



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **CHCCM605C Develop practice standards**

**Release: 1**

## **CHCCM605C Develop practice standards**

### **Modification History**

Not Applicable

### **Unit Descriptor**

#### **Descriptor**

This unit describes the knowledge and skills required to ensure case management delivery reflects current best practice

### **Application of the Unit**

#### **Application**

This unit may apply to work in a range of community service contexts

### **Licensing/Regulatory Information**

Not Applicable

### **Pre-Requisites**

Not Applicable

## Employability Skills Information

### Employability Skills

This unit contains Employability Skills

## Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement.

## Elements and Performance Criteria

### ELEMENT

1. Promote practice standards

### PERFORMANCE CRITERIA

1.1 *Develop standards of practice* and promote to staff

1.2 Identify strategies for continuous improvement mechanisms relating to case management practice and integrate into work systems

1.3 Implement improvement processes that reflect current research related to practice performance

**ELEMENT****PERFORMANCE CRITERIA**

2. Provide case work consultancy to promote best practice

2.1 Provide *coaching and advice* on *specific casework or supervision practice* as required to colleagues and co-workers

2.2 Focus coaching and advice on ensuring the objectives and principles of case work delivery are promoted and achieved

2.3 Take available opportunities to promote best practice in case management delivery

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit.

#### *Essential knowledge:*

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

These include knowledge of:

- Organisation mission, philosophy
- Professional standards/code of ethics
- Relevant legislation
- Current research in practice standards
- Practice standards development models/processes

#### *Essential skills:*

It is critical that the candidate demonstrate the ability to:

- Maintain knowledge of latest practice
- Develop practice standards for a range of issues
- Provide consultancy on application of practice standards
- Demonstrate knowledge related to applying agency and legislative requirements
- Demonstrate use of typical processes listed in the Range Statement

## REQUIRED SKILLS AND KNOWLEDGE

In addition, the candidate must be able to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

These include the ability to:

- Demonstrate application of skills in:
  - mentoring
  - consultation
  - analysis
  - report writing
  - research
  - liaison with other agencies, professional associations

## Evidence Guide

### EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

*Critical aspects for assessment and evidence required to demonstrate this unit of competency:*

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- This unit of competence will be most appropriately assessed in the workplace or in a simulated workplace and under the normal range of workplace conditions
- Assessment may be conducted over one or more occasions and should include both the development and promotion of best practice

## EVIDENCE GUIDE

- Access and equity considerations:*
- All workers in community services should be aware of access, equity and human rights issues in relation to their own area of work
  - All workers should develop their ability to work in a culturally diverse environment
  - In recognition of particular issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on Aboriginal and Torres Strait Islander people
  - Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on Aboriginal and/or Torres Strait Islander clients and communities
- Context of and specific resources for assessment:*
- This unit can be assessed independently, however holistic assessment practice with other community services units of competency is encouraged
  - Resources required for assessment include access to:
    - an appropriate workplace where assessment can take place or simulation of realistic workplace setting
- Method of assessment:*
- Assessment may include observation, questioning and evidence gathered from the workplace setting

## Range Statement

### RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

*Contexts for developing practice standards include:*

- Practice reviews and audits
- Responsibility for interpreting organisation mission, philosophy into practice standards

*Develop standards of practice will be carried out within requirements established by:*

- Organisation mission, philosophy and outcomes
- Agency policy and procedures
- Relevant program standards
- Service and professional standards

*Specific casework or supervision practice includes:*

- Developing basic practice skills in workers
- Coaching in cases of increased complexity

*Coaching and advice may utilise information gathered from:*

- Current texts and journals
- Legislation
- Regulations
- Practice guidelines and procedures
- Relevant specific knowledge in key practice areas e.g. child protection, juvenile justice, adoption

## **Unit Sector(s)**

Not Applicable