



CHC02 Community Services Training Package

Endorsed components — Volumes 1-5

Volume 5 of 5

Employability Skills Qualification Summaries

**The information in this document is to be used in conjunction with the
CHC02 Community Services Training Package Overview and Assessment Guidelines
(Volume 1),**

Qualifications Framework (Volume 2)

National Units of Competency (Volumes 3)

Imported Units of Competency (Volume 4)

**The CHC02 Community Services Training Package
is due for review by 31 December 2005.**

CHC02 Community Services Training Package

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Introduction to the Employability Skills Qualification Summaries

The Employability Skills Qualification Summaries included in this volume are based on the Employability Skills Framework identified as appropriate for the CHC02 Community Services Training Package (shown on the following page).

The facets included in the framework are deemed to apply generally to work in the community services industry, with specific customisation required to address work at different levels and sectors of the industry.

Customisation for CHC02 Training Package

The Employability Skills Qualification Summaries include all facets listed in the Employability Skills Framework, but have been customised to reflect specific qualification requirements:

- Any facets not required for work to which that qualification may apply have been crossed out (text appears with a line through it).
- Where facets contain inappropriate words they have been crossed out.
- Additional or replacement words are added (in ***bold italics***) to existing facets:
 - where they are more appropriate
 - in order to clarify how that facet applies for that qualification.

Employability Skills Framework								
Facets of the Employability Skills (facets of the skill identified applicable to the jobs/occupations covered by the qualification concerned)	Communication	Teamwork	Problem solving	Initiative and enterprise	Planning and organising	Self management	Learning	Technology
	1. Listening and understanding	1. Working as an individual and a team member	1. Developing practical and creative solutions to workplace problems	1. Adapting to new situations	1. Collecting, analysing and organising information	1. Being self-motivated	1. Being open to learning new ideas and techniques	1. Using technology and related workplace equipment
	2. Speaking clearly/directly	2. Working with diverse individuals and groups	2. Showing independence and initiative in identifying problems	2. Being creative in response to workplace challenges	2. Using basic business systems for planning and organising	2. Articulating own ideas and vision	2. Learning in a range of settings including informal learning	2. Using technology to organise data
	3. Reading and interpreting workplace related documentation	3. Applying knowledge of own role as part of a team	3. Solving problems individually or in teams	3. Identifying opportunities that might not be obvious to others	3. Being appropriately resourceful	3. Balancing own ideas, values and vision with workplace values and requirements	3. Participating in ongoing learning	3. Adapting to new technology skill requirements
	4. Writing to address audience needs	4. Applying teamwork skills to a range of situations	4. Applying a range of strategies in problem solving	4. Generating a range of options in response to workplace matters	4. Taking initiative and making decisions within workplace role	4. Monitoring and evaluating own performance	4. Learning in order to accommodate change	4. Applying OHS knowledge when using technology
	5. Interpreting the needs of internal/external customers	5. Identifying and utilising the strengths of other team members	5. Using numeracy skills to solve problems	5. Translating ideas into action	5. Participating in continuous improvement and planning processes	5. Taking responsibility at the appropriate level	5. Learning new skills and techniques	5. Applying technology as a management tool
	6. Applying numeracy skills to workplace requirements	6. Giving feedback, coaching and mentoring	6. Testing assumptions and taking context into account	6. Developing innovative solutions	6. Working within or establishing clear work goals and deliverables		6. Taking responsibility for own learning	
	7. Establishing and using networks		7. Listening to and resolving concerns in relation to workplace issues	7. Developing a strategic, creative, long-term vision	7. Determining or applying required resources		7. Contributing to the learning of others	
	8. Sharing information		8. Resolving customer concerns relative to workplace responsibilities		8. Allocating people and other resources to tasks and workplace requirements		8. Applying a range of learning approaches	
	9. Negotiating responsively				9. Managing time and priorities		9. Developing own learning pathways	
	10. Persuading effectively				10. Adapting resource allocations to cope with contingencies		10. Developing own learning plans	
	11. Being appropriately assertive							
	12. Empathising							

Employability Skills Qualification Summaries at Certificate I level

C10102 Certificate I in Work Preparation (Community Services)

