



Australian Government

**Assessment Requirements for CHCYTH024
Manage service response to young people in
crisis**

Release: 1

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Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- develop and implement a framework to prevent and respond to crisis situations involving young people including:
 - defining circumstances contributing to a crisis situation
 - analysing the legal and statutory requirements
 - identifying and obtaining resources to respond to crisis situations
 - providing information to young people and workers about the organisation's policies and procedures for dealing with crisis situations
 - supporting workers in responding to crises by providing training and briefings
- follow up on at least one crisis situations by:
 - conduct debrief with workers
 - completing organisational reporting requirements.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- legal requirements and organisational policies and procedures relating to safety in the work environment
- specialist support services and resources relevant to crisis situations
- factors which contribute to young people entering crisis situations
- ecological dynamics and the family systems likely discomfort with change even when the benefits of change are acknowledged
- resistance and crisis as an indicator of discomfort caused by attempts to change which are nearing success
- methods of crisis intervention including mediation and negotiation
- characteristics of aggressive and abusive behaviour
- alternatives to coercive, aggressive and abusive behaviour.

Assessment Conditions

Skills must be demonstrated in the workplace, with the addition of simulations and scenarios where the full range of contexts and situations have not been provided in the workplace.

Assessment must ensure:

- access to facilities, equipment and resources that reflect real working conditions and model industry operating conditions and contingencies
- access to organisational policies and procedures
- opportunities for engagement with young people and other workers.

Assessors must satisfy the Standards for Registered Training Organisations' 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>