**

The following four units of competency are required for award of *CHC41508 Certificate IV in Child, Youth and Family Intervention (Child protection)*:

CHCCM506C Undertake case management in a child protection framework  
CHCFC301A Support the development of children  
CHCPR0T424A Develop a child protection practice framework  
CHCPR0T429A Work collaboratively to maintain a child safe environment

### **Group C electives - Family support specialisation**

The following three units of competency are required for award of *CHC41608 Certificate IV in Child, Youth and Family Intervention (Family support)*:

CHCCS404B Facilitate family intervention strategies  
CHCCS414A Provide education and support on parenting, health and well being  
CHCRF301E Work effectively with families to care for the child

### **Other relevant electives**

#### **Working with children**

CHCCHILD403B Promote the safety, well being and welfare of children, young people and their families  
CHCCHILD404B Support the rights and safety of children and young people  
CHCCN302A Provide care for children  
CHCCN305B Provide care for babies  
CHCCN520C Advocate for the rights and needs of children and young people  
CHCIC301E Interact effectively with children  
CHCIC512A Plan and implement inclusion of children with additional needs  
CHCPR303D Develop understanding of children's interests and developmental needs

#### **Child protection**

CHCPR0T422B Undertake child protection work within an Aboriginal and/or Torres Strait Islander framework  
CHCPR0T423B Support transition from care  
CHCPR0T430A Develop and implement a multi agency investigation and child risk assessment strategy  
CHCPR0T531A Interview children for investigation of child protection concerns  
CHCPR0T532A Interact with the legal system to protect children

#### **Working with young people**

CHCYTH301E Work effectively with young people  
CHCYTH401B Engage respectfully with young people  
CHCYTH404E Support young people in crisis (Note pre-requisite: CHCYTH301E)  
CHCYTH502A Work with young people to establish support networks

CHCYTH506B Provide services for young people appropriate to their needs and circumstances

CHCYTH511B Work effectively with young people and their families

### **Social housing**

CHCCH301C Work effectively in social housing

CHCCH427B Work effectively with people experiencing or at risk of homelessness

CHCCH522B Undertake outreach work

### **Mental health and alcohol and other drugs work**

CHCAOD402B Work effectively in the alcohol and other drugs sector

CHCAOD408B Assess needs of clients with alcohol and/or other drugs issues

CHCDFV301A Recognise and respond appropriately to domestic and family violence

CHCMH301C Work effectively in mental health

CHCMH401A Work effectively in mental health settings

CHCMH402B Apply understanding of mental health issues and recovery processes

CHCCM404A Undertake case management for clients with complex needs

CHCMH411A Work with people with mental health issues

### **General electives**

CHCCD420B Work to empower Aboriginal and/or Torres Strait Islander communities

CHCCS417B Provide support and care relating to suicide bereavement

CHCCS421B Undertake community sector work within own community

CHCCS422B Respond holistically to client issues and refer appropriately

CHCCS426B Provide support and care relating to loss and grief

CHCDIS301C Work effectively with people with a disability

CHCICS406B Support client self management

CHCINF505D Meet statutory and organisation information requirements

CHCLD315A Recognise stages of lifespan development

CHCLEG411A Use relevant legislation in response to client needs

CHCLLN403A Identify clients with language, literacy and numeracy needs and respond effectively

CHCORG428A Reflect on and improve own professional practice

### **Foster care**

*Foster care competency requirements are determined by state and territory statutory regulations. The following units of competency are suggested electives:*

CHCFOS401A Provide foster care as part of a team

CHCFOS402A Promote positive development of children and young people in out of home care

CHCFC301A Support the development of children

### **Oral health**

CHCOHC303B Use basic oral health screening tools

CHCOHC401A Inform and encourage clients and groups to understand and achieve good oral health

CHCOHC402A Support clients and groups to learn practical aspects of oral health care

CHCOHC404A Recognise and respond to signs and symptoms that may indicate oral health issues

## **CHC41612 Certificate IV in Child, Youth and Family Intervention (Family Support)**

### **Modification History**

CHC08 Version 3	CHC08 Version 4	Comments
CHC41608 Certificate IV in Child, Youth and Family Intervention (Family support)	CHC41612 Certificate IV in Child, Youth and Family Intervention (Family support)	updated core WHS units

## Description

The suite of Youth and Family Intervention qualification covers those who work in youth and family intervention, including practice specialisations in residential and out of home care, child protection, family support and early intervention. Workers are under a broad supervision framework and operate within clearly defined organisation guidelines, service plans and position specifications.

These workers may include paraprofessional and recognised entities who:

- Carry out activities related to maintenance of a child or young person at risk, personal care and/or other activities of living
- Report directly to a supervisor and may at times be partially responsible for providing support to other workers
- Possibly undertake higher levels of report preparation and case notes, especially in relation to supervised access visits
- May provide out of home care.

Please note:

- Foster carers may access units from the suggested foster care electives
- Child protection workers in some jurisdictions may be required to select particular electives to address jurisdictional requirements
- Aboriginal and/or Torres Strait Islander workers in child protection may, in some jurisdictions be required to select the elective unit: *CHCPROT422B Undertake child protection work within an Aboriginal and/or Torres Strait Islander framework*

**Occupational titles** may include:

- |                                   |                                    |
|-----------------------------------|------------------------------------|
| • Alternative care workers        | • Early intervention worker        |
| • Care worker                     | • Entry level case worker          |
| • Case support worker             | • Family support/prevention worker |
| • Child protection support worker | • Foster parent/carer              |
| • Children's/youth support worker | • Home based care worker           |
| • Community visitors              | • Out of home care provider        |
| • Cottage parent                  | • Residential care worker          |
| • Direct care worker              |                                    |

## Pathways Information

Not Applicable

## **Licensing/Regulatory Information**

Not Applicable

## **Entry Requirements**

Not Applicable



# Employability Skills Summary

Refer to the Topic: Introduction to the Employability Skills Qualification Summaries

## Packaging Rules

### PACKAGING RULES

15 units are required for award of this qualification including:

- 7 core units
- 8 elective units

#### Packaging for each specialisation:

Electives must be packaged to provide a qualification with a specialisation in residential and out of home care, child protection or family support

For award of the *Certificate IV in Child, Youth and Family Intervention (Residential and out of home care)*:

- All three Group A electives for *Residential and out of home care specialisation* must be selected
- Five additional electives are to be selected in line with the packaging rules below

For award of the *Certificate IV in Child, Youth and Family Intervention (Child protection)*:

- All four Group B electives for *Child protection specialisation* must be selected
- Four additional electives are to be selected in line with the packaging rules above

For award of the *Certificate IV in Child, Youth and Family Intervention (Family support)*:

- All three Group C electives for *Family support specialisation* must be selected
- Five additional electives are to be selected in line with the packaging rules above

**Note:** Some occupational jurisdictions *may* require selection of *specific electives*.

In addition to electives identified for the three specialisations, a wide range of elective units is available, including:

- Other 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, up to 3 units of competency packaged at the level of this qualification or higher in other relevant Training Packages or accredited courses where the details of those courses are available on TGA or other public listing

#### Core units

CHCCHILD401B Identify and respond to children and young people at risk

CHCCHILD505B Work effectively in child protection and out of home care for children and young people

CHCCOM403A Use targeted communication skills to build relationships

CHCCS400C Work within a relevant legal and ethical framework

CHCLD415A Confirm client developmental status

HLTHIR403C Work effectively with culturally diverse clients and co-workers

HLTWHS300A Contribute to WHS processes

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

All workers undertaking work with children, youth and families 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 clients or communities, the following elective is recommended:

HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people

#### Relevant electives

Electives are to be selected in line with specified Packaging Rules. Employers may specify that certain electives are required to address specific workplace needs.

This suite of qualifications includes specialisations in:

- *Residential and out of home care*
- *Child protection*
- *Family support*

#### Group A electives - Residential and out of home care specialisation

The following three units of competency are required for award of *CHC41408 Certificate IV in Child, Youth and Family Intervention (Residential and out of home care)*:

CHCCS401B Facilitate responsible behaviour

CHCPR0409D Provide primary residential care

HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people

In addition, the following units of competency may be required in some jurisdictions in case support work involving supervision of access:

CHCCONS401C Facilitate changeover  
CHCCONS402C Facilitate and monitor contact  
CHCCONS403C Support families to develop relationships  
CHCCONS504C Assist families to self manage contact

### **Group B electives - Child protection specialisation**

The following four units of competency are required for award of *CHC41508 Certificate IV in Child, Youth and Family Intervention (Child protection)*:

CHCCM506C Undertake case management in a child protection framework  
CHCFC301A Support the development of children  
CHCPR0T424A Develop a child protection practice framework  
CHCPR0T429A Work collaboratively to maintain a child safe environment

### **Group C electives - Family support specialisation**

The following three units of competency are required for award of *CHC41608 Certificate IV in Child, Youth and Family Intervention (Family support)*:

CHCCS404B Facilitate family intervention strategies  
CHCCS414A Provide education and support on parenting, health and well being  
CHCRF301E Work effectively with families to care for the child

### **Other relevant electives**

#### **Working with children**

CHCCHILD403B Promote the safety, well being and welfare of children, young people and their families  
CHCCHILD404B Support the rights and safety of children and young people  
CHCCN302A Provide care for children  
CHCCN305B Provide care for babies  
CHCCN520C Advocate for the rights and needs of children and young people  
CHCIC301E Interact effectively with children  
CHCIC512A Plan and implement inclusion of children with additional needs  
CHCPR303D Develop understanding of children's interests and developmental needs

#### **Child protection**

CHCPR0T422B Undertake child protection work within an Aboriginal and/or Torres Strait Islander framework  
CHCPR0T423B Support transition from care  
CHCPR0T430A Develop and implement a multi agency investigation and child risk assessment strategy  
CHCPR0T531A Interview children for investigation of child protection concerns  
CHCPR0T532A Interact with the legal system to protect children

