



Australian Government

Department of Education, Employment and Workplace Relations

CHC42008 Certificate IV in Employment Services

Release: 1

CHC42008 Certificate IV in Employment Services

Modification History

Not Applicable

Description

This qualification covers workers who provide a range of programs and services to individuals and groups of clients and employers to support them in locating, securing and maintaining suitable employment.

Workers at this level:

- Need an understanding of access and equity issues including cultural diversity, Aboriginal and/or Torres Strait Islander and disability issues and to work with local communities in the provision of services
- May have limited supervisory responsibilities in the employment services context.

Occupational titles may include, for example:

- Client services officer
- Employment consultant
- Employment consultant - case manager
- Employment consultant - employer marketing and liaison
- Employment consultant - job placement
- Employment consultant - training
- Job search training consultant
- Training and placement 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

14 units of competency are required for this qualification, including:

- 7 core units
- 7 elective units

A wide range of elective units is available, including:

- Group A electives which are recommended for culturally aware and respectful practice
- Other relevant electives listed below and grouped to facilitate selection for specific employment services work contexts
- 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 the NTIS or other public listing

Core units

CHCCOM403A Use targeted communication skills to build relationships

CHCCS400B Work within a relevant legal and ethical framework

CHCES311B Work effectively in employment services

CHCES411A Collect, analyse and apply labour market information

CHCES415A Monitor and improve contracted employment services

CHCORG405D Maintain an effective work environment

HLTOHS300B Contribute to OHS 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

Other relevant electives

Electives are to be selected in line with specified Packaging Rules. Relevant electives are listed below. Employers may specify that certain electives are required to address specific workplace needs.

Electives recommended for the following areas of work are shown in the table below:

- Project Coordination
- Disability employment services
- Case Management and Intensive support work
- Job placement
- Job search support and training
- Apprenticeship and traineeship programs
- Business development
- Promotion of clients to employers

Elective groups shown in this table are recommended, but not necessarily required for work in the areas identified on the right	Project coordination	Disability employment services	Case management & intensive support work	Job placement	Job search support and training	Apprenticeship and traineeship programs	Business development	Promotion of clients to employers
<u>BSBEMS401B</u> <u>Develop and implement business development strategies to expand client base</u>				✓			✓	
<u>BSBEMS402B</u> <u>Develop and implement strategies to source and</u>				✓			✓	

<u>assess candidates</u>								
<u>BSBEMS403B Develop and provide employment management services to candidates</u>		✓	✓(✓			✓	✓
<u>BSBMKG413A Promote products and services</u>					✓		✓	✓
<u>BSBREL402A Build client relationships and business networks</u>						✓		
<u>BSBPMG407A Apply risk management techniques</u>	✓							
<u>BSBWRK501A Develop, manage and review campaigns and projects</u>	✓							
<u>CHCAD401D Advocate for clients</u>		✓	✓			✓		
<u>CHCCAR501B</u>		✓	✓		✓			

<u>Conduct career guidance interview</u>								
<u>CHCCDP4 01B Deliver service consistent with a career development framework</u>		✓	✓		✓			
<u>CHCCDP4 03B Analyse and apply education and training information</u>		✓	✓		✓	✓		
<u>CHCCDP5 01B Liaise with employers to promote flexible work arrangements</u>		✓	✓	✓		✓	✓	✓
<u>CHCCM40 2D Establish and monitor a case plan</u>		✓	✓					
<u>CHCCM40 1D Undertake case management</u> OR <u>CHCCM40</u>		✓	✓					

<p><u>4A Undertake case management for clients with complex needs</u></p> <p>OR</p> <p><u>CHCCW50 3A Work intensively with clients</u></p>								
<p><u>CHCCS407 B Operate referral procedures</u></p>		✓	✓					
<p><u>CHCCS412 D Deliver and develop client services</u></p> <p>OR</p> <p><u>CHCORG4 23B Maintain quality service delivery</u></p>	✓	✓	✓	✓	✓	✓	✓	✓
<p><u>CHCDIS30 1B Work effectively with people with a disability</u></p>		✓	✓					
<p><u>CHCDIS40 8C Support people with disabilities as workers</u></p>		✓	✓					
<p><u>CHCDIS40 9A Provide</u></p>		✓	✓					

<u>services to people with disabilities with complex needs</u>								
<u>CHCDIS509D Maximise participation in work by people with disabilities</u>		✓	✓					
<u>CHCES304B Deliver recruitment services</u> OR <u>BSBEMS404B Manage the recruitment process for client organisations</u>				✓				
<u>CHCES305B Monitor Australian Apprenticeships arrangements</u>						✓		
<u>CHCES402B Deliver Australian Apprenticeships services</u>						✓		
<u>CHCES404B Promote clients to</u>		✓	✓	✓	✓	✓	✓	✓

<u>employers</u>								
<u>CHCES413</u> <u>A Develop</u> <u>and monitor</u> <u>employmen</u> <u>t plans with</u> <u>clients</u> OR <u>CHCCDP4</u> <u>02B Assist</u> <u>clients to</u> <u>plan and</u> <u>access</u> <u>career</u> <u>pathways</u>		✓	✓		✓			
<u>CHCES416</u> <u>A Plan and</u> <u>provide job</u> <u>search</u> <u>support</u>		✓	✓	✓	✓			
<u>CHCGRO</u> <u>UP403D</u> <u>Plan and</u> <u>conduct</u> <u>group</u> <u>activities</u>		✓	✓		✓			
<u>CHCICS40</u> <u>3A Conduct</u> <u>individual</u> <u>assessment</u> OR <u>CHCCS500</u> <u>A Conduct</u> <u>complex</u> <u>assessment</u> <u>and referral</u>		✓	✓		✓			
<u>CHCICS40</u> <u>2A</u> <u>Facilitate</u> <u>individualis</u> <u>ed plans</u>		✓	✓					

<u>CHCLLN4</u> <u>03A</u> <u>Identify clients with language, literacy and numeracy needs and respond effectively</u>		✓	✓	✓	✓			
<u>CHCMH41</u> <u>1A Work with people with mental health issues</u>		✓	✓					
<u>CHCNET4</u> <u>02A</u> <u>Establish and maintain effective networks</u>	✓	✓	✓	✓	✓	✓	✓	✓
<u>CHCOHC4</u> <u>01A Inform and encourage clients and groups to understand and achieve good oral health</u>		✓	✓		✓			
<u>CHCOHC4</u> <u>02A</u> <u>Support and encourage clients and groups to learn practical aspects of oral health</u>		✓	✓		✓			

<u>care</u>								
<u>CHCOHC404A</u> <u>Recognise and respond to signs and symptoms that may indicate oral health issues</u>			✓		✓			
<u>CHCORG406B</u> <u>Supervise work</u>	✓	✓	✓	✓	✓	✓	✓	✓
<u>CHCORG529B</u> <u>Provide coaching and motivation</u>		✓	✓					
<u>CHCYTH301E</u> <u>Work effectively with young people</u>	✓	✓	✓	✓	✓	✓		
<u>HLTHIR403C</u> <u>Work effectively with culturally diverse clients and co-workers</u>	✓	✓	✓	✓	✓	✓	✓	✓
<u>HLTHIR404D</u> <u>Work effectively with Aboriginal and/or Torres Strait Islander</u>	✓	✓	✓	✓	✓	✓	✓	✓

<u>people</u>								
<u>TAEDEL4 01A Plan, organise and deliver group-base d learning</u>		✓	✓		✓			
<u>TAEDEL4 02A Plan, organise and facilitate learning in the workplace</u>		✓	✓		✓			