



CHC02 Community Services Training Package

Volume 2 of 5 Qualifications Framework

**The contents of this publication refer only to the endorsed components of
CHC02 Community Services Training Package.**

**This volume should not be read in isolation but in the context of the
Training Package as a whole.**

The other endorsed components of this Training Package are:

Volume 1: Assessment Guidelines

Volume 3: National Competency Standards

Volume 4: National Competency Standards (Imported Units)

Volume 5: Employability Skills.

Endorsed by NTQC and agreed by Ministers in December 2002.

This Training Package is to be reviewed by 31 December 2005.

CHC02 Community Services Training Package

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Published by: Community Services and Health Industry Skills Council
PO Box 49, Strawberry Hills NSW 2012
Phone: +61 2 9270 6600 Fax: +61 2 9270 6601
W: www.cshisc.com.au e-mail: admin@cshisc.com.au

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Preliminary Information

Important Note to Users

Training Packages are not static documents; they are amended periodically to reflect the latest industry practices and are version controlled. It is essential that the latest version is always used.

Check the version number before commencing training or assessment

This Training Package is Version 3 — check whether this is the latest version by going to the National Training Information Service (www.ntis.gov.au) and locating information about the Training Package. Alternatively, contact Community Services and Health Industry Skills Council (www.cshisc.com.au) to confirm the latest version number.

Explanation of version number conventions

The primary release Training Package is Version 1. When changes are made to a Training Package, sometimes the version number is changed and sometimes it is not, depending on the extent of the change. When a Training Package is reviewed it is considered to be a new Training Package for the purposes of version control, and is Version 1. Do not confuse the version number with the Training Package's national code (which remains the same during its period of endorsement).

Version modification history — Version 3

The version details of this endorsed Training Package are in the table below. The latest information is at the top of the table.

Version	Release Date	Comments
3	2008	<p>Category 1 Change – corrections to packaging of the following qualifications:</p> <p>Certificate IV in Youth Work</p> <ul style="list-style-type: none">CHCYTH8B Manage service response to young people in crisis was incorrectly packaged as a compulsory unit. The correct competency CHCYTH6C Provide appropriate services for young people has now been re-instated. <p>CHC50102 Diploma of Disability Work</p> <ul style="list-style-type: none">CHCCM3B Develop, facilitate and monitor all aspects of case management has been re-instated as a compulsory unit where it had previously been incorrectly removed. <p>CHC60202 Advanced Diploma of Children's Services</p> <ul style="list-style-type: none">CHCNET4A Work with other services has been re-instated as a compulsory unit where it had previously been incorrectly removed. <p>CHC50902 Diploma of community Services (Case Management)</p> <ul style="list-style-type: none">CHCCWI3B Work with clients intensively has been reinstated as a

		<p>compulsory unit where it had previously been incorrectly removed.</p> <p>CHC50602 Diploma of Social Housing</p> <ul style="list-style-type: none">CHCCS401A Facilitate cooperative behaviour was incorrectly packaged as a compulsory unit and has been removed. The correct competency CHCCS10A Facilitate client participation in the organisation has been reinstated as a compulsory unit where it had been previously removed <p>CHC51502 Diploma of Community Education</p> <ul style="list-style-type: none">CHCYTH8B Manage services response to young people in crisis was incorrectly packaged in the list of compulsory units as a possible choice. CHCYTH6C Provide appropriate services for young people has been reinstated in the list of compulsory units as a possible choice.																								
3	2007	<p>Category 2 Change — addition of new qualifications to the Community Services Training Package</p> <p>CHC42207 Certificate IV in Children’s Contact Service Work CHC51807 Diploma of Children’s Contact Service Work CHC42307 Certificate IV in Relationship Education CHC42407 Certificate IV in Career Development CHC51907 Diploma of Relationship Education CHC51707 Diploma of Family Intake and Support Work CHC80107 Vocational Graduate Diploma of Relationship Counselling CHC80207 Vocational Graduate Diploma of Family Dispute Resolution</p> <p>Category 2 Change — addition of new units of competency to the Community Services Training Package</p> <table><tr><td>CHCCDP401A</td><td>Apply a career development framework</td></tr><tr><td>CHCCDP402A</td><td>Assist clients to plan/access career pathways</td></tr><tr><td>CHCCDP403A</td><td>Analyse and apply education and training information</td></tr><tr><td>CHCCDP501A</td><td>Liaise with employers to promote innovative work arrangements</td></tr><tr><td>CHCCONS401A</td><td>Facilitate changeover</td></tr><tr><td>CHCCONS402A</td><td>Facilitate and monitor contact</td></tr><tr><td>CHCCONS403A</td><td>Support families to develop relationships</td></tr><tr><td>CHCCONS504A</td><td>Assist families to self manage contact</td></tr><tr><td>CHCDFV811A</td><td>Respond to domestic and family violence work family work</td></tr><tr><td>CHCDFV812A</td><td>Assist users of family domestic violence to accept responsibility for their violent and abusive behaviour</td></tr><tr><td>CHCDFV813A</td><td>Promote accountability of users of family domestic violence and abuse</td></tr><tr><td>CHCDFV814A</td><td>Establish and manage change promoting relationship with users of family domestic violence and abuse</td></tr></table>	CHCCDP401A	Apply a career development framework	CHCCDP402A	Assist clients to plan/access career pathways	CHCCDP403A	Analyse and apply education and training information	CHCCDP501A	Liaise with employers to promote innovative work arrangements	CHCCONS401A	Facilitate changeover	CHCCONS402A	Facilitate and monitor contact	CHCCONS403A	Support families to develop relationships	CHCCONS504A	Assist families to self manage contact	CHCDFV811A	Respond to domestic and family violence work family work	CHCDFV812A	Assist users of family domestic violence to accept responsibility for their violent and abusive behaviour	CHCDFV813A	Promote accountability of users of family domestic violence and abuse	CHCDFV814A	Establish and manage change promoting relationship with users of family domestic violence and abuse
CHCCDP401A	Apply a career development framework																									
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CHCDFV811A	Respond to domestic and family violence work family work																									
CHCDFV812A	Assist users of family domestic violence to accept responsibility for their violent and abusive behaviour																									
CHCDFV813A	Promote accountability of users of family domestic violence and abuse																									
CHCDFV814A	Establish and manage change promoting relationship with users of family domestic violence and abuse																									

	CHCDFV815A	Establish and maintain the safety of people who have experienced family domestic violence
	CHCDFV816A	Safety planning with people who have been subjected to family domestic violence
	CHCDFV817A	Manage domestic and family violence and abuse screening
	CHCDFV818A	Provide programs for people who have been subjected to family/domestic violence
	CHCDISP801A	Facilitate dispute resolution in the family law context
	CHCDISP802A	Implement family dispute resolution strategies
	CHCDISP803A	Facilitate family dispute resolution in an impartial manner and adhere to ethical standards
	CHCDISP804A	Create an environment that supports the safety of vulnerable parties in dispute resolution
	CHCFAM406A	Engage and resource clients to improve their interpersonal relationships
	CHCFAM407A	Work effectively in relationship work
	CHCFAM408A	Undertake relationship and family work in the context of the agency and sector
	CHCFAM409A	Work with men
	CHCFAM411A	Engage fathers into family based programs
	CHCFAM412A	Work with women
	CHCFAM413A	Facilitate couples processes within group work
	CHCFAM414A	Use tools for exploring relationships
	CHCFAM416A	Implement harm reduction strategies
	CHCFAM417A	Identify and use strengths based practice
	CHCFAM421A	Work with parents of very young children
	CHCFAM503A	Work with a child focused approach
	CHCFAM504A	Respond to and contain critical incidents
	CHCFAM505A	Operate in a family law environment
	CHCFAM510A	Work with separated fathers
	CHCFAM515A	Work holistically with families
	CHCFAM518A	Work with involuntary and mandated clients
	CHCFAM519A	Prepare client court reports
	CHCFAM520A	Use strengths based practice in supervision
	CHCFAM522A	Assist clients to develop emotional regulation
	CHCFAM523A	Manage training and development activities for relationship practitioners
	CHCFAM801A	Develop and understanding of child inclusive practice
	CHCFAM802A	Work within a child inclusive framework
	CHCFAM806A	Assist clients to develop parenting arrangements
	CHCFCS801A	Apply theory and practice of counselling approaches
	CHCFCS802A	Provide relationship counselling
	CHCFCS803A	Provide grief and loss counselling
	CHCFCS804A	Provide counselling to children and young people
	CHCFCS805A	Provide group counselling

		<p>CHCFCS806A Work within a clinical supervision framework</p> <p>CHCGROUP408A Facilitate and review a psycho educational group</p> <p>CHCGROUP410A Deliver a structured program</p> <p>CHCGROUP504A Assess group members and their social systems</p> <p>CHCGROUP509A Manage disclosures and disruptions in groups</p> <p>CHCGROUP805A Support change in social systems of the group members</p> <p>CHCGROUP806A Plan group interventions</p> <p>CHCGROUP807A Implement group interventions</p> <p>Category 1 change –units of competency imported from the HLT02 Health Training Package have been updated to the HLT07 version.</p>
2	2005	<p>Category 2 change — Palliative Approach competencies added as elective competencies and packaged within qualifications at industry-advised nominal AQF Levels:</p> <ol style="list-style-type: none"> 1. CHCPA01A Deliver care services using a palliative approach <ul style="list-style-type: none"> - Certificate III in Aged Care Work - Certificate III in Home and Community Care 2. CHCPA02A Plan for and provide care services using a palliative approach <ul style="list-style-type: none"> - Certificate IV in Aged Care Work <p>Category 1 changes — Standardised text for Training Packages amended in all Training Package volumes, including cover page, copyright page and document footers to reflect new national Training Package development guidelines and copyright Commonwealth of Australia 2005.</p> <p>Category 1 change — National competency codes rectified (previously ‘PSPETHIC’) for:</p> <ol style="list-style-type: none"> 1. PSPETHC301A Uphold the values and principles of public service 2. PSPETHC501A Promote the values and ethos of public service 3. PSPETHC601A Maintain and enhance confidence in public service
1	2003	<ol style="list-style-type: none"> 1. Category 1 changes have been made to a number of units of competency within this Training Package. These amendments do not change the outcome of the units or qualifications. <p>Unit CHCF11C Stimulate Children's Development has been deleted. This unit was included in error in CHC02 and was an elective unit in Certificate III at CHC30402.</p>
1	2002	<p>A Units — are units that are new in CHC02 i.e. were not in CHC99</p> <p>B Units — are units from CHC99 version that have not been changed</p> <p>C Units — are units from CHC99 version that have been changed</p>

1	2002	Primary release
1	1999	Primary release

Summary of AQF Qualifications in CHC02 Community Services Training Package

Qualification Code	Qualification Title
CHC10102	Certificate I in Work Preparation (Community Services)
CHC20202	Certificate II in Community Services Work
CHC20302	Certificate II in Community Services (First Point of Contact)
CHC30802	Certificate III in Community Services Work
CHC40902	Certificate IV in Community Services Work
CHC50702	Diploma of Community Welfare Work
CHC60302	Advanced Diploma of Community Services Work
CHC42002	Certificate IV in Community Services (Service Co-ordination)
CHC51602	Diploma of Community Services Management
CHC60402	Advanced Diploma of Community Services Management
CHC20102	Certificate II in Community Services Support Work
CHC30102	Certificate III in Aged Care Work
CHC30202	Certificate III in Home and Community Care
CHC40102	Certificate IV in Aged Care Work
CHC40202	Certificate IV in Service Co-ordination (Ageing and Disability)
CHC30302	Certificate III in Disability Work
CHC40302	Certificate IV in Disability Work
CHC50102	Diploma of Disability Work
CHC60102	Advanced Diploma of Disability Work
CHC30402	Certificate III in Children's Services
CHC40402	Certificate IV in Out of School Hours Care
CHC50202	Diploma of Out of School Hours Care
CHC50302	Diploma of Children's Services
CHC60202	Advanced Diploma of Children's Services
CHC41802	Certificate IV in Community Services (Protective Care)
CHC51202	Diploma of Community Services (Protective Intervention)
CHC51302	Diploma of Statutory Child Protection
CHC41902	Certificate IV in Community Development
CHC51402	Diploma of Community Development
CHC51502	Diploma of Community Education

Qualification Code	Qualification Title
CHC30502	Certificate III in Employment Services
CHC40502	Certificate IV in Employment Services
CHC42407	Certificate IV in Career Development
CHC50402	Diploma of Employment Services
CHC30702	Certificate III in Social Housing
CHC40802	Certificate IV in Social Housing
CHC50602	Diploma of Social Housing
CHC30602	Certificate III in Youth Work
CHC40602	Certificate IV in Youth Work
CHC40702	Certificate IV in Youth Work (Juvenile Justice)
CHC50502	Diploma of Youth Work
CHC41702	Certificate IV in Alcohol and Other Drugs Work
CHC51102	Diploma of Alcohol and other Drugs Work
CHC30902	Certificate III in Telephone Counselling Skills
CHC41002	Certificate IV in Telephone Counselling Skills
CHC41102	Certificate IV in Mental Health Work (Non-clinical)
CHC41202	Certificate IV in Community Services Advocacy
CHC41302	Certificate IV in Community Mediation
CHC41402	Certificate IV in Community Services (Information, Advice and Referral)
CHC41502	Certificate IV in Marriage Celebrancy
CHC41602	Certificate IV in Community Services (Lifestyle and Leisure)
CHC50802	Diploma of Community Services (Lifestyle and Leisure)
CHC50902	Diploma of Community Services (Case Management)
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CHC51807	Diploma of Children's Contact Service Work
CHC51707	Diploma of Family Intake and Support Work
CHC42307	Certificate IV in Relationship Education
CHC51907	Diploma of Relationship Education
CHC80107	Vocational Graduate Diploma of Relationship Counselling
CHC80207	Vocational Graduate Diploma of Family Dispute Resolution

Units of Competency in CHC02 Community Services Training Package

Please note that a mapping of units in CHC02 Community Services Training Package to units in CHC99 is provided in the *National User Guide to support implementation of the Community Services Training Package (CHC02)*.

Nominal AQF level	Unit Code	Unit Title	Pre-requisite Competency
3	BSBCMN206A	Process and maintain workplace information	None
4	BSBCMN406A	Maintain business technology	None
5	BSBADM502A	Manage meetings	None
4	BSBATSIC403A	Maintain and protect culture	None
5	BSBATSIC510A	Conduct a community meeting	None
4	BSBATSIL401A	Meet the roles and responsibilities of a Board member (1)	None
5	BSBATSIL501A	Meet the roles and responsibilities of a Board member (2)	None
5	BSBATSIL502A	Work with the manager	None
1	BSBCMN103A	Apply basic communication skills	None
2	BSBCMN205A	Use business technology	None
4	BSBCMN402A	Develop work priorities	None
4	BSBCMN403A	Establish business networks	None
4	BSBCMN405A	Analyse and present research information	None
4	BSBCMN408A	Report on financial activity	None
3	BSBCMN409A	Promote products and services	None
4	BSBEMS401A	Develop and implement business development strategies to expand client base	None
4	BSBEMS402A	Develop and implement strategies to source and assess candidates	None
4	BSBEMS403A	Develop and provide employment management services to candidates	None
4	BSBEMS404A	Manage the recruitment process for client organisations	None
4	BSBFLM402A	Show leadership in the workplace	None
4	BSBFLM403A	Manage effective workplace relationships	None
4	BSBFLM412A	Promote team effectiveness	None
5	BSBFLM509A	Promote continuous improvement	None
6	BSBMGT505A	Ensure a safe workplace	None
6	BSBMGT601A	Contribute to strategic direction	None
6	BSBMGT603A	Review and develop business plans	None
6	BSBMGT604A	Manage business operations	None
6	BSBMGT605A	Provide leadership across the organisation	None
6	BSBMGT606A	Manage customer focus	None
6	BSBMGT607A	Manage knowledge and information	None
6	BSBMGT608A	Manage innovation and continuous improvement	None
6	BSBMGT609A	Manage risk	None
3	BSBMKG302A	Identify marketing opportunities	None
4	BSBMKG401A	Profile the market	None
4	BSBMKG404A	Forecast market and business needs	None
4	BSBMKG405A	Implement and monitor marketing activities	None
4	BSBMKG406A	Build client relationships	None

Nominal AQF level	Unit Code	Unit Title	Pre-requisite Competency
4	BSBMKG407A	Make a presentation	None
4	BSBRKG403A	Set up a business record system for small business	None
4	BSBSBM401A	Establish business and legal requirements	None
4	BSBSBM403A	Promote the business	None
4	BSBSBM405A	Monitor and manage business operations	None
4	BSBSBM406A	Manage finances	None
3	BSBSLS301A	Develop product knowledge	None
3	BSBSLS302A	Identify sales prospects	None
3	BSBSLS303A	Present a sales solution	None
3	BSBSLS304A	Secure a prospect commitment	None
3	BSBSLS305A	Support post-sale activities	None
3	BSBSLS306A	Self manage sales performance	None
4	BSBSLS401A	Lead a sales team	None
4	BSZ401A	Plan assessment	None
4	BSZ402A	Conduct assessment	None
4	BSZ403A	Review assessment	None
4	BSZ404A	Train small groups	None
4	BSZ405A	Plan and promote a training program	None
4	BSZ406A	Plan a series of training sessions	None
4	BSZ407A	Deliver training sessions	None
4	BSZ408A	Review training	None
3	CHCAC1C	Provide support to an older person	None
3	CHCAC2C	Provide personal care	None
2/3	CHCAC3C	Orientation to aged care work	None
3	CHCAC4B	Assist in the provision of an appropriate environment	None
4	CHCAC6C	Support the older person to meet their emotional and psychosocial needs	None
4/5	CHCAC7C	Plan and monitor service delivery plans	None
4	CHCAC12C	Provide services to an older person with complex needs	None
4	CHCAC15A	Provide care support which is responsive to the specific nature of dementia	None
4/5	CHCAC16A	Provide food services	None
3	CHCAC17A	Support the older person to maintain their independence	None
3/4	CHCAD1C	Advocate for clients	None
4	CHCAD2C	Support for the interests, rights and needs of clients within duty of care requirements	None
6	CHCAD3A	Undertake systems advocacy	None
5	CHCAD4A	Provide advocacy and representation	None
5	CHCAD5A	Represent the client in court	None
5	CHCAD6A	Represent the organisation in court	None
2	CHCADMIN1B	Undertake basic administrative duties	None
3	CHCADMIN2B	Provide administrative support	None
4	CHCADMIN3B	Undertake administrative work	None
5/6	CHCADMIN4B	Manage the organisation's finances, accounts and resources	None
3/4	CHCADMIN5C	Work within the administration protocols of the organisation	None

Nominal AQF level	Unit Code	Unit Title	Pre-requisite Competency
3	CHCAL7B	Fulfill family day care administration requirements	None
5	CHCAL23C	Manage home based care administration requirements	None
2	CHCAOD1C	Introduction to alcohol and other drugs work	None
3/4	CHCAOD2C	Orientation to the alcohol and other drugs sector	None
2/3	CHCAOD4C	Support people with alcohol and/or other drug issues	None
4	CHCAOD6B	Work with clients who are intoxicated	None
4	CHCAOD7C	Provide needle and syringe services	None
5/6	CHCAOD8C	Assess the needs of clients who have alcohol and/or other drugs issues	None
4	CHCAOD9C	Provide alcohol and/or other drug withdrawal services	None
5	CHCAOD10A	Work with clients who have alcohol and/or other drugs issues	None
5/6	CHCAOD11A	Provide advanced interventions to meet the needs of clients with alcohol and/or other drug issues	None
5	CHCCAR501A	Provide careers guidance	None
4	CHCCD1C	Support community participation	None
4/5	CHCCD2B	Provide community education projects	None
4	CHCCD4C	Develop and implement community programs	None
5	CHCCD5C	Develop community resources	None
6	CHCCD6B	Establish and develop community organisations	None
3	CHCCD7B	Support community resources	None
5	CHCCD8B	Support community action	None
5	CHCCD9B	Support community leadership	None
3/4	CHCCD12D	Apply a community development framework	None
4	CHCCD13C	Work within specific communities	None
5	CHCCD14B	Implement a community development strategy	None
6	CHCCD15B	Develop and implement a community development strategy	None
6	CHCCD18A	Facilitate the development of community capacity to manage place	None
6	CHCCD19A	Establish and maintain community, government and business partnerships	None
6	CHCCD20A	Develop and implement a community renewal plan	None
4	CHCCDP401A	Apply a career development framework	None
4	CHCCDP402A	Assist clients to plan/access career pathways	None
4	CHCCDP403A	Analyse and apply education and training information	None
5	CHCCDP501A	Liaise with employers to promote innovative work arrangements	None
3	CHCCED301A	Facilitate provisions of information to clients in the area of sexual and reproductive health.	None
4/5	CHCCED501A	Develop and implement education programs in the area of sexual and reproductive health	None

Nominal AQF level	Unit Code	Unit Title	Pre-requisite Competency
3	CHCCH1C	Orientation to work in social housing	None
4	CHCCH10C	Manage and maintain tenancies	None
4	CHCCH11B	Manage housing applications	None
4	CHCCH12B	Manage housing allocations	None
4	CHCCH13C	Manage tenancy rent and tenant charges	None
4	CHCCH14B	Manage rental assistance process	None
4	CHCCH16B	Manage vacant properties	None
3/4	CHCCH17B	Respond to property maintenance or purchase enquiries	None
5	CHCCH18B	Manage property maintenance (planning)	None
4	CHCCH19B	Manage property maintenance (implementation)	None
6	CHCCH20C	Acquire properties by purchase or transfer	None
5	CHCCH21A	Develop social housing enterprise opportunities	None
4	CHCCH22A	Manage a formal service level support agreement	None
4	CHCCH23A	Provide advice to tenants and/or clients	None
4	CHCCH24A	Manage leasehold properties	None
2	CHCCH25A	Introduction to work in social housing	None
4	CHCCH26A	Support client participation in the organisation	None
4	CHCCHILD1C	Identify and respond to children and young people at risk of harm	None
4	CHCCHILD2C	Support the rights and safety of children within duty of care requirements	None
4	CHCCHILD3A	Promote the safety, well-being and welfare of children, young people and their families	None
5	CHCCHILD4A	Assess risk of harm to children and young people	None
5	CHCCHILD5A	Orientation to child protection and out of home care for children and young people	None
5	CHCCHILD6A	Conduct investigation	None
4	CHCCM1C	Undertake case management	None
5	CHCCM2C	Establish and monitor a case plan	None
5	CHCCM3B	Develop, facilitate and monitor all aspects of case management	None
5	CHCCM4B	Promote high quality case management	None
6	CHCCM5B	Develop practice standards	None
5	CHCCM6A	Undertake case management in a child protection framework	None
3	CHCCN1D	Ensure children's health and safety	None
3	CHCCN2C	Care for children	None
3	CHCCN3C	Prepare nutritionally balanced food in a safe and hygienic manner	None
3	CHCCN4D	Respond to illness, accidents and emergencies	None
3	CHCCN5C	Care for babies	None
5	CHCCN8B	Plan care routines	None
5	CHCCN11C	Establish, manage and monitor the implementation of a safe and healthy environment	None
5/6	CHCCN20B	Advocate for the rights and needs of children	None

Nominal AQF level	Unit Code	Unit Title	Pre-requisite Competency
		and young people	
2	CHCCOM1B	Communicate with people accessing the services of the organisation	None
3/4	CHCCOM2B	Communicate appropriately with clients and colleagues	None
4/5	CHCCOM3C	Utilise specialist communication skills to build strong relationships	None
5/6	CHCCOM4B	Develop, implement and promote effective communication techniques	None
4	CHCCONS401A	Facilitate changeover	None
4	CHCCONS402A	Facilitate and monitor contact	None
4	CHCCONS403A	Support families to develop relationships	None
5	CHCCONS504A	Assist families to self manage contact	None
2	CHCCS0C	Deliver service to clients	None
3	CHCCS1B	Deliver and monitor service to clients	None
5	CHCCS10A	Facilitate client participation in the organisation	None
1	CHCCS101A	Prepare for work	None
5	CHCCS12A	Develop a service delivery strategy	None
3	CHCCS14A	Deliver services to meet personal needs of clients	None
3/4	CHCCS2C	Deliver and develop client services	None
2	CHCCS201A	Prepare for work in the community services industry	None
5	CHCCS3C	Coordinate the provision of services and programs	None
3/4	CHCCS301A	Work within a legal and ethical framework.	None
3/4	CHCCS303A	Provide physical assistance with medication	None
3/4	CHCCS304A	Assist with self medication	None
2/3/4	CHCCS401A	Facilitate cooperative behaviour	None
3/4/5	CHCCS402A	Respond holistically to client issues	None
3/4	CHCCS403A	Provide brief intervention	None
4/5	CHCCS404A	Facilitate family intervention strategies	None
3/4/5	CHCCS405A	Work effectively with culturally diverse clients and co-workers	None
4/5	CHCCS406A	Provide education and support on health, wellbeing and parenting	None
4	CHCCS407A	Operate referral procedures	None
4	CHCCS408A	Establish and monitor participation plans	None
3/4	CHCCS409A	Meet the dietary and nutritional needs of clients in a culturally appropriate manner	None
6	CHCCS4C	Manage the delivery of quality client service	None
2	CHCCS5B	Identify and address specific client needs	None
4/5	CHCCS501A	Assess and respond to individuals at risk of self-harm or suicide	None
4	CHCCS6B	Assess and deliver services to clients with complex needs	None
6	CHCCS7C	Co-ordinate the assessment and delivery of services to clients with particular needs	None
3	CHCCS8A	Provide first point of contact	None
4	CHCCS9A	Provide support services to clients	None

Nominal AQF level	Unit Code	Unit Title	Pre-requisite Competency
6	CHCCS601A	Work with clients with unique needs	None
6	CHCCS602A	Work with families of clients	None
6	CHCCSL601A	Work within a structured counselling process	None
6	CHCCSL602A	Facilitate the counselling relationship	None
6	CHCCSL603A	Provide support for clients implementing a course of action	None
6	CHCCSL604A	Reflect and improve upon counselling skills	None
3/4	CHCCWI1B	Operate under a case work framework	None
4/5	CHCCWI2B	Implement a case work strategy	None
4/5/6	CHCCWI3B	Work with clients intensively	None
6	CHCCWI4A	Design and supervise family intervention strategies	None
3	CHCDFV1B	Recognise and respond to domestic and family violence	None
5	CHCDFV2B	Manage own professional development in responding to domestic and family violence	None
4	CHCDFV3B	Provide crisis intervention and support to those experiencing domestic and family violence	CHCDFV2A
4/5	CHCDFV4B	Promote community awareness of domestic and family violence	CHCDFV2A, CHCCD3A, CHCCD14A, CHCCD2A
5	CHCDFV5B	Counsel clients affected by domestic and family violence	CHCDFV2A
4	CHCDFV6B	Provide domestic and family violence support in Aboriginal and Torres Strait Islander communities	CHCDFV2A
4	CHCDFV7B	Provide domestic and family violence support in non-English speaking background communities	CHCDFV2A
4	CHCDFV8B	Provide support to children affected by domestic and family violence	CHCDFV2A
5	CHCDFV9B	Work with uses of violence to effect change	CHCDFV2A
5	CHCDFV10B	Facilitate workplace debriefing and support processes	CHCDFV2A
8	CHCDFV811A	Respond to domestic and family violence work family work	None
8	CHCDFV812A	Assist users of family domestic violence to accept responsibility for their violent and abusive behaviour	None
8	CHCDFV813A	Promote accountability of users of family domestic violence and abuse	None
8	CHCDFV814A	Establish and manage change promoting relationship with users of family domestic violence and abuse	None
8	CHCDFV815A	Establish and maintain the safety of people who have experienced family domestic violence	None
8	CHCDFV816A	Safety planning with people who have been subjected to family domestic violence	None
8	CHCDFV817A	Manage domestic and family violence and	None

Nominal AQF level	Unit Code	Unit Title	Pre-requisite Competency
		abuse screening	
8	CHCDFV818A	Provide programs for people who have been subjected to family/domestic violence	CHCDFV816A, CHCDFV817A
3/4	CHCDIS1C	Orientation to disability work	None
3/4	CHCDIS2C	Maintain an environment designed to empower people with disabilities	None
3/4	CHCDIS3C	Provide services to people with disabilities	None
4/5	CHCDIS4B	Design procedures for support	None
3/4	CHCDIS5C	Contribute to positive learning	None
4	CHCDIS6C	Plan and implement community integration	None
4/5	CHCDIS7B	Design and adapt surroundings to group requirements	None
4/5	CHCDIS8B	Support people with disabilities as workers	None
4/5	CHCDIS9C	Maximise participation in work by people with disabilities	None
5	CHCDIS10B	Provide care and support	None
5	CHCDIS11C	Coordinate disability work	None
3	CHCDIS12A	Provide care and support for students with severe physical disabilities	None
3/4	CHCDIS13A	Support older people with disabilities	None
3	CHCDIS14A	Support students with additional needs in the classroom	None
3	CHCDIS15B	Provide behaviour support	None
4/5/6	CHCDIS16B	Provide advanced behaviour support	CHCDIS15B
3	CHCDIS17A	Provide care and support for students with disabilities	None
3	CHCDIS18A	Support students with special needs	None
2	CHCDIS20A	Introduction to disability work	None
8	CHCDISP801A	Facilitate dispute resolution in the family law context	None
8	CHCDISP802A	Implement family dispute resolution strategies	None
8	CHCDISP803A	Facilitate family dispute resolution in an impartial manner and adhere to ethical standards	None
8	CHCDISP804A	Create an environment that supports the safety of vulnerable parties in dispute resolution	None
3	CHCES301A	Work in the employment services area	None
3	CHCES302A	Work with government in a purchaser/provider relationship	None
3	CHCES303A	Use labour market information	None
3	CHCES304A	Deliver recruitment services	None
3	CHCES305A	Monitor New Apprenticeships arrangements	None
4	CHCES401A	Analyse and apply labour market information	None
4	CHCES402A	Deliver New Apprenticeships services	None
4	CHCES403A	Develop and monitor employment plans	None
4	CHCES404A	Promote clients to employers	None
4	CHCES405A	Monitor service performance in a purchaser/provider relationship with government	None
4	CHCES406A	Provide job search support	None
5	CHCES501A	Manage service delivery in a	None

Nominal AQF level	Unit Code	Unit Title	Pre-requisite Competency
		purchaser/provider relationship with government	
5	CHCES502A	Research and report on labour market information	None
4	CHCFAM406A	Engage and resource clients to improve their interpersonal relationships	None
4	CHCFAM407A	Work effectively in relationship work	None
4	CHCFAM408A	Undertake relationship and family work in the context of the agency and sector	CHCFAM406A, CHCFAM407A
4	CHCFAM409A	Work with men	CHCGROUP3C
4	CHCFAM411A	Engage fathers into family based programs	CHCFAM407A, CHCGROUP3C
4	CHCFAM412A	Work with women	CHCGROUP3C
4	CHCFAM413A	Facilitate couples processes within group work	None
4	CHCFAM414A	Use tools for exploring relationships	CHCFAM413A
4	CHCFAM416A	Implement harm reduction strategies	CHCFAM406A, CHCFAM407A, CHCGROUP3C, CHCDFV1B
4	CHCFAM417A	Identify and use strengths based practice	None
4	CHCFAM421A	Work with parents of very young children	None
5	CHCFAM503A	Work with a child focused approach	None
5	CHCFAM504A	Respond to and contain critical incidents	None
5	CHCFAM505A	Operate in a family law environment	None
5	CHCFAM510A	Work with separated fathers	CHCFAM407A, CHCGROUP3C
5	CHCFAM515A	Work holistically with families	CHCFAM406A, CHCFAM407A
5	CHCFAM518A	Work with involuntary and mandated clients	None
5	CHCFAM519A	Prepare client court reports	None
5	CHCFAM520A	Use strengths based practice in supervision	None
5	CHCFAM522A	Assist clients to develop emotional regulation	CHCFAM406A, CHCFAM407A, CHCGROUP3C, CHCDFV1B
5	CHCFAM523A	Manage Training and Development Activities for Relationship Practitioners	CHCFAM406A, CHCFAM407A, CHCFAM408A
8	CHCFAM801A	Develop and understanding of child inclusive practice	None
8	CHCFAM802A	Work within a child inclusive framework	CHCFAM801A
8	CHCFAM806A	Assist clients to develop parenting arrangements	None
3	CHCFC1C	Support the development of children in the service	None
5	CHCFC2C	Foster and enhance children's development	None
5	CHCFC3C	Foster and enhance children's social, emotional and psychological development	None
6	CHCFC5C	Foster and enhance children's cognitive and language development	None
5	CHCFC6C	Provide experiences which facilitate	None

Nominal AQF level	Unit Code	Unit Title	Pre-requisite Competency
		children's expressive development	
5	CHCFC7C	Use music as a medium to enhance children's experience and development	None
5	CHCFC8A	Provide experiences which enhance children's development and learning	None
6	CHCFC10C	Enhance the emotional and psychological development of children	None
5	CHCFC20B	Promote the ethical understandings of children	None
8	CHCFCS801A	Apply theory and practice of counselling approaches	None
8	CHCFCS802A	Provide relationship counselling	None
8	CHCFCS803A	Provide grief and loss counselling	None
8	CHCFCS804A	Provide counselling to children and young people	None
8	CHCFCS805A	Provide group counselling	None
8	CHCFCS806A	Work within a clinical supervision framework	None
5	CHCFIN1A	Provide information and support to assist clients to manage personal and household finances	None
5	CHCFIN2A	Determine client needs in respect to financial issues	None
2	CHCGROUP1B	Support the activities of existing groups	None
3	CHCGROUP2C	Support group activities	None
4	CHCGROUP3C	Plan and conduct group activities	None
4	CHCGROUP408A	Facilitate and review a psycho educational group	CHCFAM406A, CHCFAM407A, CHCGROUP3C
4	CHCGROUP410A	Deliver a structured program	CHCGROUP3C
5	CHCGROUP504A	Assess group members and their social systems	CHCGROUP3C
5	CHCGROUP509A	Manage disclosures and disruptions in groups	CHCGROUP3C, CHCGROUP408A, CHCFAM407A
8	CHCGROUP805A	Support change in social systems of the group members	None
8	CHCGROUP806A	Plan group interventions	None
8	CHCGROUP807A	Implement group interventions	None
3	CHCHC301B	Work effectively in a home and community care environment	None
3	CHCHC302B	Provide personal care in a home and community care environment	None
4	CHCHPROM1A	Share health information	None
5	CHCHPROM2A	Implement health promotion and community intervention	None
3	CHCIC1C	Interact effectively with children	None
5	CHCIC10C	Establish and implement plans for developing responsible behaviour	None
5	CHCIC11B	Implement and promote inclusive policies and practices	None
5	CHCIC12C	Plan the inclusion of children with additional needs	None
6	CHCIC20B	Manage complex behavioural situations	None

Nominal AQF level	Unit Code	Unit Title	Pre-requisite Competency
2	CHCICAB	Communicate with children	None
2	CHCINF1B	Process and provide information	None
3	CHCINF2B	Maintain organisation's information systems	None
4	CHCINF3B	Coordinate information systems	None
6	CHCINF4B	Manage the organisation's information system	None
5	CHCINF5B	Meet statutory and organisational information requirements	None
6	CHCINF6B	Manage information strategically	None
4	CHCINF7B	Meet information needs of the community	None
4	CHCINF8B	Comply with information requirements of the aged care and community care sectors	None
4/5	CHCLEG401A	Utilise legislation	None
4	CHCMCEL401A	Plan, conduct and review a marriage ceremony	None
4	CHCMED401A	Conduct a sound assessment of a dispute for mediation	None
4	CHCMED402A	Gather and use information for the mediation process	None
4	CHCMED403A	Manage communication exchanges to define the dispute	None
4	CHCMED404A	Facilitate the mediation process	None
4	CHCMED405A	Facilitate interaction between clients	None
4	CHCMED406A	Consolidate and conclude the mediation process	None
4	CHCMED407A	Reflect and improve upon professional mediation practice	None
4	CHCMED408B	Identify the need for alternative dispute resolution	None
4	CHCMED409B	Facilitate alternative dispute resolution processes	None
3/4	CHCMH1B	Orientation to mental health work	None
5/6	CHCMH4C	Provide non-clinical services to people with mental health issues	None
6	CHCMH7A	Provide, with consumers, support and interventions to meet the needs of carers and families	None
6	CHCMH8A	Provide interventions to meet the needs of consumers with mental health and AOD issues	None
3	CHCNET1C	Participate in networks	None
4	CHCNET2B	Maintain effective networks	None
5/6	CHCNET3B	Develop new networks	None
4/5/6	CHCNET4A	Work with other services	None
2	CHCOHS201A	Follow OHS procedures	None
3	CHCOHS301A	Participate in workplace safety procedures	None
3	CHCOHS302A	Participate in safety procedures for direct care work	None
4	CHCOHS401A	Implement and monitor OHS policies and procedures for a workplace	None
5	CHCOHS501A	Manage workplace OHS management system	None
5	CHCOHS502A	Evaluate and improve workplace OHS management system	None

Nominal AQF level	Unit Code	Unit Title	Pre-requisite Competency
6	CHCORG10B	Manage organisational change	None
6	CHCORG11B	Lead and develop others	None
6	CHCORG12B	Review organisational effectiveness	None
6	CHCORG13B	Manage organisational strategic and business planning	None
6	CHCORG14B	Manage a service organisation	None
6	CHCORG15B	Promote the organisation	None
6	CHCORG16B	Manage training	None
6	CHCORG19B	Develop and maintain the quality of service outcomes	None
2	CHCORG1B	Follow the organisation's policies, procedures and programs	None
6	CHCORG20B	Promote and represent the service	None
6	CHCORG21B	Act as a resource to other services	None
3	CHCORG22A	Contribute to service delivery strategy	None
5	CHCORG23B	Coordinate work	None
6	CHCORG24B	Provide leadership in community services delivery	None
5	CHCORG25B	Recruit and coordinate volunteers	None
6	CHCORG26A	Manage a service level agreement	None
6	CHCORG27A	Provide mentoring support to colleagues	None
5/6	CHCORG28A	Reflect and improve upon professional practice	None
5	CHCORG29A	Provide coaching and motivation	None
2	CHCORG2B	Work with others	None
3	CHCORG3B	Participate in the work environment	None
4	CHCORG5B	Maintain an effective work environment	None
5	CHCORG6B	Coordinate the work environment	None
6	CHCORG7B	Manage workplace issues	None
6	CHCORG8C	Establish and manage new programs or services	None
6	CHCORG9B	Manage projects and strategies	None
3	CHCPA01A	Deliver care services using a palliative approach	None
4	CHCPA02A	Plan for and provide care services using a palliative approach	None
3	CHCPOL1A	Participate in policy development	None
4	CHCPOL2A	Contribute to policy development	None
4/5	CHCPOL3A	Undertake research activities	None
5	CHCPOL4A	Develop and implement policy	None
5	CHCPOL5A	Manage research activities	None
5	CHCPOL6A	Co-ordinate policy development	None
6	CHCPOL7A	Manage policy development	None
5	CHCPR10C	Design, implement and evaluate programs of the service	None
6	CHCPR13B	Facilitate the development of programs for children with additional needs	None
6	CHCPR14B	Observe children and interpret observations	None
3	CHCPR1C	Deliver services/activities to stimulate children's development and enhance their leisure	None

