



Australian Government

Department of Education, Employment and Workplace Relations

CHCCSL506A Apply counselling therapies to address a range of client issues

Release: 1

CHCCSL506A Apply counselling therapies to address a range of client issues

Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit describes the knowledge and skills relating to using a range of counselling therapies to assist clients in dealing with a variety of life issues

Application of the Unit

Application

The counselling skills described in this unit are intended for application in the context of counselling work and may require additional knowledge to address specific workplace requirements

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Pre-requisite

This unit must be assessed after achievement of related unit:

- CHCCSL502A Apply specialist interpersonal and counselling interview skills

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. Use techniques from a range of *counselling therapies*

PERFORMANCE CRITERIA

- 1.1 Apply knowledge of at least five counselling therapies
- 1.2 Identify the applications, benefits and limitations of common counselling therapies in the context of own work role
- 1.3 Demonstrate the application of counselling techniques and processes from these therapies
- 1.4 Combine counselling techniques and processes from different therapies in an effective way

ELEMENT**PERFORMANCE CRITERIA**

2. Confirm suitability of counselling techniques in specific situations

2.1 Clarify specific *client needs and issues* and agreed desired changes to be addressed, including analysis of client's developmental status and response to change

2.2 Identify application and limitations of identified counselling techniques in addressing client needs, issues and goals

2.3 Identify client and counsellor roles in therapeutic process in relation to a range of counselling techniques

2.4 Identify own level of comfort and/or issues in relation to using identified counselling techniques

2.5 Select most appropriate counselling technique/s for application in identified situations

3. Apply counselling techniques to address specific client issues and/or needs

3.1 Demonstrate appropriate and effective use of counselling techniques in assisting clients to deal with a range of issues

3.2 Use *counselling skills* appropriately in the context of each counselling modality and technique

3.3 Explain rationale for using specific techniques and evaluate effectiveness of the technique in context

3.4 Review own role as counsellor and in applying each technique and identify areas for improvement and/or changes in approach for the future

3.5 Identify indicators of *client issues requiring referral* and report or refer appropriately, in line with organisation requirements

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:

- Historical development, terminology and underpinning concepts and principles relating to a range of counselling therapies in common use and processes used in their application
- Applications, benefits and limitations of at least five common counselling therapies
- Roles of counsellor and client in relation to a range of counselling therapies and techniques
- Indicators of client issues requiring referral
- Legal and ethical issues relating to working as a counsellor
- Government legislation, regulations, policies and standards

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Apply high level counselling skills in a range of counselling situations and using at least five counselling therapies
- Demonstrate the application of counselling techniques and processes from five counselling therapies relevant to own work role
- Analyse client information to clarify a range of client needs and issues
- Identify suitability of a range of counselling techniques in identified situations to address a range of client needs and issues
- Use counselling techniques appropriately and effectively when assisting clients to deal with a range of issues
- Identify indicators of client issues requiring referral and make appropriate referral
- Maintain confidentiality of client information

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

REQUIRED SKILLS AND KNOWLEDGE

These include the ability to:

- Demonstrate ongoing reflection on and development of capability to meet professional standards

In particular, assessment must confirm the ability to:

- elicit, analyse and interpret feedback
- reflect on feedback and integrate learning to improve practice
- effectively use supervision and peer support to maintain self awareness and practice skills
- Work with an awareness and sensitivity to conflict, culture and context
- Analyse culturally different viewpoints and take them into account in personal development and professional practice
- Relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities
- Maintain appropriate documentation in a counselling role

REQUIRED SKILLS AND KNOWLEDGE

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
- Evidence of competence must be demonstrated in relation to at least four client issues, using at least five counselling therapies, which must include:
 - cognitive behaviour therapy
 - person-centred therapy
- This unit of competency will be assessed in the workplace or in a simulated workplace and under the normal range of workplace conditions
- Evidence of competency in this unit will need to be assessed over a period of time in order to gather evidence of performance
- This will include contexts applicable to the work environment, such as actual or simulated workplace situations involving a combination of direct, indirect and supplementary forms of evidence
- Evidence will be determined by selection from the Range Statement, justified in terms of work requirements, work roles and responsibilities and occupational specialisations

EVIDENCE GUIDE

- 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
 - Where assessment is conducted within the workplace there are no resource implications above those normally available in the workplace
- Method of assessment:*
- For valid and reliable assessment of this unit, competency should be demonstrated in a range of situations which **must** include observation of performance in an actual workplace or in a setting that realistically simulates work conditions:
 - observation should include key aspects described in elements, performance criteria and relevant aspects of the Range Statement of the unit
 - where face-to-face observation is not possible, video recordings may be provided
 - In addition assessment methods may include:
 - written questioning
 - role play
 - supervised/guided discussion
 - candidate's critique of their 'performance' to demonstrate cognitive understanding of theory

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.

Counselling therapies must include:

- Cognitive behaviour therapy
- Person-centred therapy

Additional elective counselling therapies may include but are not limited to:

- Behaviour therapy
- Expressive therapies
- Family therapy
- Gestalt therapy
- Narrative therapies
- Solution focused therapy
- Transactional analysis

*Competence should be assessed in relation to **at least four client issues** which may include:*

- Children/adolescents
- Domestic violence
- Family issues
- Grief and loss
- Parenting
- Pregnancy
- Relationship
- Self-esteem
- Social isolation
- Stress management

RANGE STATEMENT

Counselling skills may include, but are not limited to:

- High level communication skills
- Advanced skills in observation, questioning and providing feedback
- Appropriate use of micro-skills for influence
- Analysis of behaviour to identify and/or clarify underpinning beliefs and values
- Accurate note taking in the counselling environment and reflection on counselling interactions
- Role modelling
- Reflection on own involvement in counselling, including reactions, responses, emotional involvement, objectivity, areas of self-deception and influencing the counselling process

Client issues requiring referral may include, but are not limited to:

Indicators relating to potential:

- Child protection issues
- Suicide prevention/intervention
- Domestic and family violence
- Mental health issues
- Alcohol and other drugs (AOD) issues

Unit Sector(s)

Not Applicable