



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **CHC42012 Certificate IV in Employment Services**

**Release: 1**

## CHC42012 Certificate IV in Employment Services

### Modification History

CHC08 Version 3	CHC08 Version 4	Comments
CHC42008 Certificate IV in Employment Services	CHC42012 Certificate IV in Employment Services	upgrade core WHS units

### 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 TGA or other public listing

### Core units

CHCCOM403A Use targeted communication skills to build relationships

CHCCS400C 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

CHCORG405E Maintain an effective 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

### 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	<b>Project coordination</b>	<b>Disability employment services</b>	<b>Case management &amp; intensive support work</b>	<b>Job placement</b>	<b>Job search support and training</b>	<b>Apprenticeship and traineeship programs</b>	<b>Business development</b>	<b>Promotion of clients to employers</b>
BSBEMS401B Develop and implement business development strategies to expand client base				✓			✓	
BSBEMS402B Develop and implement strategies to source and assess candidates				✓			✓	

BSBEMS40 3B Develop and provide employment management services to candidates		✓	✓	✓			✓	✓
BSBMKG41 3A Promote products and services					✓		✓	✓
BSBREL402 A Build client relationships and business networks						✓		
BSBPMG40 7A Apply risk management techniques	✓							
BSBWRK50 1A Develop, manage and review campaigns and projects	✓							
CHCAD401 D Advocate for clients		✓	✓			✓		
CHCCAR50 1C Conduct career guidance interview		✓	✓		✓			
CHCCDP40 1B Deliver service consistent with a career		✓	✓		✓			

development framework								
CHCCDP40 3B Analyse and apply education and training information		✓	✓		✓	✓		
CHCCDP50 1B Liaise with employers to promote flexible work arrangements		✓	✓	✓		✓	✓	✓
CHCCM402 D Establish and monitor a case plan		✓	✓					
CHCCM401 D Undertake case management OR CHCCM404 A Undertake case management for clients with complex needs OR CHCCW503 A Work intensively with clients		✓	✓					
CHCCS407 C Operate referral		✓	✓					

procedures								
CHCCS412 E Deliver and develop client services  OR CHCORG42 3C Maintain quality service delivery	✓	✓	✓	✓	✓	✓	✓	✓
CHCDIS301 C Work effectively with people with a disability		✓	✓					
CHCDIS408 D Support people with disabilities as workers		✓	✓					
CHCDIS409 B Provide services to people with disabilities with complex needs		✓	✓					
CHCDIS509 E Maximise participation in work by people with disabilities		✓	✓					
CHCES304 B Deliver recruitment services				✓				



OR BSBEMS40 4B Manage the recruitment process for client organisations								
CHCES305 B Monitor Australian Apprenticesh ips arrangement s						✓		
CHCES402 C Deliver Australian Apprenticesh ips services						✓		
CHCES404 B Promote clients to employers		✓	✓	✓	✓	✓	✓	✓
CHCES413 A Develop and monitor employment plans with clients  OR CHCCDP40 2B Assist clients to plan and access career pathways		✓	✓		✓			
CHCES416 A Plan and provide job search support		✓	✓	✓	✓			

CHCGROU P403D Plan and conduct group activities		✓	✓		✓			
CHCICS403 A Conduct individual assessment  OR CHCCS500 B Conduct complex assessment and referral		✓	✓		✓			
CHCICS402 B Facilitate individualise d plans		✓	✓					
CHCLLN40 3A Identify clients with language, literacy and numeracy needs and respond effectively		✓	✓	✓	✓			
CHCMH411 A Work with people with mental health issues		✓	✓					
CHCNET40 2B Establish and maintain effective networks	✓	✓	✓	✓	✓	✓	✓	✓
CHCOHC40 1A Inform and		✓	✓		✓			

encourage clients and groups to understand and achieve good oral health								
CHCOHC40 2A Support clients and groups to learn practical aspects of oral health care		✓	✓		✓			
CHCOHC40 4A Recognise and respond to signs and symptoms that may indicate oral health issues			✓		✓			
CHCORG40 6C Supervise work	✓	✓	✓	✓	✓	✓	✓	✓
CHCORG52 9B Provide coaching and motivation		✓	✓					
CHCYTH30 1E Work effectively with young people	✓	✓	✓	✓	✓	✓		
HLTHIR403 C Work effectively with culturally	✓	✓	✓	✓	✓	✓	✓	✓

diverse clients and co-workers								
HLTHIR404 D Work effectively with Aboriginal and/or Torres Strait Islander people	✓	✓	✓	✓	✓	✓	✓	✓
TAEDEL40 1A Plan, organise and deliver group-based learning		✓	✓		✓			
TAEDEL40 2A Plan, organise and facilitate learning in the workplace		✓	✓		✓			