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
Communication	<ol style="list-style-type: none"> Listening to and understanding <i>work instructions, directions and feedback</i> Speaking clearly/directly <i>to relay information</i> Reading and interpreting workplace related documentation, <i>such as safety requirements and work instructions</i> Writing to address audience needs, <i>such as work notes and reports</i> Interpreting the needs of internal/ external customers <i>from clear information</i> Applying <i>basic</i> numeracy skills to workplace requirements <i>involving measuring and counting</i> Establishing and using networks Sharing information (<i>eg. with other staff</i>) Negotiating responsively (<i>eg. re own work role and/or conditions, possibly with clients</i>) Persuading effectively Being appropriately assertive (<i>eg. in relation to safe or ethical work practices and own work role</i>) Empathising (<i>eg. in relation to others</i>)
Teamwork	<ol style="list-style-type: none"> Working as an individual and a team member Working with diverse individuals and groups Applying knowledge of own role as part of a team Applying teamwork skills to a <i>limited</i> range of situations Identifying and utilising the strengths of other team members Giving feedback, coaching and mentoring.
Problem solving	<ol style="list-style-type: none"> Developing practical and creative solutions to workplace problems (<i>ie. within scope of own role</i>) Showing independence and initiative in identifying problems (<i>ie. within scope of own role</i>) Solving problems individually or in teams (<i>ie. within scope of own role</i>) Applying a range of strategies in problem solving Using numeracy skills to solve problems (<i>eg. time management, stock rotation, shift handover</i>) Testing assumptions and taking context into account (<i>ie. with an awareness of assumptions made and work context</i>) Listening to and resolving concerns in relation to workplace issues Resolving customer concerns relative to workplace responsibilities
Initiative and enterprise	<ol style="list-style-type: none"> Adapting to new situations (<i>ie. within scope of own role</i>) Being creative in response to workplace challenges (<i>ie. within relevant guidelines and protocols</i>) Identifying opportunities that might not be obvious to others (<i>ie. within a team or supervised work context</i>) Generating a range of options in response to workplace matters Translating ideas into action (<i>ie. within own work role</i>) Developing innovative solutions Developing a strategic, creative, long term vision

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
Planning and organising	<ol style="list-style-type: none"> 1. Collecting, analysing and organising information (<i>ie. within scope of own role</i>) 2. Using basic business systems for planning and organising 3. Being appropriately resourceful 4. Taking limited initiative and making decisions within workplace role (<i>ie. within authorised limits</i>) 5. Participating in continuous improvement and planning processes (<i>ie. within scope of own role</i>) 6. Working within or establishing clear work goals and deliverables 7. Determining or applying required resources (<i>ie. within scope of own role</i>) 8. Allocating people and other resources to tasks and workplace requirements 9. Managing time and priorities (<i>ie. in relation to tasks required for own role</i>) 10. Adapting resource allocations to cope with contingencies (<i>ie. if relevant to own role</i>)
Self management	<ol style="list-style-type: none"> 1. Being self-motivated (<i>ie. in relation to requirements of own work role</i>) 2. Articulating own ideas and vision (<i>ie. within a team or supervised work context</i>) 3. Balancing own ideas and values and vision with workplace values and requirements 4. Monitoring and evaluating own performance (<i>ie. within a team or supervised work context</i>) 5. Taking responsibility at the appropriate level
Learning	<ol style="list-style-type: none"> 1. Being open to learning new ideas and techniques 2. Learning in a range of settings including informal learning 3. Participating in ongoing learning 4. Learning in order to accommodate change 5. Learning new skills and techniques 6. Taking responsibility for own learning (<i>ie. within scope of own work role</i>) 7. Contributing to the learning of others (<i>eg. by sharing information</i>) 8. Applying a range of learning approaches (<i>ie. as provided</i>) 9. Developing own learning pathways 10. Participate in developing own learning plans (<i>eg. as part of performance management</i>)
Technology	<ol style="list-style-type: none"> 1. Using technology and related workplace equipment (<i>ie. if within scope of own role</i>) 2. Using basic technology skills to organise data 3. Adapting to new technology skill requirements 4. Applying OHS knowledge when using technology 5. Applying technology as a management tool

