Australian Government

Department of Education, Employment and Workplace Relations

CHCCS408B Establish and monitor participation plans

Release: 1

INDUSTRY SKILLS COUNCILS
Creating Australia's Future

CHCCS408B Establish and monitor participation plans

Modification History

Not Applicable

Unit Descriptor

Descriptor	This unit describes the knowledge and skills required to work with the customer to establish and monitor an agreed participation plan that meets short and longer-term needs

Application of the Unit

Application	This unit may apply in a range of community service contexts

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills   This unit contains Employability Skills

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Research all current information on the customer	1.1 Review records of any previous interaction with Centrelink
	1.2 Identify *potential issues* for discussion
	1.3 Research *information* to assist in providing advice for accuracy and relevance
2. Assessment of *circumstance and capacity*	2.1 Assess *barriers* to workforce participation
	2.2 Estimate readiness for increased economic participation
	2.3 Demonstrate support and understanding of the customer's capacity
3. Promote specific benefits to the customer	3.1 Identify future goals
	3.2 Discuss opportunities for increased participation
	3.3 Consider concerns about changes in patterns of participation
	3.4 Provide information and advice to support courses of action

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ELEMENT	PERFORMANCE CRITERIA
4. Develop a plan of action	4.1 Develop achievable and agreed steps
	4.2 Confirm *areas of responsibility* for each step
	4.3 Clarify and agree to involvement of other services
	4.4 Ensure customer agrees to commit to all aspects of the participation plan
	4.5 Record the participation plan in the agreed format
5. Monitor the participation plan	5.1 Monitor delivery of appropriate Centrelink services to ensure agreed services are provided
	5.2 Monitor customer's commitment to agreed actions against the participation plan
	5.3 Check the longer term arrangement to support ongoing progress
	5.4 Check customer progress and satisfaction with the level of support
	5.5 Make improvements to participation plan and service delivery as required

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit.

Essential knowledge:

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 identified work role

These include knowledge of:

- Knowledge of the broader service delivery and training networks in the local area
- A good level of understanding of Centrelink systems and technology;
- Knowledge to enable interpretation and application of policy and legislation

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Research complex situations including the interpretation and application of policy and legislation
- Work independently or in a team based environment
- Engage the customer as a partner in the process
- Assist the customer develop their own understanding of what they could achieve through further economic and social participation

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the

EVIDENCE GUIDE

Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate this unit of competency:	• The individual being assessed must provide evidence of specified essential knowledge as well as skills • Evidence must include observation of performance in the work environment or in a simulated work setting • Evidence must include demonstration over a period of time to ensure consistency of performance
Access and equity considerations:	• All workers in community services should be aware of access, equity and human rights issues in relation to their own area of work • All workers should develop their ability to work in a culturally diverse environment • In recognition of particular issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on Aboriginal and Torres Strait Islander people • Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on Aboriginal and/or Torres Strait Islander clients and communities
Context of and specific resources for assessment:	• This unit can be delivered and assessed independently, however holistic assessment practice with other community services units of competency is encouraged • Resource requirements for assessment include access to: • an appropriate workplace where assessment can be conducted or simulation of realistic workplace setting for assessment • equipment and resources normally used in the workplace

EVIDENCE GUIDE

Method of assessment:	• Observations • Questioning • Evidence gathered from the workplace environment

Range Statement

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Potential issues refers to:	• Broad circumstances of the client such as :
	  • length of time on benefits
	  • changes from type of benefit
	  • language and literacy issues
	  • change in living arrangements
	  • ethnicity
	  • health
	  • age

Information refers to:	• The Centrelink services and other related local services that may assist the client to develop a participation plan

RANGE STATEMENT

Barriers refers to:	• Any circumstance or characteristic that makes participation particularly difficult and requires additional assistance or support Examples of barriers may include: • mental and physical health issues • geographic issues • skills issues
Circumstance and capacity refers to:	• The interaction between the current situation and the individual's ability to establish and monitor a participation plan
Areas of responsibility refers to:	• The need to identify the service or person who will carry out each step ensuring that the customer has areas of responsibility
Centrelink services refers to:	• The Centrelink services available at that location and in other areas

Unit Sector(s)

Not Applicable