



Australian Government

Department of Education, Employment and Workplace Relations

CHC30912 Certificate III in Employment Services

Release: 1

CHC30912 Certificate III in Employment Services

Modification History

CHC08 Version 3	CHC08 Version 4	Comments
CHC30908 Certificate III in Employment Services	CHC30912 Certificate III in Employment Services	Upgrade core WHS units

Description

This qualification covers workers who provide a range of services to client and employers aimed at locating, securing and maintaining suitable employment for clients.

Occupational titles may include:

- Associate employment consultant
- Employment consultant in training
- Customer service officer
- Employment services receptionist
- Employment services administrative support
- Administrative officer

Pathways Information

Not Applicable

Licensing/Regulatory Information

Not Applicable

Entry Requirements

Not Applicable

Employability Skills Summary

Refer to the Topic: Introduction to the Employability Skills Qualification Summaries

Packaging Rules

PACKAGING RULES

12 units are required for award of this qualification including:

- 8 core units
- 4 elective units

A wide range of elective units is available, including:

- Group A electives which are recommended for culturally aware and respectful practice
- Group B electives of which one unit only may be selected
- Group C electives of which one unit only may be selected
- Other relevant electives listed below
- Units of competency to address workplace requirements and packaged at the level of this qualification or higher in Community Services and/or Health Training Packages
- Where appropriate, to address workplace requirements, up to 2 units of competency packaged at the level of this qualification or higher in other relevant Training Packages or accredited courses where the details of those courses are available on TGA or other public listing

Core units

CHCCOM403A	Use targeted communication skills to build relationships
CHCCS311D	Deliver and monitor services to clients
CHCCS400C	Work within a relevant legal and ethical framework
CHCES303C	Use labour market information
CHCES311B	Work effectively in employment services
CHCES312A	Deliver contracted employment services
CHCORG303C	Participate effectively in the work environment
HLTWHS300A	Contribute to WHS processes

The importance of culturally aware and respectful practice

All workers undertaking employment services work need foundation knowledge to inform their work with Aboriginal and/or Torres Strait Islander clients and co-workers and with clients and co-workers from culturally and linguistically diverse backgrounds. This foundation must be provided and assessed as part of a holistic approach to delivery and assessment of this qualification. Specific guidelines for assessment of this aspect of competency are provided in the Assessment Guidelines for the Community Services Training Package.

Group A electives - recommended for culturally aware and respectful practice

Where work involves a specific focus on Aboriginal and/or Torres Strait Islander and/or culturally diverse clients or communities, one or both of the following electives is recommended:

HLTHIR403C Work effectively with culturally diverse clients and co-workers

HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people**Group B electives - one unit may be selected**

One only of the following units may be selected

BSBINM201A Process and maintain workplace information

CHCINF302D Maintain the organisation's information systems

Group C electives - one unit may be selected

One only of the following units may be selected

CHCDIS301C Work effectively with people with a disability

CHCDIS220B Prepare for disability work

Other relevant electives

Electives are to be selected in line with specified Packaging Rules. The following list of relevant electives is provided to facilitate selection. Employers may specify that certain electives are required to address specific workplace needs.

BSBPRO401A Develop product knowledge

BSBWOR204A Use business technology

CHCADMIN302D Provide administrative support

CHCCS308B Provide first point of contact

CHCCS411C Work effectively in the community sector

CHCES304B Deliver recruitment services

CHCES402C Deliver Australian Apprenticeships services

CHCES416A Plan and provide job search support

CHCLLN403A Identify clients with language, literacy and numeracy needs and respond effectively

CHCMH411A Work with people with mental health issues

HLTHIR403C Work effectively with culturally diverse clients and co-workers

Oral health

CHCOHC401A Inform and encourage clients and groups to understand and achieve good oral health

CHCOHC402A Support clients and groups to learn practical aspects of oral health care

CHCOHC404A Recognise and respond to signs and symptoms that may indicate oral health issues