Nominal AQF level	Unit Code	Unit Title	Pre-requisite Competency
5	CHCPR2C	Arrange/organise experiences which facilitate and enhance children's development	None
3	CHCPR3C	Develop an understanding of children's interests and developmental needs	None
5	CHCPR9C	Document, interpret and use information about children	None
4/5	CHCPR0T10C	Support the progress and development of young people	None
4	CHCPR0T11B	Provide for care and protection of clients in specific need.	None
4/5	CHCPR0T12B	Coordinate work integrating statutory requirements and responsibilities	None
5	CHCPR0T13C	Operate in a legal context	None
6	CHCPR0T14B	Develop protocols for operating within a statutory environment	None
5	CHCPR0T16A	Co-ordinate information and services to justice agencies	None
4	CHCPR0T1B	Act as a witness	None
5	CHCPR0T2C	Undertake and implement planning with at-risk children and young people and their families	None
6	CHCPR0T3D	Manage provision of out of home care	None
4	CHCPR0T4C	Prepare information for justice processes	None
4	CHCPR0T5C	Provide supervision in the community	None
4	CHCPR0T6B	Facilitate court orders	None
4	CHCPR0T7C	Provide supervision in a secure system	None
4/5	CHCPR0T8C	Respond to a report/notification of risk or harm made to a statutory body	None
4	CHCPR0T9C	Provide primary /residential care	None
6	CHCQM601A	Manage an accreditation process	None
5	CHCRF11B	Work in partnership with families to care for the child	None
3	CHCRF1C	Work effectively with families to care for their child	None
6	CHCRF21B	Promote equity in access to the service	None
6	CHCRF22B	Plan child care provision with families	None
6	CHCRF23B	Respond to problems and complaints about the service	None
6	CHCRF24B	Support parents in their parenting role	None
4/5	CHCRF2A	Provide intervention support to children and families	None
4	CHCRH1B	Orientation to work in the leisure and health industry	None
4	CHCRH2A	Leisure and health programming	None
4	CHCRH3B	Develop leisure and recreation programs for clients with special needs	None
4	CHCRH4B	Co-ordinate, implement and monitor leisure and recreation programs	None
5	CHCRH5B	Conduct a program for children and young people with special needs	None
6	CHCSD11B	Facilitate the inclusion of children with additional needs	None

Nominal AQF level	Unit Code	Unit Title	Pre-requisite Competency
5	CHCSD12B	Act as a resource to workers	None
3	CHCT3B	Apply safe food hygiene practices	None
3	CHCTC1A	Deliver a service consistent with the organisation's mission and values	None
3	CHCTC2A	Undertake telephone counselling	None
4	CHCTC3A	Provide counselling in crisis situations	None
4	CHCTC4A	Provide competent suicide intervention over the telephone	None
4	CHCYTH10A	Work effectively with the families of young people	None
3/4	CHCYTH1C	Work effectively with young people	None
3/4	CHCYTH2C	Provide care and protection for young people	None
3/4	CHCYTH3C	Support young people to address their circumstances	None
4	CHCYTH4C	Support young people in crisis	CHCYTH1B
5	CHCYTH5C	Support youth programs	None
5	CHCYTH6C	Provide appropriate services for young people	None
4/5	CHCYTH7C	Respond to critical situations	None
6	CHCYTH8B	Manage service response to young people in crisis	None
6	CHCYTH9C	Develop and implement procedures to enable young people to address their needs	None
4	CSCOFM006A	Protect the safety and welfare of young offenders	None
4	CSCSAS001A	Maintain safety and security	None
4	CSCSAS006A	Contain incidents which jeopardise safety and security	None
4	CSCSAS007A	Respond to medical emergencies	None
4	CUSGEN05A	Make presentations	None
5/6	HLTAHW507A	Work effectively in social and emotional well-being	None
5/6	HLTAHW508A	Develop healing framework for social and emotional well-being work	None
5/6	HLTAHW509A	Respond to loss, grief and trauma	HLTAHW507A
2/3	HLTCSD203B	Prepare and maintain beds	None
3/4/5	HLTCSD306A	Respond effectively to difficult or challenging behaviour	None
3/4	HLTCSD307A	Care for home environment of clients	None
2/3	HLTCSD208A	Transport clients	None
2/3	HLTFA201A	Provide basic emergency life support	None
3/4	HLTFA301B	Apply First Aid	None
4	HLTFA402B	Apply advanced First Aid	HLTFA301B
4	HLTFA403A	Manage first aid in the workplace	HLTFA402A
2	HLTFS201B	Distribute meals and refreshment to clients	HLTFS207B
2	HLTFS204B	Provide ward or unit based food preparation and distribution services	HLTFS207B
2	HLTFS205B	Perform kitchenware washing	HLTFS207B
2	HLTFS207B	Follow basic food safety practices	None
2	HLTFS208B	Transport Food	HLTFS207B
3	HLTFS302B	Prepare foods suitable for a range of food service settings	HLTFS207B

Nominal AQF level	Unit Code	Unit Title	Pre-requisite Competency
2	HLTGM201B	Perform routine servicing of plant, equipment and machinery	None
2	HLTGM202B	Use hand and power tools	None
2	HLTGM203B	Perform minor general maintenance	None
3/4/5	HLTHIR403B	Work effectively with culturally diverse, clients, and co-workers	None
3/4/5	HLTHIR404B	Work effectively with Aboriginal and Torres Strait Islander people	None
3/4/5	HLTIN301A	Comply with infection control policies and procedures in health work	None
3/4/5	HLTIN302A	Process reusable instruments and equipment in health work	HLTIN301A
2	HLTMS201B	Collect and maintain linen stock at user-location	None
2	HLTMS206B	Perform general cleaning tasks in a clinical setting	None
2	HLTMS208B	Handle waste in a health care environment	None
3	HLTNA303B	Plan and modify meals and menus according to nutrition care plans	None
3	HLTNA304B	Plan meals and menus to meet cultural and religious needs	None
5	LGACOM501A	Develop and organise public education programs	None
5	LGACOM502A	Devise and conduct community consultations	None
6	LGACOM602A	Co-ordinate and facilitate a change process	None
5	PRXPD01A	Develop a property investment strategy	None
5	PRXPD02A	Determine opportunity and risk associated with property investment	None
5	PRXPD03A	Undertake a property investment feasibility study	None
4/5	PRXPD04A	Negotiate partnership arrangements	None
4/5	PRXPD07A	Monitor performance of property investment	None
4/5	PRXPD08A	Dispose of property	None
4/5	PRXPD14A	Prepare a project design brief and documentation	None
4/5	PRXPD15A	Appoint and manage a consultant project team	None
4/5	PRXPD16A	Appoint project construction contractors	None
5	PRXPD24A	Develop a tenancy mix strategy	None
4/	PRXPD33A	Undertake property inspection	None
4	PRXRE18A	Lease property	None
3	PSPETHC301A	Uphold the values and principles of public service	None
5	PSPETHC501A	Promote the values and ethos of public service	None
6	PSPETHC601A	Maintain and enhance confidence in the public service	None
2	PSPGOV201A	Work in a public sector environment	None
3	PSPGOV303A	Build and maintain internal networks	None
4	PSPGOV401A	Apply knowledge of government processes	None
4	PSPGOV402A	Deliver and monitor service to clients	None
4	PSPGOV406A	Gather and analyse information	None
6	PSPGOV603A	Develop tender submissions	None

Nominal AQF level	Unit Code	Unit Title	Pre-requisite Competency
3	PSPLEGN301A	Comply with legislation in the public sector	None
5	PSPLEGN501A	Promote compliance with legislation in the public sector	None
6	PSPLEGN601A	Manage compliance with legislation in the public sector	None
6	PSPMNGT605A	Manage diversity	None
6	PSPMNGT608A	Manage risk	None
4	PSPREG402A	Promote client compliance with legislation	None
4	PSPREG403A	Assess compliance with legislation	None
4	PSPREG407A	Conduct and record interviews	None
4	PSPREG409A	Prepare evidence	None
4	PSPREG410A	Give evidence	None
4	RTD4802A	Develop approaches to include cultural and human diversity	None
4	SRCCRD006A	Implement community inclusion processes for people with a disability	None
4	SRCCRD007A	Develop recreation programs	None
4	SRCCRO001A	Assist with recreation games not requiring equipment	None
3	SRCCRO008A	Interact positively with infants, toddlers and parents in a recreation environment	None
4	SRCCRO009A	Conduct a recreation program for older persons	None
4	SRCCRO010A	Conduct a recreation program for people with a disability	None
4/5	SROABL002A	Facilitate adventure-based learning activities	None
3/4	SRXCAI004A	Plan a sport and recreation session for clients	None
3/4	SRXCAI005A	Conduct a sport and recreation session for clients	None
4	SRXEME004A	Co-ordinate emergency response	None
4	SRXFAC004A	Plan and provide sport and recreational services	None
5	SRXGOV001A	Participate as a member of an effective Board of an organisation	None
5	SRXGOV002A	Undertake the role of an individual Director of an organisation	None
6	SRXGOV003A	Undertake the role of a Chairperson at a Board meeting	None
6	SRXGOV004A	Work effectively with the board of an organisation	None
5/6	SRXHRM001B	Manage volunteers	None
5/6	SRXRIS001A	Undertake risk analysis of activities	None
4/5	SRXTEM002A	Support the work of a team	None
4/5	SRXTEM003A	Work autonomously	SRXTEM002A
4	TAAASS402A	Assess competence	None
4	TAADEL301A	Provide training through instruction and demonstration of work skills	None
4	TAADEL401A	Plan and organise group based delivery	None
4	TAADEL402A	Facilitate group based learning	None
4	TAADES402A	Design and develop learning programs	None
4	TAADEL403A	Facilitate individual learning	None

Imported Units of Competency in CHC02 Community Services Training Package

Unit Code	Unit Title	Origin Training Package
BSBADM502A	Manage meetings	BSB01 Business Services
BSBATSIC403A	Maintain and protect culture	BSB01 Business Services
BSBATSIC510A	Conduct a community meeting	BSB01 Business Services
BSBATSIL401A	Meet the roles and responsibilities of a Board member (1)	BSB01 Business Services
BSBATSIL501A	Meet the roles and responsibilities of a Board member (2)	BSB01 Business Services
BSBATSIL502A	Work with the Manager	BSB01 Business Services
BSBCMN103A	Apply basic communication skills	BSB01 Business Services
BSBCMN205A	Use business technology	BSB01 Business Services
BSBCMN206A	Process and maintain workplace information	BSB01 Business Services
BSBCMN402A	Develop work priorities	BSB01 Business Services
BSBCMN403A	Establish business networks	BSB01 Business Services
BSBCMN405A	Analyse and present research information	BSB01 Business Services
BSBCMN408A	Report on financial activity	BSB01 Business Services
BSBCMN409A	Promote products and services	BSB01 Business Services
BSBEMS401A	Develop and implement business development strategies to expand client base	BSB01 Business Services
BSBEMS402A	Develop and implement strategies to source and assess candidates	BSB01 Business Services
BSBEMS403A	Develop and provide employment management services to candidates	BSB01 Business Services
BSBEMS404A	Manage the recruitment process for client organisations	BSB01 Business Services
BSBFLM402A	Show Leadership in the Workplace	BSB01 Business Services
BSBFLM403A	Manage effective workplace relationships	BSB01 Business Services
BSBFLM412A	Promote team effectiveness	BSB01 Business Services
BSBFLM509A	Promote continuous improvement	BSB01 Business Services
BSBMGT505A	Ensure a safe workplace	BSB01 Business Services
BSBMGT601A	Contribute to strategic direction	BSB01 Business Services
BSBMGT603A	Review and develop business plans	BSB01 Business Services
BSBMGT604A	Manage business operations	BSB01 Business Services
BSBMGT605A	Provide leadership across the organisation	BSB01 Business Services
BSBMGT606A	Manage customer focus	BSB01 Business Services
BSBMGT607A	Manage knowledge and information	BSB01 Business Services

Unit Code	Unit Title	Origin Training Package
BSBMGT608A	Manage innovation and continuous improvement	BSB01 Business Services
BSBMGT609A	Manage risk	BSB01 Business Services
BSBMKG302A	Identify marketing opportunities	BSB01 Business Services
BSBMKG401A	Profile the market	BSB01 Business Services
BSBMKG404A	Forecast market and business needs	BSB01 Business Services
BSBMKG405A	Implement and monitor marketing activities	BSB01 Business Services
BSBMKG406A	Build client relationships	BSB01 Business Services
BSBMKG407A	Make a presentation	BSB01 Business Services
BSBRKG403A	Set up a business records system for a small business	BSB01 Business Services
BSBSBM401A	Establish business and legal requirements	BSB01 Business Services
BSBSBM403A	Promote the business	BSB01 Business Services
BSBSBM405A	Monitor and manage business operations	BSB01 Business Services
BSBSBM406A	Manage finances	BSB01 Business Services
BSBSLS301A	Develop product knowledge	BSB01 Business Services
BSBSLS302A	Identify sales prospects	BSB01 Business Services
BSBSLS303A	Present a sales solution	BSB01 Business Services
BSBSLS304A	Secure prospect commitment	BSB01 Business Services
BSBSLS305A	Support post-sale activities	BSB01 Business Services
BSBSLS306A	Self-manage sales performance	BSB01 Business Services
BSBSLS401A	Lead a sales team	BSB01 Business Services
BSZ401A	Plan Assessment	BSZ98 Training and Assessment
BSZ402A	Conduct assessment	BSZ98 Training and Assessment
BSZ403A	Review assessment	BSZ98 Training and Assessment
BSZ404A	Train Small Groups	BSZ98 Training and Assessment
BSZ405A	Plan and promote a training program	BSZ98 Training and Assessment
BSZ406A	Plan a series of training sessions	BSZ98 Training and Assessment
BSZ407A	Deliver training sessions	BSZ98 Training and Assessment
BSZ408A	Review training	BSZ98 Training and Assessment
CSCOFM006A	Protect the safety and welfare of young offenders	CSC01 Correctional Services
CSCSAS001A	Maintain safety and security	CSC01 Correctional Services
CSCSAS007A	Respond to medical emergencies	CSC01 Correctional Services
CUSGEN05A	Make presentations	CUS01 Music
HLTAHW507A	Work effectively in social and emotional well-being	HLT07 Health Training Package

Unit Code	Unit Title	Origin Training Package
HLTAHW508A	Develop healing framework for social and emotional well-being work	HLT07 Health Training Package
HLTAHW509A	Respond to loss, grief and trauma	HLT07 Health Training Package
HLTCSD203B	Prepare and maintain beds	HLT07 Health Training Package
HLTCSD306A	Respond effectively to difficult or challenging behaviour	HLT07 Health Training Package
HLTCSD307A	Care for home environment of clients	HLT07 Health Training Package
HLTCSD208A	Transport clients	HLT07 Health Training Package
HLTFA201A	Provide basic emergency life support	HLT07 Health Training Package
HLTFA301B	Apply First Aid	HLT07 Health Training Package
HLTFA402B	Apply advanced First Aid	HLT07 Health Training Package
HLTFA403A	Manage first aid in the workplace	HLT07 Health Training Package
HLTFS201B	Distribute meals and refreshment to clients	HLT07 Health Training Package
HLTFS204B	Provide ward or unit based food preparation and distribution services	HLT07 Health Training Package
HLTFS205B	Perform kitchenware washing	HLT07 Health Training Package
HLTFS207B	Follow basic food safety practices	HLT07 Health Training Package
HLTFS208B	Transport Food	HLT07 Health Training Package
HLTFS302B	Prepare foods suitable for a range of food service settings	HLT07 Health Training Package
HLTGM201B	Perform routine servicing of plant, equipment and machinery	HLT07 Health Training Package
HLTGM202B	Use hand and power tools	HLT07 Health Training Package
HLTGM203B	Perform minor general maintenance	HLT07 Health Training Package
HLTHIR403B	Work effectively with culturally diverse, clients, and co-workers	HLT07 Health Training Package
HLTHIR404B	Work effectively with Aboriginal and Torres Strait Islander people	HLT07 Health Training Package
HLTIN301A	Comply with infection control policies and procedures in health work	HLT07 Health Training Package
HLTIN302A	Process reusable instruments and equipment in health work	HLT07 Health Training Package
HLTMS201B	Collect and maintain linen stock at user-location	HLT07 Health Training Package
HLTMS206B	Perform general cleaning tasks in a clinical setting	HLT07 Health Training Package
HLTMS208B	Handle waste in a health care environment	HLT07 Health Training Package
HLTNA303B	Plan and modify meals and menus according to nutrition care plans	HLT07 Health Training Package
HLTNA304B	Plan meals and menus to meet cultural and religious needs	HLT07 Health Training Package
LGACOM501A	Develop and organise public education programs	Superseded — LGA04 Local Government
LGACOM502A	Devise and conduct community	Superseded — LGA04 Local

Unit Code	Unit Title	Origin Training Package
	consultations	Government
LGACOM602A	Co-ordinate and facilitate a change process	Superseded — LGA04 Local Government
PRXPD01A	Develop a property investment strategy	Superseded — www.serviceskills.com.au
PRXPD03A	Undertake a property investment feasibility study	Superseded — www.serviceskills.com.au
PRXPD04A	Negotiate partnership arrangements	Superseded — www.serviceskills.com.au
PRXPD07A	Monitor performance of property investment	Superseded — www.serviceskills.com.au
PRXPD08A	Dispose of property	Superseded — www.serviceskills.com.au
PRXPD14A	Prepare a project design brief and documentation	Superseded — www.serviceskills.com.au
PRXPD15A	Appoint and manage a consultant project team	Superseded — www.serviceskills.com.au
PRXPD16A	Appoint project construction contractors	Superseded — www.serviceskills.com.au
PRXPD24A	Develop a tenancy mix strategy	Superseded — www.serviceskills.com.au
PRXPD33A	Undertake property inspection	Superseded — www.serviceskills.com.au
PRXPDO2A	Determine opportunity and risk associated with property investment	Superseded — www.serviceskills.com.au
PRXRE18A	Lease property	Superseded — www.serviceskills.com.au
PSPETHC301A	Uphold the values and principles of public service	PSP99 National Public Services
PSPETHC501A	Promote the values and ethos of public service	PSP99 National Public Services
PSPETHC601A	Maintain and enhance confidence in public service	PSP99 National Public Services
PSPGOV201A	Work in a public sector environment	PSP99 National Public Services
PSPGOV303A	Build and maintain internal networks	PSP99 National Public Services
PSPGOV401A	Apply knowledge of government processes	PSP99 National Public Services
PSPGOV402A	Deliver and monitor service to clients	PSP99 National Public Services
PSPGOV406A	Gather and analyse information	PSP99 National Public Services
PSPGOV603A	Develop a tender submission	PSP99 National Public Services
SRCCRD006A	Implement community inclusion processes for people with a disability	SRC00 National Community Recreation Industry (Superseded by SRC04 Community Recreation Industry)
SRCCRD007A	Develop recreation programs	SRC00 National Community Recreation Industry (Superseded by SRC04 Community Recreation Industry)
SRCCRO001A	Assist with recreation games not	SRC00 National Community

Unit Code	Unit Title	Origin Training Package
	requiring equipment	Recreation Industry (Superseded by SRC04 Community Recreation Industry)
SRCCRO008A	Interact positively with infants, toddlers and parents in a recreation environment	SRC00 National Community Recreation Industry (Superseded by SRC04 Community Recreation Industry)
SRCCRO009A	Conduct a recreation program for older persons	SRC00 National Community Recreation Industry (Superseded by SRC04 Community Recreation Industry)
SRCCRO010A	Conduct a recreation program for people with a disability	SRC00 National Community Recreation Industry (Superseded by SRC04 Community Recreation Industry)
SROABL002A	Facilitate adventure-based learning activities	SRC00 National Community Recreation Industry (Superseded by SRC04 Community Recreation Industry)
SRXCAI004A	Plan a sport and recreation session for clients	SRC00 National Community Recreation Industry (Superseded by SRC04 Community Recreation Industry)
SRXCAI005A	Conduct a sport and recreation session for clients	SRC00 National Community Recreation Industry (Superseded by SRC04 Community Recreation Industry)
SRXEME004A	Co-ordinate emergency response	SRC00 National Community Recreation Industry (Superseded by SRC04 Community Recreation Industry)
SRXFAC004A	Plan and provide sport and recreational services	SRC00 National Community Recreation Industry (Superseded by SRC04 Community Recreation Industry)
SRXGOV001A	Participate as a member of an effective Board of an organisation	SRC00 National Community Recreation Industry (Superseded by SRC04 Community Recreation Industry)
SRXGOV002A	Undertake the role of an individual Director of an organisation	SRC00 National Community Recreation Industry (Superseded by SRC04 Community Recreation Industry)
SRXGOV003A	Undertake the role of a Chairperson at a Board meeting	SRC00 National Community Recreation Industry (Superseded by SRC04 Community Recreation Industry)
SRXGOV004A	Work effectively with the board of an organisation	SRC00 National Community Recreation Industry (Superseded by SRC04 Community Recreation Industry)
SRXHRM001B	Manage volunteers	SRC00 National Community

Unit Code	Unit Title	Origin Training Package
		Recreation Industry (Superseded by SRC04 Community Recreation Industry)
SRXRIS001A	Undertake risk analysis of activities	SRC00 National Community Recreation Industry (Superseded by SRC04 Community Recreation Industry)
SRXTEM002A	Support the work of a team	SRC00 National Community Recreation Industry (Superseded by SRC04 Community Recreation Industry)
SRXTEM003A	Work autonomously	SRC00 National Community Recreation Industry (Superseded by SRC04 Community Recreation Industry)
TAAASS402A	Assess competence	TAA04 Training and Assessment
TAADEL301A	Provide training through instruction and demonstration of work skills	TAA04 Training and Assessment
TAADEL401A	Plan and organise group based delivery	TAA04 Training and Assessment
TAADEL402A	Facilitate group based learning	TAA04 Training and Assessment
TAADES402A	Design and develop learning programs	TAA04 Training and Assessment
TAADEL403A	Facilitate individual learning	TAA04 Training and Assessment

Explanation of the review date

The review date (shown on the title page and in the footer of each page) indicates when the Training Package is expected to be reviewed in the light of changes such as changing technologies and circumstances. The review date is not an expiry date. Endorsed Training Packages and their components remain current until they are reviewed or replaced.

Introduction to the CHC02 Community Services Training Package

This document contains the qualifications framework relating to the Community Services Training Package.

This document must be used in conjunction with the following documents:

- Community Services Training Package Introduction and Assessment Guidelines (Volume 1)
- Community Services Training Package National Competency Standards (Volume 3)
- Community Services Training Package Imported National Competency Standards (Volume 4)
- Community Services Training Package Employability Skills (Volume 5)

For further information relating to the Community Services Training Package please contact:

Community Services and Health Industry Skills Council
PO Box 49
Strawberry Hills NSW 2012
Phone 02 9270 6600
Fax 02 9270 6601
admin@cshisc.com.au
<http://www.cshisc.com.au>

COMMUNITY SERVICES WORK — GENERALIST

CHC10102 Certificate I in Work Preparation (Community Services)

This qualification provides an exposure to work in the community services industry.

This is a pathway qualification that may lead to a VET in Schools qualification, career clarification and greater participation of equity groups.

Packaging Rules

All three (3) compulsory units

Compulsory

[CHCCS101A Prepare for work](#)

[CHCOHS201A Follow OHS procedures](#)

[BSBCMN103A Apply basic communication skills](#)

CHC20202 Certificate II in Community Services Work

This is a pathway qualification into community services work

Packaging Rules

11 units must be selected for this qualification including:

- 5 compulsory units
- 6 elective units, including at least one orientation unit, to be selected from other Community Services Training Package units available at this or Certificate III levels. A maximum of 2 units may be selected from other relevant National Training Package units available at Certificate II level. If the Children's Services stream is selected the electives are indicated below and the orientation unit is not required.

Enterprise specific units:

Note 1: Where national enterprise units are included as options, these must be nationally endorsed (see Introduction regarding new units and customisation)

Compulsory

CHCCS201A	Prepare for work in the Community Services Industry
CHCCOM1B	Communicate with people accessing the services of the organisation
CHCORG1B	Follow the organisation's policies, procedures and programs
CHCORG2B	Work with others
CHCOHS201A	Follow OHS procedures

Electives

CHCAC3C	Orientation to aged care work
CHCADMIN1B	Undertake basic administrative duties
CHCAOD1C	Introduction to alcohol and other drugs work
CHCCD7B	Support community resources
CHCCH25A	Introduction to work in social housing
CHCCH26A	Support client participation in the organisation
CHCCHILD5A	Orientation to child protection and out of home care for children and young people
CHCCS5B	Identify and address specific client needs
CHCDIS20A	Introduction to disability work
CHCGROUP1B	Support the activities of existing groups
CHCGROUP2C	Support group activities
CHCMH1B	Orientation to mental health work
CHCRH1B	Orientation to work in the leisure and health industry
CHCYTH1C	Work effectively with young people

Suggested Electives for Children's Services

<u>CHCFC1C</u>	<u>Support the development of children in the service</u>
<u>CHCICAB</u>	<u>Communicate with children</u>
<u>CHCPR1C</u>	<u>Deliver services/activities to stimulate children's development and enhance their leisure</u>
<u>CHCCN1D</u>	<u>Ensure children's health and safety</u>

The remaining two electives to come from CHC30402 Certificate III in Children's Services

CHC20302 Certificate II in Community Services (First Point of Contact)

This qualification applies to workers who support individuals by providing a first point of contact in a crisis situation and referral to a broad range of services. Workers may provide assistance and support to clients accessing a service or experiencing issues such as alcohol and/or other drug issues. Workers assist people in meeting their immediate needs e.g. by providing shelter and food. At this level workers provide short-term contact with clients in a crisis situation during which time they establish a helping relationship to define the crisis and provide referral information where appropriate. These positions generally have direct phone contact with clients, identify presenting needs and refer to appropriate services and support.

Workers at this level are required to have an understanding of Indigenous culture and history and to work with local communities in the provision of services.

Occupational names may include:

- Contact Officers
- Assistant Community Worker
- Night/Community Patrol Worker
- Customer Service Staff
- Reception/Front Desk Staff

Packaging Rules

11 units must be selected for this qualification including:

- 7 compulsory units
- 4 elective units

Compulsory

<u>CHCCS301A</u>	<u>Work within a legal and ethical framework</u>
<u>CHCCOM1B</u>	<u>Communicate with people accessing the services of the organisation</u>
<u>CHCCS0C</u>	<u>Deliver service to clients</u>
<u>CHCCS201A</u>	<u>Prepare for work in the Community Services Industry</u>
<u>CHCCS401A</u>	<u>Facilitate cooperative behaviour</u>
<u>CHCOHS201A</u>	<u>Follow OHS procedures</u>
<u>CHCCS5B</u>	<u>Identify and address specific client needs</u> OR
<u>CHCCS8A</u>	<u>Provide first point of contact</u>

Electives

At least TWO of the following:

<u>CHCAC3C</u>	<u>Orientation to aged care work</u>
<u>CHCAOD1C</u>	<u>Introduction to alcohol and other drugs work</u>
<u>CHCCD7B</u>	<u>Support community resources</u>
<u>CHCCH25A</u>	<u>Introduction to work in social housing</u>
<u>CHCCH26A</u>	<u>Support client participation in the organisation</u>
<u>CHCCS1B</u>	<u>Deliver and monitor services to clients</u>
<u>CHCCS405A</u>	<u>Work effectively with culturally diverse clients and co-workers</u>
<u>CHCDIS20A</u>	<u>Introduction to disability work</u>
<u>CHCDFV1B</u>	<u>Recognise and respond to domestic and family violence</u>
<u>CHCMH1B</u>	<u>Orientation to mental health work</u>
<u>CHCTC1A</u>	<u>Deliver a service consistent with the organisation's mission and values</u>
<u>CHCTC2A</u>	<u>Undertake telephone counselling</u>
<u>CHCCD13C</u>	<u>Work within specific communities</u>
<u>CHCCED301A</u>	<u>Facilitate provision of information to clients in the area of sexual and reproductive health</u>

The remaining elective unit may be selected from the Community Services or other National Training Package units available at this or higher levels.

CHC30802 Certificate III in Community Services Work

This qualification applies to community work delivered through a broad range of services which provide support to individuals and groups. This level is appropriate for support workers, caseworkers and client contact officers. Generally, these positions:

- Have direct contact with clients
- Identify presenting needs
- Refer to appropriate services and support

At this level support workers and case-workers may provide day to day support in community settings and/or provide assistance with entitlements and benefits under the broad direction of others. Emotional and practical support may be provided face to face or over the telephone to assist the client and enable an accurate referral to be achieved.

Specialist areas at Certificate III include an orientation to working with individuals with special needs such as mental health issues, domestic violence, disability and child protection.

Workers at this level are required to have an understanding of Indigenous culture and history and to work with local communities in the provision of services.

Occupational names may include:

- Client Contact
- Support Worker (community based with an orientation toward any or a number of the following: youth, women, families, domestic violence, child protection)
- Case Worker (community based with an orientation toward any or a number of the following: youth, women, families, cultural harmony)
- Assistant Community Worker (focussing on community health primarily in an Indigenous community)
- Youth Housing Support Worker
- Neighbourhood Centre Worker
- Intake and Referral Worker (Aboriginal)
- Youth Case Worker (community health service setting — non residential)
- Indigenous Youth Worker
- Recreational Activities Officer (weekend)
- Youth Worker
- Juvenile Justice Officer
- Community Care Worker
- Juvenile Justice Officer (community)
- Juvenile Justice Court Officer
- AOD Worker
- Residential Support Worker

Packaging Rules

13 units must be selected for this qualification including:

- 11 compulsory units (9 units plus 2 units from group 1)
- 2 elective units

Compulsory

CHCADMIN5C	Work within the administration protocols of the organisation
CHCCD12D	Apply a community development framework
CHCCOM2B	Communicate appropriately with clients and colleagues
CHCCS301A	Work within a legal and ethical framework
CHCCS401A	Facilitate cooperative behaviour
CHCCS402A	Respond holistically to client issues
CHCINF2B	Maintain organisation's information systems
CHCORG3B	Participate in the work environment

And one of the following units:

CHCOHS301A	Participate in workplace safety procedures OR
CHCOHS302A	Participate in safety procedures for direct care work

AND any TWO units are required from the Group 1:

GROUP 1

CHCAD1C	Advocate for clients
CHCCHILD1C	Identify and respond to children and young people at risk of harm
CHCCS8A	Provide first point of contact
CHCNET1C	Participate in networks
CHCGROUP2C	Support group activities
CHCINF8B	Comply with information requirements of the aged care and community care sectors
HLTCSD306B	Respond effectively to difficult or challenging behaviour OR
CHCDIS15B	Provide behaviour support

Electives

Two elective units may be selected from the units listed below, from other Community Services Training Package units available at this or higher levels, or from other relevant National Training Package units available at Certificate III and enterprise specific units.

Note 1: Where national enterprise units are included as options, these must be nationally endorsed (see introduction regarding new units and customisation).

GROUP 2

TWO of the following:

CHCAOD2C	Orientation to the alcohol and other drugs sector
CHCAOD6C	Work with clients who are intoxicated

[CHCAOD7C](#) [Provide needle and syringe services](#)

[CHCCS9A](#) [Provide support services to clients](#)

GROUP 3

TWO of the following:

[CHCYTH1C](#) [Work effectively with young people](#)

[CHCYTH2C](#) [Provide care and protection for young people](#)

[CHCYTH3C](#) [Support young people to address their circumstances](#)

[CHCYTH5C](#) [Support youth programs](#)

[CHCYTH7C](#) [Respond to critical situations](#)

GROUP 4

[CHCCHILD2C](#) [Support the rights and safety of children within duty of care requirements](#) AND

[CHCPROT9C](#) [Provide primary/residential care](#)

GROUP 5

TWO of the following:

[CHCDFV1B](#) [Recognise and respond to domestic and family violence](#)

[CHCDFV3B](#) [Provide crisis intervention and support to those experiencing domestic and family violence](#)

[CHCDFV8B](#) [Provide support to children affected by domestic and family violence](#)

GROUP 6

TWO of the following:

[CHCDIS1C](#) [Orientation to disability work](#)

[CHCDIS2C](#) [Maintain an environment designed to empower people with disabilities](#)

[CHCDIS3C](#) [Provide services to people with disabilities](#)

GROUP 7

TWO of the following:

[CHCAC1C](#) [Provide support to an older person](#)

[CHCAC2C](#) [Provide personal care](#)

[CHCAC3C](#) [Orientation to aged care work](#)

[CHCAC17A](#) [Support the older person to maintain their independence](#)

[CHCINF8B](#) [Comply with information requirements of the aged care and community care sectors](#)

GROUP 8

[CHCMH1B](#) [Orientation to mental health work](#) AND

[CHCCS9A](#) [Provide support services to clients](#)

GROUP 9

TWO of the following:

HLTHIR404B	Work effectively with Aboriginal and/or Torres Strait Islander people
CHCCD1C	Support community participation
CHCCS405A	Work effectively with culturally diverse clients and co-workers
HLTFA301B	Apply First Aid
HLTFA402B	Apply Advanced First Aid
HLTFA403A	Manage First Aid in the Workplace
CHCORG25B	Recruit and coordinate volunteers
CHCTC1A	Deliver a service consistent with the organisation's mission and values
BSBCMN206A	Process and maintain workplace information

The following is suggested competency groupings for different job roles:

Alcohol and other Drugs Work

Client Support Worker, needle and syringe exchange worker

CHCAOD2C	Orientation to the alcohol and other drugs sector AND
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Any one of the following:

CHCCS9A	Provide support services to clients
HLTFA402B	Apply Advanced First Aid
CHCAOD6C	Work with clients who are intoxicated OR
CHCAOD7C	Provide needle and syringe services

Youth Work

Youth Workers in a range of community based programs designed to address the social, behavioural, health, welfare, developmental and protection needs of young people.

CHCYTH1C	Work effectively with young people
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AND

Any one of the following:

CHCYTH3C	Support young people to address their circumstances OR
CHCYTH5C	Support youth programs OR
CHCYTH2C	Provide care and protection for young people OR
CHCYTH7C	Respond to critical situations

Mental Health Worker

CHCMH1B	Orientation to mental health work
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AND one of the following units:

CHCCS9A	Provide support services to clients
CHCAOD2C	Orientation to the alcohol and other drugs sector
CHCYTH1C	Work effectively with young people
CHCDFV1B	Recognise and respond to domestic and family violence

<u>CHCDIS1C</u>	<u>Orientation to disability work</u>
<u>CHCAC3C</u>	<u>Orientation to aged care work</u>
<u>CHCCHILD2C</u>	<u>Support the rights and safety of children within duty of care requirements</u>
<u>HLTHIR404B</u>	<u>Work effectively with Aboriginal and/or Torres Strait Islander people</u>
<u>HLTFA402B</u>	<u>Apply Advanced First Aid</u>
<u>HLTFA403A</u>	<u>Manage First Aid in the Workplace</u>

Support Worker (family and domestic violence)

<u>CHCDFV3B</u>	<u>Provide crisis intervention and support to those experiencing domestic and family violence</u>
<u>CHCDFV1B</u>	<u>Recognise and respond to domestic and family violence</u>
<u>CHCDFV8B</u>	<u>Provide support to children affected by domestic and family violence</u>

Client Contact Worker

<u>CHCORG25B</u>	<u>Recruit and coordinate volunteers</u>
<u>CHCTC1A</u>	<u>Deliver a service consistent with the organisation's mission and values</u>
<u>CHCADMIN3B</u>	<u>Undertake administrative work</u>
<u>CHCAD2C</u>	<u>Support the interests, rights and needs of clients within duty of care requirements</u>

Assistant Community Worker

<u>CHCDFV6B</u>	<u>Provide domestic and family violence support in Aboriginal and Torres Strait Islander communities</u>
<u>CHCCD2B</u>	<u>Provide community education projects</u> OR
<u>CHCHPROM2A</u>	<u>Implement health promotion and community intervention</u>

Support Worker/Case Worker — Community Based

<u>CHCAOD2C</u>	<u>Orientation to the alcohol and other drugs sector</u>
<u>CHCYTH1C</u>	<u>Work effectively with young people</u>
<u>CHCDFV1B</u>	<u>Recognise and respond to domestic and family violence</u>
<u>CHCDIS1C</u>	<u>Orientation to disability work</u>
<u>CHCAC3C</u>	<u>Orientation to aged care work</u>
<u>CHCMH1B</u>	<u>Orientation to mental health work</u>

CHC40902 Certificate IV in Community Services Work

This qualification covers workers who provide a range of services and interventions to clients, and/or implement health promotion and community interventions. Work may take place in a range of contexts such as community based organisations, residential rehabilitation services and outreach services. Workers may have supervisory responsibilities.

This qualification defines the knowledge and skills for support workers and case-workers who work autonomously under the broad guidance of others. This qualification refers to specific knowledge of a client group and appropriate intervention processes applied in residential and community settings. At the completion of this qualification the student will be able to design and deliver programs that aim to enhance individual and groups well-being.

Workers at this level are required to have an understanding of Indigenous culture and history and to work with local communities in the provision of services.

Occupational names may include:

- Community Support Worker
- Case Worker
- Support Worker
- Welfare Support Worker
- Family Support Worker
- Drug and Alcohol Counsellor
- Detoxification Worker
- Drug and Alcohol Worker
- Health Education Officer
- Outreach Officer
- Mental Health Worker
- Domestic Violence Worker

Packaging Rules

14 units must be selected for this qualification including:

- 9 compulsory units
- 5 elective units

Compulsory

CHCCD12D	Apply a community development framework
CHCCOM3C	Utilise specialist communication skills to build strong relationships
CHCCS2C	Deliver and develop client services
CHCCS301A	Work within a legal and ethical framework
CHCCS402A	Respond holistically to client issues
CHCCS405A	Work effectively with culturally diverse clients and co-workers
CHCORG5B	Maintain an effective work environment

And one of the following pairs of units:

CHCINF2B	Maintain organisation's information systems	OR
BSBCMN206A	Process and maintain workplace information	
CHCOHS301A	Participate in workplace safety procedures	OR
CHCOHS401A	Implement and monitor OHS policies and procedures for a workplace	

Electives

Elective units may be selected from the units listed below, from other Community Services Training Package units available at this or higher levels, or from other relevant National Training Package units available at Certificate IV and enterprise specific units.

Note 1: Where national enterprise units are included as options, these must be nationally endorsed (see introduction regarding new units and customisation).