#### **Working with young people**

CHCYTH301E Work effectively with young people  
CHCYTH401B Engage respectfully with young people  
CHCYTH404E Support young people in crisis (Note pre-requisite: CHCYTH301E)  
CHCYTH502A Work with young people to establish support networks

CHCYTH506B Provide services for young people appropriate to their needs and circumstances

CHCYTH511B Work effectively with young people and their families

### **Social housing**

CHCCH301C Work effectively in social housing

CHCCH427B Work effectively with people experiencing or at risk of homelessness

CHCCH522B Undertake outreach work

### **Mental health and alcohol and other drugs work**

CHCAOD402B Work effectively in the alcohol and other drugs sector

CHCAOD408B Assess needs of clients with alcohol and/or other drugs issues

CHCDFV301A Recognise and respond appropriately to domestic and family violence

CHCMH301C Work effectively in mental health

CHCMH401A Work effectively in mental health settings

CHCMH402B Apply understanding of mental health issues and recovery processes

CHCCM404A Undertake case management for clients with complex needs

CHCMH411A Work with people with mental health issues

### **General electives**

CHCCD420B Work to empower Aboriginal and/or Torres Strait Islander communities

CHCCS417B Provide support and care relating to suicide bereavement

CHCCS421B Undertake community sector work within own community

CHCCS422B Respond holistically to client issues and refer appropriately

CHCCS426B Provide support and care relating to loss and grief

CHCDIS301C Work effectively with people with a disability

CHCICS406B Support client self management

CHCINF505D Meet statutory and organisation information requirements

CHCLD315A Recognise stages of lifespan development

CHCLEG411A Use relevant legislation in response to client needs

CHCLLN403A Identify clients with language, literacy and numeracy needs and respond effectively

CHCORG428A Reflect on and improve own professional practice

### **Foster care**

*Foster care competency requirements are determined by state and territory statutory regulations. The following units of competency are suggested electives:*

CHCFOS401A Provide foster care as part of a team

CHCFOS402A Promote positive development of children and young people in out of home care

CHCFC301A Support the development of children

### **Oral health**

CHCOHC303B Use basic oral health screening tools

CHCOHC401A Inform and encourage clients and groups to understand and achieve good oral health

CHCOHC402A Support clients and groups to learn practical aspects of oral health care

CHCOHC404A Recognise and respond to signs and symptoms that may indicate oral health issues

# CHC41712 Certificate IV in Education Support

## Modification History

CHC08 Version 3	CHC08 Version 4	Comments
CHC41708 Certificate IV in Education Support	CHC41712 Certificate IV in Education Support	Updated core WHS units

## Description

This qualification covers workers in a range of education and school settings who provide assistance and support to teachers to facilitate students' learning under broad based supervision. Some job roles *may* require tasks to be performed with a moderate level of autonomy and/or the provision of supervision/leadership to other staff/volunteers.

**Occupational titles** may include:

- Aboriginal and/or Torres Strait Islander education officer
- Education assistant
- Education assistant (special needs)
- Education support worker
- Education worker
- Home tutor
- Homeland teaching assistant
- Indigenous language and culture teaching assistant
- Language worker
- Literacy worker
- Support worker (children with disabilities)
- Teacher aide
- Teacher assistant

## Pathways Information

Not Applicable

## Licensing/Regulatory Information

Not Applicable

## **Entry Requirements**

To gain entry into *CHC41712 Certificate IV in Education Support* candidates require:

- Sufficient validated experience in directly supervised learning support roles as an education support worker, childhood educator, early childhood educator, child care worker, home/volunteer tutor or similar role to indicate likely success at this level of qualification

***OR***

- Successful completion of a qualification at Certificate III level or higher in education support, children's services or a related area.

## **Employability Skills Summary**

Refer to the Topic: Introduction to the Employability Skills Qualification Summaries

## Packaging Rules

### PACKAGING RULES

15 units are required for award of this qualification including:

- 9 core units
- 6 elective units

A range of elective units is available, including:

- Group A electives which are recommended for culturally aware and respectful practice
- Other 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, up to 3 units of competency packaged at the level of this qualification or higher in other relevant Training Packages or accredited courses where the details of those courses are available on TGA or other public listing

#### Core units

CHCCHILD301B Support behaviour of children and young people

CHCCHILD401B Identify and respond to children and young people at risk

CHCEDS301B Comply with legislative, policy and industrial requirements in the education environment

CHCEDS312A Work with diversity in the education environment

CHCEDS407A Collect and analyse information to inform work strategies

CHCEDS410A Assist in facilitation of student learning

CHCEDS411B Use high-level communication skills in the education workplace

CHCEDS412B Contribute to continuous improvement processes within the education environment

HLTWHS300A Contribute to WHS processes

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

All workers undertaking education support work 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.

#### Group A electives - recommended for culturally aware and respectful practice

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:



HLTHIR403C Work effectively with culturally diverse clients and co-workers  
HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people

### **Other relevant electives**

Electives are to be selected in line with specified Packaging Rules. Employers may specify that certain electives are required to address specific workplace needs. Relevant electives are listed below, with some grouping provided to guide selection for identified areas of work. Electives may be selected from one or more groups.

### **Literacy and numeracy electives**

CHCEDS408A Support students' mathematics learning for numeracy  
CHCEDS409A Support students' literacy learning  
CHCLLN403A Identify clients with language, literacy and numeracy needs and respond effectively

### **Special needs education support work**

CHCCS305C Assist clients with medication (Note pre-requisite HLTAP301B)  
CHCCS425B Support health professional  
CHCDIS405A Facilitate skills development and maintenance  
CHCEDS413A Support students with learning difficulties and learning disabilities  
CHCEDS434A Provide support to students with autism spectrum disorder  
CHCEDS417A Facilitate learning for students with disabilities  
CHCEDS421A Provide support to students with hearing disabilities  
CHCEDS424B Facilitate learning for students with intellectual disabilities (Note pre-requisite CHCEDS417A)  
CHCEDS425B Facilitate learning for students with speech/language disabilities (Note pre-requisite CHCEDS417A)  
CHCEDS426A Facilitate learning for students with vision impairment (Note pre-requisite CHCEDS417A)  
CHCEDS427A Facilitate learning for students with physical disabilities (Note pre-requisite CHCEDS417A)  
HLTAP301B Recognise healthy body systems in a health care context

### **Electives for Aboriginal and/or Torres Strait Islander Education Work/ Tutoring / Language Work / Homeland Teaching**

CHCEDS416B Use educational strategies to support Aboriginal and/or Torres Strait Islander education  
CHCEDS422A Promote hearing health and learning  
CHCEDS423A Assist in production of language resources  
CHCEDS428A Assist teacher to develop Aboriginal and/or Torres Strait Islander language and culture lessons

### **Education support work electives**

BSBWOR501B Manage personal work priorities and professional development  
CHCCD413E Work within specific communities  
CHCCHILD404B Support the rights and safety of children and young people  
CHCCS506A Promote and respond to workplace diversity  
CHCEDS415A Supervise students outside the classroom

CHCEDS418B Deliver elements of teaching and learning programs  
CHCEDS419B Support flexible learning in an education environment  
CHCEDS508B Assist in leading a small team in an education environment  
CHCFC502A Foster physical development in early childhood  
CHCFC505A Foster cognitive development in early childhood  
CHCFC506A Foster children's language and communication development  
CHCFC508A Foster children's aesthetic and creative development  
CHCFC512A Foster physical development in middle childhood  
CHCFC515A Foster cognitive development in middle childhood  
CHCNET402B Establish and maintain effective networks  
CHCYTH401B Engage respectfully with young people  
SRCCRD007B Develop recreation programs

### **E-learning electives**

CHCEDS321B Use an e-learning management system  
CHCEDS429B Coordinate e-learning programs

### **Oral health**

CHCOHC303B Use basic oral health screening tools  
CHCOHC401A Inform and encourage clients and groups to understand and achieve good oral health  
CHCOHC402A Support clients and groups to learn practical aspects of oral health care

# CHC41812 Certificate IV in Youth Work

## Modification History

CHC08 Version 3	CHC08 Version 4	Comments
CHC41808 Certificate IV in Youth Work	CHC41812 Certificate IV in Youth Work	Upgrade of core WHS units

## Description

This qualification covers workers who develop and facilitate programs for young people through a range of community based programs designed to address the social, behavioural, health, welfare, developmental and protection needs of young people.

This work may be undertaken through employment in community, government and welfare agencies and workers will be:

- Responsible for implementing policies and guidelines of the employing organisation
- Largely self directed with fairly autonomous decision making capacity under the indirect supervision of a manager.

**Occupational titles** may include:

- Community development worker (youth)
- Indigenous youth worker
- Recreational youth activities worker
- Residential care worker
- Support worker residential
- Youth alcohol and other drugs worker
- Youth and family resource officer
- Youth and family service worker
- Youth case worker
- Youth housing support worker
- Youth worker

## Pathways Information

Not Applicable

## Licensing/Regulatory Information

Not Applicable

## **Entry Requirements**

Not Applicable

## **Employability Skills Summary**

Refer to the Topic: Introduction to the Employability Skills Qualification Summaries

## Packaging Rules

### PACKAGING RULES

16 units are required for award of this qualification including:

- 10 core units
- 6 elective units

A wide range of elective units is available, including:

- Group A electives of which one unit must be selected for this qualification
- Group B elective which is recommended for culturally aware and respectful practice
- Other 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, up to 3 units of competency packaged at the level of this qualification or higher in other relevant Training Packages or accredited courses where the details of those courses are available on TGA or other public listing

#### Core units

CHCCD412B Work within a community development framework

CHCCOM403A Use targeted communication skills to build relationships

CHCCS400C Work within a relevant legal and ethical framework

CHCCS422B Respond holistically to client issues and refer appropriately

CHCICS406B Support client self management

CHCYTH401B Engage respectfully with young people

CHCYTH402C Work effectively with young people in the youth work context

CHCYTH403C Support young people to create opportunities in their lives

HLTHIR403C Work effectively with culturally diverse clients and co-workers

HLTWHS300A Contribute to WHS processes

#### Group A electives - one unit must be selected

One of the following units must be selected for this qualification.

