



Australian Government

Department of Education, Employment and Workplace Relations

CHCES402C Deliver Australian Apprenticeship services

Release: 1

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Modification History

| CHC08 Version3 | CHC08 Version 4 | Description |
|---|---|---|
| CHCES402B Deliver Australian Apprenticeships services | CHCES402C Deliver Australian Apprenticeships services | Unit updated in V4. ISC upgrade changes to remove references to old OHS legislation and replace with references to new WHS legislation. No change to competency outcome. |

Unit Descriptor

Descriptor

This unit describes the knowledge and skills required to establish and monitor Australian Apprenticeships arrangements

Application of the Unit

Application

This unit applies to work in an employment services context

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. Provide advice on Australian Apprenticeships framework | 1.1 Access and explain relevant <i>state and federal guidelines</i> 1.2 Identify and explain Australian Apprenticeships <i>training options</i> relevant to employer and apprentice 1.3 Explain <i>key stakeholder</i> roles and responsibilities |
| 2. Establish Australian Apprenticeships arrangements | 2.1 Explain industrial and training responsibilities 2.2 Complete <i>documentation</i> accurately and fully 2.3 Record Australian Apprenticeship in relevant databases 2.4 Despatch documentation to relevant authorities for processing |
| 3. Monitor and report on service delivery | 3.1 Plan client visits and conduct at planned intervals 3.2 Check and document client satisfaction 3.3 Report non-compliance with obligations under Training Agreements to relevant authorities 3.4 Record outcomes correctly in relevant databases |

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:

- Federal and State Australian Apprenticeships Guidelines including Disabled Apprentice Wage Support Scheme
- Organisation policies and procedures relating to the establishment and monitoring of Australian Apprenticeships
- Incentives and other assistance available to employer and apprentice
- Federal and state legislation, including Workplace Relations Act; work health and safety (WHS) legislation; Privacy Act; federal legislation designed to address discrimination, e.g. Sex Discrimination Act, Race Discrimination Act, Disability Discrimination Act; state legislation addressing discrimination
- State industrial framework and legislation
- Registered Training Organisations delivering appropriate training
- Roles and responsibilities of key stakeholders
- National Vocational Education and Training system

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Demonstrate knowledge of federal and state guidelines relevant to Australian Apprenticeships
- Demonstrate knowledge of training options available to employers and apprentices
- Identify a range of training options appropriate to a variety of workplace situations

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

REQUIRED SKILLS AND KNOWLEDGE

These include the ability to:

- Apply reading and writing skills required to understand organisation policies and procedures relevant to job role, contractual requirements, legislation, to complete forms, make file notes, prepare reports and prepare business correspondence
- Apply oral communication skills required to explain Australian Apprenticeships processes and systems, promote services of the organisation, provide and elicit information from apprentice and employer regarding services of organisation, Australian Apprenticeship Guidelines and incentives, in particular skills in:
 - asking questions
 - providing clear information
 - listening to and understanding needs of apprentices and employers
 - active listening skills
- Apply interpersonal skills including working with others, empathy with clients and an ability to relate to persons from diverse backgrounds
- Apply problem solving skills to address any problems or issues that may arise in the Australian Apprenticeships arrangements
- Apply numeracy skills to provide statistical reports and undertake basic calculations
- Apply technology skills to use business equipment and software, with sound skills in entering data into databases

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
- Evidence must include observation of performance in the work environment or in a simulated work setting

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
 - Resource requirements for assessment include access to:
 - a relevant workplace or an appropriately simulated environment where assessment may take place
 - relevant organisation policy, guidelines, procedures and protocols
 - federal and state Australian Apprenticeships guidelines
 - information on incentives and assistance available to apprentices and employers through state and federal governments and industry

EVIDENCE GUIDE

Method of assessment may include:

- Observations
- Questioning
- Case studies
- Written assignments
- Evidence gathered from the workplace environment
- Case studies and scenarios as a basis for discussion of issues and strategies in addressing queries and complaints by employer and apprentice
- Demonstration over a period of time to ensure consistency of performance

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.

State and federal guidelines and legislation include, but is not limited to:

- Federal Australian Apprenticeships incentives guidelines
- Guidelines on establishing Australian Apprenticeships, issued by state training authorities
- State government incentives guidelines
- Industry Incentives Guidelines

Training options may include, but are not limited to:

- Apprenticeship
- Traineeship
- Full time
- Part time
- Group Training arrangement

RANGE STATEMENT

Key stakeholder includes, but is not limited to:

- Federal and State government departments and agencies
- State training authorities
- Employers
- Australian Apprentices
- Supervising registered training organisations
- Industrial Relations Commission

Documentation includes, but is not limited to:

- Training contract
- Commonwealth incentives form
- State government incentives forms

Unit Sector(s)

Not Applicable