<u>CHCAC3C</u>	<u>Orientation to aged care work</u>
<u>CHCAD1C</u>	<u>Advocate for clients</u>
<u>CHCAD2C</u>	<u>Support the interests, rights and needs of clients within duty of care requirements</u>
<u>CHCAOD7C</u>	<u>Provide needle and syringe services</u>
<u>CHCAOD8C</u>	<u>Assess the needs of clients who have alcohol and/or other drugs issues</u>
<u>CHCAOD9C</u>	<u>Provide alcohol and/or other drug withdrawal services</u>
<u>CHCCD13C</u>	<u>Work within specific communities</u>
<u>CHCCD1C</u>	<u>Support community participation</u>
<u>CHCCD4C</u>	<u>Develop and implement community programs</u>
<u>CHCCHILD1C</u>	<u>Identify and respond to children and young people at risk of harm</u>
<u>CHCCHILD2C</u>	<u>Support the rights and safety of children within duty of care requirements</u>
<u>CHCCM2C</u>	<u>Establish and monitor a case plan</u>
<u>CHCCS3C</u>	<u>Coordinate the provision of services and programs</u>
<u>CHCCS401A</u>	<u>Facilitate cooperative behaviour</u>
<u>CHCCS403A</u>	<u>Provide brief intervention</u>
<u>CHCCS404A</u>	<u>Facilitate family intervention strategies</u>
<u>CHCCS406A</u>	<u>Provide education and support on health, wellbeing and parenting</u>
<u>CHCCS407A</u>	<u>Operate referral procedures</u>
<u>CHCCS4C</u>	<u>Manage the delivery of quality client service</u>
<u>CHCDFV1B</u>	<u>Recognise and respond to domestic and family violence</u>
<u>CHCDFV3B</u>	<u>Provide crisis intervention and support to those experiencing domestic and family violence</u>
<u>CHCDFV4B</u>	<u>Promote community awareness of domestic and family violence</u>
<u>CHCDFV6B</u>	<u>Provide domestic and family violence support in Aboriginal and Torres Strait Islander communities</u>
<u>CHCDFV7B</u>	<u>Provide domestic and family violence support in non-English speaking background communities</u>
<u>CHCDFV8B</u>	<u>Provide support to children affected by domestic and family violence</u>
<u>CHCDIS1C</u>	<u>Orientation to disability work</u>
<u>CHCDIS6C</u>	<u>Plan and implement community integration</u>
<u>CHCFIN1A</u>	<u>Provide information and support to assist clients to manage personal and household finances</u>
<u>CHCFIN2A</u>	<u>Determine client needs in respect to financial issues</u>

CHCGROUP3C	Plan and conduct group activities
CHCHPROM2A	Implement health promotion and community intervention
CHCINF7B	Meet information needs of the community
CHCMH1B	Orientation to mental health work
CHCCS501A	Assess and respond to individuals at risk of self-harm or suicide
CHCNET4A	Work with other services
CHCPOL2A	Contribute to policy development
CHCPOL3A	Undertake research activities
CHCROT11B	Provide for care and protection of clients in specific need
CHCRF2A	Provide intervention support to children and families
CHCYTH10A	Work effectively with the families of young people
CHCYTH2C	Provide care and protection for young people
CHCYTH4C	Support young people in crisis
HLTHIR404B	Work effectively with Aboriginal and/or Torres Strait Islander people

Some suggested groupings of electives to match job roles:

Community Worker (eg Neighbourhood .)

CHCCD4C	Develop and implement community programs
CHCGROUP3C	Plan and conduct group activities
CHCCD13C	Work within specific communities
CHCCD7B	Support community resources
CHCCD1C	Support community participation
HLTHIR404B	Work effectively with Aboriginal and/or Torres Strait Islander people
HLTHIR403B	Work effectively with culturally diverse clients and co-workers

Family Worker, Women's Support Worker, Support Worker, Welfare Support Worker

CHCCM2C	Establish and monitor a case plan
HLTCSD306B	Respond effectively to difficult or challenging behaviour
HLTHIR404B	Work effectively with Aboriginal and/or Torres Strait Islander people
HLTHIR403B	Work effectively with culturally diverse clients and co-workers
CHCDFV4B	Promote community awareness of domestic and family violence
CHCDFV6B	Provide domestic and family violence support in Aboriginal and Torres Strait Islander communities
CHCDFV7B	Provide domestic and family violence support in non-English speaking background communities
CHCDFV8B	Provide support to children affected by domestic and family violence
CHCDIS6C	Plan and implement community integration
CHCRF2A	Provide intervention support to children and families

Client Contact

<u>CHCADMIN3B</u>	<u>Undertake administrative work</u>
<u>CHCNET1C</u>	<u>Participate in networks</u>
<u>CHCAD2C</u>	<u>Support the interests, rights and needs of clients within duty of care requirements</u>

Relevant Business Service Training Package units

Support Worker/Case Worker — Community Based

<u>CHCDFV8B</u>	<u>Provide support to children affected by domestic and family violence</u>
<u>CHCAD2C</u>	<u>Support the interests, rights and needs of clients within duty of care requirements</u>
<u>HLTHIR404B</u>	<u>Work effectively with Aboriginal and/or Torres Strait Islander people</u>
<u>CHCAD1C</u>	<u>Advocate for clients</u>

Support Worker — Residential Base

<u>CHCPROT8C</u>	<u>Respond to a report/notification of risk or harm made to a statutory body</u>
<u>CHCPROT9C</u>	<u>Provide primary/residential care</u>
<u>CHCCS409A</u>	<u>Meet the dietary and nutritional needs of clients in a culturally appropriate manner</u>

CHC50702

Diploma of Community Welfare Work

Workers in this role are usually also involved in service delivery, either direct client work and/or health promotion and community development projects. Workers at this level operate at an advanced skill level and may also have responsibility for the supervision of other staff and volunteers. Workers at this level are required to have an understanding of Indigenous culture and history and to work with local communities in the provision of services.

Occupational names may include:

- Assessor
- Case Co-ordinator
- Case Manager
- Client Service Assessor
- Co-ordinator Family Services
- Co-ordinator
- Welfare Worker
- Social Welfare Worker
- Early Intervention Co-ordinator
- Local Area Co-ordinator
- Local Support Co-ordinator
- Program Manager
- Program/Service Co-ordinator
- Support Facilitator
- Community Worker

Packaging Rules

19 units must be selected for this qualification including:

- 15 compulsory units
- 4 elective units

Compulsory

CHCADMIN4B	Manage the organisation's finances, accounts and resources
CHCCD15B	Develop and implement a community development strategy
CHCCOM4B	Develop, implement and promote effective communication techniques
CHCCM3B	Develop, facilitate and monitor all aspects of case management
CHCCS402A	Respond holistically to client issues
CHCCWI3B	Work with clients intensively
CHCGROUP3C	Plan and conduct group activities
CHCINF5B	Meet statutory and organisational information requirements
CHCNET3B	Develop new networks
CHCOHS401A	Implement and monitor OHS policies and procedures for a workplace
CHCORG28A	Reflect and improve upon professional practice
CHCORG6B	Coordinate the work environment
CHCPOL3A	Undertake research activities
CHCPOL4A	Develop and implement policy

And one of the following units:

CHCAD3A	Undertake systems advocacy OR
CHCAD4A	Provide advocacy and representation

Electives

Elective units may be selected from the units listed below, from other Community Services Training Package units available at this or higher levels, or from other relevant National Training Package units available at Diploma level and enterprise specific units.

Note 1: Where national enterprise units are included as options, these must be nationally endorsed (see introduction regarding new units and customisation).

<u>CHCAC12C</u>	<u>Provide services to an older person with complex needs</u>
<u>CHCAC15A</u>	<u>Provide care support which is responsive to the specific nature of dementia</u>
<u>CHCAC3C</u>	<u>Orientation to aged care work</u>
<u>CHCAC7C</u>	<u>Plan and monitor service delivery plans</u>
<u>CHCAD2C</u>	<u>Support the interests, rights and needs of clients within duty of care requirements</u>
<u>CHCAD3A</u>	<u>Undertake systems advocacy</u> <i>(if not selected in compulsory units)</i>
<u>CHCADMIN3B</u>	<u>Undertake administrative work</u>
<u>CHCAOD8C</u>	<u>Assess the needs of clients who have alcohol and/or other drugs issues</u>
<u>CHCAOD9C</u>	<u>Provide alcohol and/or other drug withdrawal services</u>
<u>CHCCAR501A</u>	<u>Provide careers guidance</u>
<u>CHCCD13C</u>	<u>Work within specific communities</u>
<u>CHCCD14B</u>	<u>Implement a community development strategy</u>
<u>CHCCD2B</u>	<u>Provide community education projects</u>
<u>CHCCD5C</u>	<u>Develop community resources</u>
<u>CHCCD6B</u>	<u>Establish and develop community organisations</u>
<u>CHCCD8B</u>	<u>Support community action</u>
<u>CHCCD9B</u>	<u>Support community leadership</u>
<u>CHCCED501A</u>	<u>Develop and implement education programs in the area of sexual and reproductive health</u>
<u>CHCCHILD1C</u>	<u>Identify and respond to children and young people at risk of harm</u>
<u>CHCCHILD2C</u>	<u>Support the rights and safety of children within duty of care requirements</u>
<u>CHCCM4B</u>	<u>Promote high quality case management</u>
<u>CHCCS10A</u>	<u>Facilitate client participation in the organisation</u>
<u>CHCCS401A</u>	<u>Facilitate cooperative behaviour</u>
<u>CHCCS404A</u>	<u>Facilitate family intervention strategies</u>
<u>CHCCS405A</u>	<u>Work effectively with culturally diverse clients and co-workers</u>
<u>CHCCS406A</u>	<u>Provide education and support on health, wellbeing and parenting</u>
<u>CHCCS4C</u>	<u>Manage the delivery of quality client service</u>
<u>CHCCS6B</u>	<u>Assess and deliver services to clients with complex needs</u>
<u>CHCCS7C</u>	<u>Co-ordinate the assessment and delivery of services to clients with particular needs</u>

***The following units are co requisite:**

*CHCCSL601A	Work within a structured counselling process
*CHCCSL602A	Facilitate the counselling relationship
*CHCCSL603A	Provide support for clients implementing a course of action
*CHCCSL604A	Reflect and improve upon counselling skills
CHCCWI2B	Implement a case work strategy
CHCCWI4A	Design and supervise family intervention strategies
CHCDFV10B	Facilitate workplace debriefing and support processes
CHCDFV2B	Manage own professional development in responding to domestic and family violence
CHCDFV4B	Promote community awareness of domestic and family violence
CHCDFV5B	Counsel clients affected by domestic and family violence
CHCDFV9B	Work with users of violence to effect change
CHCDIS10B	Provide care and support
CHCDIS11C	Coordinate disability work
CHCDIS2C	Maintain an environment designed to empower people with disabilities
CHCDIS4B	Design procedures for support
CHCDIS6C	Plan and implement community integration
CHCDIS7B	Design and adapt surroundings to group requirements
CHCDIS9C	Maximise participation in work by people with disabilities
CHCHPROM2A	Implement health promotion and community intervention
CHCLEG401A	Utilise legislation
CHCMED408B	Identify the need for alternative dispute resolution
CHCMED409B	Facilitate alternative dispute resolution processes
CHCCS9A	Provide support services to clients
CHCMH4C	Provide non-clinical services to people with mental health issues
CHCCS501A	Assess and respond to individuals at risk of self-harm or suicide
CHCMH8A	Provide interventions to meet the needs of consumers with mental health and AOD issues
CHCMH7A	Provide, with consumers, support and interventions to meet the needs of carers and families
CHCORG24B	Provide leadership in community services delivery
CHCORG25B	Recruit and coordinate volunteers
CHCORG27A	Provide mentoring support to colleagues
CHCORG29A	Provide coaching and motivation
CHCORG8C	Establish and manage new programs or services
CHCPOL5A	Manage research activities
CHCPROT11B	Provide for care and protection of clients in specific need
CHCRF2A	Provide intervention support to children and families
CHCYTH4C	Support young people in crisis
CHCYTH6C	Provide appropriate services for young people
CHCYTH8B	Manage service response to young people in crisis
HLTFA301B	Apply First Aid

[HLTFA402B](#) [Apply Advanced First Aid](#)
[SRXTEM003A](#) [Work autonomously](#)

CHC60302 Advanced Diploma of Community Services Work

This qualification covers those workers who may operate at an advanced skills level to:

- Provide specialist services
- Act as a resource for other workers
- Provide practice supervision of staff including volunteers
- Work intensively with clients
- Work with clients with complex needs

Pre-requisite. Learners undertaking this qualification need to have previous experience in a community services environment. The job role would have involved the self-directed application of knowledge with substantial depth in some areas, the exercise of independent judgement and decision-making, and a range of technical and other skills.

Packaging Rules

11 units must be selected for this qualification including:

- 7 compulsory units
- 4 elective units

Compulsory

CHCAD3A	Undertake systems advocacy
CHCCM5B	Develop practice standards
CHCCS7C	Co-ordinate the assessment and delivery of services to clients with particular needs
CHCORG24B	Provide leadership in community services delivery
CHCORG27A	Provide mentoring support to colleagues
CHCORG28A	Reflect and improve upon professional practice

And one of the following units:

CHCORG19B	Develop and maintain the quality of service outcomes	OR
BSBMGT608A	Manage innovation and continuous improvement	

Electives

At least TWO electives must be chosen from the following list. The remaining electives may be selected from the units listed below, from other Community Services Training Package units available at this level, or from other relevant National Training Package units available at Advanced Diploma level and enterprise specific units.

Note 1: Where national enterprise units are included as options, these must be nationally endorsed (see introduction regarding new units and customisation).

BSBMGT603A	Review and develop business plans
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[BSBMGT605A](#) [Provide leadership across the organisation](#)

[CHCAD4A](#) [Provide advocacy and representation](#)

***The following units are co requisite:**

*[CHCCSL601A](#) [Work within a structured counselling process](#)

*[CHCCSL602A](#) [Facilitate the counselling relationship](#)

*[CHCCSL603A](#) [Provide support for clients implementing a course of action](#)

*[CHCCSL604A](#) [Reflect and improve upon counselling skills](#)

[CHCCWI3B](#) [Work with clients intensively](#)

[CHCCWI4A](#) [Design and supervise family intervention strategies](#)

[CHCINF4B](#) [Manage the organisation's information systems](#)

[CHCCS501A](#) [Assess and respond to individuals at risk of self-harm or suicide](#)

[CHCNET4A](#) [Work with other services](#)

[BSBMGT505A](#) [Ensure a safe workplace](#)

[CHCORG10B](#) [Manage organisational change](#)

[CHCORG11B](#) [Lead and develop others](#)

[CHCORG12B](#) [Review organisational effectiveness](#)

[CHCORG20B](#) [Promote and represent the service](#)

[CHCORG21B](#) [Act as a resource to other services](#)

[CHCORG7B](#) [Manage workplace issues](#)

[CHCROT14B](#) [Develop protocols for operating within a statutory environment](#)

[CHCYTH8B](#) [Manage service response to young people in crisis](#)

[LGACOM602A](#) [Co-ordinate and facilitate a change process](#)

[PRXPD01A](#) [Develop a property investment strategy](#)

[PRXPD02A](#) [Determine opportunity and risk associated with property investment](#)

[PRXPD03A](#) [Undertake a property investment feasibility study](#)

[PRXPD04A](#) [Negotiate partnership arrangements](#)

[PRXPD07A](#) [Monitor performance of property investment](#)

[PRXPD08A](#) [Dispose of property](#)

[PRXPD14A](#) [Prepare a project design brief and documentation](#)

[PRXPD15A](#) [Appoint and manage a consultant project team](#)

[PRXPD16A](#) [Appoint project construction contractors](#)

[PSPMNGT605A](#) [Manage diversity](#)

[SRXGOV001A](#) [Participate as a member of an effective Board of an organisation](#)

[SRXGOV002A](#) [Undertake the role of an individual Director of an organisation](#)

[SRXGOV003A](#) [Undertake the role of a Chairperson at a Board meeting](#)

[SRXGOV004A](#) [Work effectively with the Board of an organisation](#)

[SRXTEM003A](#) [Work autonomously](#)

MANAGEMENT

CHC42002 Certificate IV Community Services (Service Co-ordination)

Workers in this occupational group work in residential facilities, group homes, community agencies and government departments. These workers apply knowledge and skills gained through qualifications or previous experience to resolve problems within organisational guidelines. These workers coordinate specific programs and/or projects and supervise and/or coordinate a limited number of lower classified workers or volunteers and report to service managers. They undertake a first line management role.

Workers at this level are required to have an understanding of Indigenous culture and history and to work with local communities in the provision of services.

Occupational names may include:

- Assistant Manager
- Community Care Worker
- Residential Respite Officer
- Co-ordinator Community Care
- Co-ordinator
- Respite Co-ordinator
- Care Co-ordinator
- Options Co-ordinator
- Unit Co-ordinator
- Program Co-ordinator
- Volunteer Co-ordinator
- Activities Program Co-ordinator
- Local Area Co-ordinator (supervisor)
- House Co-ordinator
- Shift Supervisor
- Supervisor
- Unit Manager

Packaging Rules

15 units must be selected for this qualification including:

- 12 compulsory units
- 3 elective units

Compulsory

CHCCD12D	Apply a community development framework
CHCCOM3C	Utilise specialist communication skills to build strong relationships
CHCCS301A	Work within a legal and ethical framework
CHCCS3C	Coordinate the provision of services and programs
CHCCS401A	Facilitate cooperative behaviour
CHCCS402A	Respond holistically to client issues
CHCINF2B	Maintain organisation's information systems
CHCOHS401A	Implement and monitor OHS policies and procedures for a workplace
CHCORG23B	Coordinate work
CHCCS12A	Develop a service delivery strategy

<u>CHCCS405A</u>	<u>Work effectively with culturally diverse clients and co-workers</u>
<u>CHCNET4A</u>	<u>Work with other services</u>

Electives

Elective units may be selected from the units listed below, from other Community Services Training Package units available at this or higher levels, or from other relevant National Training Package units available at Certificate IV and enterprise specific units.

Note 1: Where national enterprise units are included as options, these must be nationally endorsed (see introduction regarding new units and customisation).

<u>BSBCMN206A</u>	<u>Process and maintain workplace information</u>
<u>BSBMGT609A</u>	<u>Manage risk</u>
<u>CHCAC3C</u>	<u>Orientation to aged care work</u>
<u>CHCAD2C</u>	<u>Support the interests, rights and needs of clients within duty of care requirements</u>
<u>CHCADMIN3B</u>	<u>Undertake administrative work</u>
<u>CHCAOD7C</u>	<u>Provide needle and syringe services</u>
<u>CHCAOD8C</u>	<u>Assess the needs of clients who have alcohol and/or other drugs issues</u>
<u>CHCAOD9C</u>	<u>Provide alcohol and/or other drug withdrawal services</u>
<u>CHCCD13C</u>	<u>Work within specific communities</u>
<u>CHCCD1C</u>	<u>Support community participation</u>
<u>CHCCD4C</u>	<u>Develop and implement community programs</u>
<u>CHCCHILD1C</u>	<u>Identify and respond to children and young people at risk of harm</u>
<u>CHCCS303A</u>	<u>Provide physical assistance with medication</u>
<u>CHCDFV1B</u>	<u>Recognise and respond to domestic and family violence</u>
<u>CHCDFV4B</u>	<u>Promote community awareness of domestic and family violence</u>
<u>CHCDFV6B</u>	<u>Provide domestic and family violence support in Aboriginal and Torres Strait Islander communities</u>
<u>CHCDFV7B</u>	<u>Provide domestic and family violence support in non-English speaking background communities</u>
<u>CHCDFV8B</u>	<u>Provide support to children affected by domestic and family violence</u>
<u>CHCDIS1C</u>	<u>Orientation to disability work</u>
<u>CHCDIS3C</u>	<u>Provide services to people with disabilities</u>
<u>CHCDIS4B</u>	<u>Design procedures for support</u>
<u>CHCDIS6C</u>	<u>Plan and implement community integration</u>
<u>CHCDIS7B</u>	<u>Design and adapt surroundings to group requirements</u>
<u>CHCHPROM2A</u>	<u>Implement health promotion and community intervention</u>
<u>CHCINF3B</u>	<u>Coordinate information systems</u>
<u>CHCINF7B</u>	<u>Meet information needs of the community</u>
<u>CHCMH1B</u>	<u>Orientation to mental health work</u>
<u>CHCNET2B</u>	<u>Maintain effective networks</u>
<u>CHCORG25B</u>	<u>Recruit and coordinate volunteers</u>

<u>CHCORG5B</u>	<u>Maintain an effective work environment</u>
<u>CHCYTH2C</u>	<u>Provide care and protection for young people</u>
<u>CHCYTH4C</u>	<u>Support young people in crisis</u>
<u>CHCYTH6C</u>	<u>Provide appropriate services for young people</u>
<u>HLTCSD306B</u>	<u>Respond effectively to difficult or challenging behaviour</u>
<u>HLTFA301B</u>	<u>Apply First Aid</u>
<u>HLTFA402B</u>	<u>Apply advanced First Aid</u>

CHC51602

Diploma of Community Services Management

Workers in these occupational groups work in residential facilities, community or government agencies. These workers work independently and report to executive management or Boards of management. They undertake a range of functions requiring the application of knowledge and skills to achieve results in line with organisation's goals and strategic directions. This qualification applies to experienced community service managers.

Workers at this level are required to have an understanding of Indigenous culture and history and to work with local communities in the provision of services.

Occupational names may include:

- Business Manager
- Employment Services Manager
- Executive Officer
- General Manager
- Manager
- Program Manager
- Service Manager
- Site Manager
- Unit Manager

Packageing Rules

15 units must be selected for this qualification including:

- 9 compulsory units
- 6 elective units

Compulsory

CHCCOM3C	Utilise specialist communication skills to build strong relationships
CHCOHS501A	Manage workplace OHS management system
CHCORG6B	Coordinate the work environment
CHCORG7B	Manage workplace issues
CHCORG23B	Coordinate work
CHCORG28A	Reflect and improve upon professional practice
PSPMNGT605A	Manage diversity
CHCADMIN4B	Manage the organisation's finances, accounts and resources
BSBMGT609A	Manage risk

Electives

Three elective units must be selected from Group 1 and the remaining 3 units may be selected from Group 1 or Group 2, from other Community Services Training Package units available at this or higher levels, or from other relevant National Training Package units available at Diploma level and enterprise specific units.

Note 1: Where national enterprise units are included as options, these must be nationally endorsed (see introduction regarding new units and customisation).

Group 1

At least three (3) units must be chosen from this group

<u>CHCCD19A</u>	<u>Establish and maintain community, government and business partnerships</u>
<u>CHCCS405A</u>	<u>Work effectively with culturally diverse clients and co-workers</u>
<u>CHCINF5B</u>	<u>Meet statutory and organisational information requirements</u>
<u>CHCOHS401A</u>	<u>Implement and monitor OHS policies and procedures for a workplace</u>
<u>CHCOHS502A</u>	<u>Evaluate and improve workplace OHS management systems</u>
<u>CHCORG10B</u>	<u>Manage organisational change</u>
<u>CHCORG11B</u>	<u>Lead and develop others</u>
<u>CHCORG14B</u>	<u>Manage a service organisation</u>
<u>CHCORG25B</u>	<u>Recruit and coordinate volunteers</u>
<u>CHCORG27A</u>	<u>Provide mentoring support to colleagues</u>
<u>CHCORG29A</u>	<u>Provide coaching and motivation</u>
<u>HLTFA403A</u>	<u>Manage First Aid in the Workplace</u>
<u>SRXGOV004A</u>	<u>Work effectively with the Board of an organisation</u>
<u>SRXTEM003A</u>	<u>Work autonomously</u>

Group 2

<u>BSBADM502A</u>	<u>Manage meetings</u>
<u>CHCAD3A</u>	<u>Undertake systems advocacy</u>
<u>CHCAD4A</u>	<u>Provide advocacy and representation</u>
<u>CHCAD5A</u>	<u>Represent the client in court</u>
<u>CHCAD6A</u>	<u>Represent the organisation in court</u>
<u>CHCAL23C</u>	<u>Manage home based care administration requirements</u>
<u>CHCAOD10A</u>	<u>Work with clients who have alcohol and/or other drugs issues</u>
<u>CHCAOD11A</u>	<u>Provide advanced interventions to meet the needs of clients with alcohol and/or other drug issues</u>
<u>CHCAOD8C</u>	<u>Assess the needs of clients who have alcohol and/or other drugs issues</u>
<u>CHCCD14B</u>	<u>Implement a community development strategy</u>
<u>CHCCD5C</u>	<u>Develop community resources</u>
<u>CHCCD8B</u>	<u>Support community action</u>
<u>CHCCD9B</u>	<u>Support community leadership</u>
<u>CHCCHILD1C</u>	<u>Identify and respond to children and young people at risk of harm</u>
<u>CHCCM4B</u>	<u>Promote high quality case management</u>
<u>CHCCS10A</u>	<u>Facilitate client participation in the organisation</u>
<u>CHCCS3C</u>	<u>Coordinate the provision of services and programs</u>

<u>CHCCS402A</u>	<u>Respond holistically to client issues</u>
<u>CHCCS7C</u>	<u>Co-ordinate the assessment and delivery of services to clients with particular needs</u>
<u>CHCDIS10B</u>	<u>Provide care and support</u>
<u>CHCES501A</u>	<u>Manage service delivery in a purchaser/provider relationship with government</u>
<u>CHCES502A</u>	<u>Research and report on labour market information</u>
<u>CHCNET3B</u>	<u>Develop new networks</u>
<u>CHCNET4A</u>	<u>Work with other services</u>
<u>CHCPOL4A</u>	<u>Develop and implement policy</u>
<u>CHCPOL5A</u>	<u>Manage research activities</u>
<u>CHCPOL6A</u>	<u>Co-ordinate policy development</u>
<u>CHCYTH5C</u>	<u>Support youth programs</u>
<u>LGACOM501A</u>	<u>Develop and organise public education programs</u>
<u>LGACOM502A</u>	<u>Devise and conduct community consultations</u>
<u>PSPETHC501A</u>	<u>Promote the values and ethos of public service</u>
<u>PSPLEGN501A</u>	<u>Promote compliance with legislation in the public sector</u>
<u>SRXGOV001A</u>	<u>Participate as a member of an effective Board of an organisation</u>
<u>SRXGOV003A</u>	<u>Undertake the role of a Chairperson at a Board meeting</u>
<u>SRXGOV002A</u>	<u>Undertake the role of an individual Director of an organisation</u> OR
<u>BSBATSIL501A</u>	<u>Meet the roles and responsibilities of a Board Member (2)</u>

CHC60402 Advanced Diploma of Community Services Management

The management stream covers workers who are responsible for the coordination and management of agencies. These workers work independently and report to executive management or boards of management. They undertake a range of functions requiring the application of knowledge and skills to achieve results in line with organisation's goals and strategic directions.

This qualification applies to the managers of programs, services or service organisations in the community services industry. They may work in a range of sectors such as Housing, Children's Services, Alcohol and Other Drugs, Mental Health, Disability, Aged Care. It is expected that, in addition to management electives, relevant units applicable to these specific services would be selected as electives as appropriate, particularly for smaller organisations.

Occupational names may include:

- | | |
|------------------------------------|---------------------------------|
| • Executive Officer | • Program Manager |
| • Executive Director | • Project Manager |
| • Manager | • Community Service Manager |
| • Chief Executive Officer | • Community Education Manager |
| • Coordinator (large organisation) | • Community Development Manager |

Packaging Rules

20 units must be selected for this qualification including:

- 9 compulsory units
- 11 elective units

Compulsory

BSBMGT609A	Manage risk
CHCADMIN4B	Manage the organisation's finances, accounts and resources
CHCCOM4B	Develop, implement and promote effective communication techniques
CHCCD19A	Establish and maintain community, government and business partnerships
CHCCS4C	Manage the delivery of quality client service
CHCORG14B	Manage a service organisation
BSBMGT505A	Ensure a safe workplace
PSPMNGT605A	Manage diversity

And one of the following units:

- | | | |
|----------------------------|--|----|
| CHCORG11B | Lead and develop others | OR |
| BSBMGT605A | Provide leadership across the organisation | |

Electives

At least 10 electives must be chosen from Group 1, one (1) unit may be selected from Group 1 or Group 2, from other Community Services Training Package units available at this level, or from other relevant National Training Package units available at Advanced Diploma and enterprise specific units.

Note 1: Where national enterprise units are included as options, these must be nationally endorsed (see introduction regarding new units and customisation).

Group 1 — At least TEN (10) units must be chosen from this group

BSBMGT606A	Manage customer focus
CHCES501A	Manage service delivery in a purchaser/provider relationship with government
CHCORG7B	Manage workplace issues
CHCORG12B	Review organisational effectiveness
CHCORG15B	Promote the organisation
CHCORG24B	Provide leadership in community services delivery
CHCORG26A	Manage a service level agreement
CHCORG8C	Establish and manage new programs or services
CHCORG9B	Manage projects and strategies
CHCPOL5A	Manage research activities
CHCPOL7A	Manage policy development
CHCQM601A	Manage an accreditation process
HLTFA403A	Manage First Aid in the Workplace
PSPGOV603A	Develop a tender submission
SRXGOV004A	Work effectively with the Board of an organisation
BSBMGT604A	Manage business operations

Any one of the following three units:

CHCINF4B	Manage the organisation's information systems	OR
BSBMGT607A	Manage knowledge and information	OR
CHCINF6B	Manage information strategically	

One of the following units:

CHCORG10B	Manage organisational change	OR
LGACOM602A	Co-ordinate and facilitate a change process	

Either

CHCORG13B	Manage organisational strategic and business planning	OR
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BSBMGT601A	Contribute to a strategic direction	AND
BSBMGT603A	Review and develop business plans	

One unit from the following pairs of units:

[CHCORG19B](#) [Develop and maintain the quality of service outcomes OR](#)
[BSBMGT608A](#) [Manage innovation and continuous improvement](#)

[CHCORG20B](#) [Promote and represent the service OR](#)
[CHCORG21B](#) [Act as a resource to other services](#)

[CHCORG25B](#) [Recruit and coordinate volunteers OR](#)
[SRXHRM001B](#) [Manage volunteers](#)

Group 2

[BSBATSIL502A](#) [Work with the manager](#)
[CHCAD3A](#) [Undertake systems advocacy](#)
[CHCCD15B](#) [Develop and implement a community development strategy](#)
[CHCCD18A](#) [Facilitate the development of community capacity to manage place](#)
[CHCCD6B](#) [Establish and develop community organisations](#)
[CHCCH20C](#) [Acquire properties by purchase or transfer](#)
[CHCNET4A](#) [Work with other services](#)
[CHCCM5B](#) [Develop practice standards](#)
[CHCCS7C](#) [Co-ordinate the assessment and delivery of services to clients with particular needs](#)
[CHCIC12C](#) [Plan the inclusion of children with additional needs](#)
[CHCORG16B](#) [Manage training](#)
[CHCPROT14B](#) [Develop protocols for operating within a statutory environment](#)
[CHCPROT3D](#) [Manage provision of out of home care](#)
[CHCYTH8B](#) [Manage service response to young people in crisis](#)
[CHCYTH9C](#) [Develop and implement procedures to enable young people to address their needs](#)
[PSPETHIC601A](#) [Maintain and enhance confidence in the public service](#)
[PSPLEGN601A](#) [Manage compliance with legislation in the public sector](#)
[PSPMNGT608A](#) [Manage risk](#)
[SRXGOV001A](#) [Participate as a member of an effective Board of an organisation](#)
[SRXGOV002A](#) [Undertake the role of an individual Director of an organisation OR](#)
[BSBATSIL501A](#) [Meet the roles and responsibilities of a Board Member \(2\)](#)

COMMUNITY SERVICES WORK — SPECIALIST

AGED CARE AND DISABILITY WORK

CHC20102 Certificate II in Community Services Support Work

Workers in this occupational group work in residential facilities and/or in the community under direct or regular supervision within clearly defined organisational guidelines and service plans. These workers provide ancillary services such as catering, cleaning, laundry, gardening and home maintenance. These workers report directly to a supervisor and are not responsible for other workers.

Occupational names may include:

- Cleaner
- Housekeeper
- Maintenance Officer
- Domestic Assistant
- Housekeeping Assistant
- Launderer
- Catering Assistant
- Home Helper
- Handy Person
- Laundry Assistant
- Gardener
- Grounds Person/Cleaner
- Care Service Employee

Packaging Rules

12 units must be selected for this qualification including:

- 7 compulsory units
- 5 elective units

Compulsory

CHCCS301A	Work within a legal and ethical framework
CHCCOM1B	Communicate with people accessing the services of the organisation
CHCORG3B	Participate in the work environment
HLTCSD306B	Respond effectively to difficult or challenging behaviour
CHCOHS302A	Participate in safety procedures for direct care work
HLTIN301A	Comply with infection control policies and procedures in health work

And one of the following units:

CHCAC3C	Orientation to aged care work OR
CHCDIS1C	Orientation to disability work

Electives

Elective units must be selected from the units listed below, from other Community Services Training Package units available at this or higher levels, or from other relevant National Training Package units available at Certificate II and enterprise specific units.

Note 1: Where national enterprise units are included as options, these must be nationally endorsed (see introduction regarding new units and customisation).

<u>CHCAC3C</u>	<u>Orientation to aged care work (if not taken as compulsory)</u>
<u>CHCAC16A</u>	<u>Provide food services</u>
<u>CHCAC1C</u>	<u>Provide support to an older person</u>
<u>CHCAC17A</u>	<u>Support the older person to maintain their independence</u>
<u>CHCADMIN5C</u>	<u>Work within the administration protocols of the organisation</u>
<u>CHCDIS1C</u>	<u>Orientation to disability work(if not taken as compulsory)</u>
<u>CHCDIS3C</u>	<u>Provide services to people with disabilities</u>
<u>HLTCSD203B</u>	<u>Prepare and maintain beds</u>
<u>HLTCSD307B</u>	<u>Care for the home environment of clients</u>
<u>HLTCSD208B</u>	<u>Transport Clients</u>
<u>HLTFA301B</u>	<u>Apply First Aid</u>
<u>HLTFS201B</u>	<u>Distribute meals and refreshments to clients</u>
<u>HLTFS302B</u>	<u>Prepare Food suitable for a range of food service settings</u>
<u>HLTFS204B</u>	<u>Provide ward or unit-based food preparation and distribution services</u>
<u>HLTFS205B</u>	<u>Perform kitchenware washing</u>
<u>HLTFS207B</u>	<u>Follow basic food safety practices</u>
<u>HLTFS208B</u>	<u>Transport food</u>
<u>HLTGM201B</u>	<u>Perform routine servicing of plant, equipment and machinery</u>
<u>HLTGM202B</u>	<u>Use hand and power tools</u>
<u>HLTMS201B</u>	<u>Collect and maintain linen stock at user-location</u>
<u>HLTMS206B</u>	<u>Perform general cleaning tasks in a clinical setting</u>
<u>HLTMS208B</u>	<u>Handle waste in a health care environment</u>
<u>HLTGM203B</u>	<u>Perform minor general maintenance</u>

CHC30102 Certificate III in Aged Care Work

Workers in this occupational group work primarily in residential facilities under direct or regular supervision within clearly defined organisational guidelines and service plans. These workers carry out activities related to the maintenance of an individual's personal care and/or other activities of living. These workers report directly to a supervisor and are not responsible for other workers.

Workers at this level are required to have an understanding of Indigenous culture and history and to work with local communities in the provision of services.

Occupational names may include:

- Assistant in Nursing
- Support Worker
- Carer
- Personal Care Assistant
- Home Care Assistant
- Nursing Assistant
- Field Officer
- Care Assistant
- Care Service Employee
- Community Support Worker
- Accommodation Support Worker
- In Home Respite Worker
- Personal Care Giver
- Personal Care Worker
- Community Care Worker
- Disability Service Officer (in some jurisdictions)
- Community House Worker

Packaging Rules

13 units must be selected for this qualification including:

- 9 compulsory units
- 4 elective units

Compulsory

CHCAC1C	Provide support to an older person
CHCAC2C	Provide personal care
CHCAC3C	Orientation to aged care work
CHCAC6C	Support the older person to meet their emotional and psychosocial needs
CHCAC15A	Provide care support which is responsive to the specific nature of dementia
CHCCOM2B	Communicate appropriately with clients and colleagues
CHCINF8B	Comply with information requirements of the aged care and community care sectors
CHCOHS302A	Participate in safety procedures for direct care work

CHCORG3B Participate in the work environment

Electives

Electives should be selected from the list below although 2 units may be selected from units packaged in other Certificate III level qualifications in the Community Services Training Package or Health Training Package.

<u>CHCAC4B</u>	<u>Assist in the provision of an appropriate environment</u>
<u>CHCAC17A</u>	<u>Support the older person to maintain their independence</u>
<u>CHCAC16A</u>	<u>Provide food services</u>
<u>CHCAD1C</u>	<u>Advocate for clients</u>
<u>CHCCS303A</u>	<u>Provide physical assistance with medication</u>
<u>CHCCS304A</u>	<u>Assist with self medication</u>
<u>CHCCS405A</u>	<u>Work effectively with culturally diverse clients and co-workers</u>
<u>CHCGROUP2C</u>	<u>Support group activities</u>
<u>CHCORG22A</u>	<u>Contribute to service delivery strategy</u>
<u>HLTCSD203B</u>	<u>Prepare and maintain beds</u>
<u>HLTCSD306B</u>	<u>Respond effectively to difficult or challenging behaviour</u>
<u>HLTCSD307B</u>	<u>Care for the home environment of clients</u>
<u>HLTCSD208B</u>	<u>Transport Clients</u>
<u>HLTFA301B</u>	<u>Apply First Aid</u>
<u>HLTGM201B</u>	<u>Perform routine servicing of plant, equipment and machinery</u>
<u>HLTGM202B</u>	<u>Use hand and power tools</u>
<u>HLTGM203B</u>	<u>Perform minor general maintenance</u>
<u>HLTHIR404B</u>	<u>Work effectively with Aboriginal and/or Torres Strait Islander people</u>
<u>HLTMS201B</u>	<u>Collect and maintain linen stock at user-location</u>
<u>HLTMS206B</u>	<u>Perform general cleaning tasks in a clinical setting</u>
<u>HLTMS208B</u>	<u>Handle waste in a health care environment</u>
<u>CHCPA01A</u>	<u>Deliver care services using a palliative approach</u>

CHC30202 Certificate III in Home and Community Care

Workers in this occupational group work in the community under regular supervision within clearly defined organisational guidelines and service plans. These workers carry out activities related to the maintenance of an individual's personal care and/or other activities of living. These workers report directly to a supervisor and are not responsible for other workers.

Workers at this level are required to have an understanding of Indigenous culture and history and to work with local communities in the provision of services.

Occupational Titles may include:

- Care Assistant
- Carer
- Community Support Worker
- Driver
- Food Service Assistant
- Home Maintenance Officer
- In Home Respite Giver
- Personal Care Assistant
- Personal Care Worker
- Support Worker
- Care Service Employee
- Community Care Worker
- Disability Support Worker
- Food Distribution Officers
- Home Care Worker
- Home Maintenance Worker
- Nursing Assistant
- Personal Care Giver
- Planned Activity Assistant
- Transport Co-ordinator

* Relevant to Victoria

Packaging Rules

15 units must be selected for this qualification including:

- 10 compulsory units
- 5 elective units

Compulsory

CHCAC15A	Provide care support which is responsive to the specific nature of dementia
CHCAC3C	Orientation to aged care work
CHCCOM2B	Communicate appropriately with clients and colleagues
CHCCS405A	Work effectively with culturally diverse clients and co-workers
CHCHC301B	Work effectively in a home and community care environment
CHCHC302B	Provide personal care in a home and community care environment
CHCINF8B	Comply with information requirements of the aged care and community care sectors
CHCOHS302A	Participate in safety procedures for direct care work
CHCCS401A	Facilitate cooperative behaviour

And one of the following units:

<u>CHCDIS1C</u>	<u>Orientation to disability work OR</u>
<u>CHCDIS10B</u>	<u>Provide care and support</u>

Electives

Elective units may be selected from the units listed below, from other Community Services Training Package units available at this or higher levels, or from other relevant National Training Package units available at Certificate III and enterprise specific units.

Note 1: Where national enterprise units are included as options, these must be nationally endorsed (see introduction regarding new units and customisation).

