



Australian Government

Department of Education, Employment and Workplace Relations

CHCES415A Monitor and improve contracted employment services

Release: 1

CHCES415A Monitor and improve contracted employment services

Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit describes the knowledge and skills required to monitor and improve contractual compliance in the delivery of employment services in a team or in own job role

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. Meet *contractual requirements*

1.1 Identify key contractual requirements related to service delivery

1.2 Determine key activities to deliver services in accordance with contract

1.3 Allocate resources accordingly

2. Monitor compliance with government contract

2.1 Use *monitoring mechanisms* and tools to evaluate compliance with *government contract*

2.2 Identify areas for improvement in contractual compliance

2.3 Report any potential or actual non-compliance issues to management

3. Implement improvements to contractual compliance

3.1 Develop action plans to improve delivery of contractually compliant services

3.2 Implement and regularly monitor action plans to ensure progressive improvement of contractual compliance

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:

- Contractual requirements
- Organisation policies and procedures pertaining to contract compliance
- Relevant legislation
- The principles of anti-discrimination, duty of care, ethical behaviour, natural justice
- Implications for organisation and self of non compliance with contractual requirements
- Performance monitoring process
- Audit processes
- Continuous improvement processes

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Demonstrate understanding of the relevance of key contractual requirements to own role and responsibilities, and those of the work group
- Monitor compliance with the contract via a range of appropriate methods
- Adjust plans, processes and procedures to improve performance against key contractual requirements
- Demonstrate understanding of government audit processes and 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 the identified work role

These include the ability to:

- Demonstrate application of skills, including:

REQUIRED SKILLS AND KNOWLEDGE

- research skills to access information on government contract
- analytical skills to analyse performance against contractual requirements and identify areas for improvement
- problem solving skills to identify strategies to improve contractual compliance
- planning skills to plan for improved contractual compliance performance
- written communication skills (literacy competence) to prepare contractually compliant documentation and reports
- oral communication skills (language competence) to convey contractual information and work with colleagues to improve delivery of contractually compliant services
- technology skills to use business equipment and software

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.

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
- 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

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
- State legislation relating to child protection

RANGE STATEMENT

Monitoring mechanisms may include, but are not limited to:

- Records and reports of work achievements against performance standards and measures
- Internal audit processes
- Regularly scheduled statistical monitoring of performance using organisation information systems
- Random checking of files and other documentation, both hard copy and electronic
- Customer surveys/ follow up
- Complaint registers

Follow up action to address performance shortfalls may include, but are not limited to:

- Strategies in accordance with work group business and performance improvement plans
- Quality and continuous improvement processes of the organisation
- Skill and knowledge development of individuals and groups
- Process improvement strategies
- Clarification of roles and performance expectations relating to individuals and groups
- Team effectiveness improvement measures
- Communication improvement strategies

Government audit requirements may include access to the following, but are not limited to:

- Case files, hard copy and electronic
- Client and employer records of all types
- Complaints register and policy
- Client feedback processes
- Information on record management
- Details of assistance provided to clients and employer
- Claim records
- Fraud prevention processes

Unit Sector(s)

Not Applicable