



Australian Government

Department of Education, Employment and Workplace Relations

CHCIC501B Manage children's services workplace practice to address regulations and quality assurance

Release: 1

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Modification History

Version 3	Version 4	Comments
CHCIC501A Manage children's services workplace practice to address regulations and quality assurance	CHCIC501B Manage children's services workplace practice to address regulations and quality assurance	Unit updated in V4. ISC upgrade changes to remove reference to OHS legislation and replace with reference to new WHS legislation. No change to outcome.

Unit Descriptor

Descriptor

This unit describes the knowledge and skills required to facilitate the evaluation of an organisation involved in delivery of children's services through a quality assurance process and to manage regulatory compliance

Application of the Unit

Application

This unit applies to workers in children's services workplaces

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. Facilitate an organisation self evaluation process | 1.1 Conduct focus groups, questionnaires and/or interviews with clients to receive feedback
1.2 Conduct focus groups, questionnaires and/or interviews are with other <i>stakeholders</i> to receive feedback
1.3 Conduct record audits
1.4 Complete self evaluation report for the organisation in which practice is reviewed against nominated <i>standards and regulations</i>
1.5 Complete appropriate <i>documentation</i> |
| 2. Facilitate the development of a quality improvement plan | 2.1 Assess the organisation's performance against the standards and identify gaps and opportunities for improvement
2.2 Develop strategies to address identified gaps and implement improvements
2.3 Where appropriate, consult relevant stakeholders in developing a quality improvement plan |

ELEMENT

PERFORMANCE CRITERIA

- | | |
|---|--|
| 3. Implement a quality improvement plan | 3.1 Develop quality improvement workplan, including performance criteria and timeframes to evaluate progress
3.2 Regularly monitor the quality improvement workplan
3.3 Prepare regular reports against the workplan and present to relevant parties
3.4 Revise workplan according to relevant feedback |
| 4. Coordinate the organisation for an external evaluation | 4.1 Inform and involve relevant stakeholders about the external evaluation process
4.2 Schedule interviews with staff and management where appropriate
4.3 Prepare all documentation for examination
4.4 Identify strategies to ensure continuous improvement mechanisms and integrate into work systems |
| 5. Interpret and evaluate regulations and quality assurance standards relating to children's services | 5.1 Maintain current knowledge of regulations and quality assurance standards for the children's services industry
5.2 Interpret and meet regulatory requirements in a timely manner and within the limits of own job role and expertise.
5.3 Seek advice from a higher authority if interpretation is not clear or possible
5.4 Analyse compliance outcomes and report on suggested strategies for increasing compliance
5.5 Report on compliance issues in line with regulations, standards, legislation and organisation requirements |

ELEMENT

6. Manage legislative and regulatory compliance in children's services organisation

PERFORMANCE CRITERIA

- 6.1 Demonstrate conduct to show commitment to compliance with children's services regulations and relevant quality assurance standards
- 6.2 Provide opportunities and encourage staff to discuss, clarify and meet regulatory requirements
- 6.3 Confirm staff understanding of regulatory and standards obligations and determine needs for professional development
- 6.4 Undertake risk assessment for non compliance with regulations and quality assurance standards for the children's service industry
- 6.5 Develop strategies to address risk according to organisation policy
- 6.6 Create learning opportunities for all staff from situations of compliance and non compliance without compromising confidentiality or privacy

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:

- Legislation, standards and regulations relevant to the children's services industry
- Knowledge of process for engaging stakeholders in the planning and consultation stages of quality assurance
- Knowledge of systems to support the quality assurance process - including government and non government consultants, resources and personnel
- Best practice principles and emerging trends in service delivery area
- Quality assurance standards and practices
- Systemic approaches to developing work plans including the development of objectives and performance criteria
- Compliance requirements for regulations within the children's service industry
- Currency of knowledge about regulations, quality assurance standards and legislation
- Systems to monitor and ensure compliance with regulatory requirements by all staff as required

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Demonstrate understanding of quality assurance processes
- Locate and interpret regulations, quality assurance standards and complex legislation
- Disseminate information about compliance requirements in a manner that is comprehensible accurate for staff to implement strategies to meet compliance requirements
- Analyse information about compliance and non compliance and report on this to relevant people
- Coordinate a self assessment process at an organisation level
- Maintain knowledge of best practice

REQUIRED SKILLS AND KNOWLEDGE

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 in:
 - goal setting
 - communication
 - ability to develop policy
 - evaluation and review
 - consultation
 - report writing

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 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 a relevant workplace or appropriately simulated environment where assessment may take place
- Method of assessment may include:*
- Observation
 - Written assessment
 - Case studies
 - Evidence of materials developed in the workplace
 - Questioning
 - Documentation/written reports

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.

Standards and regulations may include but are not limited to:

- Child care regulations
- Care Quality Assurance Standards
- Legislation:
 - work health and safety (WHS)
 - child protection and mandatory reporting
 - privacy
 - equal employment opportunity

Documentation may include but is not limited to:

- Policies and procedures
- Records
- Continuous improvement plans
- Procedural forms, checklists, etc
- Self study report
- Policies and procedures

Stakeholders may include but are not limited to:

- Staff
- Families and children
- Government departments
- Management
- Other service providers
- Local community
- Funding bodies
- National Childcare Accreditation Council
- Management body

Unit Sector(s)

Not Applicable