<u>CHCAC17A</u>	<u>Support the older person to maintain their independence</u>
<u>CHCAC6C</u>	<u>Support the older person to meet their emotional and psychosocial needs</u>
<u>CHCCHILD1C</u>	<u>Identify and respond to children and young people at risk of harm</u>
<u>CHCCS304A</u>	<u>Assist with self medication</u>
<u>CHCCS402A</u>	<u>Respond holistically to client issues</u>
<u>CHCDIS1C</u>	<u>Orientation to disability work</u>
<u>CHCCS9A</u>	<u>Provide support services to clients</u>
<u>HLTFA301B</u>	<u>Apply First Aid</u>
<u>HLTFA402B</u>	<u>Apply Advanced First Aid</u>
<u>HLTIN301A</u>	<u>Comply with infection control policies and procedures in health work</u>
<u>CHCAC1C</u>	<u>Provide support to an older person</u>
<u>CHCAC2C</u>	<u>Provide personal care</u>
<u>CHCAOD4C</u>	<u>Support people with alcohol and/or other drugs issues</u>
<u>CHCDIS2C</u>	<u>Maintain an environment designed to empower people with disabilities</u>
<u>CHCDIS3C</u>	<u>Provide services to people with disabilities</u>
<u>CHCGROUP2C</u>	<u>Support group activities</u>
<u>HLTCSD203B</u>	<u>Prepare and maintain beds</u>
<u>HLTCSD307B</u>	<u>Care for the home environment of clients</u>
<u>HLTCSD208B</u>	<u>Transport Clients</u>
<u>HLTFS205B</u>	<u>Perform kitchenware washing</u>
<u>HLTFS207B</u>	<u>Follow basic food safety practices</u>
<u>HLTFS208B</u>	<u>Transport food</u>
<u>HLTGM201B</u>	<u>Perform routine servicing of plant, equipment and machinery</u>
<u>HLTGM202B</u>	<u>Use hand and power tools</u>
<u>HLTHIR404B</u>	<u>Work effectively with Aboriginal and/or Torres Strait Islander people</u>
<u>HLTMS206B</u>	<u>Perform general cleaning tasks in a clinical setting</u>
<u>HLTGM203B</u>	<u>Perform minor general maintenance</u>
<u>CHCPA01A</u>	<u>Deliver care services using a palliative approach</u>

CHC40102 Certificate IV in Aged Care Work

Workers in these occupational groups work in residential facilities within defined organisational guidelines and service plans. These workers carry out activities related to the maintenance of an individual's wellbeing through personal care and/or other activities of living. These workers may provide services to individuals with complex needs, and/or work with groups of older people. Work may include training and support to promote independence and community participation. This may be provided as part of activities and programs in a variety of settings including residential and centre-based programs. These workers report to service managers and liaise with professionals and other service providers. Workers may be required to supervise and/or co-ordinate a limited number of other workers.

Workers at this level are required to have an understanding of Indigenous culture and history and to work with local communities in the provision of services.

Occupational names may include:

- Day Activity Worker
- Support Worker
- Carer
- Care Service Employee
- Field Officer
- Community House Worker
- Community Support Worker
- In Home Respite Care
- Personal Care Giver
- Personal Care Worker
- Personal Care Assistant
- Care Assistant
- Care Team Leader
- Accommodation Support Worker

Packaging Rules

14 units must be selected for this qualification including:

- 11 compulsory units
- 3 elective units

Compulsory

CHCAC12C	Provide services to an older person with complex needs
CHCAC6C	Support the older person to meet their emotional and psychosocial needs
CHCAC7C	Plan and monitor service delivery plans
CHCADMIN3B	Undertake administrative work
CHCCOM3C	Utilise specialist communication skills to build strong relationships
CHCCS2C	Deliver and develop client services
CHCCS301A	Work within a legal and ethical framework
CHCGROUP3C	Plan and conduct group activities
CHCINF2B	Maintain organisation's information systems
CHCOHS401A	Implement and monitor OHS policies and procedures for a workplace

CHCORG5B Maintain an effective work environment

Electives

Elective units may be selected from the units listed below, from other Community Services Training Package units available at this or higher levels, or from other relevant National Training Package units available at Certificate IV and enterprise specific units.

Note 1: Where national enterprise units are included as options, these must be nationally endorsed (see introduction regarding new units and customisation).

<u>BSZ404A</u>	<u>Train small groups</u>
<u>CHCAC15A</u>	<u>Provide care support which is responsive to the specific nature of dementia</u>
<u>CHCAD1C</u>	<u>Advocate for clients</u>
<u>CHCCD1C</u>	<u>Support community participation</u>
<u>CHCCD2B</u>	<u>Provide community education projects</u>
<u>CHCCD4C</u>	<u>Develop and implement community programs</u>
<u>CHCCD5C</u>	<u>Develop community resources</u>
<u>CHCCS303A</u>	<u>Provide physical assistance with medication</u>
<u>CHCCS304A</u>	<u>Assist with self medication</u>
<u>CHCCS405A</u>	<u>Work effectively with culturally diverse clients and co-workers</u>
<u>CHCCS409A</u>	<u>Meet the dietary and nutritional needs of clients in a culturally appropriate manner</u>
<u>CHCCS6B</u>	<u>Assess and deliver services to clients with complex needs</u>
<u>CHCINF7B</u>	<u>Meet information needs of the community</u>
<u>CHCNET2B</u>	<u>Maintain effective networks</u>
<u>CHCORG25B</u>	<u>Recruit and coordinate volunteers</u>
<u>CHCPOL2A</u>	<u>Contribute to policy development</u>
<u>CHCPOL3A</u>	<u>Undertake research activities</u>
<u>HLTFA301B</u>	<u>Apply First Aid</u>
<u>HLTFA402B</u>	<u>Apply Advanced First Aid</u>
<u>SRCCRO009A</u>	<u>Conduct a recreation program for older persons</u>
<u>CHCPA02A</u>	<u>Plan for and provide care services using a palliative approach</u>

CHC40202 Certificate IV in Service Co-ordination (Ageing and Disability)

Workers in this occupational group work in residential facilities and/or community care agencies. These workers apply knowledge and skills gained through qualifications or previous experience to resolve problems within organisational guidelines. These workers coordinate specific programs and/or projects and supervise and/or coordinate a limited number of lower classified workers or volunteers and report to service managers. They may undertake a first line management role.

Workers at this level:

- are not responsible for clinical components of assessment care planning and would be expected to consult with professionals in relation to clinical issues;
- are required to have an understanding of how to work with local communities in the provision of services.
- are required to have an understanding of indigenous culture and history and to work with local communities in the provision of services.

Occupational names within this context may include:

- | | |
|--|--|
| • (Assistant) Activities Program Co-ordinator | • Aged Care Worker |
| • Assistant Care Co-ordinator | • Assistant Community Options Co-ordinator |
| • Assistant Co-ordinator / Supervisor Community Care | • Assistant Co-ordinator |
| • Assistant Co-ordinator/Supervisor Community Care | • Assistant House Co-ordinator |
| • Assistant Manager | • Assistant Options Co-ordinator |
| • Assistant Program Co-ordinator | • Assistant Respite Co-ordinator |
| • Community Care Worker | • Co-ordinator |
| • Local Area Co-ordinator (supervisor) | • Low Care Residential Facility Manager/Supervisor |
| • Residential Respite Officer | • Shift Supervisor |
| • Supervisor | • Unit Co-ordinator |
| • Unit Manager | • Volunteer Co-ordinator |

Pre-requisites

[CHCAC3C](#) [Orientation to aged care work](#) **AND**
[CHCDIS10B](#) [Provide care and support](#) **OR**
[CHCDIS1C](#) [Orientation to disability work](#)

Packaging Rules

15 units must be selected for this qualification including:

- 10 compulsory units
- 5 elective units

Compulsory

CHCCOM3C	Utilise specialist communication skills to build strong relationships
CHCCS3C	Coordinate the provision of services and programs
CHCINF3B	Coordinate information systems
CHCOHS401A	Implement and monitor OHS policies and procedures for a workplace
CHCORG23B	Coordinate work
CHCCS12A	Develop a service delivery strategy
CHCCS405A	Work effectively with culturally diverse clients and co-workers
CHCNET4A	Work with other services
CHCAC7C	Plan and monitor service delivery plans
CHCINF8B	Comply with information requirements of the aged care and community care sectors

Electives

Elective units may be selected from the units listed below, from other Community Services Training Package units available at this or higher levels, or from other relevant National Training Package units available at Certificate IV and enterprise specific units.

Note 1: Where national enterprise units are included as options, these must be nationally endorsed (see introduction regarding new units and customisation).

CHCAD2C	Support the interests, rights and needs of clients within duty of care requirements
CHCADMIN3B	Undertake administrative work
CHCCD13C	Work within specific communities
CHCCD1C	Support community participation
CHCCD4C	Develop and implement community programs
CHCCHILD1C	Identify and respond to children and young people at risk of harm. <i>(It is compulsory for people who work with children to do either CHCCS402A or CHCCHILD1C)</i>
CHCCS303A	Provide physical assistance with medication
CHCCS304A	Assist with self medication
CHCCS401A	Facilitate cooperative behaviour
CHCCS402A	Respond holistically to client issues <i>(It is compulsory for people who work with children to do either CHCCS402A or CHCCHILD1C)</i>
CHCDIS3C	Provide services to people with disabilities
CHCDIS4B	Design procedures for support
CHCDIS6C	Plan and implement community integration

<u>CHCDIS7B</u>	<u>Design and adapt surroundings to group requirements</u>
<u>CHCGROUP3C</u>	<u>Plan and conduct group activities</u>
<u>CHCINF7B</u>	<u>Meet information needs of the community</u>
<u>CHCNET2B</u>	<u>Maintain effective networks</u>
<u>CHCORG25B</u>	<u>Recruit and coordinate volunteers</u>
<u>CHCORG5B</u>	<u>Maintain an effective work environment</u>
<u>HLTCSD306B</u>	<u>Respond effectively to difficult or challenging behaviour</u>
<u>HLTFA301B</u>	<u>Apply First Aid</u>
<u>HLTFA402</u>	<u>Apply Advanced First Aid</u>

CHC30302 Certificate III in Disability Work

Workers in this occupational group work in the community and/or residential facilities under direct or regular supervision within clearly defined organisational guidelines and service plans. These workers carry out activities related to the maintenance of an individual's personal care and/or other activities of living. These workers report directly to a supervisor and are not responsible for other workers.

Workers at this level are required to have an understanding of Indigenous culture and history and to work with local communities in the provision of services.

Occupational names may include:

- Assistant in Nursing *
 - Support Worker
 - Carer
 - Personal Care Assistant
 - Home Care Assistant
 - Disability Support Worker
 - Client Assistant
 - School Support Officer (Working with children with disabilities)
 - Community Support Worker
 - Accommodation Support Worker
 - Family Support Worker
 - Residential Aid
 - Residential Care Officer
 - Residential Care Support Worker
 - In Home Respite Carer
 - Personal Care Giver
 - Personal Care Worker
 - Community Care Worker
 - Disability Service Officer
 - Community House Worker
 - Community Access Co-ordinator
 - Nursing Assistant *
 - Field Officer
 - Care Assistant
 - Disability Support Officer
- * Not relevant in some jurisdictions

Packaging Rules

14 units must be selected for this qualification including:

- 8 compulsory units
- 6 elective units

Compulsory

CHCADMIN5C	Work within the administration protocols of the organisation
CHCCOM2B	Communicate appropriately with clients and colleagues
CHCDIS1C	Orientation to disability work
CHCDIS2C	Maintain an environment designed to empower people with disabilities
CHCDIS5C	Contribute to positive learning
CHCOHS302A	Participate in safety procedures for direct care work

CHCORG3B Participate in the work environment

And one of the following units:

HLTHIR403B Work effectively with culturally diverse clients and co-workers OR

CHCCS405A Work effectively with culturally diverse clients and co-workers

Electives

Elective units may be selected from the units listed below, from other Community Services Training Package units available at this or higher levels, or from other relevant National Training Package units available at Certificate III and enterprise specific units.

Note 1: Where national enterprise units are included as options, these must be nationally endorsed (see introduction regarding new units and customisation).

BSZ404A Train small groups

CHCAC15A Provide care support which is responsive to the specific nature of dementia

CHCAC2C Provide personal care

CHCAC6C Support the older person to meet their emotional and psychosocial needs

CHCAD1C Advocate for clients

CHCADMIN2B Provide administrative support

CHCAOD4C Support people with alcohol and/or other drugs issues

CHCCD12D Apply a community development framework

CHCCD7B Support community resources

CHCCHILD1C Identify and respond to children and young people at risk of harm

CHCCM1C Undertake case management

CHCCOM3C Utilise specialist communication skills to build strong relationships

CHCCS1B Deliver and monitor services to clients

CHCCS301A Work within a legal and ethical framework

CHCCS303A Provide physical assistance with medication

CHCCS304A Assist with self medication

CHCCS402A Respond holistically to client issues

CHCCS6B Assess and deliver services to clients with complex needs

CHCCWI1B Operate under a casework framework

CHCDIS10B Provide care and support

CHCDIS12A Provide care and support for students with severe physical disabilities

CHCDIS13A Support older people with disabilities

CHCDIS14A Support students with additional needs in the classroom

CHCDIS15B Provide behaviour support

<u>CHCDIS17A</u>	<u>Provide care and support for students with disabilities</u>
<u>CHCDIS18A</u>	<u>Support students with special needs</u>
<u>CHCDIS3C</u>	<u>Provide services to people with disabilities</u>
<u>CHCDIS6C</u>	<u>Plan and implement community integration</u>
<u>CHCDIS8B</u>	<u>Support people with disabilities as workers</u>
<u>CHCDIS9C</u>	<u>Maximise participation in work by people with disabilities</u>
<u>CHCGROUP2C</u>	<u>Support group activities</u>
<u>CHCINF8B</u>	<u>Comply with information requirements of the aged care and community care sectors</u>
<u>CHCCS9A</u>	<u>Provide support services to clients</u>
<u>CHCNET1C</u>	<u>Participate in networks</u>
<u>CHCNET2B</u>	<u>Maintain effective networks</u>
<u>CHCPOL1A</u>	<u>Participate in policy development</u>
<u>CHCRH1B</u>	<u>Orientation to work in the leisure and health industry</u>
<u>CHCRH2A</u>	<u>Leisure and health programming</u>
<u>CHCRH3B</u>	<u>Develop leisure and health programs for clients with special needs</u>
<u>CHCT3B</u>	<u>Apply safe food hygiene practices</u>
<u>CHCYTH1C</u>	<u>Work effectively with young people</u>
<u>CHCYTH2C</u>	<u>Provide care and protection for young people</u>
<u>CHCYTH3C</u>	<u>Support young people to address their circumstances</u>
<u>HLTCSD203B</u>	<u>Prepare and maintain beds</u>
<u>HLTCSD307B</u>	<u>Care for the home environment of clients</u>
<u>HLTCSD208B</u>	<u>Transport Clients</u>
<u>HLTFA301B</u>	<u>Apply First Aid</u>
<u>HLTFA402B</u>	<u>Apply Advanced First Aid</u>
<u>HLTFS207B</u>	<u>Follow basic food safety practices</u>
<u>HLTGM201B</u>	<u>Perform routine servicing of plant, equipment and machinery</u>
<u>HLTGM202B</u>	<u>Use hand and power tools</u>
<u>HLTHIR404B</u>	<u>Work effectively with Aboriginal and/or Torres Strait Islander people</u>
<u>HLTIN301A</u>	<u>Comply with infection control policies and procedures in health work</u>
<u>HLTMS201B</u>	<u>Collect and maintain linen stock at user-location</u>
<u>HLTMS206B</u>	<u>Perform general cleaning tasks in a clinical setting</u>
<u>HLTMS208B</u>	<u>Handle waste in a health care environment</u>
<u>HLTGM203B</u>	<u>Perform minor general maintenance</u>

CHC40302 Certificate IV in Disability Work

Workers in this occupational group work in residential group homes, training resource centres, day respite centres and open employment services, other community settings and clients' homes. These workers apply knowledge and skills gained through qualifications and/or previous experience to provide training and support to people with disabilities to enhance their ability to achieve greater levels of independence, self reliance and community participation. These workers report to service managers and may liaise with health professionals and other service agencies. Workers in this group may work without direct supervision and may be required to supervise and/or co-ordinate a limited number of lower classified workers.

Workers at this level are required to have an understanding of Indigenous culture and history and to work with local communities in the provision of services.

Occupational names may include:

- Social Educator
- Lifestyle Support Officer
- Project Officer Life Enhancement Team
- Disability Officer — Day Support
- Social Trainer
- Employment Co-ordinator
- Disability Support Officer
- Development Officer
- Behavioural Support Officer
- Local Area Co-ordinator
- Residential Care Officer
- Job Co-ordinator
- Marketing Co-ordinator
- Senior Personal Care Assistant

Packaging Rules

14 units must be selected for this qualification including:

- 10 compulsory units
- 4 elective units

Compulsory

CHCCOM3C	Utilise specialist communication skills to build strong relationships
CHCCS301A	Work within a legal and ethical framework
CHCDIS1C	Orientation to disability work
CHCDIS2C	Maintain an environment designed to empower people with disabilities
CHCDIS3C	Provide services to people with disabilities
CHCDIS4B	Design procedures for support
CHCDIS6C	Plan and implement community integration
CHCORG5B	Maintain an effective work environment

And one from each of the following pairs of units:

[CHCOHS302A](#) [Participate in safety procedures for direct care work](#) OR

CHCOHS401A	Implement and monitor OHS policies and procedures for a workplace
HLTHIR403B	Work effectively with culturally diverse clients and co-workers OR
CHCCS405A	Work effectively with culturally diverse clients and co-workers

Electives

Elective units may be selected from the units listed below, from other Community Services Training Package units available at this or higher levels, or from other relevant National Training Package units available at Certificate IV and enterprise specific units.

Note 1: Where national enterprise units are included as options, these must be nationally endorsed (see introduction regarding new units and customisation).

BSBMGT609A	Manage risk
CHCAC12C	Provide services to an older person with complex needs
CHCAC15A	Provide care support which is responsive to the specific nature of dementia
CHCAC16A	Provide food services
CHCAD1C	Advocate for clients
CHCAD2C	Support the interests, rights and needs of clients within duty of care requirements
CHCADMIN3B	Undertake administrative work
CHCADMIN5C	Work within the administration protocols of the organisation
CHCAOD2C	Orientation to the alcohol and other drugs sector
CHCCD12D	Apply a community development framework
CHCCS2C	Deliver and develop client services
CHCCS303A	Provide physical assistance with medication
CHCCS304A	Assist with self medication
CHCCS402A	Respond holistically to client issues
CHCCS6B	Assess and deliver services to clients with complex needs
CHCCS9A	Provide support services to clients
CHCDIS13A	Support older people with disabilities
CHCDIS16B	Provide advanced behaviour support
CHCCS409A	Meet the dietary and nutritional needs of clients in a culturally appropriate manner
CHCDIS5C	Contribute to positive learning
CHCDIS7B	Design and adapt surroundings to group requirements
CHCGROUP3C	Plan and conduct group activities
CHCMH1B	Orientation to mental health work
CHCCS9A	Provide support services to clients
CHCNET4A	Work with other services
CHCRF2A	Provide intervention support to children and families
CHCRH2A	Leisure and health programming
CHCRH3B	Develop leisure and health programs for clients with special needs

<u>CHCRH4B</u>	<u>Co-ordinate, implement and monitor leisure and health programs</u>
<u>HLTFA301B</u>	<u>Apply First Aid</u>
<u>HLTFA402B</u>	<u>Apply Advanced First Aid</u>
<u>SRCCRO010A</u>	<u>Conduct a recreation program for people with a disability</u>
<u>CHCDIS8B</u>	<u>Support people with disabilities as workers OR</u>
<u>CHCORG29A</u>	<u>Provide coaching and motivation</u>
<u>CHCDIS9C</u>	<u>Maximise participation in work by people with disabilities</u>
<u>CHCES406A</u>	<u>Provide job search support</u>

CHC50102 Diploma of Disability Work

This qualification covers workers who are responsible for the coordination and management of agencies delivering services to people with a disability. Workers in this role are usually also involved in service delivery, either direct client work and/or community development projects. Workers at this level have responsibility for the supervision of other staff and volunteers.

Workers at this level are required to have an understanding of Indigenous culture and history and to work with local communities in the provision of services.

Occupational names may include:

- Assessor
- Case Co-ordinator
- Case Manager
- Client Service Assessor
- Co-ordinator
- Local Area Co-ordinator
- Local Support Co-ordinator
- Manager
- Program/Service Co-ordinator
- Support Facilitator
- Senior Disability Worker

[CHCDIS1C](#) [Orientation to disability work](#) is a **pre-requisite** for this qualification

Packaging Rules

15 units must be selected for this qualification including:

- 11 compulsory units
- 4 elective units

Compulsory

CHCAD4A	Provide advocacy and representation
CHCCM3B	Develop, facilitate and monitor all aspects of case management
CHCCOM3C	Utilise specialist communication skills to build strong relationships
CHCCS3C	Coordinate the provision of services and programs
CHCCS402A	Respond holistically to client issues
CHCNET4A	Work with other services
CHCORG6B	Coordinate the work environment
CHCINF5B	Meet statutory and organisational information requirements
CHCDIS11C	Coordinate disability work
CHCDIS2C	Maintain an environment designed to empower people with disabilities

And one of the following units:

CHCOHS301A	Participate in workplace safety procedures	OR
CHCOHS401A	Implement and monitor OHS policies and procedures for a workplace	

Electives

Elective units may be selected from the units listed below, from other Community Services Training Package units available at this or higher levels, or from other relevant National Training Package units available at Diploma level and enterprise specific units.

Note 1: Where national enterprise units are included as options, these must be nationally endorsed (see introduction regarding new units and customisation).

<u>CHCCD5C</u>	<u>Develop community resources</u>
<u>CHCCD8B</u>	<u>Support community action</u>
<u>CHCCD9B</u>	<u>Support community leadership</u>
<u>CHCCD14B</u>	<u>Implement a community development strategy</u>
<u>CHCCS405A</u>	<u>Work effectively with culturally diverse clients and co-workers</u>
<u>CHCCS501A</u>	<u>Assess and respond to individuals at risk of self-harm or suicide</u>
<u>CHCCS6B</u>	<u>Assess and deliver services to clients with complex needs</u>
<u>CHCCS7C</u>	<u>Co-ordinate the assessment and delivery of services to clients with particular needs</u>
<u>CHCCWI4A</u>	<u>Design and supervise family intervention strategies</u>
<u>CHCDIS10B</u>	<u>Provide care and support</u>
<u>CHCDIS16B</u>	<u>Provide advanced behaviour support</u>
<u>CHCDIS3C</u>	<u>Provide services to people with disabilities</u>
<u>CHCDIS4B</u>	<u>Design procedures for support</u>
<u>CHCDIS6C</u>	<u>Plan and implement community integration</u>
<u>CHCDIS7B</u>	<u>Design and adapt surroundings to group requirements</u>
<u>CHCPOL4A</u>	<u>Develop and implement policy</u>
<u>CHCMH1B</u>	<u>Orientation to mental health work</u>
<u>CHCMH4C</u>	<u>Provide non-clinical services to people with mental health issues</u>
<u>CHCMH7A</u>	<u>Provide, with consumers, support and interventions to meet the needs of carers and families</u>
<u>CHCMH8A</u>	<u>Provide interventions to meet the needs of consumers with mental health and AOD issues</u>
<u>CHCORG27A</u>	<u>Provide mentoring support to colleagues</u>
<u>CHCORG28A</u>	<u>Reflect and improve upon professional practice</u>
<u>CHCORG29A</u>	<u>Provide coaching and motivation</u>
<u>CHCRF2A</u>	<u>Provide intervention support to children and families</u>
<u>CHCYTH10A</u>	<u>Work effectively with the families of young people</u>
<u>SRXTEM003A</u>	<u>Work autonomously</u>

Either

<u>CHCDIS8B</u>	<u>Support people with disabilities as workers</u> OR
<u>CHCORG29A</u>	<u>Provide coaching and motivation</u>

Either

<u>CHCDIS9C</u>	<u>Maximise participation in work by people with disabilities</u> OR
<u>CHCES406A</u>	<u>Provide job search support</u>

CHC60102 Advanced Diploma of Disability Work

This qualification covers those workers who may operate at an advanced skills level to:

- Provide specialist services
- Act as a resource for other workers
- Provide professional supervision of staff including volunteers
- Work intensively with clients
- Work with clients with complex needs
- Coordinate work programs
- Supervise accommodation service delivery
- Manage services.

There may be no vocational outcomes in some jurisdictions.

Pre-requisite. Learners undertaking this qualification need to have previous experience in the disability sector. The job role would have involved the self-directed application of knowledge with substantial depth in some areas; the exercise of independent judgement and decision-making; and a range of technical and other skills.

Occupational names may include:

- Case Manager
- House Supervisor
- Psycho-Social Trainer
- Team Leader
- Service Co-ordinator
- Disability Development and Support Officer
- Psycho-Educational Trainer
- Supervisor
- Unit Manager

Packaging Rules

20 units must be selected for this qualification including:

- 16 compulsory units
- 4 elective units

Compulsory

CHCAD3A	Undertake systems advocacy
CHCADMIN4B	Manage the organisation's finances, accounts and resources
CHCCS4C	Manage the delivery of quality client service
CHCCS7C	Co-ordinate the assessment and delivery of services to clients with particular needs
CHCDIS11C	Coordinate disability work
CHCINF4B	Manage the organisation's information systems
CHCNET3B	Develop new networks
BSBMGT505A	Ensure a safe workplace

CHCORG10B	Manage organisational change
CHCORG11B	Lead and develop others
CHCORG19B	Develop and maintain the quality of service outcomes
CHCORG20B	Promote and represent the service
CHCORG28A	Reflect and improve upon professional practice
CHCORG7B	Manage workplace issues
CHCORG8C	Establish and manage new programs or services

And either:

CHCCOM4B	Develop, implement and promote effective communication techniques (<i>Compulsory for management stream</i>) OR
CHCCOM3C	Utilise specialist communication skills to build strong relationships (<i>Compulsory for practitioner stream</i>)

Electives

Electives may be chosen from Advanced Diploma level units in the Community Services Training Package or another relevant National Training Package. Depending on the focus of the job role, electives may include:

Practitioner stream

CHCCS601A	Work with clients with unique needs
CHCDIS16B	Provide advanced behaviour support
CHCCS602A	Work with families of clients
CHCCWI3B	Work with clients intensively
CHCCWI4A	Design and supervise family intervention strategies
CHCIC12C	Plan the inclusion of children with additional needs
CHCMH4C	Provide non-clinical services to people with mental health issues
CHCCS402A	Respond holistically to client issues
CHCCM5B	Develop practice standards
CHCORG27A	Provide mentoring support to colleagues
SRXTEM003A	Work autonomously

Management stream

PSPMNGT605A	Manage diversity
BSBMGT608A	Manage innovation and continuous improvement
CHCINF6B	Manage information strategically
CHCORG9B	Manage projects and strategies
BSBMGT604A	Manage business operations
BSBMGT603A	Review and develop business plans
CHCPOL7A	Manage policy development
CHCORG26A	Manage a service level agreement
CHCORG27A	Provide mentoring support to colleagues

CHILDREN'S SERVICES

CHC30402

Certificate III in Children's Services

This qualification covers workers who use organisational policies, procedures and individual children's profiles to plan activities and provide care to children, facilitating their leisure and play and enabling them to achieve their developmental outcomes.

Depending on the setting, workers may work under direct supervision or autonomously. In some settings, the worker may also have limited supervisory responsibilities of volunteers.

Workers at this level are required to have an understanding of Indigenous culture and history and to work with local communities in the provision of services.

Occupational names may include:

- Child Care Assistant
- Nanny
- Recreation Assistant *
- Family Day Carer
- Out of School Hours Care Assistant *
- Unqualified Child Care Worker

* Depending on jurisdiction. Some jurisdictions require CHC40402 Certificate IV in Out of School Hours Care

Packaging Rules

15 units must be selected for this qualification including:

- 11 compulsory units
- 4 elective units

Compulsory

CHCCHILD1C	Identify and respond to children and young people at risk of harm
CHCCN1D	Ensure children's health and safety
CHCCN2C	Care for children
CHCCN4D	Respond to illness, accidents and emergencies
CHCCS301A	Work within a legal and ethical framework
CHCFC1C	Support the development of children in the service
CHCIC1C	Interact effectively with children
CHCOHS301A	Participate in workplace safety procedures
CHCPR1C	Deliver services/activities to stimulate children's development and enhance their leisure
CHCPR3C	Develop an understanding of children's interests and developmental needs

[HLTFA301B](#) [Apply First Aid](#) **AND/OR**

[HLTFA402B](#) [Apply Advanced First Aid](#) *(depending on jurisdiction)*

Electives

Choice of electives will be guided by the type of service delivery and the setting.

Four elective units may be selected from the units listed below, from other Community Services Training Package units available at this or higher levels, or from other relevant National Training Package units available at Certificate III and enterprise specific units.

Note 1: Where national enterprise units are included as options, these must be nationally endorsed (see introduction regarding new units and customisation).

[CHCADMIN3B](#) [Undertake administrative work](#)

[CHCAL7B](#) [Fulfil family day care administration requirements](#)

[CHCCHILD3A](#) [Promote the safety, well-being and welfare of children, young people and their families](#)

[CHCCN3C](#) [Prepare nutritionally balanced food in a safe and hygienic manner](#)

[CHCCN5C](#) [Care for babies](#) *(required for centre based care and family day care in some jurisdictions)*

[CHCCS405A](#) [Work effectively with culturally diverse clients and co-workers](#)

[CHCORG3B](#) [Participate in the work environment](#)

[CHCRF1C](#) [Work effectively with families to care for their child](#) *(required for centre based care and family day care in some jurisdictions)*

[CHCRH1B](#) [Orientation to work in the leisure and health industry](#)

[CHCYTH1C](#) [Work effectively with young people](#)

[HLTNA303B](#) [Plan and modify meals and menus according to nutrition care plans](#)

[HLTNA304B](#) [Plan meals and menus to meet cultural and religious needs](#)

[SRCCRD007A](#) [Develop recreation programs](#)

[SRCCRO001A](#) [Assist with recreation games not requiring equipment](#)

[SRCCRO008A](#) [Interact positively with infants, toddlers and parents in a recreation environment](#) *(appropriate unit for an assistant working with a mobile resources unit)*

[SRXCAI005A](#) [Conduct a sport and recreation session for clients](#)

[SRXRIS001A](#) [Undertake risk analysis of activities](#)

CHC40402

Certificate IV in Out of School Hours Care

This qualification covers workers who conduct vacation programs and before and after school activities for children who are of school age. It is also applicable for those who work with children who may not be of school age eg. a mobile resource unit.

The workers plan activities and provide care to children, facilitating their leisure and play and enabling them to achieve their developmental outcomes.

Workers may work under direct supervision or autonomously. Workers are likely to have some supervisory responsibilities for volunteers and other workers.

Workers at this level are required to have an understanding of Indigenous culture and history and to work with local communities in the provision of services.

Occupational names may include (and may vary depending jurisdiction and legislation):

- Recreation Assistant
- Group Leader
- Special Assistant
- Senior Play Leader
- Mobile Assistant
- Out of School Hours Care Supervisor
- Youth Worker
- Play Leader
- Special Needs Inclusion Worker

Packaging Rules

18 units* must be selected for this qualification including:

- 14 compulsory units
- 4 elective units

* 19 units (including 15 compulsory units) would be required if both first aid units are required

Compulsory

CHCADMIN3B	Undertake administrative work
CHCCHILD1C	Identify and respond to children and young people at risk of harm
CHCCN1D	Ensure children's health and safety
CHCCS301A	Work within a legal and ethical framework
CHCCS405A	Work effectively with culturally diverse clients and co-workers
CHCIC1C	Interact effectively with children
CHCOHS401A	Implement and monitor OHS policies and procedures for a workplace

CHCPR1C	Deliver services/activities to stimulate children's development and enhance their leisure
CHCPR3C	Develop an understanding of children's interests and developmental needs
CHCYTH1C	Work effectively with young people
HLTFA301B	Apply First Aid AND/OR
HLTFA402B	Apply Advanced First Aid <i>(depending on jurisdiction)</i>
SRCCRD007A	Develop recreation programs
SRXRIS001A	Undertake risk analysis of activities
SRXTEM003A	Work autonomously

Electives

Elective units may be selected from the units listed below, from other Community Services Training Package units available at this or higher levels, or from other relevant National Training Package units available at Certificate IV and enterprise specific units.

Note 1: Where national enterprise units are included as options, these must be nationally endorsed (see introduction regarding new units and customisation).

CHCCN2C	Care for children (depending on service type and age group of clients)
CHCCHILD3A	Promote the safety, well-being and welfare of children, young people and their families
CHCCN3C	Prepare nutritionally balanced food in a safe and hygienic manner
CHCCN4D	Respond to illness, accidents and emergencies
CHCFC1C	Support the development of children in the service
CHCIC10C	Establish and implement plans for developing responsible behaviour
CHCORG3B	Participate in the work environment
CHCORG28A	Reflect and improve upon professional practice
CHCPOL2A	Contribute to policy development
CHCRF1C	Work effectively with families to care for their child
CHCRH3B	Develop leisure and health programs for clients with special needs
SRCCRO001A	Assist with recreation games not requiring equipment
SRCCRO008A	Interact positively with infants, toddlers and parents in a recreation environment <i>(appropriate unit for an assistant working with a mobile resources unit)</i>
SROABL002A	Facilitate adventure-based learning activities
SRXCAI004A	Plan a sport and recreation session for clients
SRXCAI005A	Conduct a sport and recreation session for clients
SRXEME004A	Co-ordinate emergency response
SRXFAC004A	Plan and provide sport and recreational services

CHC50202

Diploma of Out of School Hours Care

Workers at this level have responsibility for the day to day running of a Before and After School Care and/or Vacation Care service. They undertake a managerial role and have responsibility for the supervision of other staff and volunteers. They are responsible for developing and evaluating the program.

In most states this Diploma is the minimum qualification required under the National Standards for OSHC for Co-ordinator positions. Workers at this level are required to have an understanding of Indigenous culture and history and to work with local communities in the provision of services.

Occupational names may include:

- Out of School Hours Care Co-ordinator
- Group Leader
- Service Manager
- Team Leader
- Program Leader
- Service Director

The following units or equivalent are **pre-requisites** for this qualification:

CHCADMIN3B	Undertake administrative work
CHCCHILD1C	Identify and respond to children and young people at risk of harm
CHCCN1D	Ensure children's health and safety
CHCCS301A	Work within a legal and ethical framework
CHCCS405A	Work effectively with culturally diverse clients and co-workers
CHCPR1C	Deliver services/activities to stimulate children's development and enhance their leisure
CHCIC1C	Interact effectively with children
CHCYTH1C	Work effectively with young people
HLTFA301B	Apply First Aid AND/OR
HLTFA402B	Apply Advanced First Aid <i>(depending on jurisdiction)</i>
SRCCRD007A	Develop recreation programs
SRXRIS001A	Undertake risk analysis of activities
SRXTEM003A	Work autonomously

Packaging Rules

18 units must be selected for this qualification including:

- 9 compulsory units
- 9 elective units

Compulsory

CHCFC2C	Foster and enhance children's development
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<u>CHCCN11C</u>	<u>Establish, manage and monitor the implementation of a safe and healthy environment</u>
<u>CHCIC10C</u>	<u>Establish and implement plans for developing responsible behaviour</u>
<u>CHCOHS501A</u>	<u>Manage workplace OHS management system</u>
<u>CHCORG5B</u>	<u>Maintain an effective work environment</u>
<u>CHCPOL4A</u>	<u>Develop and implement policy</u>
<u>CHCPR10C</u>	<u>Design, implement and evaluate programs of the service</u>
<u>CHCRF11B</u>	<u>Work in partnership with families to care for the child</u>
<u>CHCRH5B</u>	<u>Conduct a program for children and young people with special needs</u>

Electives

Elective units must be selected from the units listed below, from other Community Services Training Package units available at this or higher levels, or from other relevant National Training Package units available at Diploma level and enterprise specific units.

<u>CHCCN3C</u>	<u>Prepare nutritionally balanced food in a safe and hygienic manner</u>
<u>CHCCN20B</u>	<u>Advocate for the rights and needs of children and young people</u>
<u>CHCFC3C</u>	<u>Foster and enhance children's social, emotional and psychological development</u>
<u>CHCFC5C</u>	<u>Foster and enhance children's cognitive and language development</u>
<u>CHCFC20B</u>	<u>Promote the ethical understandings of children</u>
<u>CHCINF2B</u>	<u>Maintain organisation's information systems</u>
<u>CHCINF7B</u>	<u>Meet information needs of the community</u>
<u>CHCNET2B</u>	<u>Maintain effective networks</u>
<u>CHCORG10B</u>	<u>Manage organisational change</u>
<u>CHCORG11B</u>	<u>Lead and develop others</u>
<u>CHCORG20B</u>	<u>Promote and represent the service</u>
<u>CHCORG23B</u>	<u>Coordinate work</u>
<u>CHCORG24B</u>	<u>Provide leadership in community services delivery</u>
<u>CHCORG27A</u>	<u>Provide mentoring support to colleagues</u>
<u>CHCORG28A</u>	<u>Reflect and improve upon professional practice</u>
<u>CHCORG29A</u>	<u>Provide coaching and motivation</u>
<u>CHCSD12B</u>	<u>Act as a resource to workers</u>
<u>CHCYTH5C</u>	<u>Support youth programs</u>
<u>CHCQM601A</u>	<u>Manage an accreditation process</u>
<u>HLTFA402B</u>	<u>Apply Advanced First Aid</u>
<u>SRXEME004A</u>	<u>Co-ordinate emergency response</u>

CHC50302

Diploma of Children's Services

This qualification covers workers who are responsible for developing and evaluating the program. Workers at this level have responsibility for the supervision of other staff and volunteers and in most States it is the highest qualification required at director or service manager level.

Workers at this level are required to have an understanding of Indigenous culture and history and to work with local communities in the provision of services.

Occupational names include:

- Child Care Worker — Qualified
- Team Leader
- Group Leader
- Program Leader
- Service Manager
- Service Director

Pre-requisite. The following units from CHC30402 Certificate III in Children's Services or equivalent are **pre-requisites** to this qualification:

CHCCHILD1C	Identify and respond to children and young people at risk of harm
CHCCN1D	Ensure children's health and safety
CHCCN2C	Care for children
CHCCN4D	Respond to illness, accidents and emergencies
CHCCS301A	Work within a legal and ethical framework
CHCFC1C	Support the development of children in the service
CHCIC1C	Interact effectively with children
CHCOHS301A	Participate in workplace safety procedures
CHCORG3B	Participate in the work environment
CHCPR1C	Deliver services/activities to stimulate children's development and enhance their leisure
CHCPR3C	Develop an understanding of children's interests and developmental needs
HLTFA301B	Apply First Aid AND/OR
HLTFA402B	Apply Advanced First Aid (depending on jurisdiction)

Note: [CHCCN5C](#) [Care for babies](#) is required as a **pre-requisite unit** in some jurisdictions.

Packaging Rules

20 units must be selected for this qualification including:

- 13 compulsory units
- 7 elective units

Compulsory

<u>CHCCHILD2C</u>	<u>Support the rights and safety of children within duty of care requirements</u>
<u>CHCCN11C</u>	<u>Establish, manage and monitor the implementation of a safe and healthy environment</u>
<u>CHCCN8B</u>	<u>Plan care routines</u>
<u>CHCFC2C</u>	<u>Foster and enhance children's development</u>
<u>CHCFC3C</u>	<u>Foster and enhance children's social, emotional and psychological development</u>
<u>CHCFC5C</u>	<u>Foster and enhance children's cognitive and language development</u>
<u>CHCIC10C</u>	<u>Establish and implement plans for developing responsible behaviour</u>
<u>CHCIC12C</u>	<u>Plan the inclusion of children with additional needs</u>
<u>CHCOHS501A</u>	<u>Manage workplace OHS management system</u>
<u>CHCPR10C</u>	<u>Design, implement and evaluate programs of the service</u>
<u>CHCPR2C</u>	<u>Arrange/organise experiences which facilitate and enhance children's development</u>
<u>CHCPR9C</u>	<u>Document, interpret and use information about children</u>
<u>CHCRF11B</u>	<u>Work in partnership with families to care for the child</u>

Electives

Elective units must be selected from the units listed below, from other Community Services Training Package units available Diploma or higher levels, or from other relevant National Training Package units available at Diploma level.

