



Australian Government

Department of Education, Employment and Workplace Relations

CHCES312A Deliver contracted employment services

Release: 1

CHCES312A Deliver contracted employment services

Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit describes the knowledge and skills required to comply with government contractual requirements relating to the delivery of employment services

Application of the Unit

Application

This unit applies to work in an employment services context

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 requirements of <i>government contract</i> | 1.1 Demonstrate knowledge of purchaser role
1.2 Identify service provider's contractual responsibilities
1.3 Identify key contractual compliance requirements in job role |
| 2. Comply with <i>contractual requirements</i> | 2.1 Meet contractual requirements relevant to job role
2.2 Report potential and actual non-compliance issues to management |
| 3. Follow organisation policies and procedures for contractual compliance | 3.1 Apply organisation policies and procedures relevant to contractual compliance
3.2 Maintain documents and records to meet organisation requirements
3.3 Monitor individual outcomes against contractual performance requirements |

ELEMENT

PERFORMANCE CRITERIA

4. Monitor contractual compliance in job role

4.1 Monitor own performance against contractual compliance in job role

4.2 Identify and rectify any potential or actual non-compliance in job role

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:

- Identity, roles and needs of key stakeholders involved in contract management and delivery
- Contractual requirements
- Ramifications of non-compliance
- Relevant legislation
- The principles of anti-discrimination, duty of care, ethical behaviour, natural justice

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Demonstrate understanding of the role of the purchaser and the needs of key stakeholders involved in contract management and delivery
- Explain contract provisions relevant to own job role and responsibilities
- Apply relevant organisation policies and procedures that relate to contractual compliance

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:

- Access contractual documentation and organisation policies and procedures; needs of stakeholders; and legislation relevant to employment services
- Apply oral communication skills required to liaise with other stakeholders and colleagues, providing and eliciting information from clients and employers, and acknowledging and responding to a range of views
- Apply written communication skills required to fulfil job roles as specified by

REQUIRED SKILLS AND KNOWLEDGE

organisation/service:

- the level of skill may range from reading and understanding contracts and organisation policies and procedures, to documenting needs/ requirements of clients and employers, to preparing correspondence and business documents
- Apply interpersonal communication skills including working with others, displaying empathy with clients and an ability to relate to persons from diverse backgrounds and with multiple barriers to employment
- Apply problem solving skills to solve problems relating to contractual compliance, including compliance with code of practice

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 or projects
 - 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.

Government includes:

- Federal
- State
- Local

Contract includes, but is not limited to:

- Contracts to deliver employment services entered into with government

RANGE STATEMENT

Contractual requirements include, but are not limited to:

- Types of contracted services/ business streams
- Service delivery methods and standards
- Standards for documentation/ record-keeping and for management of information
- Performance requirements (quantitative and qualitative), performance milestones
- Performance analysis methods, including audit processes
- Legislation relevant to delivery of employment services
- Codes of practice
- Duty of care provisions
- Conflicts of interest
- Fees, payment processes and schedules; payable and non payable outcomes
- Fraud prevention measures
- Contract dispute processes
- Penalties and implications of non-compliance with contractual requirements
- Services to priority client groups

RANGE STATEMENT

*Relevant legislation relates to,
but is not limited to:*

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

Unit Sector(s)

Not Applicable