CHCYTH404E Support young people in crisis (*Note pre-requisite: CHCYTH301E*)

CHCYTH407E Respond to critical situations

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

All workers undertaking youth work 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.

### **Group B elective - recommended for culturally aware and respectful practice**

Where work involves a specific focus on Aboriginal and/or Torres Strait Islander clients or communities, the following elective is recommended:

HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people

### **Other relevant electives**

Electives are to be selected in line with specified Packaging Rules. The following grouping of relevant electives is provided to facilitate selection and does not necessarily reflect workplace requirements. Electives may be selected from one or more groups. Employers may specify that certain electives are required to address specific workplace needs.

### **Community service work electives**

BSBINM201A Process and maintain workplace information

CHCCD401E Support community participation

CHCCM401D Undertake case management

CHCCS411C Work effectively in the community sector

CHCLD315A Recognise stages of lifespan development

CHCNET404B Facilitate links with other services

CHCORG405E Maintain an effective work environment

CHCYTH301E Work effectively with young people

### **First aid**

HLTFA311A Apply first aid

HLTFA302C Provide first aid in remote situation (Note pre-requisite: HLTFA311A)

HLTFA412A Apply advanced first aid (Note pre-requisite: HLTFA311A)

HLTFA403C Manage first aid in the workplace (Note pre-requisite: HLTFA412A)

### **Group and outreach work**

CHCGROUP302D Support group activities

CHCGROUP403D Plan and conduct group activities

CHCGROUP410B Deliver a structured program

### **Social housing / homelessness**

CHCCH301C Work effectively in social housing

CHCCH427B Work effectively with people experiencing or at risk of homelessness

CHCCH522B Undertake outreach work

CHCCS419C Provide support services to clients

### **Responding to specific needs**

CHCAOD402B Work effectively in the alcohol and other drugs sector

CHCCS521B Assess and respond to individuals at risk of suicide

CHCDFV301A Recognise and respond appropriately to domestic and family violence  
CHCLLN403A Identify clients with language, literacy and numeracy needs and respond effectively  
CHCMH301C Work effectively in mental health **or** CHCMH411A Work with people with mental health issues  
CHCYTH511B Work effectively with young people and their families

**Protective care and child protection**

CHCCHILD404B Support the rights and safety of children and young people  
CHCCHILD505B Work effectively in child protection and out of home care for children and young people  
CHCCS401C Facilitate responsible behaviour  
CHCROT409E Provide primary residential care

**Problem gambling electives**

CHCGMB501A Work effectively in the problem gambling sector  
CHCGMB502A Assess the needs of clients with problem gambling issues  
CHCGMB503A Provide counselling for clients with problem gambling issues

**Financial literacy education electives**

CHCFLE301A Work with clients needing financial literacy education  
CHCFLE302A Educate clients in fundamental financial literacy skills  
CHCFLE303A Educate clients to understand debt and consumer credit

**Settlement work**

CHCSW401A Work effectively with forced migrants  
CHCSW402B Undertake bicultural work with forced migrants in Australia

**Alcohol and other drugs work**

CHCAOD402B Work effectively in the alcohol and other drugs sector  
CHCAOD408B Assess needs of clients with alcohol and/or other drugs issues  
CHCCM404A Undertake case management for clients with complex needs  
CHCMH401A Work effectively in mental health settings  
CHCMH402B Apply understanding of mental health issues and recovery processes

**Oral health**

CHCOHC303B Use basic oral health screening tools  
CHCOHC401A Inform and encourage clients and groups to understand and achieve good oral health  
CHCOHC402A Support clients and groups to learn practical aspects of oral health care  
CHCOHC404A Recognise and respond to signs and symptoms that may indicate oral health issues

# CHC41912 Certificate IV in Youth Justice

## Modification History

CHC08 Version 3	CHC08 Version 4	Comments
CHC41908 Certificate IV in Youth Justice	CHC41908 Certificate IV in Youth Justice	Updated core WHS units

## Description

This qualification covers youth justice workers who supervise young people who have been directed by the justice system to be in the care and direction of authorised community and/or government agencies.

The supervision will be managed through a range of community and institution-based programs designed to meet the social, behavioural, health, welfare, developmental and protection needs of young people.

**Occupational titles** may include:

- Juvenile justice officer
- Mentors
- Secure environment worker
- Unit coordinator / manager
- Visits coordinator
- Youth justice officer
- Youth residential worker
- Youth worker (juvenile justice)

## Pathways Information

Not Applicable

## Licensing/Regulatory Information

Not Applicable

## Entry Requirements

Not Applicable



## **Employability Skills Summary**

Refer to the Topic: Introduction to the Employability Skills Qualification Summaries

## Packaging Rules

### PACKAGING RULES

15 units are required for award of this qualification including:

- 8 core units
- 7 elective units

A wide range of elective units is available, including:

- Group A electives of which one unit must be selected for this qualification
- Group B elective which is recommended for culturally aware and respectful practice
- Group C first aid electives of which one or more may be required for youth work in some jurisdictions
- Other relevant electives listed below and grouped to facilitate selection for specific contexts such as community youth justice work or centre-based youth justice work
- 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, up to 3 units of competency packaged at the level of this qualification or higher in other relevant Training Packages or accredited courses where the details of those courses are available on TGA or other public listing

### Core units

CHCCOM403A Use targeted communication skills to build relationships

CHCCS400C Work within a relevant legal and ethical framework

CHCORG303C Participate effectively in the work environment

CHCROT510E Support the progress and development of young people

CHCYJ401B Work in the youth justice environment

CHCYTH407E Respond to critical situations

HLTHIR403C Work effectively with culturally diverse clients and co-workers

HLTWHS300A Contribute to WHS processes

### Group A electives - one unit must be selected

One of the following units **must** be selected for this qualification.

CHCROT407E Provide supervision in a secure system

CHCROT405E Provide supervision in the community

### The importance of culturally aware and respectful practice

All workers undertaking youth justice work 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.

### **Group B elective - recommended for culturally aware and respectful practice**

Where work involves a specific focus on Aboriginal and/or Torres Strait Islander clients or communities, the following elective is recommended:

HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people

### **Group C first aid electives - required for youth work in some jurisdictions**

In some jurisdictions, it is a condition of employment that youth justice workers are competent in basic first aid. Candidates and employers should clarify any specific jurisdiction requirements for competence in first aid. One or more of the following first aid units may be required.

HLTFA311A Apply first aid

HLTFA302C Provide first aid in remote situation (*Note pre-requisite: HLTFA311A*)

HLTFA412A Apply advanced first aid (*Note pre-requisite: HLTFA311A*)

### **Other relevant electives**

Electives are to be selected in line with specified Packaging Rules. The following table shows electives suggested to address work requirements in identified areas. Employers may specify that certain electives are required to address specific workplace needs.

Elective groups shown in this table are recommended, but not necessarily required for work in the areas identified on the right	<b>Community youth justice work</b>	<b>Centre-based youth justice work</b>
CHCAOD510B Work effectively with clients with complex alcohol and/or other drugs issues	✓	✓
CHCCHILD401B Identify and respond to children and young people at risk	✓	✓
CHCCHILD404B Support the rights and safety of children and young people	✓	
CHCCM401D Undertake case management	✓	
CHCCS419C Provide support services to clients	✓	
CHCCS521B Assess and respond to individuals at risk of	✓	✓

suicide		
CHCINF302D Maintain the organisation's information systems	✓	✓
CHCORG405E Maintain an effective work environment	✓	✓
CHCYJ402A Support Aboriginal and/or Torres Strait Islander young people in youth justice system	✓	✓
CHCYTH502A Work with young people to establish support networks	✓	
CHCYTH503A Undertake youth work in specific communities	✓	
CHCYTH608D Manage service response to young people in crisis	✓	
CSCOFM304A Protect the safety and welfare of young offenders		✓
CSCSAS201A Maintain security		✓
CSCSAS206A Respond to medical emergencies		✓
HLTCSD208D Transport clients		✓
HLTCSD306D Respond effectively to behaviours of concern	✓	✓

#### **Additional electives relevant to youth justice work**

CHCAOD402B Work effectively in the alcohol and other drugs sector

CHCCM506C Undertake case management in a child protection framework

CHCCS312A Use electronic learning materials

CHCCS401C Facilitate responsible behaviour

CHCCS504B Provide services to clients with complex needs

CHCCW402C Implement a case work strategy

CHCGROUP403D Plan and conduct group activities

CHCLD415A Confirm client developmental status

CHCLLN403A Identify clients with language, literacy and numeracy needs and respond effectively

CHCMH401A Work effectively in mental health settings

CHCMH402B Apply understanding of mental health issues and recovery processes

CHCMH405A Work collaboratively to support recovery process

CHCMH504E Provide a range of services to people with mental health issues  
CHCNET404B Facilitate links with other services  
CHCProt401C Act as a witness  
CHCProt404D Prepare information for justice processes  
CHCProt512C Coordinate work integrating statutory requirements and responsibilities  
CHCYJ403B Prepare young people for reintegration

**Problem gambling electives**

CHCGMB501A Work effectively in the problem gambling sector  
CHCGMB502A Assess the needs of clients with problem gambling issues  
CHCGMB503A Provide counselling for clients with problem gambling issues

**Financial literacy education electives**

CHCFLE301A Work with clients needing financial literacy education  
CHCFLE302A Educate clients in fundamental financial literacy skills  
CHCFLE303A Educate clients to understand debt and consumer credit

**Settlement work electives**

CHCSW401A Work effectively with forced migrants  
CHCSW402B Undertake bicultural work with forced migrants in Australia

**Social housing electives**

CHCCH301C Work effectively in social housing  
CHCCH427B Work effectively with people experiencing or at risk of homelessness  
CHCCH428B Work effectively within the Australian housing system

**Oral health**

CHCOHC303B Use basic oral health screening tools  
CHCOHC401A Inform and encourage clients and groups to understand and achieve good oral health  
CHCOHC402A Support clients and groups to learn practical aspects of oral health care

# CHC42012 Certificate IV in Employment Services

## Modification History

CHC08 Version 3	CHC08 Version 4	Comments
CHC42008 Certificate IV in Employment Services	CHC42012 Certificate IV in Employment Services	upgrade core WHS units

## Description

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
- May have limited supervisory responsibilities in the employment services context.