The following three units may be compulsory in some jurisdictions:

<u>CHCFC6C</u>	<u>Provide experiences which facilitate children's expressive development</u>
<u>CHCFC7C</u>	<u>Use music as a medium to enhance children's experience and development</u>
<u>CHCFC8A</u>	<u>Provide experience which enhance children's development and learning</u>

Other units

<u>BSBMGT608A</u>	<u>Manage innovation and continuous improvement</u>
<u>BSBMGT609A</u>	<u>Manage risk</u>
<u>CHCADMIN4B</u>	<u>Manage the organisation's finances, accounts and resources</u>
<u>CHCAL23C</u>	<u>Manage home based care administration requirements</u>

<u>CHCCHILD6A</u>	<u>Conduct investigation</u>
<u>CHCCN20B</u>	<u>Advocate for the rights and needs of children and young people</u>
<u>CHCCN3C</u>	<u>Prepare nutritionally balanced food in a safe and hygienic manner</u>
<u>CHCCS405A</u>	<u>Work effectively with culturally diverse clients and co-workers</u>
<u>CHCIC11B</u>	<u>Implement and promote inclusive policies and practices</u>
<u>CHCINF5B</u>	<u>Meet statutory and organisational information requirements</u>
<u>CHCINF7B</u>	<u>Meet information needs of the community</u>
<u>CHCOHS502A</u>	<u>Evaluate and improve workplace OHS management systems</u>
<u>CHCORG11B</u>	<u>Lead and develop others</u>
<u>CHCORG14B</u>	<u>Manage a service organisation</u>
<u>CHCORG20B</u>	<u>Promote and represent the service</u>
<u>CHCORG5B</u>	<u>Maintain an effective work environment</u>
<u>CHCORG6B</u>	<u>Coordinate the work environment</u>
<u>CHCORG28A</u>	<u>Reflect and improve upon professional practice</u>
<u>CHCPOL2A</u>	<u>Contribute to policy development</u>
<u>CHCPR14B</u>	<u>Observe children and interpret observations</u>
<u>CHCQM601A</u>	<u>Manage an accreditation process</u>

CHC60202

Advanced Diploma of Children's Services

This qualification covers those workers who may operate at an advanced skills level to:

- Provide specialist services
- Act as a resource for other workers
- Provide practice supervision of staff including volunteers
- Work intensively with clients
- Work with clients with complex needs.

Occupational names include:

- Service Director

Pre-requisite. The following compulsory units from CHC30402 Certificate III in Children's Services and CHC50302 Diploma of Children's Services or equivalent are pre-requisites to this qualification:

<u>CHCCHILD1C</u>	<u>Identify and respond to children and young people at risk of harm</u>
<u>CHCCN1D</u>	<u>Ensure children's health and safety</u>
<u>CHCCN2C</u>	<u>Care for children</u>
<u>CHCCN4D</u>	<u>Respond to illness, accidents and emergencies</u>
<u>CHCCS301A</u>	<u>Work within a legal and ethical framework</u>
<u>CHCFC1C</u>	<u>Support the development of children in the service</u>
<u>CHCIC1C</u>	<u>Interact effectively with children</u>
<u>CHCOHS301A</u>	<u>Participate in workplace safety procedures</u>
<u>CHCPR1C</u>	<u>Deliver services/activities to stimulate children's development and enhance their leisure</u>
<u>CHCPR3C</u>	<u>Develop an understanding of children's interests and developmental needs</u>
<u>HLTFA301B</u>	<u>Apply First Aid</u> AND/OR
<u>HLTFA402B</u>	<u>Apply Advanced First Aid</u> <i>(depending on jurisdiction)</i>
<u>CHCCN5C</u>	<u>Care for babies</u> <i>(is required as a pre-requisite unit in some jurisdictions)</i>
<u>CHCCHILD2C</u>	<u>Support the rights and safety of children within duty of care requirements</u>
<u>CHCCN11C</u>	<u>Establish, manage and monitor the implementation of a safe and healthy environment</u>
<u>CHCCN8B</u>	<u>Plan care routines</u>
<u>CHCFC2C</u>	<u>Foster and enhance children's development</u>
<u>CHCFC3C</u>	<u>Foster and enhance children's social, emotional and psychological development</u>

CHCFC5C	Foster and enhance children's cognitive and language development
CHCIC10C	Establish and implement plans for developing responsible behaviour
CHCIC12C	Plan the inclusion of children with additional needs
CHCOHS501A	Manage workplace OHS management system
CHCPR10C	Design, implement and evaluate programs of the service
CHCPR2C	Arrange/organise experiences which facilitate and enhance children's development
CHCPR9C	Document, interpret and use information about children
CHCRF11B	Work in partnership with families to care for the child

Packaging Rules

20 units must be selected for this qualification including:

- 10 compulsory units
- 10 elective units

Compulsory

CHCAD3A	Undertake systems advocacy
CHCCS4C	Manage the delivery of quality client service
CHCCS7C	Co-ordinate the assessment and delivery of services to clients with particular needs
CHCNET4A	Work with other services
BSBMGT505A	Ensure a safe workplace
CHCORG20B	Promote and represent the service
CHCORG21B	Act as a resource to other services
CHCORG24B	Provide leadership in community services delivery
CHCORG7B	Manage workplace issues

And **one** of the following units:

CHCORG19B	Develop and maintain the quality of service outcomes	OR
BSBMGT608A	Manage innovation and continuous improvement	

Electives

At least TWO electives must be selected from Group 1. The remaining units may be selected from Groups 1 or 2, from other Community Services Training Package units available at this level, or from other relevant National Training Package units available at Advanced Diploma and enterprise specific units.

Note 1: Where national enterprise units are included as options, these must be nationally endorsed (see introduction regarding new units and customisation).

Group 1

CHCCM5B	Develop practice standards
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CHCCN20B	Advocate for the rights and needs of children and young people
CHCCS406A	Provide education and support on health, wellbeing and parenting
CHCCWI3B	Work with clients intensively
CHCFC10C	Enhance the emotional and psychological development of children
CHCFC20B	Promote the ethical understandings of children
CHCIC20B	Manage complex behavioural situations
CHCINF4B	Manage the organisation's information systems
CHCPR13B	Facilitate the development of programs for children with additional needs
CHCRF21B	Promote equity in access to the service
CHCRF22B	Plan child care provision with families
CHCRF23B	Respond to problems and complaints about the service
CHCRF24B	Support parents in their parenting role
CHCORG27A	Provide mentoring support to colleagues
CHCORG28A	Reflect and improve upon professional practice
CHCORG29A	Provide coaching and motivation
CHCPR0T14B	Develop protocols for operating within a statutory environment
CHCSD11B	Facilitate the inclusion of children with additional needs
CHCYTH8B	Manage service response to young people in crisis
PSPMNGT605A	Manage diversity
SRXTEM003A	Work autonomously

The following pairs of units are interchangeable and only **one of each** should be elected:

CHCORG10B	Manage organisational change OR
LGACOM602A	Co-ordinate and facilitate a change process

CHCORG11B	Lead and develop others OR
BSBMGT605A	Provide leadership across the organisation

CHCORG12B	Review organisational effectiveness OR
BSBMGT603A	Review and develop business plans

Group 2

BSZ401A	Plan assessment
BSZ402A	Conduct assessment
BSZ403A	Review assessment
BSZ404A	Train small groups
BSZ405A	Plan and promote a training program

<u>BSZ406A</u>	<u>Plan a series of training sessions</u>
<u>BSZ407A</u>	<u>Deliver training sessions</u>
<u>BSZ408A</u>	<u>Review training</u>

CHILD PROTECTION

CHC41802 Certificate IV in Community Services (Protective Care)

This qualification covers workers who work in residential and non-residential facilities under direct supervision within clearly defined organisational guidelines and service plans. These workers carry out activities related to the maintenance of a child or young person at risk, personal care and/or other activities of living. These workers report directly to a supervisor and are not responsible for other workers.

Higher levels of report preparation and case notes possibly distinguishes their role from other “residential support workers,” especially in relation to supervised access visits. It will include out of home care. Foster carers may access units from this qualification.

Workers at this level are required to have an understanding of Indigenous culture and history and to work with local communities in the provision of services.

Occupational names include:

- Cottage Parent
- Case Support Worker
- Care Worker
- Direct Care Worker
- Foster Parent
- Residential Care Worker
- Family Support Worker
- Children’s Support Worker
- Family Care Worker

Packaging Rules

15 units must be selected for this qualification including:

- 8 compulsory units
- 7 elective units

Compulsory

CHCCS301A	Work within a legal and ethical framework
CHCCS405A	Work effectively with culturally diverse clients and co-workers
CHCCHILD1C	Identify and respond to children and young people at risk of harm
CHCCHILD5A	Orientation to child protection and out of home care for children and young people
CHCROT9C	Provide primary/residential care
CHCCS401A	Facilitate cooperative behaviour
CHCCOM3C	Utilise specialist communication skills to build strong relationships
CHCOHS301A	Participate in workplace safety procedures

Electives

Elective units may be selected from the units listed below, from other Community Services Training Package units available at this or higher levels, or from other relevant National Training Package units available at Certificate IV and enterprise specific units.

Note 1: Where national enterprise units are included as options, these must be nationally endorsed (see introduction regarding new units and customisation).

<u>CHCADMIN2B</u>	<u>Provide administrative support</u>
<u>CHCAOD6C</u>	<u>Work with clients who are intoxicated</u>
<u>CHCCD13C</u>	<u>Work within specific communities</u>
<u>CHCCHILD3A</u>	<u>Promote the safety, well-being and welfare of children, young people and their families</u>
<u>CHCCM1C</u>	<u>Undertake case management</u>
<u>CHCCN1D</u>	<u>Ensure children's health and safety</u>
<u>CHCCN20B</u>	<u>Advocate for the rights and needs of children and young people</u>
<u>CHCCN2C</u>	<u>Care for children</u>
<u>CHCCN4D</u>	<u>Respond to illness, accidents and emergencies</u>
<u>CHCCS9A</u>	<u>Provide support services to clients</u>
<u>CHCYTH7C</u>	<u>Respond to critical situations</u>
<u>CHCCN5C</u>	<u>Care for babies</u>
<u>CHCCS402A</u>	<u>Respond holistically to client issues</u>
<u>CHCCS406A</u>	<u>Provide education and support on health, wellbeing and parenting</u>
<u>CHCFC2C</u>	<u>Foster and enhance children's development</u>
<u>CHCIC12C</u>	<u>Plan the inclusion of children with additional needs</u>
<u>CHCIC1C</u>	<u>Interact effectively with children</u>
<u>CHCIC10C</u>	<u>Establish and implement plans for developing responsible behaviour</u>
<u>CHCINF2B</u>	<u>Maintain organisation's information systems</u>
<u>CHCINF5B</u>	<u>Meet statutory and organisational information requirements</u>
<u>CHCNET4A</u>	<u>Work with other services</u>
<u>CHCORG5B</u>	<u>Maintain an effective work environment</u>
<u>CHCPOL2A</u>	<u>Contribute to policy development</u>
<u>CHCPR3C</u>	<u>Develop an understanding of children's interests and developmental needs</u>
<u>CHCPROT3D</u>	<u>Manage provision of out of home care</u>
<u>CHCRF1C</u>	<u>Work effectively with families to care for their child</u>
<u>CHCYTH2C</u>	<u>Provide care and protection for young people</u>
<u>CHCYTH4C</u>	<u>Support young people in crisis</u>
<u>CHCYTH7C</u>	<u>Respond to critical situations</u>

HLTHIR404B Work effectively with Aboriginal and/or Torres Strait Islander people

And **one** of the following units:

CHCCHILD2C Support the rights and safety of children within duty of care requirements **OR**

CHCYTH8B Manage service response to young people in crisis

CHC51202 Diploma of Community Services (Protective Intervention)

This qualification covers workers who work in both residential facilities and non-residential settings (including the homes of children and young people). They work under limited supervision or within a team and are responsible for planning and prioritising their own work program to achieve targets. They may supervise other workers. Depending on the focus of their role these workers carry out activities related to the improvement of the personal living and emotional circumstances a child or young person at risk. They may exercise legal authorities and delegated decision making on relevant statutory matters.

This qualification does not prepare workers to undertake statutory child protection roles. Workers in statutory roles should access CHC51302 Diploma of Statutory Child Protection.

Workers at this level are required to have an understanding of Indigenous culture and history and to work with local communities in the provision of services.

Occupational names may include:

- Non-Residential Case Worker
- Youth Support Case Worker
- Foster Care Worker
- Protective Case Worker
- Therapeutic Worker
- Senior Child Protection Practitioner
- Non-Residential Team Leader
- Senior Protective Case Worker
- Family Support Worker Protection Planner

Packaging Rules

16 units must be selected for this qualification including:

- 12 compulsory units (4 plus 2 from each of groups 1, 2, 3 and 4)
- 4 elective units

Compulsory

[CHCCHILD1C](#) Identify and respond to children and young people at risk of harm

[CHCPROT2C](#) Undertake and implement planning with at-risk children and young people and their families

[CHCCM2C](#) Establish and monitor a case plan

[CHCOHS301A](#) Participate in workplace safety procedures

In addition **two (2) units** must be selected from each group (1–4) below

Group 1

<u>CHCCHILD2C</u>	<u>Support the rights and safety of children within duty of care requirements</u>
<u>CHCCHILD3A</u>	<u>Promote the safety, well-being and welfare of children, young people and their families</u>
<u>CHCCHILD5A</u>	<u>Orientation to child protection and out of home care for children and young people</u>
<u>CHCYTH7C</u>	<u>Respond to critical situations</u>

Group 2

<u>CHCPROT1B</u>	<u>Act as a witness</u>
<u>CHCPROT3D</u>	<u>Manage provision of out of home care</u>
<u>CHCPROT10C</u>	<u>Support the progress and development of young people</u>
<u>CHCPROT11B</u>	<u>Provide for care and protection of clients in specific need</u>
<u>CHCPROT12B</u>	<u>Coordinate work integrating statutory requirements and responsibilities</u>

Group 3

<u>CHCCM3B</u>	<u>Develop, facilitate and monitor all aspects of case management</u>
<u>CHCCM4B</u>	<u>Promote high quality case management</u>
<u>CHCCOM4B</u>	<u>Develop, implement and promote effective communication techniques</u>
<u>CHCRF2A</u>	<u>Provide intervention support to children and families</u>
<u>PSPREG410A</u>	<u>Give evidence</u>

Group 4

<u>CHCOHS401A</u>	<u>Implement and monitor OHS policies and procedures for a workplace</u>
<u>CHCORG23B</u>	<u>Coordinate work</u>
<u>CHCORG5B</u>	<u>Maintain an effective work environment</u>
<u>CHCCS5B</u>	<u>Identify and address specific client needs</u>
<u>CHCINF3B</u>	<u>Coordinate information systems</u>
<u>CHCNET2B</u>	<u>Maintain effective networks</u>
<u>CHCNET3B</u>	<u>Develop new networks</u>
<u>CHCNET4A</u>	<u>Work with other services</u>
<u>CHCINF5B</u>	<u>Meet statutory and organisational information requirements</u>
<u>CHCPOL4A</u>	<u>Develop and implement policy</u>

Electives

Elective units may be selected from the units listed above or below, from other Community Services Training Package units available at this or higher levels, or from other relevant National Training Package units available at Diploma level and enterprise specific units.

Note 1: Where national enterprise units are included as options, these must be nationally endorsed (see introduction regarding new units and customisation).

<u>CHCAOD10A</u>	<u>Work with clients who have alcohol and/or other drugs issues</u>
<u>CHCCD15B</u>	<u>Develop and implement a community development strategy</u>
<u>CHCCD5C</u>	<u>Develop community resources</u>
<u>CHCCS404A</u>	<u>Facilitate family intervention strategies</u>
<u>CHCCS405A</u>	<u>Work effectively with culturally diverse clients and co-workers</u>
<u>CHCCWI4A</u>	<u>Design and supervise family intervention strategies</u>
<u>CHCDFV2B</u>	<u>Manage own professional development in responding to domestic and family violence</u>
<u>CHCDFV3B</u>	<u>Provide crisis intervention and support to those experiencing domestic and family violence</u>
<u>CHCDFV4B</u>	<u>Promote community awareness of domestic and family violence</u>
<u>CHCDFV5B</u>	<u>Counsel clients affected by domestic and family violence</u>
<u>CHCDFV6B</u>	<u>Provide domestic and family violence support in Aboriginal and Torres Strait Islander communities</u>
<u>CHCDFV7B</u>	<u>Provide domestic and family violence support in non-English speaking background communities</u>
<u>CHCDFV9B</u>	<u>Work with users of violence to effect change</u>
<u>CHCDFV10B</u>	<u>Facilitate workplace debriefing and support processes</u>
<u>CHCRF2A</u>	<u>Provide intervention support to children and families</u>
<u>SRXTEM003A</u>	<u>Work autonomously</u>

Note: The following units refer to statutory child protection roles and are inappropriate for use in this qualification:

<u>CHCPROT8C</u>	<u>Respond to a report/notification of risk or harm made to a statutory body</u>
<u>CHCCHILD4A</u>	<u>Assess risk of harm to children and young people</u>
<u>CHCPROT13C</u>	<u>Operate in a legal context</u>

CHC51302

Diploma of Statutory Child Protection

This qualification applies to workers who conduct assessment and investigations of child protection matters in their statutory role to implement child protection policy and legislation. These workers are employed by government, or work under delegated authority from government.

Workers at this level are required to have an understanding of Indigenous culture and history and to work with local communities in the provision of services.

Occupational names may include:

- Child Protection Investigation Officer
- Case Manager
- Child Protection Caseworker

* In some jurisdictions a Bachelors degree is an entry requirement for employment in this area of work.

Packaging Rules

16 units must be selected for this qualification including:

- 11 compulsory units
- 5 elective units

Compulsory units

CHCCHILD5A	Orientation to child protection and out of home care for children and young people
CHCPROT8C	Respond to a report/notification of risk or harm made to a statutory body
CHCCHILD4A	Assess risk of harm to children and young people
CHCPROT3D	Manage provision of out of home care
CHCCM6A	Undertake case management in a child protection framework
CHCPROT13C	Operate in a legal context
CHCOHS301A	Participate in workplace safety procedures
CHCCOM3C	Utilise specialist communication skills to build strong relationships
PSPGOV401A	Apply knowledge of government processes
CHCORG5B	Maintain an effective work environment
CHCINF3B	Coordinate information systems

Electives

Elective units may be selected from the units listed below, from other Community Services Training Package units available at this or higher levels, or from other relevant National Training Package units available at Diploma level and enterprise specific units.

Note 1: Where national enterprise units are included as options, these must be nationally endorsed (see introduction regarding new units and customisation).

<u>CHCAOD10A</u>	<u>Work with clients who have alcohol and/or other drugs issues</u>
<u>CHCCD15B</u>	<u>Develop and implement a community development strategy</u>
<u>CHCCD4C</u>	<u>Develop and implement community programs</u>
<u>CHCCD5C</u>	<u>Develop community resources</u>
<u>CHCCHILD6A</u>	<u>Conduct investigation</u>
<u>CHCCS404A</u>	<u>Facilitate family intervention strategies</u>
<u>CHCCS405A</u>	<u>Work effectively with culturally diverse clients and co-workers</u>
<u>CHCCWI4A</u>	<u>Design and supervise family intervention strategies</u>
<u>CHCDFV2B</u>	<u>Manage own professional development in responding to domestic and family violence</u>
<u>CHCDFV3B</u>	<u>Provide crisis intervention and support to those experiencing domestic and family violence</u>
<u>CHCDFV4B</u>	<u>Promote community awareness of domestic and family violence</u>
<u>CHCDFV5B</u>	<u>Counsel clients affected by domestic and family violence</u>
<u>CHCDFV6B</u>	<u>Provide domestic and family violence support in Aboriginal and Torres Strait Islander communities</u>
<u>CHCDFV7B</u>	<u>Provide domestic and family violence support in non-English speaking background communities</u>
<u>CHCDFV9B</u>	<u>Work with users of violence to effect change</u>
<u>CHCDFV10B</u>	<u>Facilitate workplace debriefing and support processes</u>
<u>CHCPROT16A</u>	<u>Coordinate information and services to justice agencies</u>
<u>CHCRF2A</u>	<u>Provide intervention support to children and families</u>

COMMUNITY DEVELOPMENT

CHC41902

Certificate IV in Community Development

This qualification applies to community work delivered through a broad range of services which contributes to the development of community capacity through community consultation, public education, health promotion and advocacy. At the completion of this qualification the student will be able to work within a professional team to support the development of the community. This qualification defines the knowledge and skills for Community Development workers who work under the guidance of others.

Workers at this level are required to have an understanding of Indigenous culture and history and to work with local communities in the provision of services.

Occupational names may include:

- Community Development Worker
- Community Worker
- Project Worker
- Neighbourhood Centre Worker
- Neighbourhood Centre Co-ordinator
- Neighbourhood Centre Manager

Packaging Rules

14 units must be selected for this qualification including:

- 11 compulsory units
- 3 elective units

Compulsory

CHCCD12D	Apply a community development framework
CHCCD13C	Work within specific communities
CHCCD14B	Implement a community development strategy
CHCCD1C	Support community participation
CHCCD4C	Develop and implement community programs
CHCCD5C	Develop community resources
CHCCOM3C	Utilise specialist communication skills to build strong relationships
CHCCS405A	Work effectively with culturally diverse clients and co-workers
CHCINF7B	Meet information needs of the community
CHCOHS401A	Implement and monitor OHS policies and procedures for a workplace
CHCORG5B	Maintain an effective work environment

Electives

Elective units may be selected from the units listed below, from other Community Services Training Package units available at this or higher levels, or from other relevant National Training Package units available at Certificate IV and enterprise specific units.

Note 1: Where national enterprise units are included as options, these must be nationally endorsed (see introduction regarding new units and customisation).

<u>BSBATSIC403A</u>	<u>Maintain and protect culture</u>
<u>BSBATSIC510A</u>	<u>Conduct a community meeting</u>
<u>CHCAD3A</u>	<u>Undertake systems advocacy</u>
<u>CHCAD4A</u>	<u>Provide advocacy and representation</u>
<u>CHCCD2B</u>	<u>Provide community education projects</u>
<u>CHCCD8B</u>	<u>Support community action</u>
<u>CHCCHILD1C</u>	<u>Identify and respond to children and young people at risk of harm</u>
<u>CHCCS3C</u>	<u>Coordinate the provision of services and programs</u>
<u>CHCCS402A</u>	<u>Respond holistically to client issues</u>
<u>CHCGROUP2C</u>	<u>Support group activities</u>
<u>CHCGROUP3C</u>	<u>Plan and conduct group activities</u>
<u>CHCNET2B</u>	<u>Maintain effective networks</u>
<u>CHCORG25B</u>	<u>Recruit and coordinate volunteers</u>
<u>CHCPOL3A</u>	<u>Undertake research activities</u>
<u>HLTHIR404B</u>	<u>Work effectively with Aboriginal and/or Torres Strait Islander people</u>

CHC51402

Diploma of Community Development

This qualification applies to community work delivered through a broad range of services which contributes to the development of community capacity through community consultation, public education, health promotion and advocacy. It defines the knowledge and skills for community development workers who work under broad direction from senior managers.

Workers at this level are required to have an understanding of Indigenous culture and history and to work with local communities in the provision of services.

Occupational names may include:

- Community Development Officer
- Project Manager
- Economic Development Manager
- Outcomes Manager
- Community Builder
- Community Housing Resources Worker
- Migrant Resource Worker
- Neighbourhood Centre Manager

Packaging Rules

19 units must be selected for this qualification including:

- 16 compulsory units
- 3 elective units

Compulsory

CHCAD3A	Undertake systems advocacy
CHCCD14B	Implement a community development strategy
CHCCD15B	Develop and implement a community development strategy
CHCCD4C	Develop and implement community programs
CHCCD5C	Develop community resources
CHCCD8B	Support community action
CHCCD9B	Support community leadership
CHCCOM4B	Develop, implement and promote effective communication techniques
CHCCS402A	Respond holistically to client issues
CHCINF5B	Meet statutory and organisational information requirements
CHCNET3B	Develop new networks
CHCNET4A	Work with other services
CHCOHS401A	Implement and monitor OHS policies and procedures for a workplace
CHCPOL3A	Undertake research activities
CHCPOL4A	Develop and implement policy

CHCPOL5A Manage research activities

Electives

Elective units may be selected from the units listed below, from other Community Services Training Package units available at this or higher levels, or from other relevant National Training Package units available at Diploma level and enterprise specific units.

Note 1: Where national enterprise units are included as options, these must be nationally endorsed (see introduction regarding new units and customisation).

<u>CHCAD4A</u>	<u>Provide advocacy and representation</u>
<u>CHCADMIN3B</u>	<u>Undertake administrative work</u>
<u>CHCCD18A</u>	<u>Facilitate the development of community capacity to manage place</u>
<u>CHCCD19A</u>	<u>Establish and maintain community, government and business partnerships</u>
<u>CHCCD2B</u>	<u>Provide community education projects</u>
<u>CHCCHILD1C</u>	<u>Identify and respond to children and young people at risk of harm</u>
<u>CHCCS405A</u>	<u>Work effectively with culturally diverse clients and co-workers</u>
<u>CHCCS6B</u>	<u>Assess and deliver services to clients with complex needs</u>
<u>CHCGROUP3C</u>	<u>Plan and conduct group activities</u>
<u>CHCORG25B</u>	<u>Recruit and coordinate volunteers</u>
<u>CHCORG27A</u>	<u>Provide mentoring support to colleagues</u>
<u>LGACOM502A</u>	<u>Devise and conduct community consultations</u>
<u>SRXHRM001B</u>	<u>Manage volunteers</u>
<u>SRXTEM003A</u>	<u>Work autonomously</u>

CHC51502

Diploma of Community Education

This qualification applies to community work delivered through a broad range of services, which provide educational support to individuals and small groups enabling them to better interact with their community. At the completion of this qualification the student will be able to coordinate, design, deliver and evaluate educational programs that aim to enhance the wellbeing of individuals and groups.

This qualification defines the knowledge and skills for workers who work autonomously under the broad guidance of others. It refers to specific knowledge of a client group and appropriate educational processes applied in community settings.

Workers at this level are required to have an understanding of Indigenous culture and history and to work with local communities in the provision of services.

Occupational names may include:

- Family Worker
- Women's Support Worker
- Health Educator/Liaison Officer
- Multicultural Health Educator
- Community Education and Health Promotions Officer
- Sexual Health Educator
- Education Officer
- Gay Men's Educators
- Project Officer
- Health Promotion Officer
- Youth Project Officer
- Aboriginal HIV/STD Education/Promotions Officer
- Peer Educator

Packaging Rules

17 units must be selected for this qualification including:

- 14 compulsory units
- 3 elective units

Compulsory

CHCCD14B	Implement a community development strategy
CHCCD2B	Provide community education projects
CHCCD4C	Develop and implement community programs
CHCCOM4B	Develop, implement and promote effective communication techniques
CHCCS3C	Coordinate the provision of services and programs
CHCGROUP3C	Plan and conduct group activities
CHCINF5B	Meet statutory and organisational information requirements
CHCINF7B	Meet information needs of the community
CHCNET4A	Work with other services
CHCORG11B	Lead and develop others

CHCORG6B Coordinate the work environment

And one of the following units:

CHCOHS301A Participate in workplace safety procedures **OR**

CHCOHS401A Implement and monitor OHS policies and procedures for a workplace

Plus any 2 units of the following:

CHCCED501A Develop and implement education programs in the area of sexual and reproductive health

CHCDFV4B Promote community awareness of domestic and family violence

CHCYTH6C Provide appropriate services for young people

LGACOM501A Develop and organise public education programs

Electives

Elective units may be selected from the units listed below, from other Community Services Training Package units available at this or higher levels, or from other relevant National Training Package units available at Diploma level and enterprise specific units.

Note 1: Where national enterprise units are included as options, these must be nationally endorsed (see introduction regarding new units and customisation).

BSBMGT609A Manage risk

CHCAD3A Undertake systems advocacy

CHCAD4A Provide advocacy and representation

CHCADMIN4B Manage the organisation's finances, accounts and resources

CHCAOD2C Orientation to the alcohol and other drugs sector

CHCCD13C Work within specific communities

CHCCD5C Develop community resources

CHCCD8B Support community action

CHCCHILD1C Identify and respond to children and young people at risk of harm

CHCCS10A Facilitate client participation in the organisation

CHCCS405A Work effectively with culturally diverse clients and co-workers

CHCCS406A Provide education and support on health, wellbeing and parenting

CHCCS4C Manage the delivery of quality client service

CHCMH1B Orientation to mental health work

CHCNET3B Develop new networks

CHCORG25B Recruit and coordinate volunteers

CHCORG27A Provide mentoring support to colleagues

CHCORG7B Manage workplace issues

CHCPOL4A Develop and implement policy

SRXTEM003A Work autonomously

EMPLOYMENT SERVICES

CHC30502 Certificate III in Employment Services

This qualification covers workers who provide a range of services to client and employers aimed at locating, securing and maintaining suitable employment for clients.

Workers at this level are required to have an understanding of Indigenous culture and history and to work with local communities in the provision of services.

Occupational names may include:

- Client Services Officer
- Disability Employment Worker
- Employment Services Receptionist
- Field Services Officer
- Trainee Placement and Recruitment Officer
- Disability Employment Support Worker
- Trainee Employment Consultant
- Field Officer (New Apprenticeships)
- Trainee Job Matching Consultant

Packaging Rules

14 units must be selected for this qualification including:

- 10 compulsory units
- 4 elective units

Compulsory

CHCCOM3C	Utilise specialist communication skills to build strong relationships
CHCCS1B	Deliver and monitor services to clients
CHCCS301A	Work within a legal and ethical framework
CHCES301A	Work in employment services area
CHCES303A	Use labour market information
CHCINF2B	Maintain organisation's information systems
CHCOHS301A	Participate in workplace safety procedures
CHCORG3B	Participate in the work environment

And one from each of the following pairs of units:

CHCES406A	Provide job search support OR
CHCDIS9C	Maximise participation in work by people with disabilities
CHCORG29A	Provide coaching and motivation OR
CHCDIS8B	Support people with disabilities as workers

Electives

Elective units may be selected from the units listed below, from other Community Services Training Package units available at this or higher levels, or from other relevant National Training Package units available at Certificate III and enterprise specific units.

Note 1: Where national enterprise units are included as options, these must be nationally endorsed (see introduction regarding new units and customisation).

<u>BSBSLS301A</u>	<u>Develop product knowledge</u>
<u>BSBSLS302A</u>	<u>Identify sales prospects</u>
<u>BSBSLS303A</u>	<u>Present a sales solution</u>
<u>BSBSLS304A</u>	<u>Secure prospect commitment</u>
<u>BSBSLS305A</u>	<u>Support post-sale activities</u>
<u>BSBSLS306A</u>	<u>Self-manage sales performance</u>
<u>CHCAD1C</u>	<u>Advocate for clients</u>
<u>CHCCD12D</u>	<u>Apply a community development framework</u>
<u>CHCCS401A</u>	<u>Facilitate cooperative behaviour</u>
<u>CHCCS402A</u>	<u>Respond holistically to client issues</u>
<u>CHCCS405A</u>	<u>Work effectively with culturally diverse clients and co-workers</u>
<u>CHCES302A</u>	<u>Work with government in a purchaser/provider relationship</u>
<u>CHCES304A</u>	<u>Deliver recruitment services</u>
<u>CHCES305A</u>	<u>Monitor New Apprenticeships arrangements</u>
<u>CHCES402A</u>	<u>Deliver New Apprenticeships services</u>
<u>CHCMH1B</u>	<u>Orientation to mental health work</u>
<u>CHCNET2B</u>	<u>Maintain effective networks</u>

Recommendations for electives:

Job matching Consultant, Employment Services Consultant, Employment Consultant

<u>CHCES304A</u>	<u>Deliver recruitment services</u>
<u>CHCNET2B</u>	<u>Maintain effective networks</u>
<u>BSBSLS302A</u>	<u>Identify sales prospects</u>
<u>BSBSLS303A</u>	<u>Present a sales solution</u>
<u>BSBSLS304A</u>	<u>Secure prospect commitment</u>
<u>BSBSLS305A</u>	<u>Support post-sale activities</u>
<u>BSBSLS306A</u>	<u>Self-manage sales performance</u>
<u>CHCCS402A</u>	<u>Respond holistically to client issues</u>
<u>CHCCS405A</u>	<u>Work effectively with culturally diverse clients and co-workers</u>

Field Officer (New Apprenticeships)

<u>CHCES402A</u>	<u>Deliver New Apprenticeships services</u>
<u>CHCNET2B</u>	<u>Maintain effective networks</u>
<u>BSBMKG302A</u>	<u>Identify marketing opportunities</u>
<u>BSBSLS302A</u>	<u>Identify sales prospects</u>

<u>BSBSLS303A</u>	<u>Present a sales solution</u>
<u>BSBSLS304A</u>	<u>Secure prospect commitment</u>
<u>BSBSLS305A</u>	<u>Support post-sale activities</u>
<u>BSBSLS306A</u>	<u>Self-manage sales performance</u>
<u>CHCCS402A</u>	<u>Respond holistically to client issues</u>
<u>CHCCS405A</u>	<u>Work effectively with culturally diverse clients and co-workers</u>

CHC40502 Certificate IV in Employment Services

This qualification covers workers who provide a range of services to clients and employers aimed at locating, securing and maintaining suitable employment for clients. The workers may have limited supervisory responsibilities.

Workers at this level are required to have an understanding of Indigenous culture and history and to work with local communities in the provision of services.

Occupational names may include:

- Business Development Consultant
- Case Manager
- Disability Employment Support Worker
- Disability Employment Worker
- Disability Service Officer
- Employment Consultant
- Employment Services Consultant
- Intensive Assistant Consultant — Disability
- Job Development Officer
- Job Matching Consultant
- Job Search Trainer
- Job Support Officers
- Marketing Consultant
- New Apprenticeships Consultant
- Project Contracting Consultant
- Placement and Recruitment Officer/Manager
- Training and Development Consultant

Packaging Rules

16 units must be selected for this qualification including:

- 12 compulsory units
- 4 elective units

Compulsory

CHCCOM3C	Utilise specialist communication skills to build strong relationships
CHCCS2C	Deliver and develop client services
CHCCS301A	Work within a legal and ethical framework

CHCCS402A	Respond holistically to client issues
CHCCS405A	Work effectively with culturally diverse clients and co-workers
CHCCS5B	Identify and address specific client needs
CHCES301A	Work in employment services area
CHCES405A	Monitor service performance in a purchaser/provider relationship with government
CHCNET4A	Work with other services
CHCOHS401A	Implement and monitor OHS policies and procedures for a workplace
CHCORG5B	Maintain an effective work environment
PSPGOV406A	Gather and analyse information

Electives

Elective units may also be selected from the units listed below, from other Community Services Training Package units available at this or higher levels, or from other relevant National Training Package units available at Certificate IV and enterprise specific units.

Note 1: Where national enterprise units are included as options, these must be nationally endorsed (see introduction regarding new units and customisation).

CHCES401A	Analyse and apply labour market information
CHCES402A	Deliver New Apprenticeships services
CHCES403A	Develop and monitor employment plans
CHCES404A	Promote clients to employers
CHCES406A	Provide job search support
BSZ401A	Plan assessment
BSZ402A	Conduct assessment
BSZ403A	Review assessment
BSZ404A	Train small groups
BSZ405A	Plan and promote a training program
BSZ406A	Plan a series of training sessions
BSZ407A	Deliver training sessions
BSZ408A	Review training
BSBCMN403A	Establish business networks
BSBCMN409A	Promote products and services
BSBFLM402A	Show leadership in the workplace
BSBFLM403A	Manage effective workplace relationships
BSBMKG401A	Profile the market
BSBMKG404A	Forecast market and business needs
BSBMKG405A	Implement and monitor marketing activities
BSBMKG406A	Build client relationships
BSBMKG407A	Make a presentation
BSBSL301A	Develop product knowledge
BSBSLS401A	Lead a sales team

CHCCAR501A	Provide careers guidance
CHCCM2C	Establish and monitor a case plan
CHCCS401A	Facilitate cooperative behaviour
CHCCS6B	Assess and deliver services to clients with complex needs
CHCCWI3B	Work with clients intensively
CHCNET2B	Maintain effective networks
CHCDIS8B	Support people with disabilities as workers OR
CHCORG29A	Provide coaching and motivation
CHCDIS9C	Maximise participation in work by people with disabilities OR
CHCES406A	Provide job search support

Recommendations for electives for work roles include:

Intensive Assistance Consultant

CHCES403A	Develop and monitor employment plans
CHCES404A	Promote clients to employers
CHCAD1C	Advocate for clients
CHCCM2C	Establish and monitor a case plan

Intensive Assistance Consultant — Disability

CHCCWI3B	Work with clients intensively
CHCDIS8B	Support people with disabilities as workers
CHCDIS9C	Maximise participation in work by people with disabilities
BSZ404A	Train small groups
CHCCM2C	Establish and monitor a case plan

Business Development Consultant, New Apprenticeship Consultant

BSBCMN403A	Establish business networks
BSBCMN409A	Promote products and services
BSBMKG401A	Profile the market
BSBMKG404A	Forecast market and business needs
BSBMKG405A	Implement and monitor marketing activities
BSBMKG406A	Build client relationships
BSBSLS302A	Identify sales prospects
BSBSLS303A	Present a sales solution
BSBSLS304A	Secure prospect commitment
BSBSLS305A	Support post-sale activities
BSBSLS306A	Self-manage sales performance
BSBSLS401A	Lead a sales team

Job Search Training Consultant

<u>BSZ404A</u>	<u>Train small groups</u>
<u>BSZ406A</u>	<u>Plan a series of training sessions</u>
<u>BSZ407A</u>	<u>Deliver training sessions</u>
<u>BSZ408A</u>	<u>Review training</u>
<u>CHCES403A</u>	<u>Develop and monitor employment plans</u>
<u>CHCES404A</u>	<u>Promote clients to employers</u>
<u>CHCNET2B</u>	<u>Maintain effective networks</u>
<u>CHCORG29A</u>	<u>Provide coaching and motivation</u>

Senior Consultant Team Leader

<u>BSBFLM402A</u>	<u>Show leadership in the workplace</u>
<u>BSBFLM403A</u>	<u>Manage effective workplace relationships</u>
<u>BSZ404A</u>	<u>Train small groups</u>
<u>BSBADM502A</u>	<u>Manage meetings</u>
<u>BSBCMN403A</u>	<u>Establish business networks</u>
<u>BSBMKG406A</u>	<u>Build client relationships</u>
<u>BSBSLS401A</u>	<u>Lead a sales team</u>

Project Contracting Consultant

<u>BSBCMN403A</u>	<u>Establish business networks</u>
<u>BSBMKG302A</u>	<u>Identify marketing opportunities</u>
<u>BSBMKG406A</u>	<u>Build client relationships</u>
<u>BSBSLS302A</u>	<u>Identify sales prospects</u>
<u>BSBSLS303A</u>	<u>Present a sales solution</u>
<u>BSBSLS304A</u>	<u>Secure prospect commitment</u>
<u>BSBSLS305A</u>	<u>Support post-sale activities</u>
<u>BSBSLS306A</u>	<u>Self-manage sales performance</u>
<u>BSBSLS401A</u>	<u>Lead a sales team</u>

CHC42407 Certificate IV in Career Development

This qualification covers workers who provide a range of programs and services to individuals and groups of clients and employers to support them in planning their career and/or locating, securing and maintaining suitable employment.

