



**Australian Government**

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

# **CHCCS412E Deliver and develop client services**

**Release: 1**

## CHCCS412E Deliver and develop client services

### Modification History

| CHC08 Version 3                               | CHC08 Version 4                               | Comments   |
|---|---|--|
| CHCCS412D Deliver and develop client services | CHCCS412E Deliver and develop client services | ISC upgrade changes to remove references to old OHS legislation and replace with references to new WHS legislation. No change to competency outcome. |

### Unit Descriptor

#### Descriptor

This unit describes the knowledge and skills required to meet the specific needs of a broad range of existing and new clients within a defined framework

### 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

1. Target *client services*

### PERFORMANCE CRITERIA

1.1 In identifying and assessing client needs, give due consideration to individual rights, relevant community requirements and the organisation statutory and legislative environment

1.2 Establish and maintain client profiles in accordance with organisation and legislative requirements and use to monitor delivery of appropriate services

1.3 Develop client service delivery plan to address client needs and rights, including aims and objectives, resourcing implications, evaluation strategies and contingency plans

1.4 Identify and select appropriate client service to meet client needs within the scope of area of responsibility

1.5 Implement a range of mechanisms to ensure regular client service feedback is sought to gauge levels of satisfaction

1.6 Record and analyse client service feedback and report to appropriate personnel to ensure any problems are resolved and improvements implemented

1.7 Where client data and profiles indicate inability of the organisation to meet client needs, redesign services or refer *clients* to another organisation as required

**ELEMENT****PERFORMANCE CRITERIA**

## 2. Deliver client service

2.1 Ensure dealings with clients are consistent with their needs and rights, with accepted practice and codes of conduct of the organisation and duty of care responsibilities

2.2 Ensure service delivered to clients upholds relevant statutory and legislative requirements, the reputation of the organisation and the area of work

2.3 Base client service delivery on accurate and up to date information about client, service options and the service being delivered

2.4 Complete and maintain all appropriate documentation related to client service delivery according to organisation standards

2.5 Implement strategies to ensure client services are routinely reviewed in the light of client needs and rights and organisation policies and capabilities, and implement remedial action as appropriate

## 3. Develop and promote client services

3.1 Promote the service delivery of the organisation wherever opportunities arise

3.2 Promote services to existing and/or potential clients to ensure that the details of the full range of services are understood

3.3 Develop, document and promote a range of service options for clients to facilitate informed client access to services

3.4 Assist clients to identify their needs and rights and select the best available service

## 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 effective client service delivery
- Organisation specific client services provided
- Promotion and marketing of services
- Service delivery skills

#### *Essential skills:*

It is critical that the candidate demonstrate the ability to:

- Establish and maintain a network of service providers
- Incorporate the requirements of all groups in client service delivery
- Demonstrate responsiveness to client needs

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:

- Apply oral communication skills required to fulfil the job role in the organisation/service:
  - oral communication skills may include listening, asking questions, providing encouragement
  - language used may be English, sign language or community language depending on client group
- Apply literacy competence required to fulfil the procedures of the organisation/service:
  - language used may be English or community language depending on the service/organisation
- Utilise relevant information technology effectively in line with work health and safety (WHS) guidelines

## 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
- Assessment must include assessment of competency in dealing with a range of existing and new clients

*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:*

- Assessment may include observations, questioning or evidence gathered from the workplace e.g. testimonial from clients and colleagues, promotional material etc.

## 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.

### *Client services are:*

- Specific to the organisation

### *Clients may include:*

- Self referral or referred
- Individual members of the public
- Other organisations, community groups and individuals
- Other work areas of the organisation
- Senior management

### *Special client needs could relate to:*

- Disabilities
- Language
- Gender
- Culture
- Age
- Location

## **Unit Sector(s)**

Not Applicable