



Australian Government

Department of Education, Employment and Workplace Relations

CHCCSL509A Reflect and improve upon counselling skills

Release: 1

CHCCSL509A Reflect and improve upon counselling skills

Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit describes the knowledge and skills required to evaluate own work and to undertake continuing self-development and effective supervision within an ethical code of practice

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

Pre-requisites

This unit must be assessed after achievement of related units:

- CHCCSL501A Work within a structured counselling process
- CHCCSL503A Facilitate the counselling relationship
- CHCCSL507A Support clients in decision-making processes

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. Reflect upon own counselling skills and practice | 1.1 Undertake <i>self-evaluation</i> in conjunction with supervisors and/or peers |
| | 1.2 Give and receive open and evaluative feedback to and from co-workers |
| | 1.3 Actively seek feedback and accept it non defensively |

ELEMENT**PERFORMANCE CRITERIA**

2. Ensure continuing self-support and *supervision*
 - 2.1 Seek *specialist supervision and advice / further training* where the need is identified
 - 2.2 Observe agency guidelines in relation to professional development
 - 2.3 Appraise current industry developments and apply to improve practice
 - 2.4 Regularly participate in a review mechanism as evidence of commitment to upgrading skills and *knowledge*
 - 2.5 Evaluate current and likely future needs and take action to keep abreast of evolving trends
 - 2.6 Devise, implement and regularly review a self development plan that sets realistic goals and targets
 - 2.7 Develop and maintain awareness of own needs and areas of vulnerability in counselling work and use appropriate means of self-protection

3. Operate within an agreed ethical code of practice/ethics
 - 3.1 Assess own practice against identified objectives or code of ethics, using a range of valid evidence
 - 3.2 Recognise and address the effect of values, beliefs and behaviour in work with clients
 - 3.3 Establish realistic goals and targets for self development

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:

- Knowledge, skills and ethics relevant to current industry and professional standards and codes of ethics and practice
- Relevant legislation and agency guidelines and codes of ethics or practice standards
- Principles and techniques of:
 - personal goal setting
 - measuring performance
 - time management
 - identifying personal behaviour, self awareness, personality traits
 - establishing a personal development plan
- The agency's policies, plans and procedures
- The types of work methods and practices which can improve personal performance
- The types of learning style/s and how they relate to the individual
- The personal development opportunities and options

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Demonstrate ongoing reflection on and development of capability to meet professional standards, in particular to:
 - actively seek professional development opportunities
 - seek and reflect upon feedback
 - seek opportunities for supervision / mentoring
 - identify and participate in personal development
 - integrate learning into improved practice

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:

- Work with an awareness and sensitivity to conflict, culture and context
- Understand and implement relevant procedures
- Demonstrate application of skills in:
 - negotiation
 - communication
 - decision-making
 - functional literacy to interpret written and oral information about workplace requirements
 - communication, including receiving and analysing feedback and reporting
- Research information to develop personal development and work plans
- Elicit, analyse and interpret feedback
- Analyse culturally different viewpoints and take them into account in personal development and professional practice
- Monitor research trends related to roles and responsibilities
- Use information systems to assist establish work plans
- Assess the effectiveness of own skills development
- Develop and maintain professional networks
- Relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities

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

- The individual being assessed must provide evidence

EVIDENCE GUIDE

and evidence required to demonstrate this unit of competency:

- of specified essential knowledge as well as skills
- 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 will be determined by selection from the Range Statement, justified in terms of work requirements, work roles and responsibilities and occupational specialisations

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
- Where assessment is conducted within the workplace there are no resource implications above those normally available in the workplace

EVIDENCE GUIDE

Method of assessment:

- For valid and reliable assessment of this unit, competency should be demonstrated in a range of situations which *may* 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
 - candidate's critique of their 'performance' to demonstrate cognitive understanding of theory
 - written questioning
 - relevant case studies and/or scenarios
 - role play
 - focused discussion

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.

Knowledge refers to:

- The understanding of relevant theories, principles, practices their application and other aspects of knowledge, which may be desirable or necessary in order to practise effectively

RANGE STATEMENT*Setting:*

- Employees may work independently or within an agency setting

Self-evaluation includes:

- Journal documentation and structured discussion and supervision with others

Specialist supervision and advice / further training may include:

- Accessing on the job mentoring / professional supervision or through peer work or training

Supervision should include:

- Assessment of delivery of clinical services
- Monitoring of counsellor's mental health
- Professional and educational development
- Maintenance of ethical and professional conduct and addressing of issues identified
- Evaluation of compliance with administrative procedures and requirements of professional bodies
- Where appropriate, development of business building skills

Unit Sector(s)

Not Applicable