Employability Skills Qualification Summaries at Certificate II level

CHC20202 **Certificate II in Community Services Work**

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

CHC20102 **Certificate II in Community Services Support Work**

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
Communication	<ol style="list-style-type: none"> 1. Listening to and understanding <i>work instructions, directions and feedback</i> 2. Speaking clearly/directly <i>to relay information</i> 3. Reading and interpreting workplace related documentation, <i>such as safety requirements and work instructions</i> 4. Writing to address audience needs, <i>such as work notes and reports — communicated, but not necessarily written</i> 5. Interpreting the needs of internal/ external customers <i>from clear instructions</i> 6. Applying <i>basic</i> numeracy skills to workplace requirements <i>involving measuring and counting</i> 7. Establishing and using networks 8. Sharing information (<i>eg. with other staff and possibly with clients</i>) 9. Negotiating responsively (<i>eg. re own work role and/or conditions, possibly with clients</i>) 10. Persuading effectively 11. Being appropriately assertive (<i>eg. in relation to safe or ethical work practices and own work role</i>) 12. Empathising (<i>eg. in relation to others</i>)
Teamwork	<ol style="list-style-type: none"> 1. Working as an individual and a team member 2. Working with diverse individuals and groups 3. Applying knowledge of own role as part of a team 4. Applying teamwork skills to a <i>specific</i> range of situations 5. Identifying and utilising the strengths of other team members — <i>as required in line with identified functions</i> 6. Giving feedback, coaching and mentoring
Problem solving	<ol style="list-style-type: none"> 1. Developing practical and creative solutions to workplace problems (<i>ie. within scope of own role</i>) 2. Showing independence and initiative in identifying problems (<i>ie. within scope of own role</i>) 3. Solving problems individually or in teams (<i>ie. within scope of own role</i>) 4. Applying a range of strategies in problem solving 5. Using numeracy skills to solve problems (<i>eg. time management, utilising resources</i>) 6. Testing assumptions and taking context into account (<i>ie. with an awareness of assumptions made and work context</i>) 7. Listening to and resolving concerns in relation to workplace issues (<i>ie. within scope of own role</i>) 8. Resolving customer concerns relative to workplace responsibilities (<i>ie. if role has direct customer contact</i>)

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
Initiative and enterprise	<ol style="list-style-type: none"> 1. Adapting to new situations (<i>ie. within scope of own role</i>) 2. Being creative in response to workplace challenges (<i>ie. within relevant guidelines and protocols</i>) 3. Identifying opportunities that might not be obvious to others (<i>ie. within a team or supervised work context and in lines guidelines</i>) 4. Generating a range of options in response to workplace matters 5. Translating ideas into action (<i>ie. within own work role</i>) 6. Developing innovative solutions (<i>ie. within a team or supervised work context and within established guidelines</i>) 7. Developing a strategic, creative, long term vision
Planning and organising	<ol style="list-style-type: none"> 1. Collecting, analysing and organising information (<i>ie. within scope of own role</i>) 2. Using basic business systems for planning and organising (<i>ie. if applicable to own role</i>) 3. Being appropriately resourceful (<i>ie. within scope of own role</i>) 4. Taking limited initiative and making decisions within workplace role (<i>ie. within authorised limits</i>) 5. Participating in continuous improvement and planning processes (<i>ie. within scope of own role</i>) 6. Working within or establishing clear work goals and deliverables 7. Determining or applying required resources (<i>ie. within scope of own role</i>) 8. Allocating people and other resources to tasks and workplace requirements 9. Managing time and priorities (<i>ie. in relation to tasks required for own role</i>) 10. Adapting resource allocations to cope with contingencies (<i>ie. if relevant to own role</i>)
Self management	<ol style="list-style-type: none"> 1. Being self-motivated (<i>ie. in relation to requirements of own work role</i>) 2. Articulating own ideas and vision (<i>ie. within a team or supervised work context</i>) 3. Balancing own ideas and values and vision with workplace values and requirements 4. Monitoring and evaluating own performance (<i>ie. within a team or supervised work context</i>) 5. Taking responsibility at the appropriate level (<i>ie. within scope of own role</i>)
Learning	<ol style="list-style-type: none"> 1. Being open to learning new ideas and techniques 2. Learning in a range of settings including informal learning 3. Participating in ongoing learning 4. Learning in order to accommodate change 5. Learning new skills and techniques 6. Taking responsibility for own learning (<i>ie. within scope of own work role</i>) 7. Contributing to the learning of others (<i>eg. by sharing information</i>) 8. Applying a range of learning approaches (<i>ie. as provided</i>) 9. Developing own learning pathways 10. Participating in developing own learning plans (<i>eg. as part of performance management</i>)

