



Australian Government

CHCCSL002 Apply specialist interpersonal and counselling interview skills

Release: 1

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Modification History

Release	Comments
Release 1	<p>This version was released in <i>CHC Community Services Training Package release 3.0</i> and meets the requirements of the 2012 Standards for Training Packages.</p> <p>Significant changes to the elements and performance criteria. New evidence requirements for assessment including volume and frequency requirements. Significant changes to knowledge evidence. Additional assessor requirements.</p> <p>Supersedes CHCCSL502A</p>

Application

This unit describes the skills and knowledge required to use advanced and specialised communication skills in the client-counsellor relationship.

This unit applies to individuals whose job role involves working with clients on personal and psychological issues within established policies, procedures and guidelines.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand Standards and industry codes of practice.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

Elements define the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element.

1. Communicate effectively

1.1 Identify communication barriers and use strategies to overcome these barriers in the client-counsellor relationship

1.2 Facilitate the client-counsellor relationship through selection and use of micro skills

1.3 Integrate the principles of effective communication

ELEMENT**PERFORMANCE CRITERIA**

into work practices

1.4 Observe and respond to non-verbal communication cues

1.5 Consider and respond to the impacts of different communication techniques on the client-counsellor relationship in the context of individual clients

1.6 Integrate case note taking with minimum distraction

2. Use specialised counselling interviewing skills

2.1 Select and use communication skills according to the sequence of a counselling interview

2.2 Identify points at which specialised counselling interviewing skills are appropriate for inclusion

2.3 Use specialised counselling communication techniques based on their impacts and potential to enhance client development and growth

2.4 Identify and respond appropriately to strong client emotional reactions

3. Evaluate own communication

3.1 Reflect on and evaluate own communication with clients

3.2 Recognise the effect of own values and beliefs on communication with clients

3.3 Identify and respond to the need for development of own skills and knowledge

Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>

