



Australian Government

Department of Education, Employment and Workplace Relations

CHCES311B Work effectively in employment services

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit describes the knowledge and skills required to prepare a person to work in the employment services area

Application of the Unit

Application

This unit of competency may contribute toward recognition as a 'certified employment service practitioner' in line with the National Employment Services Association (NESA) standards

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. Identify key aspects of the employment services area | 1.1 Identify key organisations and <i>stakeholders</i> and their roles in the employment services area
1.2 Identify types and general features of services available to assist clients gain and retain employment |
| 2. Operate effectively within the employment services area | 2.1 Demonstrate working knowledge of current and emerging <i>issues affecting the employment services area</i>
2.2 Apply understanding of common <i>barriers to employment</i> and retention
2.3 Demonstrate understanding of cross cultural issues in work practices
2.4 Actively promote the value of diversity in the workplace
2.5 Share knowledge and skills with others |

ELEMENT	PERFORMANCE CRITERIA
3. Use other services to assist clients secure suitable employment	<p>3.1 Recognise service boundaries</p> <p>3.2 Identify internal and external <i>resources to whom clients may be referred for assistance</i></p> <p>3.3 Access current information on other services</p> <p>3.4 Refer clients appropriately to other services</p>
4. Meet <i>duty of care</i> and legal responsibilities	<p>4.1 Ensure all work practices comply with <i>legislation relevant to the delivery of employment services</i></p> <p>4.2 Meet duty of care responsibilities when delivering employment services</p>
5. Act ethically in the delivery of employment services	<p>5.1 Meet industry standards of ethical practice</p> <p>5.2 Meet <i>organisation standards</i> of ethical behaviour</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:

- Appropriate services and programs available to assist clients, including nationally recognised training
- Assistance available to employers
- Current and emerging issues relating to work in the employment services area
- Key stakeholders (individuals and organisations) in employment services area
- National Vocational Education and Training (VET) system
- Principles of duty of care and ethical behaviour
- Relevance of the work role and functions to maintaining sustainability of the workplace, including environmental, economic, workforce and social sustainability
- Relevant State and Federal government legislation
- Understanding the impact and effects of unemployment on clients

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Demonstrate in work practices, the application of legislation relevant to the delivery of employment services
- Demonstrate knowledge and understanding of the principles of duty of care and ethical behaviour
- Demonstrate understanding of principal client groups, their needs and barriers to employment, and how this knowledge affects work plans and activities
- Demonstrate understanding of the range and roles of organisations and stakeholders in the employment services area, and how services available can be utilised to assist clients

In addition, the candidate must be able to effectively do the task outlined in elements and

REQUIRED SKILLS AND KNOWLEDGE

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 basic research skills to access information on stakeholders and their needs and services
- Apply interpersonal skills including working with others, empathy with clients and an ability to relate to persons from diverse backgrounds
- Apply oral communication skills (language competence) required to fulfil job roles as specified by the organisation/service
Oral communication skills include skills to provide and impart information on processes, obligations, and options; and to liaise internally and with external organisations
- Apply technology skills to use business equipment and software applications
- Apply written communication skills (literacy competence) required to fulfil job roles as specified by organisation/service
The level of skill may range from reading and understanding organisation policies and procedures to preparing business correspondence and records of interview
- Recognise and act upon opportunities to enhance sustainability in the workplace

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 must include observation of performance in the work environment or in a simulated work setting or the inclusion of assessment tasks that are realistic and relevant to work in an employment services area

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 assessed independently, however holistic assessment practice with other community services units of competency is encouraged
 - Resource requirements for assessment include access to:
 - a relevant workplace or an appropriately simulated environment where assessment may take place
 - equipment and resources normally used in the workplace
- Method of assessment may include:*
- Observations
 - Questioning
 - Case studies
 - Skills tasks
 - Written assignments
 - Evidence gathered from the workplace environment
 - Third party reports
 - Demonstration over a period of time to ensure consistency of performance

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.

Stakeholders are organisations and individuals who may include but are not limited to:

- Area Consultative Committees
- Australian Apprenticeships Support Services
- Centrelink
- Clients (i.e. job-seekers and employers)
- Community organisations
- CRS Australia
- Disability Employment Network
- Employers and employer peak bodies
- Federal, State and Local government departments and agencies
- Group Training Companies
- Job Network
- Organisations providing services to assist clients to secure suitable employment, including those funded by State and Federal government
- Training organisations
- Vocational Rehabilitation Services

RANGE STATEMENT

Issues affecting the employment services area may include but are not limited to:

- Changes and trends in work
- Changing needs and expectations of clients (i.e. job-seekers and employers)
- Government policies and priorities relating to employment and training
- International labour conventions
- Linkages between labour market programs and services
- Outsourcing of government services

Client groups may include but are not limited to:

- Aboriginal and Torres Strait Islander peoples
- Apprentices and trainees
- Ex-offenders
- Long-term unemployed people
- Mature aged people
- People from non English speaking backgrounds
- People returning to the workforce following a lengthy absence, illness, injury or other incapacity
- People with disabilities
- Refugees
- Sole parents
- Those at risk of becoming long-term unemployed, without the provision of assistance
- Youth
- Youth at risk of long term unemployment

RANGE STATEMENT

Barriers to employment are any factors that affect a person's prospects of securing suitable employment

They may include but are not limited to:

- Age
- Availability of suitable local employment opportunities
- Culture
- Disability
- Factors such as self-esteem, motivation, attitude, perceptions
- Health issues
- Language
- Limited work experience or gaps in work history
- Literacy and numeracy needs
- Non recognition of qualifications in Australia
- Personal factors such as hygiene, grooming, dress and appearance
- Skill level in relation to demands of labour market
- Social and economic circumstances

Resources to whom clients may be referred for assistance may include but are not limited to:

- Advocacy groups
- Centrelink
- Community organisations
- Educational institutions
- Government agencies and departments
- Health practitioners and professionals
- Industrial Relations Commission
- Members of Parliament
- Ombudsman
- Organisations delivering training and employment related programs funded by Federal, State and Local governments
- Professional service providers
- Rehabilitation providers
- Training providers

RANGE STATEMENT

Legislation relevant to the delivery of employment services includes, but is not limited to:

- Archives Act
- Corporations law
- Crimes Act
- Disability Services Act
- Employment Agents Act
- Federal legislation designed to address discrimination, e.g. Sex Discrimination Act, Racial Discrimination Act, Disability Discrimination Act
- Financial Management and Accountability Act
- Freedom of Information Act
- Human Rights and Equal Opportunity Act
- Industrial and Workplace Relations Act
- Occupational Health and Safety Act
- Privacy Act
- Social Security Act
- State child protection legislation
- State legislation designed to address discrimination
- Trade Practices Act

Duty of care responsibilities relate to but are not limited to:

- Adherence to all legislative and statutory requirements
- Adherence to industry standards of ethical practice
- Applying principles of natural justice
- Providing complete, relevant and timely information to clients, employers and other stakeholders at all times

Organisation standards for ethical behaviour may include but are not limited to:

- Avoidance of conflicts of interest
- Confidentiality of information
- Professional relationships
- Written or oral standards, stated or implied by the way the organisation conducts its business

Unit Sector(s)

Not Applicable