



Australian Government

**Assessment Requirements for
CHCMGT006 Coordinate client directed
services**

Release: 1

Assessment Requirements for CHCMGT006 Coordinate client directed services

Modification History

Release	Comments
Release 1	This version was released in <i>CHC Community Services Training Package release 2.0</i> and meets the requirements of the 2012 Standards for Training Packages. New unit.

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 demonstrated evidence that the candidate has:

- presented proposals for service provision to at least 3 clients with different needs
- completed a formal service agreement with at least 3 clients
- facilitated at least 1 meeting with support staff to communicate service requirements for 3 clients
- negotiated at least 1 service plan with an external service provider
- obtained feedback from 3 clients of their satisfaction with service provision and revised service provision to meet changing needs

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the work role. This includes knowledge of:

- legal and ethical considerations for coordinating client directed services and how these are applied in organisations, including:
 - human rights
 - codes of conduct
 - informed consent
 - legal and organisation complaints procedures
 - organisation mission and philosophy
 - organisation structure and communication protocols
 - ethics in sales, marketing, advertising
 - theories and practice on collaborative consultation and decision making
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- service delivery theories, strategies and approaches:
 - rights based practice
 - person centred practice
 - client directed care
 - empowerment and disempowerment
 - re-enablement
 - strengths-based practice
 - self-advocacy
 - support packaging
 - service provision options
 - links and partnerships with other service providers
 - marketing, retention and loyalty techniques and practices
 - conflict resolution
 - negotiation techniques
 - feedback and organisation and statutory complaints mechanisms
 - continuous improvement
 - budgets

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:
 - service promotional material
 - service provision proposals
 - service provision agreements and/or plans
- modelling of industry operating conditions, including:
 - scenarios that involve presenting to, and negotiating with, real people
 - scenarios that involve client feedback

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-bd22cc4f1e53>
