Australian Government

CHCEDS060 Work effectively with students and colleagues

Release: 1

CHCEDS060 Work effectively with students and colleagues

Modification History

Release 1. CHCEDS060 Work effectively with students and colleagues supersedes and is not equivalent to CHCEDS007 Work effectively with students and colleagues.

Application

This unit describes the performance outcomes, skills and knowledge required to generate positive, respectful and effective interactions with students and colleagues.

The unit applies to education support workers who operate under the guidance and supervision of a teacher or other educational professional. They work mainly with students in classroom settings in primary and secondary schools, as defined by State/Territory legislation.

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

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Education Support

Unit Sector

Children's Education and Care

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	*Performance criteria describe the performance needed to demonstrate achievement of the element.*

1. Interact positively with students.	1.1. Use positive and respectful communication styles with students in all situations.
	1.2. Use active-listening techniques to explore students' interests and concerns through conversation where appropriate.
	1.3. Use communication strategies that are developmentally appropriate for effective interaction and problem-solving with students.
	1.4. Adapt communication technique to accommodate different cultural values, practices and sensitivities.
	1.5. Demonstrate consideration for the needs of the student in all actions and decisions.
2. Respect and support students.	2.1. Support the integrity of individual student rights, self-determination and personal dignity.
	2.2. Show genuine interest in, understanding of and respect for all students.
	2.3. Acknowledge the efforts and achievements of students and provide encouragement to build confidence.
	2.4. Model calm behaviour and respond appropriately to students displaying signs of distress, frustration or anger.
	2.5. Support students to make own choices and experience natural consequences in a safe and supportive environment.
	2.6. Identify situations where students require assistance and provide support within scope of own job role.
3. Work effectively with diverse students and colleagues.	3.1. Use communication styles that show respect and reflect the diversity of the school community.
	3.2. Solve problems collaboratively when working with colleagues and students.
	3.3. Reflect on own biases and use work practices that are inclusive and benefit educational outcomes.
	3.4. Work collaboratively and share information to provide effective educational support in line with organisational policies and procedures.
	3.5. Seek and act on feedback from colleagues and supervisors to continuously improve personal effectiveness in working with diversity.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed below.

SKILLS	DESCRIPTION
Initiative and enterprise skills to:	• anticipate the need for assistance or intervention to support students and colleagues.
Self-management skills to:	• interpret information from written and/or verbal directions and action appropriately.

Unit Mapping Information

Release 1. CHCEDS060 Work effectively with students and colleagues supersedes and is not equivalent to CHCEDS007 Work effectively with students and colleagues.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53