



Australian Government

Assessment Requirements for CHCGRP001 Support group activities

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>Merged CHCGROUP201C and CHCGROUP302D.</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.</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:

- participated in, and supported the activities of, at least 3 different groups, where groups comprise at least 5 members
- modelled the following communication skills when participating in groups:
 - active listening
 - questioning
 - rapport-building
 - conflict resolution
 - clarity in communication.

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 for group work, and how these are applied in organisations and individual practice:
 - codes of conduct
 - discrimination
 - duty of care

- mandatory reporting
- privacy, confidentiality and disclosure
- records management
- work role boundaries – responsibilities and limitations
- work health and safety
- policies and procedures
- nature of groups and the way they operate at an overview level, including:
 - dynamics of groups
 - stages of group development
 - stages of change
 - styles of group leadership and decision-making
- communication techniques and how they are used within groups, including:
 - active listening and questioning
 - rapport building
 - conflict resolution
 - non-verbal communication
- nature of resources provided to groups, including:
 - information/referrals
 - facilities
 - equipment/materials
 - administrative support
 - facilitation of meetings
 - worker skills/expertise
- nature of support provided including:
 - resources managed by the organisation
 - advice, information and facilitation
 - individual or group supervision.

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources, including:
 - organisation policies and procedures
 - group member information
- modelling of industry operating conditions, including:
 - scenarios that involve interactions with groups.

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-bd22cc4fle53>