



**Australian Government**

# **Assessment Requirements for CHCCOM006 Establish and manage client relationships**

**Release: 2**

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## Modification History

Release	Comments
Release 2	This version was released in <i>CHC Community Services Training Package release 3.0</i> .  Typographical error updated.  Equivalent outcome.
Release 1	This version was released in <i>CHC Community Services Training Package release 2.0</i> and meets the requirements of the 2012 Standards for Training Packages.  Significant changes to performance criteria. New evidence requirements for assessment including volume and frequency requirements. Significant changes to knowledge evidence.

## Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be evidence that the candidate has:

- established and managed client relationships and boundaries appropriately during the provision of services to 3 clients
- developed responses to 3 different situations involving difficult or challenging behaviour

## Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the work role. This includes knowledge of:

- legal and ethical considerations for establishing and managing client relationships and how these are applied:
  - privacy, confidentiality and disclosure
  - human rights
  - work role boundaries including:
    - responsibilities and limitations
    - appropriate sexual, physical and emotional boundaries

- use of enquiry only as appropriate and necessary
  - awareness of potential client transference
  - staying within area of expertise
- modes and techniques for effective communication, including:
  - active listening, questioning, clarifying, advising
  - empathy, trust and respect
  - appropriate verbal and non-verbal communication
  - use of communication aids
  - tone and presentation
- role of motivational interviewing during client interactions to facilitate:
  - client support
  - case taking
  - negotiation with client
  - education of client
  - information giving
- techniques for motivational interviewing:
  - attending skills, use of body language
  - paraphrasing
  - reflecting feelings
  - open and closed questioning or probing
  - summarising
  - reframing
  - exploring options
  - normalising statements
- barriers and influences on communication and ways to respond:
  - language
  - culture
  - religion
  - emotional state
  - disability
  - health
  - age
  - presence of children and/or spouse
- techniques for dealing with difficult communication situations:
  - managing emotions
  - defusing anger
  - clarifying the issues
  - maintaining composure and professional attitude
  - providing support
  - seeking assistance

- types of information that may be provided to clients as relevant:
  - appointment details, directions
  - costs and payment options
  - client options, service information, referral details
  - general health and self care information
  - service provider credentials or information

## Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. Where simulation is used, it must reflect real working conditions by modelling industry operating conditions and contingencies, as well as, using suitable facilities, equipment and resources.

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4fle53>