



Australian Government

Department of Education, Employment and Workplace Relations

CHCCW301C Operate under a casework framework

Release: 1

CHCCW301C Operate under a casework framework

Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit describes the knowledge and skills required to optimise the effectiveness of interaction with client by using appropriate skills to implement a case plan

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. *Establish an appropriate working relationship with clients*

PERFORMANCE CRITERIA

- 1.1 Routinely utilise effective communication strategies to ensure:
 - clients identify their needs
 - individual and cultural differences are accommodated
- 1.2 Define the rights and responsibilities of clients and workers and establish and maintain appropriate boundaries
- 1.3 Assist clients, where appropriate, to obtain counselling or communication skills training
- 1.4 Identify client's information needs and agree and implement actions to satisfy these as appropriate
- 1.5 Maximise interaction with clients by utilising appropriate communication, thoroughly exploring problems and possible solutions, and providing a supportive environment which encourages clients to take control of their lives

ELEMENT

2. Uphold the rights and responsibilities of clients

PERFORMANCE CRITERIA

- 2.1 Define and agree the rights of clients and the range of options for addressing these
- 2.2 Discuss client responsibilities with each client to ensure common understanding
- 2.3 Recognise and explain individual and cultural differences relating to rights and responsibilities, and identify strategies to deal with these
- 2.4 Identify appropriate services required by the client and plan their delivery in consultation with the client and other relevant people

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:

- Communication techniques and models
- Organisation policies, procedures and philosophies
- Legislative and statutory requirements
- Conventions on rights of children, young people, civil rights and basic human rights
- Service protocols, processes and models
- Basic counselling techniques
- Basic information collection techniques
- Client/worker relationship
- Range of available services
- Indicators of abuse and appropriate intervention strategies
- Family structures and dynamics

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Facilitate communication of rights, responsibilities, limits and extents of roles and service provision
- Observe and collect feedback about behaviour, actions, progress with goals
- Identify limits of role and taking actions to contact appropriate people
- Present information within an informal and formal setting
- Apply knowledge related to organisation and legislative requirements

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

REQUIRED SKILLS AND KNOWLEDGE

the identified work role

These include the ability to:

- Demonstrate application of skills in:
 - communication and establishing rapport
 - client assessment and behaviour observation
 - determining and maintaining role boundaries
 - use of personal and professional authority and influence to support or confront
 - behaviour management
 - stress management

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 will be most appropriately assessed in the workplace or in a simulated workplace and under the normal range of workplace conditions

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
 - Resources required for assessment of this unit include access to:
 - an appropriate workplace where assessment can take place or simulation of realistic workplace setting for assessment
- Method of assessment:*
- Assessment may include observations, questioning or evidence gathered from the workplace

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.

Establish an appropriate working relationship will include contexts such as:

- Contact with a service on a voluntary or involuntary basis
- Request for general or specific information
- Pre, during and post intervention

Establishing a relationship with clients will be carried out within requirements established by:

- Relevant international conventions on civil, human rights
- Cultural protocols, taboos and systems
- Organisation mission, philosophy and practices

Unit Sector(s)

Not Applicable