Australian Government

CHCFIN011 Provide rural financial counselling services

Release: 1

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Modification History

Not applicable.

Application

This unit describes the skills and knowledge required to adapt practice to a rural context, targeting the specific needs of rurally based clients using a structured strengths-based and client-focused financial counselling process.

This unit applies to rural financial counsellors who work in agencies that meet the requirements for the Australian Securities and Investments Commission (ASIC) exemptions from a holding a credit licence.

The skills in this unit must be applied in accordance with Commonwealth and State or 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

Financial Counselling

Unit Sector

Community Services

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. Adapt practice to rural context.	1.1. Identify and respond to the current philosophies, framework and issues that apply in a rural context, including specific work health and safety issues. 1.2. Identify and use models of work that may be applied in the rural sector. 1.3. Recognise and respond to the impact of current and historical social, economic and political factors on clients in

	the rural sector.
2. Target services to the needs of clients in the rural sector.	2.1. Use approaches that reflect understanding of farms as both businesses and family enterprises. 2.2. Apply knowledge of financial aspects relating to planning and management of a rural enterprise. 2.3. Collect and review information from key stakeholders and representatives. 2.4. Make appropriate referrals using knowledge of local support networks. 2.5. Advocate on behalf of clients in the rural sector where appropriate. 2.6. Support clients in mediation and negotiation with third parties.
3. Ensure personal approach aligns with client needs.	3.1. Demonstrate a commitment to access and equity principles and apply a strengths-based approach in all work undertaken. 3.2. Reflect on and consider own values and attitudes regarding rural financial counselling. 3.3. Adapt own approach to meet individual social, cultural and linguistic needs of clients. 3.4. Respond with sensitivity to clients experiencing stress.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Reading skills to:	• source and interpret information from a range of complex documents.
Writing skills to:	• produce written materials in the required format, style, structure according to the intended audience and purpose of correspondence.
Oral communication skills to:	• participate in a variety of spoken exchanges with others using clear and direct language to convey, request and confirm understanding of information.
Numeracy skills to:	• access required information from familiar and unfamiliar financial reports.
Problem-solving skills to:	• identify and analyse discrepancies in information gathered.
Technology skills to:	• use main features and functions of technology and software programs to complete work tasks.

Unit Mapping Information

Supersedes and is equivalent to CHCFIN004 Provide rural financial counselling services.

Links

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