**Occupational titles** may include, for example:

- Client services officer
- Employment consultant
- Employment consultant - case manager
- Employment consultant - employer marketing and liaison
- Employment consultant - job placement
- Employment consultant - training
- Job search training consultant
- Training and placement officer

## Pathways Information

Not Applicable

## Licensing/Regulatory Information

Not Applicable

## **Entry Requirements**

Not Applicable

## **Employability Skills Summary**

Refer to the Topic: Introduction to the Employability Skills Qualification Summaries

## Packaging Rules

### PACKAGING RULES

14 units of competency are required for this qualification, including:

- 7 core units
- 7 elective units

A wide range of elective units is available, including:

- Group A electives which are recommended for culturally aware and respectful practice
- Other relevant electives listed below and grouped to facilitate selection for specific employment services work contexts
- 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, up to 2 units of competency packaged at the level of this qualification or higher in other relevant Training Packages or accredited courses where the details of those courses are available on TGA or other public listing

#### Core units

CHCCOM403A Use targeted communication skills to build relationships

CHCCS400C Work within a relevant legal and ethical framework

CHCES311B Work effectively in employment services

CHCES411A Collect, analyse and apply labour market information

CHCES415A Monitor and improve contracted employment services

CHCORG405E Maintain an effective work environment

HLTWHS300A Contribute to WHS processes

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

All workers undertaking employment services work 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.

#### Group A electives - recommended for culturally aware and respectful practice

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:

HLTHIR403C Work effectively with culturally diverse clients and co-workers

HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people

#### Other relevant electives



Electives are to be selected in line with specified Packaging Rules. Relevant electives are listed below. Employers may specify that certain electives are required to address specific workplace needs.

Electives recommended for the following areas of work are shown in the table below:

- Project Coordination
- Disability employment services
- Case Management and Intensive support work
- Job placement
- Job search support and training
- Apprenticeship and traineeship programs
- Business development
- Promotion of clients to employers

Elective groups shown in this table are recommended, but not necessarily required for work in the areas identified on the right	<b>Project coordination</b>	<b>Disability employment services</b>	<b>Case management &amp; intensive support work</b>	<b>Job placement</b>	<b>Job search support and training</b>	<b>Apprenticeship and traineeship programs</b>	<b>Business development</b>	<b>Promotion of clients to employers</b>
BSBEMS401B Develop and implement business development strategies to expand client base				✓			✓	
BSBEMS402B Develop and implement strategies to				✓			✓	

source and assess candidates								
BSBEMS40 3B Develop and provide employment management services to candidates		✓	✓	✓			✓	✓
BSBMKG41 3A Promote products and services					✓		✓	✓
BSBREL402 A Build client relationships and business networks						✓		
BSBPMG40 7A Apply risk management techniques	✓							
BSBWRK50 1A Develop, manage and review campaigns and projects	✓							
CHCAD401 D Advocate for clients		✓	✓			✓		
CHCCAR50 1C Conduct		✓	✓		✓			

career guidance interview								
CHCCDP40 1B Deliver service consistent with a career development framework		✓	✓		✓			
CHCCDP40 3B Analyse and apply education and training information		✓	✓		✓	✓		
CHCCDP50 1B Liaise with employers to promote flexible work arrangements		✓	✓	✓		✓	✓	✓
CHCCM402 D Establish and monitor a case plan		✓	✓					
CHCCM401 D Undertake case management OR CHCCM404 A Undertake case		✓	✓					

management for clients with complex needs  OR CHCCW503 A Work intensively with clients								
CHCCS407 C Operate referral procedures		✓	✓					
CHCCS412 E Deliver and develop client services  OR CHCORG42 3C Maintain quality service delivery	✓	✓	✓	✓	✓	✓	✓	✓
CHCDIS301 C Work effectively with people with a disability		✓	✓					
CHCDIS408 D Support people with disabilities as workers		✓	✓					

CHCDIS409 B Provide services to people with disabilities with complex needs		✓	✓					
CHCDIS509 E Maximise participation in work by people with disabilities		✓	✓					
CHCES304 B Deliver recruitment services  OR BSBEMS40 4B Manage the recruitment process for client organisations				✓				
CHCES305 B Monitor Australian Apprenticeships arrangements						✓		
CHCES402 C Deliver Australian Apprenticeships						✓		

ips services								
CHCES404 B Promote clients to employers		✓	✓	✓	✓	✓	✓	✓
CHCES413 A Develop and monitor employment plans with clients  OR CHCCDP40 2B Assist clients to plan and access career pathways		✓	✓		✓			
CHCES416 A Plan and provide job search support		✓	✓	✓	✓			
CHCGROU P403D Plan and conduct group activities		✓	✓		✓			
CHCICS403 A Conduct individual assessment  OR CHCCS500 B Conduct complex		✓	✓		✓			

assessment and referral								
CHCICS402 B Facilitate individualised plans		✓	✓					
CHCLLN403 3A Identify clients with language, literacy and numeracy needs and respond effectively		✓	✓	✓	✓			
CHCMH411 A Work with people with mental health issues		✓	✓					
CHCNET402 2B Establish and maintain effective networks	✓	✓	✓	✓	✓	✓	✓	✓
CHCOHC401 1A Inform and encourage clients and groups to understand and achieve good oral health		✓	✓		✓			
CHCOHC402 2A Support		✓	✓		✓			

clients and groups to learn practical aspects of oral health care								
CHCOHC40 4A Recognise and respond to signs and symptoms that may indicate oral health issues			✓		✓			
CHCORG40 6C Supervise work	✓	✓	✓	✓	✓	✓	✓	✓
CHCORG52 9B Provide coaching and motivation		✓	✓					
CHCYTH30 1E Work effectively with young people	✓	✓	✓	✓	✓	✓		
HLTHIR403 C Work effectively with culturally diverse clients and co-workers	✓	✓	✓	✓	✓	✓	✓	✓



HLTHIR404 D Work effectively with Aboriginal and/or Torres Strait Islander people	✓	✓	✓	✓	✓	✓	✓	✓
TAEDEL40 1A Plan, organise and deliver group-based learning		✓	✓		✓			
TAEDEL40 2A Plan, organise and facilitate learning in the workplace		✓	✓		✓			

# CHC42112 Certificate IV in Career Development

## Modification History

CHC08 Version 3	CHC08 Version 4	Comments
CHC42108 Certificate IV in Career Development	CHC42112 Certificate IV in Career Development	upgrade core WHS units

## Description

This qualification covers workers who provide a range of programs and services to individuals and groups of clients and employers to support them in planning their career and/or 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
- May have limited supervisory responsibilities (e.g. in employment services context).

Work at this level may include, for example:

- Work in career information and transition services
- Assisting in career adviser roles in education, training, school or transition work environments.

**Occupational titles** may include, for example:

- Career information officer
- Career and transition services coordinator

This qualification may also be appropriate for workers already holding a relevant professional or vocational qualification for application in areas such as:

- School career advice and VET in Schools work
- Human resources, education and training and industry specialisation.

In addition, a recommended skill set is identified for such individuals as an introduction to career development work.

## Pathways Information

Not Applicable

## **Licensing/Regulatory Information**

Not Applicable

## **Entry Requirements**

Not Applicable

## **Employability Skills Summary**

Refer to the Topic: Introduction to the Employability Skills Qualification Summaries

## Packaging Rules

### PACKAGING RULES

16 units of competency are required for this qualification, including:

- 11 core units
- 5 elective units

A wide range of elective units is available, including:

- Group A electives which are required for work in career development at this level
- Group B elective which is recommended for culturally aware and respectful practice
- Other 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, up to 3 units of competency packaged at the level of this qualification or higher in other relevant Training Packages or accredited courses where the details of those courses are available on TGA or other public listing

#### Core units

CHCCAR501C Conduct career guidance interview

CHCCDP401B Deliver service consistent with a career development framework

CHCCDP402B Assist clients to plan and access career pathways

CHCCDP403B Analyse and apply education and training information

CHCCS407C Operate referral procedures

CHCCS411C Work effectively in the community sector

CHCES411A Collect, analyse and apply labour market information

CHCNET404B Facilitate links with other services

CHCORG405E Maintain an effective work environment

HLTHIR403C Work effectively with culturally diverse clients and co-workers

HLTWHS300A Contribute to WHS processes

#### Group A electives - required for work in career development at this level

The following units or units with equivalent competency outcomes are required for work in career development at this level.

CHCCOM403A Use targeted communication skills to build relationships

CHCCS400C Work within a relevant legal and ethical framework

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

All workers undertaking career development work 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.

**Group B elective - recommended for culturally aware and respectful practice**

Where work involves a specific focus on Aboriginal and/or Torres Strait Islander clients or communities, the following elective is recommended:

HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people

**Other relevant electives**

Electives are to be selected in line with specified Packaging Rules. Employers may specify that certain electives are required to address specific workplace needs.