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
Technology	<ol style="list-style-type: none">1. Using technology and related workplace equipment (<i>ie. within scope of own role</i>)2. Using basic technology skills to organise data3. Adapting to new technology skill requirements (<i>ie. within scope of own role</i>)4. Applying OHS knowledge when using technology5. Applying technology as a management tool

Employability Skills Qualification Summaries at Certificate III level

CHC30802 Certificate III in Community Services Work

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
Communication	<ol style="list-style-type: none"> 1. Listening to and understanding <i>work instructions, directions and feedback</i> 2. Speaking clearly/directly <i>to relay information</i> 3. Reading and interpreting workplace related documentation, <i>such as safety requirements and work instructions</i> 4. Writing to address <i>identified audience</i> needs, <i>such as work notes and reports</i> 5. Interpreting the needs of internal/ external customers <i>from clear information</i> 6. Applying <i>basic</i> numeracy skills to workplace requirements <i>involving measuring and counting</i> 7. Establishing and using networks 8. Sharing information (<i>eg. with other staff</i>) 9. Negotiating responsively (<i>eg. re own work role and/or conditions, possibly with clients</i>) 10. Persuading effectively 11. Being appropriately assertive (<i>eg. in relation to safe or ethical work practices and own work role</i>) 12. Empathising (<i>eg. in relation to others</i>)
Teamwork	<ol style="list-style-type: none"> 1. Working as an individual and a team member 2. Working with diverse individuals and groups 3. Applying knowledge of own role as part of a team 4. Applying teamwork skills to a <i>limited</i> range of situations 5. Identifying and utilising the strengths of other team members 6. Giving feedback, coaching and mentoring
Problem solving	<ol style="list-style-type: none"> 1. Developing practical and creative solutions to workplace problems (<i>ie. within scope of own role</i>) 2. Showing independence and initiative in identifying problems (<i>ie. within scope of own role</i>) 3. Solving problems individually or in teams (<i>ie. within scope of own role</i>) 4. Applying a range of strategies in problem solving 5. Using numeracy skills to solve problems (<i>eg. time management, stock rotation, shift handover</i>) 6. Testing assumptions and taking context into account 7. Listening to and resolving concerns in relation to workplace issues 8. Resolving customer concerns relative to workplace responsibilities (<i>ie. if role has direct customer contact</i>)
Initiative and enterprise	<ol style="list-style-type: none"> 1. Adapting to new situations (<i>ie. within scope of own role</i>) 2. Being creative in response to workplace challenges (<i>ie. within relevant guidelines and protocols</i>) 3. Identifying opportunities that might not be obvious to others (<i>ie. within a team or supervised work context</i>) 4. Generating a range of options in response to workplace matters 5. Translating ideas into action (<i>ie. within own work role</i>) 6. Developing innovative solutions (<i>ie. within a team or supervised work context and within established guidelines</i>) 7. Developing a strategic, creative, long-term vision

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
Planning and organising	<ol style="list-style-type: none"> 1. Collecting, analysing and organising information (<i>ie. within scope of own role</i>) 2. Using basic business systems for planning and organising (<i>ie. if applicable to own role</i>) 3. Being appropriately resourceful 4. Taking <i>limited</i> initiative and making decisions within workplace role (<i>ie. within authorised limits</i>) 5. Participating in continuous improvement and planning processes (<i>ie. within scope of own role</i>) 6. Working within or establishing clear work goals and deliverables 7. Determining or applying required resources (<i>ie. within scope of own role</i>) 8. Allocating people and other resources to tasks and workplace requirements (<i>only for team leader or leading hand roles</i>) 9. Managing time and priorities (<i>ie. in relation to tasks required for own role</i>) 10. Adapting resource allocations to cope with contingencies (<i>ie. if relevant to own role</i>)
Self management	<ol style="list-style-type: none"> 1. