



Australian Government

CHCECD005 Deliver employment services to employers

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.</p> <p>Supersedes CHCES304B</p>

Application

This unit describes the skills and knowledge required to determine employer needs and service level requirements, source suitable job seekers, and provide employer advice and support following the placement.

This unit applies to individuals working in employment services, within established policies and procedures.

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. Determine specific employer needs

1.1 Analyse specific position descriptions, selection criteria and employer requirements

1.2 Clarify conditions of employment with the employer

1.3 Agree and document needs with employer

1.4 Negotiate, agree and document level of service to be provided with employer

ELEMENT	PERFORMANCE CRITERIA
2. Source suitable job seekers	<p>2.1 Access databases and other listings of job seekers held by the organisation to identify potential matches</p> <p>2.2 Source suitable job seekers through collaboration with other employment services providers</p> <p>2.3 Respond to job seeker enquiries regarding the positions and provide accurate information</p>
3. Support employer service requirements	<p>3.1 Provide timely information about the recruitment process</p> <p>3.2 Provide information to employers about immediate forms of assistance and support</p> <p>3.3 Maintain contact with employer and determine ongoing support needs</p> <p>3.4 Seek feedback from employers to monitor the quality of service provided</p> <p>3.5 Use feedback and reflection as the basis for improvement of service outcomes</p>
4. Contribute to workforce planning	<p>4.1 Collaborate with employers to identify available and relevant workforce planning options</p> <p>4.2 Recommend flexible and innovative work arrangements to address identified needs of organisation</p> <p>4.3 Promote options that provide a balanced approach to managing pressures and priorities of work and life</p> <p>4.4 Provide advice that supports employers to implement flexible work arrangements and encourage problem solving approaches</p> <p>4.5 Assist employer to monitor effectiveness of change according to organisation procedures</p>

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>