CHCAD401D Advocate for clients

CHCCDP501B Liaise with employers to promote flexible work arrangements

CHCCM401D Undertake case management

CHCCM402E Establish and monitor a case plan

CHCCM404A Undertake case management for clients with complex needs

CHCCS416B Assess and provide services for clients with complex needs

CHCCW503A Work intensively with clients

CHCES305B Monitor Australian Apprenticeships arrangements

CHCES311B Work effectively in employment services

CHCES402C Deliver Australian Apprenticeships services

CHCES404B Promote clients to employers

CHCES413A Develop and monitor employment plans with clients

CHCES415A Monitor and improve contracted employment services

CHCES416A Plan and provide job search support

CHCCS427B Facilitate adult learning and development

CHCLLN403A Identify clients with language, literacy and numeracy needs and respond effectively

CHCNET402B Establish and maintain effective networks

CHCORG529B Provide coaching and motivation

TAEDEL301A Provide work skill instruction

TAEDEL401A Plan, organise and deliver group-based learning

**Working with people with disabilities**

CHCDIS408D Support people with disabilities as workers

CHCDIS411A Communicate using augmentative and alternative communication strategies

CHCDIS509E Maximise participation in work by people with disabilities

CHCEDS330B Support learning for students with disabilities in a classroom environment

CHCMH411A Work with people with mental health issues

HLTCSD306D Respond effectively to difficult or challenging behaviour

TAEDEL301A Provide work skill instruction

TAEDEL402A Plan, organise and facilitate learning in the workplace

**Financial literacy education electives**

CHCFLE301A Work with clients needing financial literacy education

CHCFLE302A Educate clients in fundamental financial literacy skills

CHCFLE303A Educate clients to understand debt and consumer credit

**Oral health**

CHCOHC401A Inform and encourage clients and groups to understand and achieve good oral health

CHCOHC402A Support clients and groups to learn practical aspects of oral health care

CHCOHC404A Recognise and respond to signs and symptoms that may indicate oral health issues

# CHC42212 Certificate IV in Telephone Counselling Skills

## Modification History

CHC08 Version 3	CHC08 Version 4	Comments
CHC42208 Certificate IV in Telephone Counselling Skills	CHC42212 Certificate IV in Telephone Counselling Skills	Upgrade core WHS units

## Description

This qualification applies to workers who provide support to individuals offering them first point of contact in a crisis situation and referral to a broad range of services.

At this level workers:

- Provide short-term direct phone contact with clients in a crisis situation during which time they establish a helping relationship to define the crisis and provide referral information where appropriate
- Are responsible for more complex telephone counselling situations, including risk of suicide.

**Occupational titles** may include:

- Alcohol and other drugs telephone counsellor
- Domestic violence help line telephone counsellor
- Gay and lesbian help line telephone counsellor
- Lifeline telephone counsellor
- Men's help line telephone counsellor
- Telephone counsellor
- Youth help line counsellor

## Pathways Information

Not Applicable

## Licensing/Regulatory Information

Not Applicable

## **Entry Requirements**

Not Applicable

## **Employability Skills Summary**

Refer to the Topic: Introduction to the Employability Skills Qualification Summaries



## Packaging Rules

### PACKAGING RULES

12 units are required for award of this qualification including:

- 8 core units
- 4 elective units

A range of elective units is available and must include:

- Group A electives which are required for telephone counselling work
- Group B electives of which at least two must be selected for this qualification
- Group C electives which are recommended for culturally aware and respectful practice
- Other 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, up to 3 units of competency packaged at the level of this qualification or higher in other relevant Training Packages or accredited courses where the details of those courses are available on TGA or other public listing

#### Core units

CHCCOM403A Use targeted communication skills to build relationships

CHCORG201C Follow policies, procedures and programs of the organisation

CHCORG303C Participate effectively in the work environment

CHCTC301C Deliver a service consistent with the organisation's mission and values

CHCTC302B Provide client-centred telephone counselling

CHCTC403B Provide telephone counselling in crisis situations

CHCTC404B Provide competent suicide intervention in a telephone counselling context

HLTWHS300A Contribute to WHS processes

#### Group A electives - required for work at this level in telephone counselling

The following two units or units with equivalent competency outcomes are required for work at this level in telephone counselling.

BSBINM201A Process and maintain workplace information

CHCADMIN305F Work within the administration protocols of the organisation

#### Group B electives - at least 2 units to be selected

At least TWO (2) elective units must be selected from the units listed below. Employers may specify that certain electives are required to address specific workplace needs.

CHCAOD201D Prepare for alcohol and other drugs work

CHCCHILD404B Support the rights and safety of children and young people

CHCCS417B Provide support and care relating to suicide bereavement

CHCCS422B Respond holistically to client issues and refer appropriately  
CHCCS426B Provide support and care relating to loss and grief  
CHCCS505B Provide supervision support to community sector workers  
CHCCS521B Assess and respond to individuals at risk of suicide  
CHCDFV301A Recognise and respond appropriately to domestic and family violence  
CHCLLN403A Identify clients with language, literacy and numeracy needs and respond effectively  
CHCMH301C Work effectively in mental health  
CHCMH411A Work with people with mental health issues  
CHCNET404B Facilitate links with other services  
HLTHIR403C Work effectively with culturally diverse clients and co-workers  
HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people

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

All workers undertaking counselling work 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.

### **Group C electives - recommended for culturally aware and respectful practice**

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:

HLTHIR403C Work effectively with culturally diverse clients and co-workers  
HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people

# CHC42312 Certificate IV in Mediation

## Modification History

CHC08 Version 3	CHC08 Version 4	Comments
CHC42308 Certificate IV in Mediation	CHC42312 Certificate IV in Mediation	Upgrade core WHS units

## Description

This qualification applies to community work delivered through a broad range of services which provide support to enable the resolution of disputes between individuals.

It is a specialist qualification designed to support the practice of mediation and co-mediation across a broad range of agencies, community groups and families.

**Occupational titles** may include:

- Indigenous connection worker
- Indigenous family consultant
- Mediation case worker
- Mediation worker
- Mediator
- Specialist mediation worker

## Pathways Information

Not Applicable

## Licensing/Regulatory Information

Not Applicable

## Entry Requirements

Not Applicable

## Employability Skills Summary

Refer to the Topic: Introduction to the Employability Skills Qualification Summaries

## Packaging Rules

### PACKAGING RULES

15 units are required for award of this qualification including:

- 10 core units
- 5 elective units

A wide range of elective units is available, including:

- Group A electives which are required for mediation work
- Group B elective which is recommended for culturally aware and respectful practice
- Other 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, up to 3 units of competency packaged at the level of this qualification or higher in other relevant Training Packages or accredited courses where the details of those courses are available on TGA or other public listing

#### Core units

CHCMED411B Conduct a sound assessment of a dispute in preparation for mediation

CHCMED412B Gather and clarify information for the mediation process

CHCMED413B Manage communication processes to define the dispute

CHCMED414A Facilitate mediation processes

CHCMED415A Facilitate interaction between parties in mediation

CHCMED416C Consolidate and conclude the mediation process

CHCMED417B Reflect and improve upon professional mediation practice

CHCORG405E Maintain an effective work environment

HLTHIR403C Work effectively with culturally diverse clients and co-workers

HLTWHS300A Contribute to WHS processes

#### Group A electives - required for work at this level in mediation

The following three units or units with equivalent competency outcomes are required for mediation work at this level.

CHCCOM403A Use targeted communication skills to build relationships

CHCCS400C Work within a relevant legal and ethical framework

CHCLD514B Analyse impacts of sociological factors on clients in community work and services

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

All workers undertaking mediation work 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.

**Group B elective - recommended for culturally aware and respectful practice**

Where work involves a specific focus on Aboriginal and/or Torres Strait Islander clients or communities, the following elective is recommended:

HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people

**Other relevant electives**

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

BSBINM201A Process and maintain workplace information

CHCAD402D Support the interests, rights and needs of clients within duty of care requirements

CHCCHILD404B Support the rights and safety of children and young people

CHCCS401C Facilitate responsible behaviour

CHCCS422B Respond holistically to client issues and refer appropriately

CHCCS426B Provide support and care relating to loss and grief

CHCCS503B Develop, implement and review services and programs to meet client needs

CHCDFV301A Recognise and respond appropriately to domestic and family violence

CHCLEG411A Use relevant legislation in response to client needs

CHCLLN403A Identify clients with language, literacy and numeracy needs and respond effectively

CHCMH301C Work effectively in mental health *or* CHCMH411A Work with people with mental health issues

CHCNET301D Participate in networks

CHCNET404A Facilitate links with other services

CHCPOL403B Undertake research activities

## **CHC42412 Certificate IV in Relationship Education**

### **Modification History**

Not applicable.

## Description

This qualification covers workers who are employed in a range of family and relationship education services across a broad range of agencies. Most work is undertaken with clients face to face, often with more than one client or couple at a time. This work usually involves the delivery of existing programs with clearly identified information, education and skill development outcomes. Some work can be undertaken on a more individual or couple basis and can contain aspects of case management and outreach work.

Work at this level is in prevention and early intervention. Workers at this level do not undertake clinical or complex therapeutic interventions. The role is that of education and skill development, not counselling.

Key skills and knowledge for this work include the ability to work effectively in the area of family and relationship work, effective communication skills, conflict management and group facilitation and program planning and delivery.

Practitioners working with specific client groups also need to be able to demonstrate the ability to work effectively with those specific groups. Client groups may include but are not limited to men, women, couples, parents, young people, children and families. Client groups are highly diverse, especially in relation to cultural backgrounds and family structures. A broad understanding of family and family arrangements is fundamental to this work.

Examples of relationship education programs include programs on communication and relationships for school age children, sessions with couples intending to marry, education and skills training in relationships and parenting for groups and relationship enrichment programs for couples.

Workers in this area are required to deliver services to clients with a wide range of personal and relationship issues and need to be able to distinguish between clients who are appropriate for education programs and those needing critical intervention and /or referral. These workers need to respond appropriately to clients involved in, for example, domestic/ family violence, abuse, gambling, alcohol and other drugs and mental health issues.