The qualification involves the application of a career development framework to assist clients to gain knowledge, skills, attitudes and behaviours that underpin a self-directed approach to life, learning and work.

‘Career’ in this context refers to the “sequence and variety of work roles (paid and unpaid), which one undertakes throughout a lifetime [and] includes life roles, leisure activities, learning and work.” (*Australian Blueprint for Career Development*, 2006)

Workers at this level:

- are required to have an understanding of access and equity issues including cultural diversity, Indigenous and disability issues and to work with local communities in the provision of services
- may have limited supervisory responsibilities (eg. in employment services context)
- may be eligible for associate membership of professional associations affiliated with the Career Industry Council of Australia (CICA)

Work at this level in employment services and career development may include, for example:

- Work in career information and transition services
- Job search and employment support in a range of contexts, including disability and rehabilitation support
- Assisting in career adviser roles in education, training, school or transition work environment
- Work in local community partnership, youth pathways and associated Career Advice Australia Network services

This qualification may also be appropriate for workers already holding a relevant professional or vocational qualification for application in areas such as:

- School career advice and VET in Schools work
- Human resources, education and training and industry specialisation

In addition, a recommended skill set is identified for such individuals as an introduction to career development work.

Packaging Rules

16 competency units are required for this qualification, including:

- 7 **compulsory** units
- 9 **elective** units

A wide range of elective units is available and may include:

- Relevant electives listed below the compulsory units for this qualification
- Competency units available at Certificate IV level or higher in the Community Services and/or Health Training Packages
- A maximum of 2 competency units may be selected from other relevant Training Package units available at Certificate IV (or higher)

Compulsory units

CHCCOM3C	Utilise specialist communication skills to build strong relationships
CHCCS301A	Work within a legal and ethical framework
CHCNET4A	Work with other services
CHCORG5B	Maintain an effective work environment
CHCES401A	Analyse and apply labour market information
CHCCDP401A	Apply a career development framework
HLTHIR403B	Work effectively with culturally diverse clients and co-workers

Electives

Electives are to be selected in line with specified Packaging Rules.

The following grouping of electives is intended to facilitate the selection of electives.

Electives may be selected from one or more groups. Employers may specify that certain electives are required to address specific workplace needs.

Recommended electives for identified areas of work:

Career Development work

[Completion of these units may lead to associate membership of the Career Industry Council of Australia (CICA)]

CHCCAR501A	Provide careers guidance
CHCCS407A	Operate referral procedures
CHCCDP402A	Assist clients to plan/access career pathways
CHCCDP403A	Analyse and apply education and training information
CHCES406A	Provide job search support

Employment services work

CHCES301A	Work in employment services area
CHCES402A	Deliver New Apprenticeships services
CHCES403A	Develop and monitor employment plans
CHCES405A	Monitor service performance in a purchaser/provider relationship with government

Working with people with disabilities

CHCDIS1C	Orientation to disability work
CHCDIS2C	Maintain an environment designed to empower people with a disability

CHCDIS3C	Provide services to people with disabilities
CHCDIS4B	Design procedures for support
CHCDIS5C	Contribute to positive learning
CHCDIS8B	Support people with disabilities as workers
CHCDIS9C	Maximise participation in work by people with disabilities

Intensive assistance work

CHCES403A	Develop and monitor employment plans
CHCES404A	Promote clients to employers
CHCAD1C	Advocate for clients
CHCCM2C	Establish and monitor a case plan
CHCCWI3B	Work with clients intensively

Program delivery work

CHCES406A	Provide job search support
TAADEL401A	Plan and organise group-based delivery
TAADEL402A	Facilitate group based learning
CHCGROUP3C	Plan and conduct group activities
BSBMKG407A	Make a presentation

Employer liaison work

CHCES404A	Promote clients to employers
CHCNET2B	Maintain effective networks
CHCCDP501A	Liaise with employers to promote innovative work arrangements

Business development work

BSBCMN403A	Establish business networks
BSBCMN409A	Promote products and services
BSBMKG401A	Profile the market
BSBMKG404A	Forecast market and business needs
BSBMKG405A	Implement and monitor marketing activities
BSBMKG406A	Build client relationships
BSBSLS302A	Identify sales prospects
BSBSLS303A	Present a sales solution
BSBSLS304A	Secure prospect commitment
BSBSLS305A	Support post-sale activities
BSBSLS306A	Self-manage sales performance
BSBSLS401A	Lead a sales team
BSBEMS401A	Develop and implement business development strategies to expand client base
BSBEMS402A	Develop and implement strategies to source and assess candidates
BSBEMS403A	Develop and provide employment management services to candidates
BSBEMS404A	Manage the recruitment process for client organisations

Job search training work

TAADEL301A	Provide training through instruction and demonstration of work skills
TAADEL401A	Plan and organise group based delivery
TAADEL402A	Facilitate group-based learning
CHCES403A	Develop and monitor employment plans
CHCES404A	Promote clients to employers
CHCNET2B	Maintain effective networks

CHCORG29A Provide coaching and motivation

Team leadership

BSBFLM412A Promote team effectiveness

BSBFLM403B Manage effective workplace relationships

TAADEL301A Provide training through instruction and demonstration of work skills

BSBADM502A Manage meetings

BSBCMN403A Establish business networks

BSBMKG406A Build client relationships

BSBSLS401A Lead a sales team

Project contracting work

BSBCMN403A Establish business networks

BSBMKG302A Identify marketing opportunities

BSBMKG406A Build client relationships

BSBSLS302A Identify sales prospects

BSBSLS303A Present a sales solution

BSBSLS304A Secure prospect commitment

BSBSLS305A Support post-sale activities

BSBSLS306A Self-manage sales performance

BSBSLS401A Lead a sales team

Other relevant electives

HLTHIR404B Work effectively with Aboriginal and/or Torres Strait Islander people

CHCCM2C Establish and monitor a case plan

BSBCMN402A Develop work priorities

BSBCMN403A Establish business networks

BSBCMN405A Analyse and present research information

BSBCMN406A Maintain business technology

BSBFLM403B Manage effective workplace relationships

BSBRKG403A Set up a business records system for a small business

CHCAC7C Plan and monitor service delivery plans

CHCAD2C Support the interests, rights and needs of clients within duty of care requirements

CHCCD13C Work within specific communities

CHCCM1C Undertake case management

CHCCOM2B Communicate appropriately with clients and colleagues

CHCCS2C Deliver and develop client services

CHCCS6B Assess and deliver services to clients with complex needs

CHCCS9A Provide support services to clients

CHCCS402A Respond holistically to client issues

CHCCWI2B Implement a case work strategy

CHCCWI1B Operate under a casework framework

CHCINF3B Coordinate information systems

CHCINF7B Meet information needs of the community

CHCYTH1C Work effectively with young people

PSPGOV402A Deliver and monitor service to clients

TAAASS402A Assess competence

TAADEL301A Provide training through instruction and demonstration of work skills

TAADEL403A	Facilitate individual learning
CHCCS5B	Identify and address specific client needs
CHCOHS401A	Implement and monitor OHS policies and procedures for a workplace
PSPGOV406A	Gather and analyse information
BSBCM409A	Promote products and services
BSBFLM412A	Promote team effectiveness
BSBMKG401A	Profile the market
BSBMKG404A	Forecast market and business needs
BSBMKG405A	Implement and monitor marketing activities
BSBMKG406A	Build client relationships
BSBSLS301A	Develop product knowledge
BSBSLS401A	Lead a sales team
CHCCM2C	Establish and monitor a case plan
CHCCS401A	Facilitate cooperative behaviour
CHCCWI3B	Work with clients intensively
CHCNET2B	Maintain effective networks
CHCORG29A	Provide coaching and motivation

Recommended group of electives career development work

The following competency units are recommended for individuals wishing to gain (or be recognised for) a group of skills in career development practice to complement another qualification:

CHCCOM3C	Utilise specialist communication skills to build strong relationships
CHCES401A	Analyse and apply labour market information
CHCCDP401A	Apply a career development framework
CHCCAR501A	Provide careers guidance
CHCCDP402A	Assist clients to plan/access career pathways
CHCCS301A	Work within a legal and ethical framework

CHC50402

Diploma of Employment Services

This qualification covers workers who have a senior case management role in delivering employment services to clients and employers. These workers may also supervise other workers. Workers who have responsibility for the management of a work group engaged in providing employment services to clients and employers should access CHC51602 Diploma of Community Services Management or qualifications from the Business Services Training Package.

Workers at this level are required to have an understanding of Indigenous culture and history and to work with local communities in the provision of services.

Occupational names may include:

- Program Manager
- Unit Manager
- Site Manager
- Intensive Assistance Consultant
- Job Search Training Consultant
- Training and Development Consultant
- Project Contracting Consultant
- Senior Employment Consultant
- Senior Case Managers
- Disability Service Officer
- Marketing Consultant

Packaging Rules

17 units must be selected for this qualification including:

- 11 compulsory units
- 6 elective units

Compulsory

CHCCAR501A	Provide careers guidance
CHCCM4B	Promote high quality case management
CHCCS6B	Assess and deliver services to clients with complex needs
CHCCWI3B	Work with clients intensively
CHCES403A	Develop and monitor employment plans
CHCES502A	Research and report on labour market information
CHCNET3B	Develop new networks
CHCNET4A	Work with other services
CHCOHS401A	Implement and monitor OHS policies and procedures for a workplace
CHCORG28A	Reflect and improve upon professional practice

And one of the following units:

[CHCCOM3C](#) [Utilise specialist communication skills to build strong relationships](#) OR

[CHCCOM4B](#) [Develop, implement and promote effective communication techniques](#)

Electives

Elective units may be selected from the units listed below, from other Community Services Training Package units available at this or higher levels, or from other relevant National Training Package units available at Diploma level and enterprise specific units.

Note 1: Where national enterprise units are included as options, these must be nationally endorsed (see introduction regarding new units and customisation).

<u>BSBADM502A</u>	<u>Manage meetings</u>
<u>BSBFLM509A</u>	<u>Promote continuous improvement</u>
<u>BSBMGT609A</u>	<u>Manage risk</u>
<u>BSBMKG401A</u>	<u>Profile the market</u>
<u>BSBMKG404A</u>	<u>Forecast market and business needs</u>
<u>BSBMKG405A</u>	<u>Implement and monitor marketing activities</u>
<u>BSBMKG406A</u>	<u>Build client relationships</u>
<u>BSBMKG407A</u>	<u>Make a presentation</u>
<u>BSBSLS401A</u>	<u>Lead a sales team</u>
<u>CHCADMIN4B</u>	<u>Manage the organisation's finances, accounts and resources</u>
<u>CHCCHILD1C</u>	<u>Identify and respond to children and young people at risk of harm</u>
<u>CHCCM5B</u>	<u>Develop practice standards</u>
<u>CHCCS3C</u>	<u>Coordinate the provision of services and programs</u>
<u>CHCCS4C</u>	<u>Manage the delivery of quality client service</u>
<u>CHCCS402A</u>	<u>Respond holistically to client issues</u>
<u>CHCCS405A</u>	<u>Work effectively with culturally diverse clients and co-workers</u>
<u>CHCDIS11C</u>	<u>Coordinate disability work</u>
<u>CHCDIS8B</u>	<u>Support people with disabilities as workers</u>
<u>CHCDIS9C</u>	<u>Maximise participation in work by people with disabilities</u>
<u>CHCES404A</u>	<u>Promote clients to employers</u>
<u>CHCES501A</u>	<u>Manage service delivery in a purchaser/provider relationship with government</u>
<u>CHCINF5B</u>	<u>Meet statutory and organisational information requirements</u>
<u>CHCOHS401A</u>	<u>Implement and monitor OHS policies and procedures for a workplace</u>
<u>CHCORG10B</u>	<u>Manage organisational change</u>
<u>CHCORG11B</u>	<u>Lead and develop others</u>
<u>CHCORG27A</u>	<u>Provide mentoring support to colleagues</u>
<u>CHCORG28A</u>	<u>Reflect and improve upon professional practice</u>
<u>CHCORG29A</u>	<u>Provide coaching and motivation</u>
<u>PSPGOV603A</u>	<u>Develop a tender submission</u>

<u>CHCORG6B</u>	<u>Coordinate the work environment</u>
<u>CHCORG7B</u>	<u>Manage workplace issues</u>
<u>CHCPOL2A</u>	<u>Contribute to policy development</u>
<u>CHCPOL4A</u>	<u>Develop and implement policy</u>
<u>CHCPOL5A</u>	<u>Manage research activities</u>
<u>SRXTEM003A</u>	<u>Work autonomously</u>

SOCIAL HOUSING

CHC30702

Certificate III in Social Housing

This qualification applies to staff who work under direct supervision in an administrative and/or assisting capacity in delivering housing management services in the social housing sector.

Workers at this level are required to have an understanding of Indigenous culture and history and to work with local communities in the provision of services.

Occupational names may include:

- Housing Assistant
- Administrative Assistant
- Tenant Administration Worker
- Administration Officer
- Administrative Support Worker
- Clerical Worker

Packaging Rules

12 units must be selected for this qualification including:

- 10 compulsory units
- 2 elective units

Compulsory

CHCADMIN2B	Provide administrative support
CHCCH1C	Orientation to work in social housing
CHCCS402A	Respond holistically to client issues
CHCCOM2B	Communicate appropriately with clients and colleagues
CHCCS8A	Provide first point of contact
CHCINF2B	Maintain organisation's information systems
CHCOHS301A	Participate in workplace safety procedures
CHCORG3B	Participate in the work environment
CHCCS301A	Work within a legal and ethical framework
CHCCS401A	Facilitate cooperative behaviour

Electives

Elective units may be selected from the units listed below, from other Community Services Training Package units available at this or higher levels, or from other relevant National Training Package units available at Certificate III and enterprise specific units.

Note 1: Where national enterprise units are included as options, these must be nationally endorsed (see introduction regarding new units and customisation).

<u>BSBATSIC403A</u>	<u>Maintain and protect culture</u> (<i>recommended for Indigenous housing workers</i>)
<u>CHCCH13C</u>	<u>Manage tenancy rent and tenant charges</u>
<u>CHCCH17B</u>	<u>Respond to property maintenance or purchase enquiries</u>
<u>CHCCH19B</u>	<u>Manage property maintenance (implementation)</u>
<u>CHCCH26A</u>	<u>Support client participation in the organisation</u>
<u>CHCCS1B</u>	<u>Deliver and monitor services to clients</u>
<u>CHCCS405A</u>	<u>Work effectively with culturally diverse clients and co-workers</u>
<u>CHCCS9A</u>	<u>Provide support services to clients</u>
<u>CHCGROUP1B</u>	<u>Support the activities of existing groups</u>
<u>CHCNET1C</u>	<u>Participate in networks</u>
<u>CHCNET4A</u>	<u>Work with other services</u>
<u>CHCPOL1A</u>	<u>Participate in policy development</u>
<u>HLTHIR404B</u>	<u>Work effectively with Aboriginal and/or Torres Strait Islander people</u> (<i>recommended for Indigenous housing workers</i>)
<u>PRXPD33A</u>	<u>Undertake property inspection</u>
<u>PSPETHIC301A</u>	<u>Uphold the values and principles of public service</u>
<u>PSPGOV201A</u>	<u>Work in a public sector environment</u>
<u>PSPLEGN301A</u>	<u>Comply with legislation in the public sector</u>

CHC40802

Certificate IV in Social Housing

This qualification covers workers who are engaged in delivering social housing services to tenants, applicants and the community and would also be appropriate for policy workers in the non-government sector.

Workers at this level are required to have an understanding of Indigenous culture and history and to work with local communities in the provision of services.

Occupational names may include:

- Aboriginal Housing Worker
- Aboriginal Tenancy Worker
- Client Services Officer
- Community Development Worker
- Community Housing Worker
- Executive Officer (small organisation)
- Housing Manager (reporting to Executive Officer)
- Housing Manager (small–medium size organisation — reports directly to Board of Directors)
- Housing Officer
- Housing Worker — Intensive Tenancy Worker
- Indigenous Community Development Worker
- Indigenous Housing Manager (small–medium size organisation — reports directly to Board of Directors)
- Indigenous Housing Officer
- Policy Worker
- Program Officer
- Property Worker
- Senior Client Services Officer — General
- Supported Housing Worker
- Tenancy Worker

Packaging Rules

15 units must be selected for this qualification including:

- 8 compulsory units
- 7 elective units

Compulsory

CHCCH10C	Manage and maintain tenancies
CHCCH1C	Orientation to work in social housing
CHCCOM3C	Utilise specialist communication skills to build strong relationships
CHCCS301A	Work within a legal and ethical framework
CHCCS9A	Provide support services to clients
CHCNET4A	Work with other services
CHCOHS301A	Participate in workplace safety procedures
CHCCD12D	Apply a community development framework

Electives

Elective units may be selected from the units listed below, from other Community Services Training Package units available at this or higher levels, or from other relevant National Training Package units available at Certificate IV and enterprise specific units. At least two electives must be selected from Group 1.

Note 1: Where national enterprise units are included as options, these must be nationally endorsed (see introduction regarding new units and customisation).

Group 1

CHCCH11B	Manage housing applications
CHCCH12B	Manage housing allocations
CHCCH13C	Manage tenancy rent and tenant charges
CHCCH14B	Manage rental assistance process
CHCCH16B	Manage vacant properties
CHCCH17B	Respond to property maintenance or purchase enquiries
CHCCH22A	Manage a formal service level support agreement
CHCCH23A	Provide advice to tenants and/or clients
CHCCH24A	Manage leasehold properties
PRXPD33A	Undertake property inspection
PRXRE18A	Lease property

Group 2

BSBCMN206A	Process and maintain workplace information
BSBATSIC403A	Maintain and protect culture (<i>recommended for Indigenous Housing Workers</i>)
BSBATSIC510A	Conduct a community meeting
BSZ404A	Train small groups
CHCAD4A	Provide advocacy and representation
CHCAD6A	Represent the organisation in court
CHCADMIN3B	Undertake administrative work

<u>CHCCD14B</u>	<u>Implement a community development strategy</u>
<u>CHCCD20A</u>	<u>Develop and implement a community renewal plan</u>
<u>CHCCM1C</u>	<u>Undertake case management</u>
<u>CHCCM2C</u>	<u>Establish and monitor a case plan</u>
<u>CHCCS401A</u>	<u>Facilitate cooperative behaviour</u>
<u>CHCCS3C</u>	<u>Coordinate the provision of services and programs</u>
<u>CHCCS402A</u>	<u>Respond holistically to client issues</u>
<u>CHCCS405A</u>	<u>Work effectively with culturally diverse clients and co-workers</u>
<u>CHCCW11B</u>	<u>Operate under a casework framework</u>
<u>CHCGROUP3C</u>	<u>Plan and conduct group activities</u>
<u>CHCINF5B</u>	<u>Meet statutory and organisational information requirements</u>
<u>CHCINF7B</u>	<u>Meet information needs of the community</u>
<u>CHCMH1B</u>	<u>Orientation to mental health work</u>
<u>CHCNET2B</u>	<u>Maintain effective networks</u>
<u>CHCORG5B</u>	<u>Maintain an effective work environment</u>
<u>CHCPOL2A</u>	<u>Contribute to policy development</u>
<u>CHCPOL3A</u>	<u>Undertake research activities</u>
<u>CHCQM601A</u>	<u>Manage an accreditation process</u>
<u>HLTHIR404B</u>	<u>Work effectively with Aboriginal and/or Torres Strait Islander people</u> <i>(recommended for Indigenous Housing Workers)</i>
<u>PSPETHIC301A</u>	<u>Uphold the values and principles of public service</u>
<u>PSPGOV401A</u>	<u>Apply knowledge of government processes</u>
<u>PSPLEGN301A</u>	<u>Comply with legislation in the public sector</u>
<u>BSBATSIL401A</u>	<u>Meet the roles and responsibilities of a Board member</u> (1) OR
<u>SRXGOV001A</u>	<u>Participate as a member of an effective Board of an organisation</u>

CHC50602 Diploma of Social Housing

This qualification covers workers in management positions within public and community housing, and information and advice services.

Workers at this level are required to have an understanding of Indigenous culture and history and to work with local communities in the provision of services.

Occupational names may include:

- Team Leader
- Indigenous Housing Manager
- Property Manager (specialist)
- Support Worker (specialist)
- Tenancy Advice Manager
- Policy Worker
- Training Manager
- Executive Officer (small organisation)
- Co-ordinator
- Senior Housing Manager
- Housing Manager (reports directly to Board of Directors)

Packaging Rules

18 units must be selected for this qualification including:

- 11 compulsory units
- 7 elective units

Compulsory

CHCCH1C	Orientation to work in social housing
CHCCOM4B	Develop, implement and promote effective communication techniques
CHCCS4C	Manage the delivery of quality client service
CHCCS10A	Facilitate client participation in the organisation
CHCINF5B	Meet statutory and organisational information requirements
CHCNET3B	Develop new networks
CHCNET4A	Work with other services
CHCORG6B	Coordinate the work environment
CHCORG28A	Reflect and improve upon professional practice
CHCPOL4A	Develop and implement policy

And one of the following units:

CHCOHS401A	Implement and monitor OHS policies and procedures for a workplace
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OR

- [CHCOHS501A](#) [Manage workplace OHS management system](#)**OR**
[CHCOHS502A](#) [Evaluate and improve workplace OHS management systems](#)

Electives

Elective units may be selected from the units listed below, from other Community Services Training Package units available at this or higher levels, or from other relevant National Training Package units available at Diploma level and enterprise specific units. At least three units must be selected from Group 1.

Note 1: Where national enterprise units are included as options, these must be nationally endorsed (see introduction regarding new units and customisation).

Group 1 — select at least three units from Group 1

- [CHCCH18B](#) [Manage property maintenance \(planning\)](#)
[CHCCH20C](#) [Acquire properties by purchase or transfer](#)
[CHCCH21A](#) [Develop social housing enterprise opportunities](#)
[CHCCD20A](#) [Develop and implement a community renewal plan](#)
[CHCQM601A](#) [Manage an accreditation process](#)
[PRXPD24A](#) [Develop a tenancy mix strategy](#)

Group 2

- [BSBATSIL501A](#) [Meet the roles and responsibilities of a Board Member \(2\)](#)
[BSBATSIL502A](#) [Work with the manager](#)
[CHCAD1C](#) [Advocate for clients](#)
[CHCAD3A](#) [Undertake systems advocacy](#)
[CHCAD4A](#) [Provide advocacy and representation](#)
[CHCAD5A](#) [Represent the client in court](#)
[CHCAD6A](#) [Represent the organisation in court](#)
[CHCADMIN4B](#) [Manage the organisation's finances, accounts and resources](#)
[CHCCD5C](#) [Develop community resources](#)
[CHCCHILD1C](#) [Identify and respond to children and young people at risk of harm](#)
[CHCCM3B](#) [Develop, facilitate and monitor all aspects of case management](#)
[CHCCS402A](#) [Respond holistically to client issues](#)
[CHCCS405A](#) [Work effectively with culturally diverse clients and co-workers](#)
[CHCCS4C](#) [Manage the delivery of quality client service](#)
[CHCCWI3B](#) [Work with clients intensively](#)
[CHCGROUP3C](#) [Plan and conduct group activities](#)
[CHCINF3B](#) [Coordinate information systems](#)
[CHCMH1B](#) [Orientation to mental health work](#)
[CHCORG7B](#) [Manage workplace issues](#)

<u>CHCORG9B</u>	<u>Manage projects and strategies</u>
<u>CHCORG10B</u>	<u>Manage organisational change</u>
<u>CHCORG11B</u>	<u>Lead and develop others</u>
<u>CHCORG12B</u>	<u>Review organisational effectiveness</u>
<u>CHCORG13B</u>	<u>Manage organisational strategic and business planning</u>
<u>CHCORG14B</u>	<u>Manage a service organisation</u>
<u>CHCORG15B</u>	<u>Promote the organisation</u>
<u>CHCORG16B</u>	<u>Manage training</u>
<u>CHCORG19B</u>	<u>Develop and maintain the quality of service outcomes</u>
<u>CHCORG25B</u>	<u>Recruit and coordinate volunteers</u>
<u>CHCORG26A</u>	<u>Manage a service level agreement</u>
<u>CHCORG27A</u>	<u>Provide mentoring support to colleagues</u>
<u>CHCPOL5A</u>	<u>Manage research activities</u>
<u>PSPETHC501A</u>	<u>Promote the values and ethos of public service</u>
<u>PSPLEGN501A</u>	<u>Promote compliance with legislation in the public sector</u>
<u>SRXGOV001A</u>	<u>Participate as a member of an effective Board of an organisation</u>
<u>SRXGOV004A</u>	<u>Work effectively with the Board of an organisation</u>
<u>SRXTEM003A</u>	<u>Work autonomously</u>
<u>BSBMGT609A</u>	<u>Manage risk</u> OR
<u>PSPMNGT608A</u>	<u>Manage risk</u>

YOUTH WORK AND JUVENILE JUSTICE

CHC30602 Certificate III in Youth Work

This qualification covers workers who provide support to young people through a range of community-based programs designed to address the social, behavioural, health, welfare, developmental and protection needs of young people. The qualification also covers youth workers who are employed in juvenile detention facilities. This work may be undertaken through employment in community, government and welfare agencies, will be directed by the policies and guidelines of the employing agency and will be conducted under supervision of senior staff who may or may not be youth workers.

At this level youth workers may provide:

- Day to day support in community settings and/or assistance with entitlements and benefits under the broad direction of others
- Emotional and practical support, face to face or over the telephone, to assist the client and enable an accurate referral to be achieved
- Support to individuals and groups in a residential setting enabling them to better interact with their community
- Day to day care in juvenile detention facilities for young people on remand or under control orders

Specialist areas at Certificate III include an orientation to working with individuals with special needs such as mental health issues, domestic violence, disability, child protection.

Workers at this level are required to have an understanding of Indigenous culture and history and to work with local communities in the provision of services.

Occupational names may include:

- | | |
|---|--|
| • Youth Support Worker (community based) | • Client Contact |
| • Case Workers (community based) | • Youth Housing Support Worker |
| • Intake and Referral Worker (Aboriginal) | • Residential Care Worker |
| • Recreational Activities Officer (weekend) | • Indigenous Youth Worker |
| • Youth Worker — Drug and Alcohol Program (residential setting) | • Youth Officer |
| • Juvenile Justice Officer (community) | • Juvenile Justice Court Officer |
| • Support Worker (Residential) | • Youth Worker |
| | • Youth Case Worker (community health service setting — non residential) |

Packaging Rules

13 units must be selected for this qualification including:

- 9 compulsory units
- 4 elective units

Compulsory

<u>CHCCHILD1C</u>	<u>Identify and respond to children and young people at risk of harm</u>
<u>CHCCOM2B</u>	<u>Communicate appropriately with clients and colleagues</u>
<u>CHCCS301A</u>	<u>Work within a legal and ethical framework</u>
<u>CHCCS401A</u>	<u>Facilitate cooperative behaviour</u>
<u>CHCOHS301A</u>	<u>Participate in workplace safety procedures</u>
<u>CHCYTH1C</u>	<u>Work effectively with young people</u>
<u>CHCYTH2C</u>	<u>Provide care and protection for young people</u>
<u>CHCCS405A</u>	<u>Work effectively with culturally diverse clients and co-workers</u>
<u>CHCORG3B</u>	<u>Participate in the work environment</u>

Electives

Elective units may be selected from the units listed below, from other Community Services Training Package units available at this or higher levels, or from other relevant National Training Package units available at Certificate III and enterprise specific units.

Note 1: Where national enterprise units are included as options, these must be nationally endorsed (see introduction regarding new units and customisation).

Other relevant National Training Packages may include Correctional Services, Community Recreation, Outdoor Recreation, Sport and Fitness, Music and Entertainment.

<u>CHCAD1C</u>	<u>Advocate for clients</u>
<u>CHCADMIN3B</u>	<u>Undertake administrative work</u>
<u>CHCCD12D</u>	<u>Apply a community development framework</u>
<u>CHCCD1C</u>	<u>Support community participation</u>
<u>CHCGROUP2C</u>	<u>Support group activities</u>
<u>CHCCS402A</u>	<u>Respond holistically to client issues</u>
<u>CHCNET1C</u>	<u>Participate in networks</u>
<u>CHCYTH3C</u>	<u>Support young people to address their circumstances</u>
<u>CHCYTH5C</u>	<u>Support youth programs</u>
<u>CHCYTH7C</u>	<u>Respond to critical situations</u>
<u>HLTFA301B</u>	<u>Apply First Aid</u>
<u>HLTFA402B</u>	<u>Apply Advanced First Aid</u>
<u>HLTFA403A</u>	<u>Manage First Aid in the Workplace</u>
<u>HLTHIR404B</u>	<u>Work effectively with Aboriginal and/or Torres Strait Islander people</u>

CHC40602 Certificate IV in Youth Work

This qualification covers workers who develop and co-ordinate programs for young people through a range of community-based programs designed to address the social, behavioural, health, welfare, developmental and protection needs of young people. This work may be undertaken through employment in community, government and welfare agencies and will be responsible for implementing policies and guidelines of the employing organisation. The worker will largely be self directed and have fairly autonomous decision making capacity under the indirect supervision of a manager.

Workers at this level are required to have an understanding of Indigenous culture and history and to work with local communities in the provision of services.

Occupational names may include:

- Community Development Worker (Youth)
- Youth and Family Resource Officer
- Co-ordinator, Youth Service
- Co-ordinator, Youth and Family Service

Packaging Rules

16 units must be selected for this qualification including:

- 12 compulsory units
- 4 elective units

Compulsory

CHCYTH1C	Work effectively with young people
CHCYTH2C	Provide care and protection for young people
CHCYTH3C	Support young people to address their circumstances
CHCYTH6C	Provide appropriate services for young people
CHCCD12D	Apply a community development framework
CHCCOM3C	Utilise specialist communication skills to build strong relationships
CHCCS301A	Work within a legal and ethical framework
CHCCS401A	Facilitate cooperative behaviour
CHCCS402A	Respond holistically to client issues
CHCCS405A	Work effectively with culturally diverse clients and co-workers
CHCOHS301A	Participate in workplace safety procedures

And one of the following units:

CHCYTH4C	Support young people in crisis	OR
CHCYTH7C	Respond to critical situations	

Electives

Elective units may be selected from the units listed below, from other Community Services Training Package units available at this or higher levels, or from other relevant National Training Package units available at Certificate IV and enterprise specific units.

Note 1: Where national enterprise units are included as options, these must be nationally endorsed (see introduction regarding new units and customisation).

Note 2: Other relevant National Training Packages may include: Community Recreation, Outdoor Recreation, Sport and Fitness, Public Services, Music, Entertainment Industry, Film, TV, Radio and Multimedia.

<u>BSBCMN206A</u>	<u>Process and maintain workplace information</u>
<u>CHCAOD2C</u>	<u>Orientation to the alcohol and other drugs sector</u>
<u>CHCCHILD1C</u>	<u>Identify and respond to children and young people at risk of harm</u>
<u>CHCCS501A</u>	<u>Assess and respond to individuals at risk of self-harm or suicide</u>
<u>CHCDFV1B</u>	<u>Recognise and respond to domestic and family violence</u>
<u>CHCMH1B</u>	<u>Orientation to mental health work</u>
<u>CHCCS9A</u>	<u>Provide support services to clients</u>
<u>CHCNET4A</u>	<u>Work with other services</u>
<u>CHCORG5B</u>	<u>Maintain an effective work environment</u>
<u>CHCYTH10A</u>	<u>Work effectively with the families of young people</u>
<u>HLTFA301B</u>	<u>Apply First Aid</u> AND/OR
<u>HLTFA402B</u>	<u>Apply Advanced First Aid</u> (<i>depending on jurisdiction</i>)
<u>HLTFA403A</u>	<u>Manage First Aid in the Workplace</u>
<u>CHCCM1C</u>	<u>Undertake case management</u> OR
<u>CHCCM2C</u>	<u>Establish and monitor a case plan</u>

CHC40702 Certificate IV in Youth Work (Juvenile Justice)

This qualification covers senior youth workers who supervise young people who have been directed by the justice system to be in the care and direction of authorised community and government agencies. The supervision will be managed through a range of community and institution based programs designed to meet the social, behavioural, health, welfare, developmental and protection needs of young people.

Workers at this level are required to have an understanding of Indigenous culture and history and to work with local communities in the provision of services.

Occupational names may include:

- Youth Worker (Juvenile Justice)
- Youth Officer
- Shift Team Leader
- Senior Youth Worker
- Juvenile Justice Officer
- Section Supervisor

Packaging Rules

16 units must be selected for this qualification including:

- 8 compulsory units
- 8 elective units

Compulsory

CHCCOM3C	Utilise specialist communication skills to build strong relationships
CHCCS301A	Work within a legal and ethical framework
CHCCS402A	Respond holistically to client issues
CHCCS405A	Work effectively with culturally diverse clients and co-workers
CHCOHS301A	Participate in workplace safety procedures
CHCPROT10C	Support the progress and development of young people
CHCYTH7C	Respond to critical situations

And one of the following units:

CHCPROT7C	Provide supervision in a secure system	OR
CHCPROT5C	Provide supervision in the community	

Electives

Elective units may be selected from the units listed below, from other Community Services Training Package units available at this or higher levels, or from other relevant National Training Package units available at Certificate IV and enterprise specific units.

Note 1: Other relevant National Training Packages may include Community Recreation, Business Services Training Package (Frontline Management) and the Public Services Training Package.

Note 2: Where national enterprise units are included as options, these must be nationally endorsed (see introduction regarding new units and customisation).

<u>BSBCMN206A</u>	<u>Process and maintain workplace information</u>
<u>CHCAOD2C</u>	<u>Orientation to the alcohol and other drugs sector</u>
<u>CHCCD12D</u>	<u>Apply a community development framework</u>
<u>CHCCHILD1C</u>	<u>Identify and respond to children and young people at risk of harm</u>
<u>CHCCM1C</u>	<u>Undertake case management</u>
<u>CHCCM2C</u>	<u>Establish and monitor a case plan</u>
<u>CHCCS403A</u>	<u>Provide brief intervention</u>
<u>CHCCWI2B</u>	<u>Implement a case work strategy</u>
<u>CHCINF2B</u>	<u>Maintain organisation's information systems</u>
<u>CHCMH1B</u>	<u>Orientation to mental health work</u>
<u>CHCCS501A</u>	<u>Assess and respond to individuals at risk of self-harm or suicide</u>
<u>CHCNET4A</u>	<u>Work with other services</u>
<u>CHCCS401A</u>	<u>Facilitate cooperative behaviour</u>
<u>CHCORG5B</u>	<u>Maintain an effective work environment</u>
<u>CHCPROT12B</u>	<u>Coordinate work integrating statutory requirements and responsibilities</u>
<u>CHCPROT1B</u>	<u>Act as a witness</u>
<u>CHCPROT4C</u>	<u>Prepare information for justice processes</u>
<u>CHCYTH1C</u>	<u>Work effectively with young people</u>
<u>CHCYTH2C</u>	<u>Provide care and protection for young people</u>
<u>CHCYTH3C</u>	<u>Support young people to address their circumstances</u>
<u>CHCYTH4C</u>	<u>Support young people in crisis</u>
<u>HLTFA301B</u>	<u>Apply First Aid</u> AND/OR
<u>HLTFA402B</u>	<u>Apply Advanced First Aid</u> <i>(depending on jurisdiction)</i>

Units from the Correctional Services Training Package that may be appropriate include:

<u>CSCSAS001A</u>	<u>Maintain safety and security</u>
<u>CSCSAS006A</u>	<u>Contain incidents which jeopardise safety and security</u>
<u>CSCSAS007A</u>	<u>Respond to medical emergencies</u>
<u>CSCOFM006A</u>	<u>Protect the safety and welfare of young offenders</u>

In the case of workers employed with government organisations the following units from the Public Services Training Package may be appropriate:

Working in government units

<u>PSPGOV303A</u>	<u>Build and maintain internal networks</u>
<u>PSPGOV401A</u>	<u>Apply knowledge of government processes</u>
<u>PSPGOV402A</u>	<u>Deliver and monitor service to clients</u>
<u>PSPGOV406A</u>	<u>Gather and analyse information</u>

Compliance

<u>PSPREG402A</u>	<u>Promote client compliance with legislation</u>
<u>PSPREG403A</u>	<u>Assess compliance with legislation</u>
<u>PSPREG407A</u>	<u>Conduct and record interviews</u>
<u>PSPREG409A</u>	<u>Prepare evidence</u>
<u>PSPREG410A</u>	<u>Give evidence</u>

CHC50502 Diploma of Youth Work

This qualification covers people with responsibility for the development and the outcomes of programs and services for young people managed through a range of community and institution-based agencies and designed to meet the social, behavioural, health, welfare, developmental and protection needs of young people. This work may be undertaken through employment in community, government and welfare agencies and is designed to ensure that policies and guidelines of the employing organisation are implemented. It includes responsibility for the direction and supervision of staff, the contracting of external agencies and/or the management of specialist services.

Workers at this level are required to have an understanding of Indigenous culture and history and to work with local communities in the provision of services.

Pre-requisite. Learners wishing to gain entry into the Diploma of Youth Work will:

1. Be recognised as competent, through a recognised training program or recognition process, against the following units of competency that are common between the CHC40702 Certificate IV in Youth Work (Juvenile Justice) and CHC40602 Certificate IV in Youth Work:

[CHCCOM3C Utilise specialist communication skills to build strong relationships](#)

[CHCCS301A Work within a legal and ethical framework](#)

[CHCCS402A Respond holistically to client issues](#)

[CHCCS405A Work effectively with culturally diverse clients and co-workers](#)

[CHCOHS301A Participate in workplace safety procedures](#)

[CHCYTH7C Respond to critical situations](#)

OR

2. Have sufficient relevant youth sector experience to equate to the above or to indicate likely success at this level of qualification. The job role would have involved:
 - The application of knowledge with depth in some areas and demonstration of a broad range of technical and other skills;
 - A wide range of tasks and roles in a variety of contexts, with complexity in the range and choices of actions required; and
 - The exercise of discretionary judgement and decision making under general guidance.

Occupational names may include:

- Case Manager
- Senior Case Worker
- Senior Juvenile Justice Officer
- Senior Youth Worker
- Program Manager

Packaging Rules

13 units must be selected for this qualification including:

- 11 compulsory units
- 2 elective units

Compulsory

CHCAD2C	Support the interests, rights and needs of clients within duty of care requirements
CHCCHILD1C	Identify and respond to children and young people at risk of harm
CHCCOM4B	Develop, implement and promote effective communication techniques
CHCCS3C	Coordinate the provision of services and programs
CHCCS402A	Respond holistically to client issues
CHCGROUP3C	Plan and conduct group activities
CHCNET4A	Work with other services
CHCOHS401A	Implement and monitor OHS policies and procedures for a workplace
CHCYTH5C	Support youth programs
CHCYTH6C	Provide appropriate services for young people
CHCYTH8B	Manage service response to young people in crisis

Electives

Elective units may be selected from the units listed below, from other Community Services Training Package units available at this or higher levels, or from other relevant National Training Package units available at Diploma level and enterprise specific units.

