



Australian Government

Department of Education, Employment and Workplace Relations

CHCCSL501A Work within a structured counselling framework

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit describes the knowledge and skills required to work within the agency's agreed counselling model

Application of the Unit

Application

The basic counselling skills described in this unit are intended for application in the context of delivering a range of community services

Assessment may require additional knowledge specific to a particular community services or health sector

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. Use a structured approach to counselling

PERFORMANCE CRITERIA

- 1.1 Use initial session to gather information as a foundation for counselling process
- 1.2 Follow a structured approach to counselling work based on client needs and expectations
- 1.3 Explain counselling process to clarify client's understanding and expectation

ELEMENT**PERFORMANCE CRITERIA**

2. Establish the nature of the helping relationship
 - 2.1 Enable clients to understand the *nature of the counselling service* on offer
 - 2.2 Clarify, confirm or modify clients' expectations of the counselling service
 - 2.3 Identify any anxieties about the counselling process and explore with clients
 - 2.4 Acknowledge and respect clients' immediate concerns
 - 2.5 Clarify both expectations and commitment to the counselling relationship and confirm with clients
 - 2.6 Identify indicators of *client issues requiring referral* and report or refer appropriately, in line with organisation requirements
 - 2.7 Develop a plan for counselling and contract with client as required to address disclosure and organisation/service requirements

3. Confirm the appropriateness of the helping relationship
 - 3.1 Ensure own level of skill and knowledge of *counselling methods* and resources are appropriate to meet client needs
 - 3.2 Explore alternatives to the proposed relationship with clients where appropriate
 - 3.3 Affirm significance of what the client says
 - 3.4 Promote clients' understanding of what they have a right to expect from the service

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:

- Background knowledge of the counselling process, including:
 - purpose of counselling
 - how counselling has evolved as a helping relationship
 - place of counselling within the helping services
 - scope of counselling relationship, including professional limitations
- Ethical responsibilities in providing counselling
- Rights of clients involved in counselling
- Counselling context, process and goals
- Knowledge of theories supporting counselling process
- Human life stage development

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Work within the counselling framework
- Manage own values so they do not impede effective work and managing the stress of the work

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:

- Develop empathy and rapport
- Demonstrate application of skills in:

REQUIRED SKILLS AND KNOWLEDGE

- active listening
- respectful responding
- well timed challenging
- attention to counselling relationship
- contracting appropriate to context

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 competency will be assessed in the workplace or in a simulated workplace and under the normal range of workplace conditions
- Evidence of competency in this unit will need to be assessed over a period of time in order to gather evidence of performance
- This will include contexts applicable to the work environment, such as actual or simulated workplace situations involving a combination of direct, indirect and supplementary forms of evidence

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 delivered and assessed independently, however holistic assessment practice with other community services units of competency is encouraged
 - Resource requirements for assessment include access to an appropriate workplace or an environment capable of accurately simulating the workplace for assessment purposes
- Method of assessment:*
- For valid and reliable assessment of this unit, competency should be demonstrated in a range of situations which *must* include observation of performance in an actual workplace or in a setting that realistically simulates work conditions:
 - observation should include key aspects described in elements, performance criteria and relevant aspects of the Range Statement of the unit
 - where face-to-face observation is not possible, video recordings may be provided
 - In addition assessment methods may include
 - written questioning
 - role play
 - supervised/guided discussion
 - candidate's critique of their 'performance' to demonstrate cognitive understanding of theory

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.

Nature of the counselling service:

- Context and resources of agency
- Preferred counselling model/s of agency

Counselling methods:

- Are according to agency policy and procedures

Client issues requiring referral may include, but are not limited to:

Indicators relating to potential:

- Child protection issues
- Suicide prevention/intervention
- Domestic and family violence
- Mental health issues
- Alcohol and other drugs issues

Unit Sector(s)

Not Applicable