**Occupational titles** for these workers may include:

- Community education worker
- Education officer
- Family relationship support worker
- Family relationship worker
- Family skills worker
- Family support worker
- Fathers worker
- Group worker
- Marriage and family educator
- Men's service officer
- Neighbourhood centre worker
- Parent educator
- Program development worker
- Relationship, marriage and/or family educator

## **Pathways Information**

Not Applicable

## **Licensing/Regulatory Information**

Not Applicable

## **Entry Requirements**

Not Applicable

## **Employability Skills Summary**

Refer to the Topic: Introduction to the Employability Skills Qualification Summaries



## Packaging Rules

### PACKAGING RULES

14 units of competency are required for award of this qualification, including:

- 9 core units
- 5 elective units

A wide range of elective units is available, including:

- Group A elective which is recommended for culturally aware and respectful practice
- Other 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, up to 3 units of competency packaged at the level of this qualification or higher in other relevant Training Packages or accredited courses where the details of those courses are available on TGA or other public listing

### Core units

CHCCOM403A Use targeted communication skills to build relationships

CHCDFV301A Recognise and respond appropriately to domestic and family violence

CHCFAM406B Engage and resource clients to improve their interpersonal relationships

CHCFAM407B Work effectively in relationship work

CHCFAM408B Undertake relationship and family work in the context of the agency and sector

CHCGROUP403D Plan and conduct group activities

HLTHIR403C Work effectively with culturally diverse clients and co-workers

HLTWHS300A Contribute to WHS processes

TAEDEL401A Plan, organise and deliver group-based learning

### The importance of culturally aware and respectful practice

All workers undertaking work in relationship education 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.

### Group A elective - recommended for culturally aware and respectful practice

Where work involves a specific focus on Aboriginal and/or Torres Strait Islander clients or communities, the following elective is recommended:

HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people

**Other relevant electives**

Electives are to be selected in line with specified Packaging Rules. The grouping of electives below is intended to facilitate selection. Electives may be selected from one or more groups. Employers may specify certain electives as required to address specific workplace needs.

**Work practice electives**

CHCAD401D Advocate for clients

CHCCH427A Work effectively with people experiencing or at risk of homelessness

CHCCM503C Develop, facilitate and monitor all aspects of case management

CHCCS407C Operate referral procedures

CHCCS427B Facilitate adult learning and development

CHCCSL501A Work within a structured counselling framework

CHCFAM417B Identify and use strengths-based practice

CHCLLN403A Identify clients with language, literacy and numeracy needs and respond effectively

CHCMH411A Work with people with mental health issues

CHCNET404B Facilitate links with other services

**Working with groups**

CHCCS401B Facilitate responsible behaviour

CHCFAM416B Implement harm reduction strategies (*Note pre-requisites: CHCFAM406B, CHCFAM407B, CHCGROUP403D, CHCDFV301A*)

CHCGROUP408B Facilitate and review a psycho-educational group

CHCGROUP410B Deliver a structured program

**Working cross-culturally**

HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people

AHCCCF411A Develop approaches to include cultural and human diversity

**Working effectively in an organisation**

CHCINF302D Maintain the organisation's information systems

CHCORG405E Maintain an effective work environment

**Working with individuals and couples**

CHCFAM409B Work with men

CHCFAM411B Engage fathers into family based programs (*Note pre-requisites: CHCFAM407B, CHCGROUP403D*)

CHCFAM412B Work with women

CHCFAM413B Facilitate couple processes within group work

CHCFAM414B Use tools for exploring relationships

**Working with families**

CHCCHILD404B Support the rights and safety of children and young people

CHCCS404B Facilitate family intervention strategies

CHCCS414A Provide education and support on parenting, health and well being

CHCFAM421B Work with parents of very young children

CHCFAM503B Work with a child focused approach

CHCRF402B Provide intervention support to children and families

CHCRF511A Work in partnership with families to provide appropriate care for children

CHCRF624C Support parents in their parenting role (*Note pre-requisite: CHCRF511A*)

CHCYTH301E Work effectively with young people

CHCYTH403B Support young people to create opportunities in their lives

CHCYTH511B Work effectively with young people and their families

# **CHC42512 Certificate IV in Community Services (Information, advice and referral)**

## **Modification History**

<b>CHC08 Version 3</b>	<b>CHC08 Version 4</b>	<b>Comments</b>
CHC42508 Certificate IV in Community Services (Information, advice and referral)	CHC42512 Certificate IV in Community Services (Information, advice and referral)	Updated unit codes and imported units. Addition of 'Assessment, carer support and respite coordination electives'. No change to qualification outcome.

## **Description**

This qualification applies to personal advisers who work with a broad range of people, working, for example, in citizen advice bureaus and information referral services.

The work involves assisting clients in economic and social participation through accurate referrals to service providers and to other resources within the community, monitoring their progress and maintaining relevant records.

**Occupational titles** may include:

- Community advisory worker
- Information worker
- Personal adviser
- Referrals manager

## **Pathways Information**

Not Applicable

## **Licensing/Regulatory Information**

Not Applicable

## **Entry Requirements**

Not Applicable

## **Employability Skills Summary**

Refer to the Topic: Introduction to the Employability Skills Qualification Summaries

## Packaging Rules

### PACKAGING RULES

15 units are required for award of this qualification including:

- 9 core units
- 6 elective units

A wide range of elective units is available, including:

- Group A electives of which one must be selected for this qualification
- Group B elective which is recommended for culturally aware and respectful practice
- Other 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, up to 3 units of competency packaged at the level of this qualification or higher in other relevant Training Packages or accredited courses where the details of those courses are available on TGA or other public listing

#### Core units

BSBINM201A Process and maintain workplace information

CHCCOM403A Use targeted communication skills to build relationships

CHCCS400C Work within a relevant legal and ethical framework

CHCCS407C Operate referral procedures

CHCCS411C Work effectively in the community sector

CHCCS416B Assess and provide services for clients with complex needs

CHCCS422B Respond holistically to client issues and refer appropriately

CHCLD415A Confirm client developmental status

CHCORG405E Maintain an effective work environment

#### Group A electives - one unit must be selected

One of the following units must be selected for this qualification

HLTHIR403C Work effectively with culturally diverse clients and co-workers

HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people

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

All workers undertaking community services work 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.

**Group B elective - recommended for culturally aware and respectful practice**

This qualification has been structured to provide a specific focus on either Aboriginal and/or Torres Strait Islander or culturally diverse clients. Where work involves a specific focus on both Aboriginal and/or Torres Strait Islander and culturally diverse clients or communities, candidates are recommended to select whichever of the following units is not selected from Group A.

HLTHIR403C Work effectively with culturally diverse clients and co-workers

HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people

**Other relevant electives**

Electives are to be selected in line with specified Packaging Rules. The following grouping of relevant electives is provided to facilitate selection and does not necessarily reflect workplace requirements. Electives may be selected from one or more groups. Employers may specify that certain electives are required to address specific workplace needs.

**Networking and information electives**

CHCINF403E Coordinate information systems

CHCINF407D Meet information needs of the community

CHCNET402B Establish and maintain effective networks

CHCNET404B Facilitate links with other services

CHCNET501C Work effectively with other services and networks

CHCNET503D Develop new networks

CHCPOL403C Undertake research activities

HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people

**Working with older people**

CHCAC416A Facilitate support responsive to the specific nature of dementia

CHCAC417A Implement interventions with older people at risk of falls

CHCPA402B Plan for and provide care services using a palliative approach

**Working with people with disabilities**

CHCCS413B Support individuals with autism spectrum disorder

CHCDIS301C Work effectively with people with a disability

CHCDIS410A Facilitate community participation and inclusion

CHCDIS411A Communicate using augmentative and alternative communication strategies

**Working with people with mental health issues**

CHCMH301C Work effectively in mental health

CHCMH402B Apply understanding of mental health issues and recovery processes

CHCMH411A Work with people with mental health issues

**Working with people with alcohol and other drug issues**

CHCAOD402B Work effectively in the alcohol and other drugs sector

CHCAOD407E Provide needle and syringe services

CHCAOD408B Assess needs of clients with alcohol and/or other drugs issues

CHCAOD409E Provide alcohol and/or other drug withdrawal services

HLTFA311A Apply first aid

HLTFA412A Apply advanced first aid (*Note pre-requisite* HLTFA311A)

### **Working with children and young people**

CHCCHILD404B Support the rights and safety of children and young people

CHCCS401C Facilitate responsible behaviour

CHCYTH301E Work effectively with young people

CHCYTH402C Work effectively with young people in the youth work context

CHCYTH404E Support young people in crisis (*Note pre-requisite*: CHCYTH301E)

CHCYTH511B Work effectively with young people and their families

### **Work in community development**

CHCCD412B Work within a community development framework

CHCCD413E Work within specific communities

### **Team coordination and supervision**

CHCCS505B Provide supervision support to community sector workers

CHCCS513C Maintain an effective community sector work environment

CHCINF403E Coordinate information systems

CHCINF505D Meet statutory and organisation information requirements

CHCORG406C Supervise work

CHCORG423C Maintain quality service delivery

CHCORG506E Coordinate the work environment

HLTWHS401A Maintain workplace WHS processes

### **Case work and case management**

CHCCM401D Undertake case management

CHCCM503C Develop, facilitate and monitor all aspects of case management

CHCCS401C Facilitate responsible behaviour

### **Client service electives**

CHCAD402D Support the interests, rights and needs of clients within duty of care requirements

CHCCH301C Work effectively in social housing

CHCCH427B Work effectively with people experiencing or at risk of homelessness

CHCCS314B Deliver services to meet personal needs of clients

CHCCS408B Establish and monitor participation plans

CHCCS503B Develop, implement and review services and programs to meet client needs

CHCDFV301A Recognise and respond appropriately to domestic and family violence

CHCLD515A Analyse client information for service planning and delivery (*Note pre-requisite* CHCLD415A)

CHCLEG411A Use relevant legislation in response to client needs

CHCLLN403A Identify clients with language, literacy and numeracy needs and respond effectively

CHCRF402B Provide intervention support to children and families

CHCTC301C Deliver a service consistent with the organisation's mission and values

CHCTC302B Provide client-centred telephone counselling

CHCTC403B Provide telephone counselling in crisis situations

CHCTC404B Provide competent suicide intervention in a telephone counselling context



**Financial literacy education electives**

CHCFLE301A Work with clients needing financial literacy education

CHCFLE302A Educate clients in fundamental financial literacy skills

CHCFLE303A Educate clients to understand debt and consumer credit

**Oral health**

CHCOHC303B Use basic oral health screening tools

CHCOHC401A Inform and encourage clients and groups to understand and achieve good oral health

CHCOHC402A Support clients and groups to learn practical aspects of oral health care

CHCOHC404A Recognise and respond to signs and symptoms that may indicate oral health issues

**Assessment, carer support and respite coordination electives**

CHCRCP401A Use telephone communication skills to assess caller's needs

CHCRCP402A Conduct assessment of carer's needs

CHCRCP403A Support carers to access information and services

# CHC42608 Certificate IV in Celebrancy

## Modification History

CHC08 Version 3	CHC08 Version 4	Comments
CHC42608 Certificate IV in Celebrancy	CHC42608 Certificate IV in Celebrancy	Updated unit codes and imported units. No change to qualification outcome.