Note 1: Where national enterprise units are included as options, these must be nationally endorsed (see introduction regarding new units and customisation).

CHCAOD8C	Assess the needs of clients who have alcohol and/or other drugs issues
CHCCM2C	Establish and monitor a case plan
CHCCM3B	Develop, facilitate and monitor all aspects of case management
CHCCS405A	Work effectively with culturally diverse clients and co-workers
CHCCS501A	Assess and respond to individuals at risk of self-harm or suicide
CHCCWI4A	Design and supervise family intervention strategies
CHCDFV5B	Counsel clients affected by domestic and family violence
CHCMH1B	Orientation to mental health work
CHCNET3B	Develop new networks
CHCORG25B	Recruit and coordinate volunteers
CHCORG27A	Provide mentoring support to colleagues
CHCPOL4A	Develop and implement policy
CHCRF2A	Provide intervention support to children and families

<u>CHCYTH10A</u>	<u>Work effectively with the families of young people</u>
<u>CHCYTH9C</u>	<u>Develop and implement procedures to enable young people to address their needs</u>
<u>SRXTEM003A</u>	<u>Work autonomously</u>

COMMUNITY SERVICES WORK — OTHER SPECIALIST QUALIFICATIONS

CHC42207 Certificate IV in Children's Contact Service Work

This qualification covers workers who are employed in Children's Contact Services and are responsible for the facilitation and/or changeover of contact visits and associated tasks as outlined in contact orders or defined by voluntary clients to the Service. Work at this level would occur under the direction of a senior staff member, team leader or coordinator and have limited autonomy.

Occupational titles for these workers may include:

- Children's Contact Worker
- Children's Contact Support Worker
- Children's Contact Facilitator
- Sessional Contact Worker

Packaging Rules

13 competency units are required for this qualification, including:

- 10 **compulsory** units
- 3 **elective** units

A wide range of elective units is available and may include:

- Competency units available at Certificate IV level or higher in the Community Services and/or Health Training Packages
- A maximum of 2 competency units may be selected from other relevant Training Package units available at Certificate IV or higher

NOTE: Some relevant elective units are listed below the following compulsory units, but many more electives are available as outlined above.

Compulsory units

CHCFAM503A	Work with a child focused approach
CHCCONS401A	Facilitate changeover
CHCCONS402A	Facilitate and monitor contact
CHCCONS403A	Support families to develop relationships
CHCDFV1B	Recognise and respond to domestic and family violence
CHCCOM2B	Communicate appropriately with clients and colleagues
CHCCHILD1C	Identify and respond to children and young people at risk of harm
CHCAOD10A	Work with clients who have alcohol and/or other drugs issues
CHCFAM518A	Work with involuntary and mandated clients
CHCOHS301A	Participate in workplace safety procedures

Electives

Electives are to be selected in line with specified Packaging Rules.

The following grouping of electives is intended to facilitate the selection of electives.

Electives may be selected from one or more groups. Employers may specify that certain electives are required to address specific workplace needs.

Electives

The competency unit, *CHCDFV2B Manage own professional development in responding to domestic and family violence*, must be completed prior to or in conjunction with the unit *CHCDFV8B Provide support to children affected by domestic and family violence*

[CHCDFV2B](#) [Manage own professional development in responding to domestic and family violence](#)

[CHCDFV8B](#) [Provide support to children affected by domestic and family violence](#)

[CHCRF11B](#) [Work in partnership with families to care for the child](#)

[CHCRF24B](#) [Support parents in their parenting role](#)

Note: *CHCRF11B Work in partnership with families to care for the child*, must be completed prior to *CHCRF24B Support parents in their parenting role*

[CHCFAM505A](#) [Operate in a family law environment](#)

[CHCFAM504A](#) [Respond to and contain critical incidents](#)

[CHCCS6B](#) [Assess and deliver service to clients with complex needs](#)

[HLTFA201A](#) [Provide basic emergency life support](#)

[CHCORG3B](#) [Participate in the work environment](#)

[CHCCS501A](#) [Assess and respond to individuals at risk of self-harm or suicide](#)

[HLTHIR404B](#) [Work effectively with Aboriginal and/or Torres Strait Islander people](#)

[CHCCS301A](#) [Work within a legal and ethical framework](#)

[CHCTC1A](#) [Deliver a service consistent with the organisations missions and values](#)

[CHCTC2A](#) [Undertake telephone counselling](#)

[CHCTC3A](#) [Provide counselling in crisis situations](#)

[CHCTC4A](#) [Provide competent suicide intervention over the telephone](#)

[HLTHIR403B](#) [Work effectively with culturally diverse clients and co-workers](#)

CHC51807 Diploma of Children's Contact Service Work

This qualification covers workers who are employed in Children's Contact Services and are responsible for the administrative and program support, including initial enquiries, intake and assessment interviews. Workers may also be responsible for the direct line management of sessional contact workers and may report to a Program Manager of a Children's Contact Services.

Pre-requisite

Entry to this qualification requires evidence of competence in the following units:

[CHCCONS401A Facilitate changeover](#)
[CHCCONS402A Facilitate and monitor contact](#)
[CHCCONS403A Support families to develop relationships](#)

Occupational titles for these workers may include:

- Program support Worker
- Assistant Coordinator
- Sessional Supervisor
- Team Supervisor
- Coordinator

Packaging Rules

12 competency units are required for this qualification, including:

- 9 **compulsory** units
- 3 **elective** units

A wide range of elective units is available and may include:

- Competency units available at Certificate Diploma Level or higher in the Community Services and/or Health Training Packages.
- A maximum of 2 competency units may be selected from other relevant Training Package units available at Diploma Level or higher

NOTE: Some relevant elective units are listed below the following compulsory units, but many more electives are available as outlined above.

Compulsory units

[CHCCONS504A Assist families to self manage contact](#)
[CHCFAM503A Work with a child focused approach](#)
[CHCFAM505A Operate in a family law environment](#)
[CHCFAM519A Prepare client court reports](#)
[CHCCS402A Respond holistically to client issues](#)
[CHCORG6B Coordinate the work environment](#)
[CHCCOM3C Utilise specialist communication skills to build strong relationships](#)
[CHCDFV1B Recognise and respond to domestic and family violence](#)

[CHCOHS401A](#) [Implement and monitor OHS policies and procedures for a workplace](#)

Electives

Electives are to be selected in line with specified Packaging Rules.

The following grouping of electives is intended to facilitate the selection of electives.

Electives may be selected from one or more groups. Employers may specify that certain electives are required to address specific workplace needs.

Electives

The competency unit, *CHCDFV2B Manage own professional development in responding to domestic and family violence*, must be completed prior to or in conjunction with the unit *CHCDFV10B Facilitate workplace debriefing and support processes*

<u>CHCDFV2B</u>	<u>Manage own professional development in responding to domestic and family violence</u>
<u>CHCDFV10B</u>	<u>Facilitate workplace debriefing and support processes</u>
<u>CHCDFV817A</u>	<u>Manage domestic and family violence and abuse screening and risk assessment processes</u>
<u>CHCORG27A</u>	<u>Provide mentoring support to colleagues</u>
<u>CHCORG28A</u>	<u>Reflect and improve upon professional practice</u>
<u>RTD4802A</u>	<u>Develop approaches to include cultural and human diversity</u>
<u>CHCMH1B</u>	<u>Orientation to mental health work</u>
<u>CHCFAM518A</u>	<u>Work with involuntary and mandated clients</u>
<u>CHCMED403A</u>	<u>Manage communication exchanges to define the dispute</u>
<u>CHCMED405A</u>	<u>Facilitate interactions between clients</u>
<u>CHCCWI3B</u>	<u>Work with clients intensively</u>
<u>CHCCWI1B</u>	<u>Operate under a casework framework</u>

***The following units are co requisite:**

<u>*CHCCSL601A</u>	<u>Work within a structured counselling process</u>
<u>*CHCCSL602A</u>	<u>Facilitate the counselling relationship</u>
<u>*CHCCSL603A</u>	<u>Provide support for clients implementing a course of action</u>
<u>*CHCCSL604A</u>	<u>Reflect and improve upon counselling skills</u>

CHC51707 Diploma of Family Intake and Support Work

This qualification covers workers employed in services that provide relationship support and interventions for families and/or couples. Service type examples may include Family Relationship Support Programs, Telephone Advice, and Family Mediation and Counselling services. Workers in these roles may provide some of the following non therapeutic supports, e.g. provide information, initial intake, referral, advocacy, administrative tasks, and participate in case planning. Workers generally undertake tasks with minimal direct supervision and may use elements of counselling and/or dispute resolution skills when working with clients. However, primary job functions do not involve higher level clinical or therapeutic interventions.

Occupational titles for these workers may include:

- Family Assessment Worker
- Client Intake Worker
- Case Worker
- Information and Referral Worker
- Client Services Officer
- Family Support Worker
- Advocacy Worker
- Aboriginal Family Consultant

Packaging Rules

14 competency units are required for this qualification, including:

- 8 **compulsory** units
- 6 **elective** units

A wide range of elective units is available and may include:

- Competency units available at Diploma level or higher in the Community Services and/or Health Training Packages.
- A maximum of 2 competency units may be selected from other relevant Training Package units available at Diploma level (or higher).

NOTE: Some relevant elective units are listed below the following core (compulsory) units, but many more electives are available as outlined above.

Compulsory units

CHCDFV1B	Recognise and respond to domestic and family violence
CHCOHS401A	Implement and monitor OHS policies and procedures for a workplace
CHCCS402A	Respond holistically to client issues
CHCCS301A	Work within a legal and ethical framework
CHCCOM3C	Utilise specialist communication skills to build strong relationships
HLTHIR403B	Work effectively with culturally diverse clients and co-workers
CHCFAM505A	Operate in a family law environment
CHCCS9A	Provide support services to clients

Electives

Electives are to be selected in line with specified Packaging Rules.

The following grouping of electives is intended to facilitate the selection of electives.

Electives may be selected from one or more groups. Employers may specify that certain electives are required to address specific workplace needs.

Case Management electives

[CHCCM3B](#) [Develop, facilitate and monitor all aspects of case management](#)

[CHCCM4B](#) [Promote high quality case management](#)

[CHCCWI1B](#) [Operate under a casework framework](#)

Family Relationship electives

[CHCFAM503A](#) [Work with a child focused approach](#)

[CHCFAM806A](#) [Assist clients to develop parenting arrangements](#)

[CHCCHILD4A](#) [Assess risk of harm to children and young people](#)

[CHCORG28A](#) [Reflect and improve upon professional practice](#)

[CHCPROT2C](#) [Undertake and implement planning with at risk children, young people and their families](#)

Domestic and Family Violence electives

The competency unit, *CHCDFV2B Manage own professional development in responding to domestic and family violence*, must be completed prior to or in conjunction with the following listed domestic and family violence units excluding *CHCDFV817A Manage domestic and family violence and abuse screening and risk assessment processes*.

[CHCDFV2B](#) [Manage own professional development in responding to domestic and family violence](#)

[CHCDFV3B](#) [Provide crisis intervention and support to those experiencing domestic and family violence](#)

[CHCDFV4B](#) [Promote community awareness of domestic and family violence](#)

[CHCDFV6B](#) [Provide domestic and family violence support in Aboriginal and Torres Strait Islander communities](#)

[CHCDFV7B](#) [Provide domestic and family violence support in non-English speaking background communities](#)

[CHCDFV8B](#) [Provide support to children affected by domestic and family violence](#)

[CHCDFV9B](#) [Work with users of violence to effect change](#)

[CHCDFV817A](#) [Manage domestic and family violence and abuse screening and risk assessment processes](#)

Information and referral electives

[CHCCS6B](#) [Assess and deliver service to clients with complex needs](#)

[CHCADMIN5C](#) [Work within the administration protocols of the organisation](#)

[CHCCS407A](#) [Operate referral procedures](#)

[CHCNET4A](#) [Work with other services](#)

[CHCPOL1A](#) [Participate in policy development](#)

CHCORG3B	Participate in the work environment
CHCORG15B	Promote the organisation
CHCORG21B	Act as a resource to other services
CHCAD3A	Undertake systems advocacy
CHCAD4A	Provide advocacy and representation
CHCINF5B	Meet statutory and organisational information requirements
CHCINF6B	Manage information strategically

Leadership and management electives

CHCCM5B	Develop practice standards
CHCCS7C	Co-ordinate the assessment and delivery of services to clients with particular needs
CHCFAM504A	Respond to and contain critical incidents
CHCOHS501A	Manage workplace OHS management system
CHCDFV10B	Facilitate workplace debriefing and support processes
BSBMGT609A	Manage risk
CHCORG19B	Develop and maintain the quality of service outcomes
CHCORG23B	Coordinate work
CHCORG27A	Provide mentoring support to colleagues

Counselling electives

***The following units are co requisite:**

*CHCCSL601A	Work within a structured counselling process
*CHCCSL602A	Facilitate the counselling relationship
*CHCCSL603A	Provide support for clients implementing a course of action
*CHCCSL604A	Reflect and improve upon counselling skills
CHCTC1A	Deliver a service consistent with the organisations missions and values
CHCTC2A	Undertake telephone counselling
CHCTC3A	Provide counselling in crisis situations
CHCTC4A	Provide competent suicide intervention over the telephone

Mediation electives

CHCMED401A	Conduct a sound assessment of a dispute for mediation
CHCMED402A	Gather and use information for the mediation process
CHCMED403A	Manage communication exchanges to define the dispute
CHCMED404A	Facilitate the mediation process
CHCMED405A	Facilitate interactions between clients
CHCMED406A	Consolidate and conclude the mediation process
CHCMED407A	Reflect and improve upon professional mediation practice
CHCMED408B	Identify the need for alternative dispute resolution
CHCMED409B	Facilitate alternative dispute resolution processes

Other electives

<u>RTD4802A</u>	<u>Develop approaches to include cultural and human diversity</u>
<u>HLTHIR404B</u>	<u>Work effectively with Aboriginal and/or Torres Strait Islander people</u>
<u>PSPMNGT605A</u>	<u>Manage diversity</u>
<u>CHCCS501A</u>	<u>Assess and respond to individuals at risk of self-harm or suicide</u>
<u>CHCAOD10A</u>	<u>Work with clients who have alcohol and/or other drugs issues</u>
<u>CHCYTH6C</u>	<u>Provide appropriate services for young people</u>
<u>CHCMH1B</u>	<u>Orientation to mental health work</u>

CHC80107 Vocational Graduate Diploma of Relationship Counselling

This qualification applies to workers who are employed in a family and/or couples relationship counselling role. This qualification has particular relevance to counsellors working in agencies or independently, providing counselling interventions, (rather than counselling support), for families and/or couples experiencing relationship issues of a complex nature. Counselling contexts may include pre or post separation and divorce or where the client has involvement with the Family Law system. Counsellors at this level are making high level, independent, complex judgements in highly specialised contexts. Counselling occupations may also involve full responsibility and accountability for all aspects of work of self and others and functions including, program planning, budget, strategy, design and analysis.

Entry requirements

Learners seeking entry to this qualification must demonstrate one of the following:

- An undergraduate degree or higher qualification in Counselling, Psychotherapy, Psychology, Social Work, Social Science or equivalent

OR

An accredited qualification in counselling at Diploma or Advanced Diploma level

OR

- Learners undertaking this qualification need to have previous experience in a family counselling environment, the job role would have involved the self directed application of knowledge with substantial depth in some areas, the exercise of independent judgement and decision making, and a range of technical and other skills.

Workplace application

For award of this qualification, candidates must complete workplace application under direct supervision. Based on this workplace application, evidence provided by the supervisor will contribute to assessment of the candidate's ability to apply skills and knowledge as specified in the compulsory units as outlined below. Direct supervision involves the practitioner actually being present, observing, working with and if necessary directing the person who is being supervised.

<u>CHCDFV811A</u>	<u>Respond to family domestic violence in family work</u>
<u>CHCFCS801A</u>	<u>Apply theory and practice of counselling approaches</u>
<u>CHCFCS802A</u>	<u>Provide relationship counselling</u>
<u>CHCFCS804A</u>	<u>Provide counselling to children and young people</u>
<u>CHCFCS806A</u>	<u>Work within a clinical supervision framework</u>

Occupational titles for these workers may include:

- Family Relationship Counsellor
- Family Counsellor
- Divorce Counsellor
- Separations Counsellor

- Marriage Counsellor
- Child and Family Counsellor
- Couples Counsellor

Packaging Rules

11 competency units are required for this qualification, including:

- 5 **compulsory** units
- 6 **elective** units

A wide range of elective units is available and may include:

- Competency units available at Diploma level or higher in the Community Services and/or Health Training Packages.
- A maximum of 2 competency units may be selected from other relevant Training Package units available at Diploma (or higher).

NOTE: Some relevant elective units are listed below the following core (compulsory) units, but many more electives are available as outlined above.

Compulsory units

CHCDFV811A	Respond to family domestic violence in family work
CHCFCS801A	Apply theory and practice of counselling approaches
CHCFCS802A	Provide relationship counselling
CHCFCS804A	Provide counselling to children and young people
CHCFCS806A	Work within a clinical supervision framework

Elective units

Electives are to be selected in line with specified Packaging Rules.

The following grouping of electives is intended to facilitate the selection of electives.

Electives may be selected from one or more groups. Employers may specify that certain electives are required to address specific workplace needs.

Family Relationship electives

CHCFAM801A	Develop an understanding of child inclusive practice
CHCFAM802A	Work within a child inclusive framework
CHCFAM503A	Work with a child focused approach
CHCFAM505A	Operate in a family law environment
CHCFAM806A	Assist clients to develop parenting arrangements
CHCYTH10A	Work effectively with the families of young people
CHCYTH6C	Provide appropriate services for young people
CHCHILD3A	Promote the safety, well being and welfare of children, young people and their families
CHCCS601A	Work with clients with unique needs
CHCCS501A	Assess and respond to individuals at risk of self-harm or suicide
CHCFCS803A	Provide grief and loss counselling
CHCFAM518A	Work with involuntary and mandated clients

[CHCAOD10A](#) [Work with clients who have alcohol and/or other drugs issues](#)

Family and Contact Service Practice Management electives

[CHCORG7B](#) [Manage workplace issues](#)
[CHCORG19B](#) [Develop and maintain the quality of service outcomes](#)
[CHCORG24B](#) [Provide leadership in community services delivery](#)
[CHCORG28A](#) [Reflect and improve upon professional practice](#)
[CHCORG29A](#) [Provide coaching and motivation](#)
[CHCPOL5A](#) [Manage research activities](#)
[CHCPOL7A](#) [Manage policy development](#)
[CHCCM5B](#) [Develop practice standards](#)
[CHCINF4B](#) [Manage the organisation's information systems](#)
[CHCCS7C](#) [Co-ordinate the assessment and delivery of services to clients with particular needs](#)
[CHCCONS403A](#) [Support families to develop relationships](#)
[CHCCONS504A](#) [Assist families to self manage contact](#)
[CHCOHS502A](#) [Evaluate and improve workplace OHS management systems](#)

Group work electives

[CHCFCS805A](#) [Provide group counselling](#)
[CHCGROUP805A](#) [Support change in the social systems of group members](#)
[CHCGROUP806A](#) [Plan group interventions](#)
[CHCGROUP807A](#) [Implement group interventions](#)

Domestic and Family Violence electives

The competency unit, *CHCDFV2B Manage own professional development in responding to domestic and family violence*, must be completed prior to or in conjunction with units coded *CHCDFV2B*, *CHCDFV5B*, *CHCDFV8B*, *CHCDFV9B* and *CHCDFV10B*.

[CHCDFV2B](#) [Manage own professional development in responding to domestic and family violence](#)
[CHCDFV5B](#) [Counsel clients affected by domestic and family violence](#)
[CHCDFV8B](#) [Provide support to children affected by domestic and family violence](#)

[CHCDFV9B](#) [Work with users of violence to effect change](#)
[CHCDFV10B](#) [Facilitate workplace debriefing and support processes](#)
[CHCDFV812A](#) [Assist users of family domestic violence to accept responsibility for their violent and abusive behaviour](#)
[CHCDFV813A](#) [Promote accountability of users of family domestic violence and abuse](#)
[CHCDFV814A](#) [Establish and manage change promoting relationship with users of family domestic violence and abuse](#)
[CHCDFV815A](#) [Establish and maintain the safety of people who have experienced family domestic violence](#)
[CHCDFV816A](#) [Safety planning with people who have been subjected to family domestic violence](#)
[CHCDFV817A](#) [Manage domestic and family violence and abuse screening and risk assessment processes](#)

The competency units, CHCFDV816A Safety planning with people who have been subjected to family domestic violence and CHCFDV817A Manage domestic and family violence and abuse screening and risk assessment processes, must be completed prior to or in conjunction with the following domestic and family violence unit.

[CHCDFV818A](#) [Provide programs for people who have been subject to family/domestic violence](#)

Diversity and Cultural Context electives

[HLTHIR403B](#) [Work effectively with culturally diverse clients and co-workers](#)

[HLTHIR404B](#) [Work effectively with Aboriginal and/or Torres Strait Islander people](#)

[CHCDFV6B](#) [Provide domestic and family violence support in Aboriginal and Torres Strait Islander communities](#)

[CHCDFV7B](#) [Provide domestic and family violence support in non-English speaking background communities](#)

[RTD4802A](#) [Develop approaches to include cultural and human diversity](#)

[CHCCD13C](#) [Work within specific communities](#)

The following electives are intended for use by Aboriginal and Torres Strait Islander workers currently working in the area of social and emotional well being:

[HLTAHW507A](#) [Work effectively in social and emotional well-being](#)

[HLTAHW508A](#) [Develop healing framework for social and emotional well-being work](#)

[HLTAHW509A](#) [Respond to loss, grief and trauma](#)

CHC80207 Vocational Graduate Diploma of Family Dispute Resolution

This qualification relates to dispute resolution practitioners working in agencies or independently to provide dispute resolution services and interventions for families experiencing high levels of relationship conflict and/or where the clients may be involved in the Family Law system. Dispute resolution in this qualification has a direct link to the provisions of the Family Law Act. Practitioners at this level are making high level, independent, complex judgements in highly specialised contexts. Some practitioner roles may also involve full responsibility and accountability for all aspects of work of self and others functions including, program planning, budget, strategy, design and analysis.

Entry requirements

Learners seeking entry to this qualification must demonstrate one of the following:

- An undergraduate degree or higher qualification in Psychology, Social Work, Law, Conflict Management, Dispute Resolution, Family Law Mediation or equivalent

OR

- An accredited qualification in conflict management or dispute resolution at Diploma or Advanced Diploma level

OR

- Certificate IV in Community Mediation together with significant relevant vocational practice

OR

- Learners undertaking this qualification need to have previous experience in a dispute resolution environment, the job role would have involved the self directed application of knowledge with substantial depth in some areas, the exercise of independent judgement and decision making, and a range of technical and other skills

Workplace application

For award of this qualification, candidates must complete workplace application under direct supervision. Based on this workplace application, evidence provided by the supervisor will contribute to assessment of the candidate's ability to apply skills and knowledge as specified in the compulsory units as outlined below. Direct supervision involves the practitioner actually being present, observing, working with and if necessary directing the person who is being supervised.

<u>CHCDFV811A</u>	<u>Respond to family domestic violence in family work</u>
<u>CHCFAM505A</u>	<u>Operate in a family law environment</u>
<u>CHCDISP801A</u>	<u>Facilitate dispute resolution in the family law context</u>
<u>CHCDISP802A</u>	<u>Implement family dispute resolution strategies</u>
<u>CHCDISP803A</u>	<u>Facilitate family dispute resolution in an impartial manner and adhere to ethical standards</u>
<u>CHCDISP804A</u>	<u>Create an environment that supports the safety of vulnerable parties in dispute resolution</u>

Occupational titles for these workers may include:

- Family Relationships Mediator
- Family and Couples Mediator
- Aboriginal Family Consultant
- ADR Practitioner
- Family and Child Mediator
- Family Law Mediator
- Barrister Mediator
- Dispute Resolution Facilitator
- Manager of an ADR Service
- Indigenous Family Facilitator

Packaging Rules

10 competency units are required for this qualification, including:

- **6 compulsory units**
- **4 elective units**

A wide range of elective units is available and may include:

- Competency units available at Diploma level or higher in the Community Services and/or Health Training Packages.
- A maximum of 2 competency units may be selected from other relevant Training Package units available at Diploma (or higher).

NOTE: Some relevant elective units are listed below the following core (compulsory) units, but many more electives are available as outlined above.

Compulsory units

CHCDFV811A	Respond to family domestic violence in family work
CHCFAM505A	Operate in a family law environment
CHCDISP801A	Facilitate dispute resolution in the family law context
CHCDISP802A	Implement family dispute resolution strategies
CHCDISP803A	Facilitate family dispute resolution in an impartial manner and adhere to ethical standards
CHCDISP804A	Create an environment that supports the safety of vulnerable parties in dispute resolution

Elective units

Electives are to be selected in line with specified Packaging Rules.

The following grouping of electives is intended to facilitate the selection of electives.

Electives may be selected from one or more groups. Employers may specify that certain electives are required to address specific workplace needs.

Family Relationship electives

CHCFAM801A	Develop an understanding of child inclusive practice
CHCFAM802A	Work within a child inclusive framework
CHCFAM503A	Work with a child focused approach
CHCFAM806A	Assist clients to develop parenting arrangements

CHCYTH10A	Work effectively with the families of young people
CHCHILD3A	Promote the safety, well being and welfare of children, young people and their families
CHCCS501A	Assess and respond to individuals at risk of self-harm or suicide
CHCCS601A	Work with clients with unique needs
CHCFIN1A	Provide information and support to assist clients to manage personal and household finances
CHCFIN2A	Determine client needs in respect to financial issues

Domestic and Family Violence electives

The competency unit, *CHCDFV2B Manage own professional development in responding to domestic and family violence*, must be completed prior to or in conjunction with units coded *CHCDFV2B*, *CHCDFV8B*, *CHCDFV9B* and *CHCDFV10B*.

CHCDFV2B	Manage own professional development in responding to domestic and family violence
CHCDFV8B	Provide support to children affected by domestic and family violence
CHCDFV9B	Work with users of violence to effect change
CHCDFV10B	Facilitate workplace debriefing and support processes
CHCDFV817A	Manage domestic and family violence and abuse screening and risk assessment processes

Leadership Practitioner electives

CHCORG28A	Reflect and improve upon professional practice
CHCORG29A	Provide coaching and motivation
CHCPOL5A	Manage research activities
CHCORG11B	Lead and develop others

Diversity and Cultural Context electives

HLTHIR403B	Work effectively with culturally diverse clients and co-workers
HLTHIR404B	Work effectively with Aboriginal and/or Torres Strait Islander people
CHCDFV6B	Provide domestic and family violence support in Aboriginal and Torres Strait Islander communities
CHCDFV7B	Provide domestic and family violence support in non-English speaking background communities
RTD4802A	Develop approaches to include cultural and human diversity
CHCCD13C	Work within specific communities

The following electives are intended for use by Aboriginal and Torres Strait Islander workers currently working in the area of social and emotional well being:

<u>HLTAHW507A</u>	<u>Work effectively in social and emotional well-being</u>
<u>HLTAHW508A</u>	<u>Develop healing framework for social and emotional well-being work</u>
<u>HLTAHW509A</u>	<u>Respond to loss, grief and trauma</u>

CHC42307

Certificate IV in Relationship Education

This qualification covers workers who are employed in a range of family and relationship education services across a broad range of agencies. Most work is undertaken with clients face to face, often with more than one client or couple at a time. This work usually involves the delivery of existing programs with clearly identified information, education and skill development outcomes. Some work can be undertaken on a more individual or couple basis and can contain aspects of case management and outreach work.

Work at this level is prevention and early intervention. Workers at this level do not undertake clinical or complex therapeutic interventions. The role is that of education and skill development, not counselling.

Key skills and knowledge for this work include the ability to work effectively in the area of family and relationship work, effective communication skills, conflict management and group facilitation and program planning and delivery. Practitioners working with specific client groups also need to be able to demonstrate the ability to work effectively with those specific groups. Client groups may include but are not limited to men, women, couples, parents, young people, children and families. Client groups are highly diverse, especially in relation to cultural backgrounds and family structures. A broad understanding of family and family arrangements is fundamental to this work.

Examples of relationship education programs include programs on communication and relationships for school age children, sessions with couples intending to marry, education and skills training in relationships and parenting for groups and relationship enrichment programs for couples.

Workers in this area are required to deliver services to clients with a wide range of personal and relationship issues and need to be able to distinguish between clients who are appropriate for education programs and those needing critical intervention and /or referral.

These workers need to respond appropriately to clients involved in, for example, domestic/ family violence, abuse, gambling, alcohol and other drugs and mental health issues.

Occupational titles for these workers may include:

- Community Education Worker
- Education Officer
- Family Skills Worker
- Family Support Worker
- Family Relationship Support Worker
- Family Relationship Worker
- Fathers Worker
- Group Worker
- Marriage and Family Educator
- Men's Service Officer
- Neighbourhood Centre Worker
- Parent Educator
- Program Development Worker
- Relationship Educator / Relationship, Marriage and Family Educator

Packaging Rules

15 competency units are required for award of this qualification, including:

- **10 compulsory units**
- **5 elective units**

A wide range of elective units is available and may include:

- Relevant electives listed below the compulsory units for this qualification
- Competency units available at Certificate IV level or higher in the Community Services and/or Health Training Packages.
- A maximum of 2 competency units may be selected from other relevant training package units available at Certificate IV level or higher.

Compulsory units

CHCFAM406A	Engage and resource clients to improve their interpersonal relationships
CHCFAM407A	Work effectively in relationship work
CHCFAM408A	Undertake relationship and family work in the context of the agency and sector
CHCCOM3C	Utilise specialist communication skills to build strong relationships
HLTHIR403B	Work effectively with culturally diverse clients and co-workers
CHCDFV1B	Recognise and respond to domestic and family violence
TAADEL401A	Plan and organise group based delivery
TAADEL402A	Facilitate group based learning
CHCGROUP3C	Plan and conduct group activities
CHCOHS301A	Participate in workplace safety procedures

Electives

Electives are to be selected in line with specified Packaging Rules.

The following grouping of electives is intended to facilitate this selection. Electives may be selected from one or more groups. Employers may specify that certain electives are required to address specific workplace needs.

Electives for working with groups

CHCFAM416A	Implement harm reduction strategies
CHCGROUP410A	Deliver a structured program
CHCGROUP408A	Facilitate and review a psycho-educational group
CHCCS401A	Facilitate cooperative behaviour

Electives for working cross-culturally

RTD4802A	Develop approaches to include cultural and human diversity
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[HLTHIR404B](#) [Work effectively with Aboriginal and/or Torres Strait Islander people](#)

Electives for working effectively in an organisation

[CHCORG5B](#) [Maintain an effective work environment](#)

[CHCINF2B](#) [Maintain organisation's information systems](#)

Electives to support work practice

[CHCNET4A](#) [Work with other services](#)

[CHCCS407A](#) [Operate referral procedures](#)

[CHCCM3B](#) [Develop, facilitate and monitor all aspects of case management](#)

[CHCAD1C](#) [Advocate for clients](#)

[CHCFAM417A](#) [Identify and use strengths based practice](#)

[*CHCCSL601A](#) [Work within a structured counselling process](#)

***Note: the following units are co requisite for the above unit:**

[*CHCCSL602A](#) [Facilitate the counselling relationship](#)

[*CHCCSL603A](#) [Provide support for clients implementing a course of action](#)

[*CHCCSL604A](#) [Reflect and improve upon counselling skills](#)

Electives for working with men and fathers

[CHCFAM409A](#) [Work with men](#)

[CHCFAM411A](#) [Engage fathers into family based programs](#)

Elective for working with women and mothers

[CHCFAM412A](#) [Work with women](#)

Electives for working with couples

[CHCFAM413A](#) [Facilitate couple processes within group work](#)

[CHCFAM414A](#) [Use tools for exploring relationships](#)

Electives for working with families

[CHCCS404A](#) [Facilitate family intervention strategies](#)

[CHCCS406A](#) [Provide education and support on health, wellbeing and parenting](#)

[CHCCHILD1C](#) [Identify and respond to children and young people at risk of harm](#)

[CHCYTH1C](#) [Work effectively with young people](#)

[CHCYTH3C](#) [Support young people to address their circumstances](#)

[CHCYTH10A](#) [Work effectively with the families of young people](#)

[CHCFAM503A](#) [Work with a child focused approach](#)

[CHCFAM421A](#) [Work with parents of very young children](#)

<u>CHCRF2A</u>	<u>Provide intervention support to children and families</u>
<u>CHCRF11B</u>	<u>Work in partnership with families to care for the child</u>
<u>CHCRF24B</u>	<u>Support parents in their parenting role</u>

CHC51907

Diploma of Relationship Education

This qualification applies to workers employed in roles that provide non-therapeutic supports, interventions, information and referral and education and skills training to individuals, couples, and to families. The role is primarily that of education and skills development including affective, cognitive and psychomotor learning outcomes.

The life skills programs delivered by these workers are designed to help people learn how to enhance their relationships with intimate partners, spouses, parents, children, siblings, colleagues or friends. Specific client groups can be men, women, parents, couples, children, young people and families. Clients may face specific issues such as separation and mental health, alcohol and other drugs issues. Programs deal with issues across the life cycle.

Client groups are highly diverse, especially in relation to cultural backgrounds and family structures. A broad understanding of family and family arrangements is fundamental to this work.

Workers at this level may be delivering existing programs but are also able to develop new programs including developing and delivering community education and community development programs. The role is not a counselling one. Workers at this level require effective communication skills, conflict management, and program development, delivery and review. They may also require skills for more complex group facilitation and psycho-education. Additionally they may require a greater depth of skills and knowledge to work with specific client groups.

This qualification may also be appropriate for workers who have a responsibility for managing the delivery of relationship education services. They would need to undertake appropriate management units from the group of management electives available in the Diploma.

These services are being provided in a number of different ways by a wide range of service providers within the health, human services and education sectors. Workers in these roles may work with limited supervision and utilise elements of counselling/dispute resolution skills and knowledge incidentally when working with families. However, primary functions do not involve clinical or therapeutic higher level knowledge or skills application.

Occupational titles for these workers may include:

- Coordinator Relationship Education Services
- Family/Parent Educator
- Family/Parent Facilitator
- Family Relationships Support Worker
- Fathers Worker
- Family Support Worker Marriage and Family Educator
- Men's Service Officer
- Relationship Educator / Relationship, Marriage and Family Educator

Packaging Rules

21 competency units are required for award of this qualification, including:

- **13** compulsory units
- **8** elective units

Of these 8 electives, 2 electives **MUST** be selected as follows:

- 1 unit from **Management electives**
- 1 unit from **Community work, group work and psycho-education electives**

A range of elective units is available and may include:

- Relevant electives listed below the compulsory units for this qualification
- Competency units available at Diploma level or higher in the Community Services and/or Health Training Packages
- A maximum of 2 competency units may be selected from other relevant training package units available at Diploma level or higher

Compulsory

CHCFAM406A	Engage and resource clients to improve their interpersonal relationships
CHCFAM407A	Work effectively in relationship work
CHCFAM408A	Undertake relationship and family work in the context of the agency and sector
CHCCOM3C	Utilise specialist communication skills to build strong relationships
HLTHIR403B	Work effectively with culturally diverse clients and co-workers
CHCDFV1B	Recognise and respond to domestic and family violence
TAADEL401A	Plan and organise group based delivery
TAADEL402A	Facilitate group based learning
TAADES402A	Design and develop learning programs
CHCGROUP3C	Plan and conduct group activities
CHCCD2B	Provide community education projects
CHCINF7B	Meet information needs of the community
CHCOHS401A	Implement and monitor OHS policies and procedures for a workplace

Electives

Electives are to be selected in line with specified Packaging Rules.

One elective unit must be selected from the group headed **Management electives** and one must be selected from the group headed **Community work, group work and psycho-education electives**

The following grouping of electives is intended to facilitate their selection. Electives may be selected from one or more groups. Employers may specify that certain electives are required to address specific workplace needs.

Management electives

(NB: At least one elective MUST be selected from this group)

For job roles involving management and coordination of relationship education services, it is proposed that a significant number of the following electives are selected.

Four electives considered particularly relevant to managing the delivery of relationship education services are:

<u>CHCCS3C</u>	<u>Coordinate the provision of services and programs</u>
<u>CHCORG11B</u>	<u>Lead and develop others</u>
<u>CHCCD4C</u>	<u>Develop and implement community programs</u>
<u>CHCFAM523A</u>	<u>Manage training and development activities for relationship practitioners</u>

Other management and coordination electives include:

<u>CHCORG6B</u>	<u>Coordinate the work environment</u>
<u>CHCORG7B</u>	<u>Manage workplace issues</u>
<u>CHCORG23B</u>	<u>Coordinate work</u>
<u>PSPMNGT605A</u>	<u>Manage diversity</u>
<u>CHCADMIN4B</u>	<u>Manage the organisation's finances, accounts and resources</u>
<u>BSBMGT609A</u>	<u>Manage risk</u>
<u>CHCCD19A</u>	<u>Establish and maintain community, government and business partnerships</u>

Community work, group work and psycho-education electives

(NB: at least one elective MUST be selected from this group)

a) Community work electives

<u>CHCCD14B</u>	<u>Implement a community development strategy</u>
<u>CHCCD5C</u>	<u>Develop community resources</u>
<u>CHCCD7B</u>	<u>Support community resources</u>
<u>CHCCS10A</u>	<u>Facilitate client participation in the organisation</u>

b) Group work and psycho-education electives

<u>CHCFAM416A</u>	<u>Implement harm reduction strategies</u>
<u>CHCGROUP504A</u>	<u>Assess group members and their social systems</u>
<u>CHCGROUP408A</u>	<u>Facilitate and review a psycho-educational group</u>
<u>CHCGROUP509A</u>	<u>Manage disclosures and disruptions in groups</u>
<u>CHCGROUP410A</u>	<u>Deliver a structured program</u>
<u>CHCCS401A</u>	<u>Facilitate cooperative behaviour</u>

Electives for working with people experiencing domestic and family violence

The competency unit, *CHCDFV2B Manage own professional development in responding to domestic and family violence*, must be completed prior to or in conjunction with the following listed domestic and family violence units

<u>CHCDFV2B</u>	<u>Manage own professional development in responding to domestic and family violence</u>
<u>CHCDFV3B</u>	<u>Provide crisis intervention and support to those experiencing domestic and family violence</u>
<u>CHCDFV4B</u>	<u>Promote community awareness of domestic and family violence</u>
<u>CHCDFV6B</u>	<u>Provide domestic and family violence support in Aboriginal and Torres Strait Islander communities</u>
<u>CHCDFV7B</u>	<u>Provide domestic and family violence support in non-English speaking background communities</u>

Electives for working cross-culturally

<u>RTD4802A</u>	<u>Develop approaches to include cultural and human diversity</u>
<u>CHCCD13C</u>	<u>Work within specific communities</u>
<u>HLTHIR404B</u>	<u>Work effectively with Aboriginal and/or Torres Strait Islander people</u>

Electives for working effectively in an organisation

<u>CHCORG5B</u>	<u>Maintain an effective work environment</u>
<u>CHCINF2B</u>	<u>Maintain organisation's information systems</u>

Electives to support work practice

<u>CHCNET4A</u>	<u>Work with other services</u>
<u>CHCCM3B</u>	<u>Develop, facilitate and monitor all aspects of case management</u>
<u>CHCCS301A</u>	<u>Work within a legal and ethical framework</u>
<u>CHCCS402A</u>	<u>Respond holistically to client issues</u>
<u>CHCCS407A</u>	<u>Operate referral procedures</u>
<u>CHCCS6B</u>	<u>Assess and deliver service to clients with complex needs</u>
<u>CHCCS601A</u>	<u>Work with clients with unique needs</u>
<u>CHCAD4A</u>	<u>Provide advocacy and representation</u>
<u>CHCAD3A</u>	<u>Undertake systems advocacy</u>
<u>CHCORG25B</u>	<u>Recruit and coordinate volunteers</u>
<u>CHCORG27A</u>	<u>Provide mentoring support to colleagues</u>
<u>CHCFAM417A</u>	<u>Identify and use strengths based practice</u>
<u>CHCFAM520A</u>	<u>Use strengths based practice in supervision</u>
<u>CHCFAM522A</u>	<u>Assist clients to develop emotional regulation</u>

- *[CHCCSL601A](#) [Work within a structured counselling process](#)
- *[CHCCSL603A](#) [Provide support for clients implementing a course of action](#)

***Note: the following units are co requisite:**

- *[CHCCSL602A](#) [Facilitate the counselling relationship](#)
- *[CHCCSL604A](#) [Reflect and improve upon counselling skills](#)

Electives for working with men and fathers

- [CHCFAM409A](#) [Work with men](#)
- [CHCFAM510A](#) [Work with separated fathers](#)
- [CHCFAM411A](#) [Engage fathers into family based programs](#)

Elective for working with women and mothers

- [CHCFAM412A](#) [Work with women](#)

Electives for working with couples

- [CHCFAM413A](#) [Facilitate couple processes within group work](#)
- [CHCFAM414A](#) [Use tools for exploring relationships](#)

Electives for working with families

- [CHCCS404A](#) [Facilitate family intervention strategies](#)
- [CHCCS406A](#) [Provide education and support on health, wellbeing and parenting](#)
- [CHCCHILD1C](#) [Identify and respond to children and young people at risk of harm](#)
- [CHCCHILD4A](#) [Assess risk of harm to children and young people](#)
- [CHCYTH1C](#) [Work effectively with young people](#)
- [CHCYTH3C](#) [Support young people to address their circumstances](#)
- [CHCYTH10A](#) [Work effectively with the families of young people](#)
- [CHCFAM515A](#) [Work holistically with families](#)
- [CHCFAM503A](#) [Work with a child focused approach](#)
- [CHCFAM421A](#) [Work with parents of very young children](#)
- [CHCRF2A](#) [Provide intervention support to children and families](#)
- [CHCRF11B](#) [Work in partnership with families to care for the child](#)
- [CHCRF24B](#) [Support parents in their parenting role](#)
- [CHCPR3C](#) [Develop an understanding of children's interests and developmental needs](#)

CHC41702 Work

Certificate IV in Alcohol and Other Drugs

This qualification covers workers who provide a range of services and interventions to clients with AOD issues and/or implement health promotion and community interventions. Work may take place in a range of contexts such as community based organisations, residential rehabilitation services and outreach services.

