



Australian Government

Assessment Requirements for CHCFIN001 Facilitate the financial counselling process

Release: 2

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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 change to knowledge evidence. Minimum work hours added.</p> <p>Supersedes CHCFIN502A</p>

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:

- performed the activities outlined in the performance criteria of this unit during a period of 220 hours of work in a financial counselling agency that has met the requirements for the Australian Securities and Investments Commission (ASIC) exemption from a financial services or credit licence or an appropriate simulated environment.
- used critical thinking and problem solving skills to engage with the client and develop, implement and review options and action plans for at least 5 different clients presenting with multiple and complex needs.

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 tasks and manage contingencies in the context of the work role. This includes knowledge of:

- legal and ethical considerations (national, state/territory) for financial counselling, and how these are applied in organisations and individual practice:
 - children in the workplace
 - codes of conduct/practice
 - conflict of interest
 - continuing professional education
 - discrimination

- duty of care
- human rights
- informed consent
- mandatory reporting
- practice standards
- practitioner/client boundaries
- privacy, confidentiality and disclosure
- records management
- rights and responsibilities of workers, employers and clients:
 - scope and limitations of financial counsellor role
 - ASIC class order 03/1063 and how this applies to the work of financial counsellors and their agencies work role boundaries – responsibilities and limitations
 - work health and safety
- client-centred, strengths-based approaches to financial counselling and other counselling models consistent with these approaches
- agency policies and procedures
- characteristics of situations when client need is outside of scope of practice including:
 - specific financial situations requiring specialist counselling
 - indicators of related and non-related behavioural, emotional, psychological and/or physical and mental health issues
 - indicators of addictive behaviour
 - indicators of gambling behaviour
- referral networks and resources
- types of financial information required to assess a client's financial situation, including:
 - statement of financial position
 - income statements (including Centrelink)
 - liability and debt statements
 - complex needs assessment
 - legal documents and contracts
- strategies that may assist clients in managing their finances, and their key features, including:
 - assessment of the legality of debts
 - identification of possible legal remedies
 - development of an income and expenses statement
 - development of a statement of financial position
 - development of a documented action plan
 - strategies for increasing income
 - strategies for decreasing expenditure
 - strategies for reducing credit and debt problems.

Assessment Conditions

Skills must have been demonstrated in the workplace or with simulations and scenarios developed by Financial Counselling Australia capturing the full range of contexts and situations to meet the following conditions:

- use of suitable facilities, equipment and resources, including:
 - client information
 - organisation policies, procedures and resources
- modelling of industry operating conditions, including:
 - scenarios that involve complex interactions with other people
 - scenarios that involve problem-solving.

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-bd22cc4fe53>