## Description

This qualification covers the broad based skills and knowledge that underpin a range of celebrancy roles, as well as addressing specific legislative responsibilities of marriage celebrants and providing a range of electives representing different aspects of celebrancy work.

Celebrants may specialise in a range of areas of celebrancy as well as developing skills to manage their own business operations.

**Occupational title** includes:

- Celebrant
- Civil celebrant
- Community celebrant
- Family celebrant
- Funeral celebrant
- Loss and grief celebrant
- Marriage celebrant

## Pathways Information

Not Applicable

## Licensing/Regulatory Information

Not Applicable

## Entry Requirements

Not Applicable

## **Employability Skills Summary**

Refer to the Topic: Introduction to the Employability Skills Qualification Summaries

## Packaging Rules

### PACKAGING RULES

13 units are required for award of this qualification including:

- 5 core units
- 8 elective units

A wide range of elective units is available, including:

- Group A electives which must all be selected for work in marriage celebrancy
- Group B electives which are recommended for culturally aware and respectful practice
- Other 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, up to 3 units of competency packaged at the level of this qualification or higher in other relevant Training Packages or accredited courses where the details of those courses are available on TGA or other public listing

#### Core units

CHCADMIN305F Work within the administration protocols of the organisation

CHCCEL401C Work effectively in a celebrancy role

CHCCEL406A Identify and address client needs in a celebrancy role

CHCCOM403A Use targeted communication skills to build relationships

CHCCS400C Work within a relevant legal and ethical framework

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

All workers undertaking celebrancy work 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.

#### Group A electives - required for marriage celebrancy work

The following four units are required for marriage celebrancy work. These electives are required to apply for registration as a marriage celebrant with the Australian Attorney-General's Department.

CHCCEL402A Establish and maintain knowledge of legal responsibilities of a marriage celebrant (*Note pre-requisite: CHCCEL401C*)

CHCCEL403A Develop an effective relationship with a marrying couple (*Note pre-requisite: CHCCEL402A*)

CHCCEL404A Plan a marriage ceremony in line with legal requirements (*Note pre-requisite: CHCCEL402A*)

CHCCEL405A Conduct and review a marriage ceremony in line with legal requirements (*Note pre-requisite: CHCCEL402A*)

### **Group B electives - recommended for culturally aware and respectful practice**

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:

HLTHIR403C Work effectively with culturally diverse clients and co-workers

HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people

### **Other relevant electives**

Electives are to be selected in line with specified Packaging Rules. The following grouping of relevant of electives is provided to facilitate selection.

### **Funeral celebrancy**

CHCCS426B Provide support and care relating to loss and grief

SIFFNL003A Arrange funerals

SIFFNL009A Plan and conduct a funeral ceremony

SIFIND001B Work effectively in the funeral services industry

### **Business services**

BSBCMM401A Make a presentation

BSBFIA402A Report on financial activity

BSBITS401B Maintain business technology

BSBMKG413A Promote products and services

BSBREL401A Establish networks

BSBREL402A Build client relationships and business networks

BSBSMB301A Investigate micro business opportunities

BSBSMB303A Organise finances for the micro business

BSBSMB304A Determine resource requirements for the micro business

BSBSMB305A Comply with regulatory, taxation and insurance requirements for the micro business

BSBSMB306A Plan a home based business

BSBSMB307A Set up information and communications technology for the micro business

BSBSMB401A Establish legal and risk management requirements of small business

BSBSMB403A Market the small business

BSBSMB405B Monitor and manage small business operations

BSBSMB406A Manage small business finances

BSBWOR404B Develop work priorities

SITXICT001A Build and launch a website for a small business

### **Community services**

CHCCOM504B Develop, implement and promote effective workplace communication

CHCCS411C Work effectively in the community sector

CHCCS426B Provide support and care relating to loss and grief

CHCDIS302A Maintain an environment to empower people with disabilities

CHCGROUP403D Plan and conduct group activities  
CHCGROUP410B Deliver a structured program  
CHCLD315A Recognise stages of lifespan development  
CHCLLN403A Identify clients with language, literacy and numeracy needs and respond effectively  
CHCMH411A Work with people with mental health issues  
CHCORG428A Reflect on and improve own professional practice  
CHCPAS401B Undertake pastoral care work  
CHCYTH301E Work effectively with young people  
HLTWHS300A Contribute to WHS processes

**Writing and performance**

CUFWRT301A Write content for a range of media

# CHC42712 Certificate IV in Volunteer Program Coordination

## Modification History

CHC08 Version 3	CHC08 Version 4	Comments
CHC42708 Certificate IV in Volunteer Program Coordination	CHC42712 Certificate IV in Volunteer Program Coordination	upgrade core WHS units

## Description

This qualification addresses work involving the coordination of volunteers within a program or organisation. These workers may be employed in a range of industry sectors and in a complex, regularly changing context.

They require competencies to perform a broad range of tasks, including evaluating and improving current practices and providing leadership and guidance to others in organising their work activities.

## Pathways Information

Not Applicable

## Licensing/Regulatory Information

Not Applicable

## Entry Requirements

It is recommended that participants in the qualification have some experience either as a volunteer or in a role involving supervision of volunteers.

**Occupational titles** may include:

- Coordinator voluntary work
- Community development worker
- Manager, volunteers

## **Employability Skills Summary**

Refer to the Topic: Introduction to the Employability Skills Qualification Summaries



## Packaging Rules

### PACKAGING RULES

10 units are required for award of this qualification including:

- 6 core units
- 4 elective units

A wide range of elective units is available, including:

- Group A electives which are recommended for culturally aware and respectful practice
- Other 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, up to 2 units of competency packaged at the level of this qualification or higher in other relevant Training Packages or accredited courses where the details of those courses are available on TGA or other public listing

#### Core units

BSBWOR402A Promote team effectiveness

CHCCOM403A Use targeted communication skills to build relationships

CHCCS400C Work within a relevant legal and ethical framework

CHCORG525D Recruit and coordinate volunteers

HLTWHS401A Maintain workplace WHS processes

TAEDEL402A Plan, organise and facilitate learning in the workplace

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

All workers coordinating volunteer programs 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.

#### Group A electives - recommended for culturally aware and respectful practice

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:

HLTHIR403C Work effectively with culturally diverse clients and co-workers

HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people

#### Other relevant electives

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

BSBADM405B Organise meetings

BSBFIA402A Report on financial activity

BSBINM401A Implement workplace information system

BSBINN301A Promote innovation in a team environment

BSBMGT402A Implement operational plan

BSBMGT403A Implement continuous improvement

BSBMKG413A Promote products and services

BSBOHS401B Contribute to the implementation of a systematic approach to managing OHS

BSBPMG510A Manage projects

BSBREL402A Build client relationships and business networks

BSBRSK401A Identify risk and apply risk management processes

BSBWOR401A Establish effective workplace relationships

BSBWOR404B Develop work priorities

BSBWRT401A Write complex documents

CHCMH411A Work with people with mental health issues

CHCCS427B Facilitate adult learning and development

PSPGOV411A Deal with conflict

AHCCCF414A Coordinate fundraising activities

SISCCRD302A Recruit and manage volunteers

SRXGOV004B Work effectively with the Board of an organisation

TAEDEL301A Provide work skill instruction

TAEDES401A Design and develop learning programs

TAEDES402A Use training packages and accredited courses to meet client needs

### **Settlement work**

CHCSW401A Work effectively with forced migrants

CHCSW402B Undertake bicultural work with forced migrants in Australia

# **CHC42812 Certificate IV in Community Services (Development and or Humanitarian Assistance)**

## **Modification History**

CHC08 Version 3	CHC08 Version 4	Comment
CHC42810 Certificate IV in Community Services (development and/or Humanitarian Assistance)	CHC42812 Certificate IV in Community Services (development and/or Humanitarian Assistance)	Updated core WHS units

## **Description**

This qualification covers workers who provide services in a range of development and/or humanitarian assistance contexts. This work may take place in domestic or international contexts. The qualification is structured to:

- Define knowledge and skills required for work in development and/or humanitarian assistance.
- Address requirements for working autonomously under the broad guidance of others.
- Enable workers to incorporate a wide range of electives which may include areas of technical expertise and/or management skills.

This qualification may be appropriate for those entering the D&HA workforce, especially an in-country workforce. The qualification may also provide a means to recognise and/or develop the D&HA-specific skills and knowledge of those already in the workforce, as workers in-country or seeking deployment.