This qualification defines the knowledge and skills for Support Workers and Care-Workers who work autonomously under the broad guidance of others. This qualification refers to specific knowledge of a client with AOD issues and to appropriate intervention processes applied in residential and community settings.

Workers at this level are required to have an understanding of Indigenous culture and history and to work with local communities in the provision of services.

Occupational names may include:

- Case Worker
- Community Support Worker
- Detoxification Worker
- Family Support Worker
- Health Education Officer
- Drug and Alcohol Counsellor
- Outreach Worker
- Drug and Alcohol Worker
- Support Worker
- Welfare Support Worker

Packaging Rules

14 units must be selected for this qualification including:
13 compulsory units (11 plus 2)
1 elective unit

Compulsory

CHCAOD2C	Orientation to the alcohol and other drugs sector
CHCAOD6C	Work with clients who are intoxicated
CHCAOD8C	Assess the needs of clients who have alcohol and/or other drugs issues
CHCCOM3C	Utilise specialist communication skills to build strong relationships
CHCCS301A	Work within a legal and ethical framework
CHCCS401A	Facilitate cooperative behaviour
CHCCS402A	Respond holistically to client issues
CHCCS405A	Work effectively with culturally diverse clients and co-workers
CHCOHS301A	Participate in workplace safety procedures

[CHCORG5B](#) [Maintain an effective work environment](#)

[CHCNET4A](#) [Work with other services](#)

AND any 2 of the following:

[CHCAOD9C](#) [Provide alcohol and/or other drug withdrawal services](#)

[CHCAOD10A](#) [Work with clients who have alcohol and/or other drugs issues](#)

[CHCCM2C](#) [Establish and monitor a case plan](#)

[CHCCS403A](#) [Provide brief intervention](#)

[CHCHPROM1A](#) [Share health information](#)

[CHCMH8A](#) [Provide interventions to meet the needs of consumers with mental health and AOD issues](#)

[HLTFA301B](#) [Apply First Aid](#) **AND/OR**

[HLTFA402B](#) [Apply Advanced First Aid](#) (*depending on jurisdiction*)

Electives

Elective units may be selected from the units listed below, from other Community Services Training Package units available at this or higher levels, or from other relevant National Training Package units available at Certificate IV and enterprise specific units.

Note 1: Where national enterprise units are included as options, these must be nationally endorsed (see introduction regarding new units and customisation).

[BSBCMN206A](#) [Process and maintain workplace information](#)

[CHCAOD7C](#) [Provide needle and syringe services](#)

[CHCHPROM2A](#) [Implement health promotion and community intervention](#)

[CHCCD4C](#) [Develop and implement community programs](#)

[CHCCHILD1C](#) [Identify and respond to children and young people at risk of harm](#)

[CHCCS406A](#) [Provide education and support on health, wellbeing and parenting](#)

[CHCMH1B](#) [Orientation to mental health work](#)

[CHCCS9A](#) [Provide support services to clients](#)

[CHCCS501A](#) [Assess and respond to individuals at risk of self-harm or suicide](#)

[CHCRF2A](#) [Provide intervention support to children and families](#)

[CHCYTH10A](#) [Work effectively with the families of young people](#)

CHC51102 Diploma of Alcohol and other Drugs Work

This qualification applies to workers providing services to clients in relation to alcohol and other drugs issues. It includes counselling, referral, advocacy and education/health promotion services. It requires high level specialist knowledge, skills and competencies especially in regard to laws affecting clients, the range of services available to them and health issues related to alcohol and drug use and misuse.

Workers at this level are required to have an understanding of Indigenous culture and history and to work with local communities in the provision of services.

Occupational names may include:

- Alcohol and Drugs Worker
- Alcohol and Drugs Counsellor

Pre-requisite: CHCAOD2C Orientation to the alcohol and other drugs sector

Packaging Rules

17 units must be selected for this qualification including:

- 12 compulsory units
- 5 elective units

Compulsory

CHCAD1C	Advocate for clients
CHCAOD10A	Work with clients who have alcohol and/or other drugs issues
CHCAOD11A	Provide advanced interventions to meet the needs of clients with alcohol and/or other drug issues
CHCAOD8C	Assess the needs of clients who have alcohol and/or other drugs issues
CHCCOM3C	Utilise specialist communication skills to build strong relationships
CHCCS402A	Respond holistically to client issues
CHCCS405A	Work effectively with culturally diverse clients and co-workers
CHCCWI3B	Work with clients intensively
CHCMH1B	Orientation to mental health work
CHCNET4A	Work with other services
CHCORG28A	Reflect and improve upon professional practice

And one of the following units:

CHCOHS301A	Participate in workplace safety procedures OR
CHCOHS401A	Implement and monitor OHS policies and procedures for a workplace

Electives

5 units must be selected:

3 elective units may be selected from the units listed below, from other Community Services Training Package units available at this or higher levels. Two (2) units may be selected from these groups or from other relevant National Training Package units available at Diploma level or from enterprise specific units.

Note 1: Where national enterprise units are included as options, these must be nationally endorsed (see introduction regarding new units and customisation).

CHCAD3A	Undertake systems advocacy
CHCAD4A	Provide advocacy and representation
CHCAOD9C	Provide alcohol and/or other drug withdrawal services
CHCCD2B	Provide community education projects
CHCCM3B	Develop, facilitate and monitor all aspects of case management
CHCCM4B	Promote high quality case management
CHCCS3C	Coordinate the provision of services and programs
CHCCS403A	Provide brief intervention

***The following units are co requisite:**

* CHCCSL601A	Work within a structured counselling process
* CHCCSL602A	Facilitate the counselling relationship
* CHCCSL603A	Provide support for clients implementing a course of action
* CHCCSL604A	Reflect and improve upon counselling skills

CHCDFV5B	Counsel clients affected by domestic and family violence
CHCHPROM2A	Implement health promotion and community intervention
CHCINF5B	Meet statutory and organisational information requirements
CHCCS9A	Provide support services to clients
CHCMH8A	Provide interventions to meet the needs of consumers with mental health and AOD issues
CHCMH7A	Provide, with consumers, support and interventions to meet the needs of carers and families
CHCORG11B	Lead and develop others
CHCORG25B	Recruit and coordinate volunteers
CHCORG27A	Provide mentoring support to colleagues
CHCYTH10A	Work effectively with the families of young people
SRXTEM003A	Work autonomously

CHC30902 Certificate III in Telephone Counselling Skills

This qualification applies to workers who provide support to individuals offering them first point of contact in a crisis situation and referral to a broad range of services. At this level workers provide short-term direct phone contact with clients in a crisis situation during which time they establish a helping relationship to define the crisis and provide referral information where appropriate. This qualification be delivered while under structured training/orientation/induction to the work.

Workers at this level are required to have an understanding of Indigenous culture and history and to work with local communities in the provision of services.

Occupational names may include:

- Telephone Counsellor
- Youth Help Line Telephone Counsellor
- Alcohol and Other Drugs Telephone Counsellor
- Men's Help Line Telephone Counsellor
- Gay and Lesbian Help Line Counsellor
- Domestic Violence Help Line Counsellor

Packaging Rules

11 units must be selected for this qualification including:

- 8 compulsory units
- 3 elective units

Compulsory

CHCCS8A	Provide first point of contact
CHCCS301A	Work within a legal and ethical framework
CHCCHILD1C	Identify and respond to children and young people at risk of harm
CHCCOM2B	Communicate appropriately with clients and colleagues
CHCORG3B	Participate in the work environment
CHCTC1A	Deliver a service consistent with the organisations missions and values
CHCTC2A	Undertake telephone counselling
CHCOHS301A	Participate in workplace safety procedures

Electives

At least 2 units must be selected from:

<u>CHCAOD1C</u>	<u>Introduction to alcohol and other drugs work</u>
<u>CHCMH1B</u>	<u>Orientation to mental health work</u>
<u>CHCDIS1C</u>	<u>Orientation to disability work</u>
<u>CHCDFV1B</u>	<u>Recognise and respond to domestic and family violence</u>
<u>CHCAC3C</u>	<u>Orientation to aged care work</u>
<u>CHCCH1C</u>	<u>Orientation to work in social housing</u>
<u>CHCAOD4C</u>	<u>Support people with alcohol and/or other drugs issues</u>
<u>CHCCS405A</u>	<u>Work effectively with culturally diverse clients and co-workers</u>

1 unit may be selected from the Community Services Training Package or other relevant National Training Package units available at this or higher levels.

Note 1: Where national enterprise units are included as options, these must be nationally endorsed (see introduction regarding new units and customisation).

CHC41002

Certificate IV in Telephone Counselling Skills

This qualification applies to workers who provide support to individuals offering them first point of contact in a crisis situation and referral to a broad range of services. At this level workers provide short-term direct phone contact with clients in a crisis situation during which time they establish a helping relationship to define the crisis and provide referral information where appropriate. They will also be responsible for more complex telephone counselling situations including risk of suicide.

Workers at this level are required to have an understanding of Indigenous culture and history and to work with local communities in the provision of services.

Occupational names may include:

- Telephone Counsellor
- Youth Help Line Counsellor
- Alcohol and Other Drugs Telephone Counsellor
- Men's Help Line Telephone Counsellor
- Gay and Lesbian Help Line Telephone Counsellor
- Domestic Violence Help Line Counsellor
- Lifeline Telephone Counsellor

Packaging Rules

12 units must be selected for this qualification including:

- 10 compulsory units
- 2 elective units

Compulsory

BSBCMN206A	Process and maintain workplace information
CHCADMIN1B	Undertake basic administrative duties
CHCCOM3C	Utilise specialist communication skills to build strong relationships
CHCOHS301A	Participate in workplace safety procedures
CHCORG1B	Follow the organisation's policies, procedures and programs
CHCORG3B	Participate in the work environment
CHCTC1A	Deliver a service consistent with the organisations missions and values
CHCTC2A	Undertake telephone counselling
CHCTC3A	Provide counselling in crisis situations

[CHCTC4A](#) [Provide competent suicide intervention over the telephone](#)

Electives

Electives to be selected from:

[CHCAOD1C](#) [Introduction to alcohol and other drugs work](#)

[CHCCHILD1C](#) [Identify and respond to children and young people at risk of harm](#)

[CHCCS402A](#) [Respond holistically to client issues](#)

[CHCCS405A](#) [Work effectively with culturally diverse clients and co-workers](#)

[CHCDFV1B](#) [Recognise and respond to domestic and family violence](#)

[CHCDFV8B](#) [Provide support to children affected by domestic and family violence](#)

[CHCMH1B](#) [Orientation to mental health work](#)

[CHCNET4A](#) [Work with other services](#)

CHC41102 Certificate IV in Mental Health Work–(Non-clinical)

This qualification covers workers who provide a range of community services and community interventions to clients with mental health issues and/or implement health promotion and community interventions. Work may take place in a range of contexts such as community based organisations, residential rehabilitation services and outreach services.

This qualification defines the knowledge and skills required by support workers and case-workers who work autonomously under the broad guidance of others. This qualification refers to specific knowledge of a “clients with mental health issues” group and appropriate intervention processes applied in residential and community settings.

Workers at this level are required to have an understanding of Indigenous culture and history and to work with local communities in the provision of services.

Occupational names may include:

- Case Worker
- Co-ordinator
- Family Support Worker
- Indigenous Mental Health Worker
- Outreach Worker
- Senior Support Worker
- Welfare Support Worker
- Community Support Worker
- Domestic Violence Worker
- Health Education Officer
- Mental Health Worker
- Rehabilitation Assistant
- Support Worker
- Welfare Worker

Packaging Rules

14 units must be selected for this qualification including:

- 11 compulsory units
- 3 elective units

Compulsory

CHCMH1B	Orientation to mental health work
CHCCS9A	Provide support services to clients
CHCMH4C	Provide non-clinical services to people with mental health issues
CHCCOM3C	Utilise specialist communication skills to build strong relationships
CHCCS301A	Work within a legal and ethical framework
CHCOHS401A	Implement and monitor OHS policies and procedures for a workplace
CHCCS402A	Respond holistically to client issues
CHCCS405A	Work effectively with culturally diverse clients and co-workers
CHCNET4A	Work with other services

[CHCCS403A](#) [Provide brief intervention](#)

[CHCCS501A](#) [Assess and respond to individuals at risk of self-harm or suicide](#)

Electives

Elective units may be selected from the units listed below, from other Community Services Training Package units available at this or higher levels, or from other relevant National Training Package units available at Certificate IV and enterprise specific units.

Note 1: Where national enterprise units are included as options, these must be nationally endorsed (see introduction regarding new units and customisation).

[BSBCMN206A](#) [Process and maintain workplace information](#)

[CHCCD2B](#) [Provide community education projects](#)

[CHCCD4C](#) [Develop and implement community programs](#)

[CHCCHILD1C](#) [Identify and respond to children and young people at risk of harm](#)

[CHCCH26A](#) [Support client participation in the organisation](#)

[CHCCM1C](#) [Undertake case management](#)

[CHCCS3C](#) [Coordinate the provision of services and programs](#)

[CHCCS10A](#) [Facilitate client participation in the organisation](#)

[CHCCS304A](#) [Assist with self medication](#)

[CHCCS401A](#) [Facilitate cooperative behaviour](#)

[CHCCS406A](#) [Provide education and support on health, wellbeing and parenting](#)

[CHCDIS6C](#) [Plan and implement community integration](#)

[CHCGROUP3C](#) [Plan and conduct group activities](#)

[CHCHPROM1A](#) [Share health information](#)

[CHCHPROM2A](#) [Implement health promotion and community intervention](#)

[CHCMH8A](#) [Provide interventions to meet the needs of consumers with mental health and AOD issues](#)

[CHCNET2B](#) [Maintain effective networks](#)

[CHCORG5B](#) [Maintain an effective work environment](#)

[CHCRF2A](#) [Provide intervention support to children and families](#)

[CHCYTH10A](#) [Work effectively with the families of young people](#)

[CHCAOD8C](#) [Assess the needs of clients who have alcohol and/or other drugs issues](#) **OR**

[CHCAOD2C](#) [Orientation to the alcohol and other drugs sector](#)

[HLTFA301B](#) [Apply First Aid](#) **OR**

[HLTFA402B](#) [Apply Advanced First Aid](#) (*depending on jurisdiction*)

CHC41202 Certificate IV in Community Services Advocacy

This qualification covers workers who provide information, advice and advocacy. It would also be appropriate for community education and policy workers.

Workers at this level are required to have an understanding of Indigenous culture and history and to work with local communities in the provision of services.

Occupational names may include:

- Tenant Advice and Advocacy Worker
- Information Worker
- Community Education Worker
- Phone Advice Worker
- Welfare Rights Worker
- Community Legal Officers
- Workers in Peak Organisations
- Para-Legal Workers
- Tenant Advice and Advocacy Service Co-ordinator

Packaging Rules

15 units must be selected for this qualification including:

- 10 compulsory units
- 5 elective units

Compulsory

BSBCMN206A	Process and maintain workplace information
CHCAD1C	Advocate for clients
CHCAD3A	Undertake systems advocacy
CHCCD12D	Apply a community development framework
CHCCOM3C	Utilise specialist communication skills to build strong relationships
CHCCS301A	Work within a legal and ethical framework
CHCCS405A	Work effectively with culturally diverse clients and co-workers
CHCNET2B	Maintain effective networks
CHCOHS301A	Participate in workplace safety procedures
CHCPOL2A	Contribute to policy development

Electives

Elective units may be selected from the units listed below, from other Community Services Training Package units available at this or higher levels, or from other relevant National Training Package units available at Certificate IV and enterprise specific units.

Note 1: Where national enterprise units are included as options, these must be nationally endorsed (see introduction regarding new units and customisation).

<u>CHCAC3C</u>	<u>Orientation to aged care work</u>
<u>CHCAD4A</u>	<u>Provide advocacy and representation</u>
<u>CHCAD5A</u>	<u>Represent the client in court</u>
<u>CHCAOD2C</u>	<u>Orientation to the alcohol and other drugs sector</u>
<u>CHCCD2B</u>	<u>Provide community education projects</u>
<u>CHCCD4C</u>	<u>Develop and implement community programs</u>
<u>CHCCD5C</u>	<u>Develop community resources</u>
<u>CHCCH1C</u>	<u>Orientation to work in social housing</u>
<u>CHCCHILD1C</u>	<u>Identify and respond to children and young people at risk of harm</u>
<u>CHCCS3C</u>	<u>Coordinate the provision of services and programs</u>
<u>CHCCS402A</u>	<u>Respond holistically to client issues</u>
<u>CHCDIS1C</u>	<u>Orientation to disability work</u>
<u>CHCINF7B</u>	<u>Meet information needs of the community</u>
<u>CHCLEG401A</u>	<u>Utilise legislation</u>
<u>CHCMH1B</u>	<u>Orientation to mental health work</u>
<u>CHCNET4A</u>	<u>Work with other services</u>
<u>CHCORG5B</u>	<u>Maintain an effective work environment</u>
<u>CHCORG6B</u>	<u>Coordinate the work environment</u>
<u>CHCPOL3A</u>	<u>Undertake research activities</u>
<u>HLTHIR404B</u>	<u>Work effectively with Aboriginal and/or Torres Strait Islander people</u>

CHC41302

Certificate IV in Community Mediation

This qualification applies to community work delivered through a broad range of services which provide support to enable the resolution of disputes between individuals.

This qualification is a specialist qualification designed to support the practice of mediation and co-mediation across a broad range of agencies, community groups and families.

Workers at this level are required to have an understanding of Indigenous culture and history and to work with local communities in the provision of services.

Occupational names may include:

- Family Mediator
- Indigenous Connection Worker
- Mediation Worker
- Counsellor
- Mediation Caseworker
- Indigenous Family Consultant
- Mediator
- Specialist Mediation Worker

Packaging Rules

15 units must be selected for this qualification including:

- 12 compulsory units
- 3 elective units

Compulsory

CHCMED401A	Conduct a sound assessment of a dispute for mediation
CHCMED402A	Gather and use information for the mediation process
CHCMED403A	Manage communication exchanges to define the dispute
CHCMED404A	Facilitate the mediation process
CHCMED405A	Facilitate interactions between clients
CHCMED406A	Consolidate and conclude the mediation process
CHCMED407A	Reflect and improve upon professional mediation practice
CHCORG5B	Maintain an effective work environment
CHCOHS301A	Participate in workplace safety procedures
CHCCOM3C	Utilise specialist communication skills to build strong relationships
CHCCS301A	Work within a legal and ethical framework
CHCCS405A	Work effectively with culturally diverse clients and co-workers

Electives

Elective units may be selected from the units listed below, from other Community Services Training Package units available at this or higher levels, or from other relevant National Training Package units available at Certificate IV and enterprise specific units.

Note 1: Where national enterprise units are included as options, these must be nationally endorsed (see introduction regarding new units and customisation).

<u>CHCDFV1B</u>	<u>Recognise and respond to domestic and family violence</u>
<u>CHCPOL3A</u>	<u>Undertake research activities</u>
<u>CHCCHILD1C</u>	<u>Identify and respond to children and young people at risk of harm</u>
<u>CHCAD2C</u>	<u>Support the interests, rights and needs of clients within duty of care requirements</u>
<u>CHCNET1C</u>	<u>Participate in networks</u>
<u>CHCNET4A</u>	<u>Work with other services</u>
<u>CHCCS401A</u>	<u>Facilitate cooperative behaviour</u>
<u>CHCCS402A</u>	<u>Respond holistically to client issues</u>
<u>CHCCS3C</u>	<u>Coordinate the provision of services and programs</u>
<u>BSBCMN206A</u>	<u>Process and maintain workplace information</u>
<u>CHCMH1B</u>	<u>Orientation to mental health work</u>
<u>CHCLEG401A</u>	<u>Utilise legislation</u>

CHC41402 Certificate IV in Community Services (Information, Advice and Referral)

This qualification applies to Personal Advisors who work with a broad range of people and assist them through accurate referrals to service providers and to other resources within the community. Workers may also be in Citizen Advice Bureaus and Information Referral Services.

At the completion of this qualification, the student will be able to assist customers towards economic and social participation by accurately referring them to service providers and by monitoring their progress and records.

Workers at this level are required to have an understanding of Indigenous culture and history and to work with local communities in the provision of services.

Occupational names may include:

- Personal Advisors
- Information Worker

Packaging Rules

14 units must be selected for this qualification including:

- 9 compulsory units
- 5 elective units

Compulsory

CHCCOM3C	Utilise specialist communication skills to build strong relationships
CHCCS301A	Work within a legal and ethical framework
CHCCS401A	Facilitate cooperative behaviour
CHCCS402A	Respond holistically to client issues
CHCCS405A	Work effectively with culturally diverse clients and co-workers
CHCCS407A	Operate referral procedures
CHCORG5B	Maintain an effective work environment
CHCCS6B	Assess and deliver service to clients with complex needs
BSBCMN206A	Process and maintain workplace information

Electives

Elective units may be selected from the units listed below, from other Community Services Training Package units available at this or higher levels, or from other relevant National Training Package units available at Certificate IV and enterprise specific units.

Note 1: Where national enterprise units are included as options, these must be nationally endorsed (see introduction regarding new units and customisation).

<u>CHCPOL3A</u>	<u>Undertake research activities</u>
<u>HLTHIR404B</u>	<u>Work effectively with Aboriginal and/or Torres Strait Islander people</u>
<u>CHCNET4A</u>	<u>Work with other services</u>
<u>CHCCD12D</u>	<u>Apply a community development framework</u>
<u>CHCCD13C</u>	<u>Work within specific communities</u>
<u>CHCDFV1B</u>	<u>Recognise and respond to domestic and family violence</u>
<u>CHCCS3C</u>	<u>Coordinate the provision of services and programs</u>
<u>CHCCS14A</u>	<u>Deliver services to meet personal needs of clients</u>
<u>CHCCS408A</u>	<u>Establish and monitor participation plans</u>
<u>CHCCHILD1C</u>	<u>Identify and respond to children and young people at risk of harm</u>
<u>CHCMH1B</u>	<u>Orientation to mental health work</u>
<u>CHCTC1A</u>	<u>Deliver a service consistent with the organisations missions and values</u>
<u>CHCTC2A</u>	<u>Undertake telephone counselling</u>
<u>CHCTC3A</u>	<u>Provide counselling in crisis situations</u>
<u>CHCTC4A</u>	<u>Provide competent suicide intervention over the telephone</u>
<u>CHCLEG401A</u>	<u>Utilise legislation</u>
<u>CHCRF2A</u>	<u>Provide intervention support to children and families</u>

CHC41502

Certificate IV in Marriage Celebrancy

This qualification covers the responsibilities of marriage celebrants to comply with the relevant legislation and to conduct their own business operations as a marriage celebrant including client contact, administration and demonstrating high level communications skills.

Workers at this level are required to have an understanding of Indigenous culture and history and to work with local communities in the provision of services.

Occupational names may include: Marriage Celebrant

Packaging Rules

11 units must be selected for this qualification including:

- 9 compulsory units
- 2 elective units

Compulsory

CHCMCEL401A	Plan, conduct and review a marriage ceremony
CHCCOM4B	Develop, implement and promote effective communication techniques
CHCCS5B	Identify and address specific client needs
CHCADMIN5C	Work within the administration protocols of the organisation
BSBSBM401A	Establish business and legal requirements
BSBSBM403A	Promote the business
BSBSBM405A	Monitor and manage business operations
BSBSBM406A	Manage finances
CUSGEN05A	Make presentations

Electives

Two electives may be selected from the following units:

BSBCMN402A	Develop work priorities
BSBCMN403A	Establish business networks
BSBCMN406A	Maintain business technology
BSBCMN408A	Report on financial activity
BSBCMN409A	Promote products and services
CHCCS405A	Work effectively with culturally diverse clients and co-workers

CHC41602 Certificate IV in Community Services (Lifestyle and Leisure)

Workers in this occupational group work in residential facilities and/or in community agencies and day centres. Work may be under professional supervision within defined organisational guidelines or as sole practitioners. These workers (assist in) design, implement and evaluate health and leisure for clients in one or more sector areas. These workers may be responsible for other workers.

Workers at this level are required to have an understanding of Indigenous culture and history and to work with local communities in the provision of services.

Occupational names may include:

- Leisure Officer
- Recreational Activities Officer
- Diversional Therapy Assistant
- Community Leisure Officer
- Diversional Therapist (depending on jurisdiction)
- Recreation Activities Officer
- Disability Officer — Day Support
- Activities Officer
- Support Worker — Elders Club
- Support Worker

Packaging Rules

16 units must be selected for this qualification including:

- 9 compulsory units
- 7 elective units

Compulsory

CHCCOM3C	Utilise specialist communication skills to build strong relationships
CHCCS301A	Work within a legal and ethical framework
CHCCS405A	Work effectively with culturally diverse clients and co-workers
CHCRH1B	Orientation to work in the leisure and health industry
CHCRH2A	Leisure and health programming
CHCRH3B	Develop leisure and health programs for clients with special needs
CHCRH4B	Co-ordinate, implement and monitor leisure and health programs
CHCCS401A	Facilitate cooperative behaviour

And one of the following units:

CHCOHS301A	Participate in workplace safety procedures OR
CHCOHS302A	Participate in safety procedures for direct care work

Electives

Elective units may be selected from the units listed below or from other Community Services Training Package units available at this or higher levels. A maximum of 2 units may be selected from other relevant National Training Package units available at Certificate IV and enterprise specific units.

Note 1: Where national enterprise units are included as options, these must be nationally endorsed (see introduction regarding new units and customisation).

Electives are required to be selected having regard for the setting and client group.

Group 1

CHCADMIN3B	Undertake administrative work
CHCCD12D	Apply a community development framework
CHCCHILD1C	Identify and respond to children and young people at risk of harm
CHCCS3C	Coordinate the provision of services and programs
CHCCS402A	Respond holistically to client issues
CHCDIS16B	Provide advanced behaviour support
CHCGROUP3C	Plan and conduct group activities
CHCNET4A	Work with other services
CHCORG25B	Recruit and coordinate volunteers
CHCORG5B	Maintain an effective work environment
HLTFA301B	Apply First Aid
HLTFA402B	Apply Advanced First Aid
SRCCRO001A	Assist with recreation games not requiring equipment
SRCCRD007A	Develop recreation programs OR
CHCCD4C	Develop and implement community programs
BSBCMN206A	Process and maintain workplace information OR
CHCINF8B	Comply with information requirements of the aged care and community care sectors

Group 2

Aged Care

CHCAC3C	Orientation to aged care work
CHCAC6C	Support the older person to meet their emotional and psychosocial needs
CHCAC15A	Provide care support which is responsive to the specific nature of dementia
SRCCRO009A	Conduct a recreation program for older persons

Group 3

Disability

<u>CHCDIS1C</u>	<u>Orientation to disability work</u>
<u>CHCDIS6C</u>	<u>Plan and implement community integration</u>
<u>CHCDIS7B</u>	<u>Design and adapt surroundings to group requirements</u>
<u>SRCCRO010A</u>	<u>Conduct a recreation program for people with a disability</u>
<u>SRCCRD006A</u>	<u>Implement community inclusion processes for people with a disability</u>

Group 4

Mental Health

<u>CHCMH1B</u>	<u>Orientation to mental health work</u>
<u>CHCCS9A</u>	<u>Provide support services to clients</u>

Group 5

Alcohol and Other Drugs

<u>CHCAOD2C</u>	<u>Orientation to the alcohol and other drugs sector</u>
<u>CHCAOD4C</u>	<u>Support people with alcohol and/or other drugs issues</u>

Group 6

Youth

<u>CHCYTH5C</u>	<u>Support youth programs</u>
<u>CHCYTH1C</u>	<u>Work effectively with young people</u>

Group 7

Working with Specific Groups

<u>CHCCS402A</u>	<u>Respond holistically to client issues</u>
<u>HLTHIR403A</u>	<u>Work effectively with culturally diverse clients and co-workers</u>
<u>HLTHIR404B</u>	<u>Work effectively with Aboriginal and/or Torres Strait Islander people</u>

CHC50802 Diploma of Community Services (Lifestyle and Leisure)

Workers in this occupational group work in residential facilities and/or in community agencies and day centres, under supervision within defined organisational guidelines. These workers design, implement and evaluate health and leisure for clients in one or more sector areas. These workers may be responsible for other workers.

Work may be under professional supervision within defined organisational guidelines or as sole practitioners.

Workers at this level are required to have an understanding of Indigenous culture and history and to work with local communities in the provision of services.

Occupational names may include:

- Leisure Officer
- Recreational Activities Officer
- Community Leisure Officer
- Diversional Therapist *
- Disability Officer — Day Support
- Activities Officer

* In some jurisdictions a Bachelor degree may be required

Packaging Rules

16 units must be selected for this qualification including:

- 13 compulsory units
- 3 elective units

Compulsory

CHCCD12D	Apply a community development framework
CHCCOM4B	Develop, implement and promote effective communication techniques
CHCCS401A	Facilitate cooperative behaviour
CHCCS402A	Respond holistically to client issues
CHCCS405A	Work effectively with culturally diverse clients and co-workers
CHCGROUP3C	Plan and conduct group activities
CHCOHS401A	Implement and monitor OHS policies and procedures for a workplace
CHCORG28A	Reflect and improve upon professional practice
CHCRH1B	Orientation to work in the leisure and health industry
CHCRH2A	Leisure and health programming
CHCRH3B	Develop leisure and health programs for clients with special needs
CHCRH4B	Co-ordinate, implement and monitor leisure and health programs

[CHCAC15A](#) [Provide care support which is responsive to the specific nature of dementia](#)

Group 3 Disability

[CHCDIS1C](#) [Orientation to disability work](#)

[CHCDIS6C](#) [Plan and implement community integration](#)

[CHCDIS7B](#) [Design and adapt surroundings to group requirements](#)

[CHCCHILD1C](#) [Identify and respond to children and young people at risk of harm](#)

[SRCCRO010A](#) [Conduct a recreation program for people with a disability](#)

[CHCDIS16B](#) [Provide advanced behaviour support](#)

Group 4 Mental Health

[CHCMH1B](#) [Orientation to mental health work](#)

[CHCCS9A](#) [Provide support services to clients](#)

Group 5 Alcohol and Other Drugs

[CHCAOD2C](#) [Orientation to the alcohol and other drugs sector](#)

[CHCAOD4C](#) [Support people with alcohol and/or other drugs issues](#)

Group 6 Youth

[CHCPROT5C](#) [Provide supervision in the community](#)

Group 7 Indigenous and Multicultural Groups

[HLTHIR403B](#) [Work effectively with culturally diverse clients and co-workers](#)

[HLTHIR404B](#) [Work effectively with Aboriginal and/or Torres Strait Islander people](#)

CHC50902 Diploma of Community Services (Case Management)

This qualification applies to workers who deliver case management and case work intervention services to clients. They work under broad direction from senior managers.

Workers at this level are required to have an understanding of Indigenous culture and history and to work with local communities in the provision of services.

Occupational names may include:

- Case Manager
- Options Co-ordinator

Packaging Rules

16 units must be selected for this qualification including:

- 13 compulsory units
- 3 elective units

Compulsory

CHCCD14B	Implement a community development strategy
CHCCM3B	Develop, facilitate and monitor all aspects of case management
CHCCM4B	Promote high quality case management
CHCCOM3C	Utilise specialist communication skills to build strong relationships
CHCCS402A	Respond holistically to client issues
CHCCS6B	Assess and deliver service to clients with complex needs
CHCCS7C	Co-ordinate the assessment and delivery of services to clients with particular needs
CHCCWI3B	Work with clients intensively
CHCINF5B	Meet statutory and organisational information requirements
CHCNET4A	Work with other services
CHCOHS401A	Implement and monitor OHS policies and procedures for a workplace
CHCORG6B	Coordinate the work environment
CHCORG28A	Reflect and improve upon professional practice

Electives

Elective units may be selected from the units listed below, from other Community Services Training Package units available at this or higher levels, or from other relevant National Training Package units available at Diploma level and enterprise specific units.

Note 1: Where national enterprise units are included as options, these must be nationally endorsed (see introduction regarding new units and customisation).

<u>CHCAD4A</u>	<u>Provide advocacy and representation</u>
<u>CHCCD5C</u>	<u>Develop community resources</u>
<u>CHCCM5B</u>	<u>Develop practice standards</u>
<u>CHCCS4C</u>	<u>Manage the delivery of quality client service</u>
<u>CHCCS405A</u>	<u>Work effectively with culturally diverse clients and co-workers</u>
<u>CHCCWI2B</u>	<u>Implement a case work strategy</u>
<u>CHCCWI4A</u>	<u>Design and supervise family intervention strategies</u>
<u>CHCINF4B</u>	<u>Manage the organisation's information systems</u>
<u>CHCINF6B</u>	<u>Manage information strategically</u>
<u>CHCMH7A</u>	<u>Provide, with consumers, support and interventions to meet the needs of carers and families</u>
<u>CHCNET3B</u>	<u>Develop new networks</u>
<u>CHCORG11B</u>	<u>Lead and develop others</u>
<u>CHCORG8C</u>	<u>Establish and manage new programs or services</u>
<u>CHCORG9B</u>	<u>Manage projects and strategies</u>
<u>CHCPOL4A</u>	<u>Develop and implement policy</u>
<u>CHCPOL5A</u>	<u>Manage research activities</u>
<u>CHCPOL6A</u>	<u>Co-ordinate policy development</u>
<u>CHCORG27A</u>	<u>Provide mentoring support to colleagues</u>
<u>CHCRF2A</u>	<u>Provide intervention support to children and families</u>
<u>CHCYTH10A</u>	<u>Work effectively with the families of young people</u>
<u>SRXTEM003A</u>	<u>Work autonomously</u>

CHC51002 Diploma of Community Services (Financial Counselling)

This qualification applies to financial counselling, which is a specialist service assisting people faced with debt and other financial issues. It requires specialist knowledge, paralegal skills and competencies especially in regard to credit and debt issues affecting clients and their rights and obligations. Financial Counsellors work mainly with socially disadvantaged and marginalised families and individuals. Through their casework knowledge they seek to bring about social and systemic change through a community development philosophy.

Workers at this level are required to have an understanding of Indigenous culture and history and to work with local communities in the provision of services.

Occupational names may include:

- Senior Financial Counsellor
- Financial Counsellor
- Rural Financial Counsellor

NOTE: This qualification is NOT related to the work performed by financial planners or financial advisors whose role is to provide clients with strategies to address their investment options. This qualification does NOT refer to therapeutic counselling. Psychological issues, which affect individuals, families and groups such as gambling, substance abuse, child abuse, and mental or physical health problems require referral to a professionally qualified practitioner. However, a recognition of, and an ability to work within, a counselling framework on the way in which other issues may interact with personal financial issues is highly relevant to financial counselling practice.

Packaging Rules

15 units must be selected for this qualification including:

- 11 compulsory units
- 4 elective units

Compulsory

<u>CHCAD3A</u>	<u>Undertake systems advocacy</u>
<u>CHCCOM3C</u>	<u>Utilise specialist communication skills to build strong relationships</u>
<u>CHCNET4A</u>	<u>Work with other services</u>
<u>CHCOHS301A</u>	<u>Participate in workplace safety procedures</u>

***The following units are co requisite:**

- *[CHCCSL601A](#) [Work within a structured counselling process](#)
- *[CHCCSL602A](#) [Facilitate the counselling relationship](#)
- *[CHCCSL603A](#) [Provide support for clients implementing a course of action](#)

*CHCCSL604A	Reflect and improve upon counselling skills
CHCFIN1A	Provide information and support to assist clients to manage personal and household finances
CHCFIN2A	Determine client needs in respect to financial issues
CHCAD1C	Advocate for clients

Electives

2 Elective units must be selected from Group 1 below and the remainder may be selected from the units listed below, from other Community Services Training Package units available at this or higher levels, or from other relevant National Training Package units available at Diploma level and enterprise specific units.

Note 1: Where national enterprise units are included as options, these must be nationally endorsed (see introduction regarding new units and customisation).

2 electives must be selected from:

Group 1

CHCAD4A	Provide advocacy and representation
CHCCD2B	Provide community education projects
CHCCS405A	Work effectively with culturally diverse clients and co-workers
CHCINF5B	Meet statutory and organisational information requirements

2 electives may be selected from:

Group 2

BSBCMN205A	Use business technology
BSBCMN406A	Maintain business technology
CHCCHILD1C	Identify and respond to children and young people at risk of harm
CHCCS402A	Respond holistically to client issues
CHCMH1B	Orientation to mental health work
CHCORG27A	Provide mentoring support to colleagues
SRXTEM003A	Work autonomously

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