Australian Government

Department of Education, Employment and Workplace Relations

CHCCSL507B Support clients in decision-making processes

Release: 1

CHCCSL507B Support clients in decision-making processes

Modification History

CHC08 Version 3	CHC08 Version 4	Description
CHCCSL507A Support clients in decision-making processes	CHCCSL507B Support clients in decision-making processes	Unit updated in V4. 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 support clients in planning a course of action

Application of the Unit

Application	The basic counselling skills described in this unit are intended for application in the context of delivering a range of community services
	Assessment may require additional knowledge specific to a particular community services or health sector

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. Assist clients in clarifying their aims and requirements	1.1 Clearly explain to clients the policy on record-keeping and confidentiality
	1.2 Encourage clients to identify and explore overall aims, requirements, and ideas for meeting them
	1.3 Encourage clients to feel at ease and express themselves
	1.4 Identify practical goals and requirements, and discuss with clients how these might be modified
	1.5 Identify with clients potential courses of action for meeting individual aims and requirements
	1.6 Where aims and requirements of clients cannot be met, refer clients to appropriate alternative sources of guidance and support
	1.7 Identify indicators of *client issues requiring referral* and report or refer appropriately, in line with organisation requirements

ELEMENT	PERFORMANCE CRITERIA
2. Enable clients to explore possible courses of action	2.1 Explore with clients factors which could influence the preference for and ability to achieve a course of action
	2.2 Explore with clients features of and likely consequences of possible courses of action
	2.3 Check client understanding of what is involved in each course of action
	2.4 Help clients to assess advantages and disadvantages of each possible course of action, and their overall appropriateness for meeting particular client requirements
	2.5 Encourage clients to decide on a course of action and to consider alternatives which could be used if necessary
	2.6 Document decisions and agreed support within organisation guidelines

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:

- Referral protocols
- Necessary self awareness including:
    - role within the organisation
    - limits of competence and responsibility
    - personal strengths and limitations
    - individual needs for support and supervision
    - capacity to be non-judgemental and/or difficulty with this
- Agency/organisation model/s of counselling and intervention
- Indication of physical or mental ill health
- Key and major psychology theories
- Obstacles to counselling process
- Human life stage development
- Policy and principles and procedures to secure and maintain confidentiality including note-taking, record and log keeping and identity protection
- Relevant legislation and ethical code of practice
- Development of   a range of possible interventions

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Work within the counselling framework.
- Managing own values so they do not impede effective work and managing the stress of the work

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:

REQUIRED SKILLS AND KNOWLEDGE

- Demonstrate application of skills in:
    - problem solving
    - counselling processes and methods
    - respect for client strengths or particular needs
    - capacity to maintain and critique realistic limits for agency service and client expectations
- Maintain documentation as required, including effective use of relevant information technology 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 - 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

Community Services and Health Industry Skills Council

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
	• Resource requirements for assessment include access to an appropriate workplace or an environment capable of accurately simulating the workplace for assessment purposes

EVIDENCE GUIDE

Method of assessment:	• For valid and reliable assessment of this unit, competency should be demonstrated in a range of situations which ***may*** 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
- candidate's critique of their 'performance' to demonstrate cognitive understanding of theory
- written questioning
- relevant case studies and/or scenarios
- role play
- focused discussion

Related units:	This unit is recommended to be assessed in conjunction with related unit:

- CHCCSL501A Work within a structured counselling process

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.

RANGE STATEMENT

Referral may include to specialist services/agencies such as:	• Medical • Psychiatric • Grief and Loss • Various compulsions (such as gambling) • Financial counselling
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 issues

Unit Sector(s)

Not Applicable