**Occupational titles** may include:

- Project officer (development and/or humanitarian assistance)
- Finance officer (development and/or humanitarian assistance)
- Community development facilitator
- Project coordinator (development and/or humanitarian assistance)
- HR officer (development and/or humanitarian assistance)
- Logistics officer (development and/or humanitarian assistance)

## **Pathways Information**

Not Applicable

## **Licensing/Regulatory Information**

Not Applicable

## **Entry Requirements**

Not Applicable

# Employability Skills Summary

Refer to the Topic: Introduction to the Employability Skills Qualification Summaries

## Packaging Rules

### PACKAGING RULES

15 units are required for award of this qualification including:

- 5 core units
- 10 elective units

At least 5 units must be selected from Groups A, B and C, where:

- Group A electives are recommended for work in humanitarian assistance
- Group B electives are recommended for work in development assistance
- Group C electives are specific to development and humanitarian assistance work

A wide range of additional elective units is available, including:

- Other relevant electives listed after details of the Diploma of Community Services (Development and/or Humanitarian Assistance)
- 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 the level of this qualification or higher in other relevant Training Packages or accredited courses where the details of those courses are available on the TGA or other public listing

### Core units

CHCDHA401B Work effectively in the development and/or humanitarian assistance sector

CHCDHA402B Maintain well being in a field environment

CHCDHA404A Develop and maintain positive relationships with key stakeholders

HLTHIR403C Work effectively with culturally diverse clients and co-workers

HLTWHS300A Contribute to WHS processes

### The importance of culturally aware and respectful practice

All workers undertaking development and/or humanitarian assistance work need foundation knowledge to inform their work with clients and co-workers from culturally and linguistically diverse backgrounds and with those who are indigenous to the country in which the assistance is being provided. This foundation is to be provided and assessed as part of a holistic approach to delivery and assessment of this qualification.

### Relevant electives

At least 5 electives must be selected from Groups A, B and C below.

Electives are to be selected in line with specified Packaging Rules. The grouping of electives is provided to facilitate selection and does not necessarily reflect work requirements. Electives may be selected from one or more groups. Employers may specify that certain electives are required to address specific workplace needs.

#### **Group A – humanitarian assistance electives**

One or more of these electives is recommended for work in humanitarian assistance – and additional or alternative electives may be selected from the development assistance and other groupings if appropriate.

CHCDHA403B	Apply knowledge of humanitarian assistance project work
CHCDHA410B	Adapt and apply technical knowledge in a development context
CHCDHA411A	Conduct a rapid assessment in a humanitarian assistance context
CHCDHA412B	Use a capacity building approach in development work
CHCDHA413A	Prepare transition plans in a development and/or humanitarian assistance context

#### **Group B – development assistance electives**

One or more of these electives is recommended for work in development assistance – and additional or alternative electives may be selected from the humanitarian assistance and other groupings if appropriate.

CHCDHA405B	Apply knowledge of development program work
CHCDHA410B	Adapt and apply technical knowledge in a development context
CHCDHA412B	Use a capacity building approach in development work

#### **Group C – other electives specific to development and humanitarian assistance work**

##### *Finance*

CHCDHA406A	Secure development and/or humanitarian assistance funding
CHCDHA407A	Address financial requirements of single donor in development and/or humanitarian assistance
CHCDHA408A	Manage cash in development and/or humanitarian assistance contexts
CHCDHA409A	Close out financial operations in development and/or humanitarian assistance contexts

##### *Management*

CHCDHA501B	Manage work in the development and/or humanitarian assistance sector
CHCDHA502B	Manage humanitarian assistance operations
CHCDHA504A	Manage complex funding arrangements in development and/or humanitarian assistance
CHCDHA505B	Develop and manage implementation plans

##### *Program design, monitoring and evaluation*

CHCDHA503A	Design, monitor and evaluate development and/or humanitarian assistance programs
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#### **Other relevant electives**

Additional electives relevant to this qualification are listed after details of the Diploma of Community Services (Development and/or Humanitarian Assistance).

# CHC42912 Certificate IV in Mental Health Peer Work

## Modification History

CHC08 Version 4.0	CHC08 Version 4.2	Comments
CHC42912 Certificate IV in Mental Health Peer Work	CHC42912 Certificate IV in Mental Health Peer Work	Correction of errors. No change to qualification outcome.

## Description

This qualification covers consumer workers and carer workers who are employed within the mental health sector in government, public, private or community managed services.

This qualification is specific to workers who have lived experience of mental health problems as either a consumer or carer and who work in mental health services in roles that support consumer peers or carer peers.

**Occupational titles** may include:

- Consumer consultant
- Consumer representative
- Peer support worker
- Peer Mentor
- Youth Peer Worker
- Carer consultant
- Carer representative
- Aboriginal Peer Worker
- Participation Coordinator
- Family Advocate

## Pathways Information

Not applicable.

## Licensing/Regulatory Information

Not applicable.

## Entry Requirements

Not applicable.

## **Employability Skills Summary**

Not applicable.



## Packaging Rules

### PACKAGING RULES

15 units must be selected for award of this qualification including:

- 6 core units
- 9 elective units

A wide range of elective units is available, including:

- Group A Cultural Sensitivity units of which one unit must be selected for this qualification
- Group B Consumer Peer Worker units of which two units must be selected for Consumer Peer Work Stream; or
- Group C Carer Peer Worker units of which two units must be selected for Carer Peer Work Stream
- The remaining 6 electives may be selected as set out below:
- Units of competency to address workplace requirements and packaged at the level of this qualification or higher in Health and/or Community Services Training Packages
- Where appropriate, to address workplace requirements, up to 2 units of competency packaged at this level or higher in other relevant Training Packages or accredited courses where the details of those courses are available on the TGA or other public listing

#### Core units

CHCPW401A Apply peer work practices in the mental health sector

CHCPW402A Contribute to the continuous improvement of mental health services for consumers and carers

CHCPW403A Apply lived experience in mental health peer work

CHCPW404A Work effectively in trauma informed care

CHCPW405A Promote and facilitate self-advocacy

HLTWHS300A Contribute to WHS processes

#### Group A electives – at least one unit must be selected

One of the following units **must** be selected for this qualification.

HLTHIR403C Work effectively with culturally diverse clients and co-workers

HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people

Where work involves a specific focus on Aboriginal and/or Torres Strait Islander and culturally diverse clients or communities, candidates are recommended to select both units.

#### Electives required for Mental Health Peer Work specialisation

##### Group B Electives - Consumer Peer Workers [2 UNITS]

CHCPW406A Work effectively in consumer mental health peer work

CHCPW407A Support self-directed physical health and wellbeing

##### Group C Electives - Carer Peer Workers [2 UNITS]

CHCPW408A Work effectively in carer mental health peer work

CHCICS304B Work effectively with carers

#### Other Relevant Electives

Electives are to be selected in line with specified Packaging Rules. The following grouping of relevant electives is provided to facilitate selection and does not necessarily reflect workplace requirements. Electives may be selected from one or more groups. Employers may specify that certain electives are required to address specific workplace needs.

### **Administration**

BSBWOR204A      Use business technology  
CHCINF303B Contribute to information requirements in the community sector

### **Advocacy and representation**

CHCAD401D Advocate for clients  
CHCAD402D Support the interest, rights and needs of peers within duty of care requirements  
CHCAD603B Provide systems advocacy services

### **Alcohol and Other Drugs**

CHCAOD402A      Work effectively in alcohol and other drugs sector  
CHCNET404B      Facilitate links with other services

### **Community development and participation**

CHCCD402B      Develop and provide community education programs  
CHCCD401E Support community participation  
CHCCD508D Support community action

### **Community work**

CHCCD307D Support community resources  
CHCCD401E Support community participation  
CHCCD404E Develop and implement community programs  
CHCCD413E Work within specific communities  
CHCCD420B Work to empower Aboriginal and/or Torres Strait Islander communities

### **Disability Work**

CHCDIS302A      Maintain an environment to empower people with disabilities  
CHCDIS410A      Facilitate community participation and inclusion  
CHCICS406B      Support client self-management  
CHCICS407B      Support positive lifestyle

### **Education and facilitation**

TAEDEL401A      Plan, organise and deliver group based learning,  
TAEDEL402A      Plan, organise and facilitate learning in the workplace,  
TAEDES401A      Design and develop learning programs  
BSBCMM401A      Make a presentation

### **Family Work**

CHCFAM417B      Identify and use strengths based practice  
CHCFAM421B      Work with parents of very young children  
CHCICS410A      Support relationships with carers and families

### **Group Work**

CHCGROUP403D      Plan and conduct group activities  
CHCGROUP410B      Deliver a structured program  
CHCGROUP302D      Support group activity

CHCICS405D Facilitate groups for individual outcomes

### **Health and Wellbeing**

*Where work involves participation in care coordination or case work the following unit of competency is recommended*

CHCICS406B Support client self-management

*Other units related to health and wellbeing work include:*

CHCFAM417B Identify and use strengths based practice

CHCICS407B Support positive lifestyle

CHCICS408B Provide support to people with chronic disease

CHCCS426B Provide support and care relating to loss and grief

### **Homelessness**

CHCCH410B Manage and maintain tenancy agreements and services

CHCCH427B Work effectively with people experiencing or at risk of homelessness

CHCCH428B Work effectively within the Australian housing system

CHCCH522B Undertake outreach work

### **Networking**

CHCNET301A Participate in networks

CHCNET402B Establish and maintain effective networks

CHCNET404B Facilitate links with other services

### **Policy and Research**

CHCPOL402C Contribute to policy development

CHCPOL403C Undertake research activities

CHCPOL404A Undertake policy review

### **Support work**

CHCLD514B Analyse impacts of sociological factors on clients in community work and services

CHCCS514B Recognise and respond to individuals at risk

CHCCS521B Assess and Respond to individual's at risk

CHCCS426B Provide support and care relating to loss and grief

CHCFAM504B Respond to and contain critical incidents

### **Settlement Work**

CHCSW401A Work effectively with forced migrants

CHCSW402B Undertake bicultural work with forced migrants in Australia

### **Working with young people**

CHCYTH301D Work effectively with young people

CHCYTH404E Support young people in crisis

CHCYTH403B Support young people to create opportunities in their lives

CHCYTH511B Work effectively with young people and their families

### **Working with older people**

CHCLD315A Recognise stages of lifespan development

CHCAC317A Support older people to maintain their independence

CHCAC318A Work effectively with older persons

CHCAC319A Provide support to people living with dementia

CHCCS426B Provide support and care relating to grief and loss

## **Custom Content Section**

Not applicable.