



Australian Government

Department of Education, Employment and Workplace Relations

CHCPOL301B Participate in policy development

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit describes the knowledge and skills required to participate in research and consultation processes which inform policy development

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. Assist in the policy development of the organisation

PERFORMANCE CRITERIA

- 1.1 Provide information to supervisor when requested, about impact of organisation policies on clients and *relevant others*
- 1.2 Provide views and opinions of clients and relevant others to supervisor when requested
- 1.3 Report concerns regarding job responsibilities to supervisor
- 1.4 Relate suggestions on changes to policy to supervisor when requested

ELEMENT

2. Contribute to collection of data for research purposes

PERFORMANCE CRITERIA

- 2.1 Undertake data collection in the manner prescribed
- 2.2 Carry out *research and consultation with clients* and relevant others under guidance of supervisor
- 2.3 Follow organisation policies and procedures when conducting research and consultation
- 2.4 Complete research and consultation within established timeframes
- 2.5 Gather information in a manner that respects cultural and individual differences
- 2.6 Maintain confidentiality of information gathered
- 2.7 Provide information gathered to supervisor in the format requested

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:

- Organisation policies impacting on the worker's own area of responsibility
- Aspects of government policies directly related to own area of responsibility
- The limits of worker's role and competence

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Demonstrate participation in policy development:
 - in relation to own area of responsibility
 - employing either verbal or written means to provide information and feedback
 - as part of a team, or as required in the workplace

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:
 - questioning and clarification, on a familiar workplace issue/topic/research policy:
 - language used may be English or a community language
 - report writing, on a familiar workplace issue/topic/research policy:
 - reports may vary in complexity from filling in a set form to writing a short report
 - literacy support available in the workplace to complete reports may vary from support and assistance from a supervisor to no support available
 - language used may be English or community language

REQUIRED SKILLS AND KNOWLEDGE

- Group participation

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

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

EVIDENCE GUIDE

- 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 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 and evidence gathered from the workplace environment

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.

- Information and feedback for policy development processes may be provided:*
- Verbally
 - Or written
 - At formal or informal meetings
- Relevant others may be:*
- Family members
 - Other services

RANGE STATEMENT

Consultation with clients may be:

- In language appropriate to the client group spoken, signed, gestures
- Using oral, written or visual methods
- Using third party translator/interpreter

Research and information may be sought on:

- Emergencies
- Occupational health and safety
- Referrals
- Reporting
- Philosophy
- Goals, objectives, targets
- Recording
- Accountability
- Code of conduct and ethical behaviour
- Duty of care

Research and consultation may include:

- Asking set questions as specified by supervisor
- Helping client or relevant others to fill in a questionnaire

Unit Sector(s)

Not Applicable