



Australian Government

Department of Education, Employment and Workplace Relations

CHCCS410A Facilitate client participation in the organisation and its management

Release: 1

CHCCS410A Facilitate client participation in the organisation and its management

Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit describes the knowledge and skills required to involve service users in organisation's management

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

- | | |
|--|---|
| <p>1. Develop and promote organisation policies and opportunities for <i>client participation</i> in organisation management</p> | <p>1.1 Develop policies to encourage client participation in the organisation, its management and board of management</p> <p>1.2 Create opportunities for regular feedback from <i>clients</i> on service provision</p> <p>1.3 Seek specific feedback on proposals which may directly affect clients</p> |
| <p>2. Identify and address barriers to client participation</p> | <p>2.1 Consult with clients to identify barriers to participation</p> <p>2.2 Develop and implement processes for addressing identified barriers</p> <p>2.3 Develop and implement strategies to receive and address client complaints</p> <p>2.4 Review processes at regular intervals in conjunction with clients</p> |
| <p>3. Support formation of client association</p> | <p>3.1 Identify need for client association</p> <p>3.2 Develop and implement strategy for communication between client association and the organisation</p> <p>3.3 Provide on-going support and training for association as appropriate</p> |

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:

- Principles of client participation
- Principles of community development
- Dealing with cultural diversity
- Principles of effective communication

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Apply functional client-participation structures within the organisation

In addition, the candidate must be able 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 the ability to:

- Facilitate decision-making processes
- Adjust communication to meet differing need
- Facilitate inclusive meetings
- Facilitate conflict resolution

Evidence Guide

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 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
- This unit is most appropriately assessed in the workplace or in a simulated workplace setting under the normal range of workplace conditions
- Consistency in performance should consider client participation requirements within the workplace

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 assessed independently, however holistic assessment practice with other community services units of competency is encouraged
- Resources required for assessment include access to relevant workplace or simulated realistic workplace setting where assessment may take place

EVIDENCE GUIDE

Method of assessment:

- In cases where the learner does not have the opportunity to cover all relevant aspects in the work environment, the remainder should be assessed through realistic simulations, projects, previous relevant experience or oral questioning on 'What if?' scenarios
- Assessment of this unit of competence will usually include observation of processes and procedures, oral and/or written questioning on Essential knowledge and skills and consideration of required attitudes
- Where performance is not directly observed and/or is required to be demonstrated over a 'period of time' and/or in a 'number of locations', any evidence should be authenticated by colleagues, supervisors, clients or other appropriate persons

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.

Clients may include:

- Consumers
- Tenants
- Families of clients
- Other relevant stakeholders

Client participation includes:

- Organisation policies/procedures which require/encourage active participation in organisation decision-making by clients of the service

Unit Sector(s)

Not Applicable