Australian Government

Department of Education, Employment and Workplace Relations

CHCCOM201C Communicate with people accessing the services of the organisation

Release: 1

INDUSTRY
SKILLS
COUNCILS
Creating Australia's Future

CHCCOM201C Communicate with people accessing the services of the organisation

Modification History

Not Applicable

Unit Descriptor

Descriptor	This unit describes the knowledge and skills required by community services workers who may have limited contact with clients in terms of content and timing and operate under direct supervision

Application of the Unit

Application	The basic communication skills described in this unit may be applied across a range of workplace 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	PERFORMANCE CRITERIA
1. Communicate appropriately with clients of the organisation	1.1 Use verbal and non-verbal *communication* as appropriate 1.2 Conduct short interpersonal exchanges to clarify meaning and understand request/inquiry 1.3 Provide information relevant to accessing the service 1.4 Take time to listen for relevant information concerning inquiry/request 1.5 Demonstrate respect for *diversity* when communicating with clients 1.6 Respond to messages appropriately 1.7 Refer to appropriate person within *organisation guidelines* and procedures
2. Present a positive image of the service to the public	2.1 Conduct communication with the public in a courteous manner and respecting privacy 2.2 Demonstrate standards of personal presentation appropriate to the organisation

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 policies and procedures for referral within the organisation
- Roles and responsibilities of workers within the organisation
- Organisation policies and procedures for privacy and confidentiality of information provided by clients and others
- Knowledge of cultures relevant to the particular service
- Cultural diversity in Australia

Essential skills:
It is critical that the candidate demonstrate the ability to:

- Follow relevant policies, protocols, guidelines and procedures of the organisation
- Develop conversations about appropriate topics
- Communicate in a manner that is non discriminatory, supportive and inclusive
- Listen and respond to communication initiatives of client
- Demonstrate respect for client
- Introduce self appropriately
- Demonstrate non-judgemental attitude in work role

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:
  - using an appropriate communication style
  - using appropriate verbal and non-verbal communication
  - language, literacy and numeracy competence required to fulfil the job role and

REQUIRED SKILLS AND KNOWLEDGE

> appropriate to the organisation and clients
- language may be English or community language as required by the organisation

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 is best assessed in the workplace or in a realistic simulated workplace setting under the normal range of workplace conditions - Assessment should include a range of clients, reflecting the diverse nature of these who may access the service
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

EVIDENCE GUIDE

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 relevant workplace or appropriately simulated environment where assessment may take place
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.

Clients and others may include:	• Family members and friends of the client • Existing clients who do not know what other services are available or how to access those services • People making general inquiries of the service
Communication may be in:	• English • Sign language • Community language as required by the service/organisation

Community Services and Health Industry Skills Council

RANGE STATEMENT

Diversity may relate to differences and may include:	• Physical • Cultural • Religious/spiritual • Social • Age
Organisation guidelines for referral may be:	• Written or verbal • By phone
Communication may be via:	• Verbal conversations either in person or via telephone • Written notes • Worker, family member or friend who has second language

Unit Sector(s)

Not Applicable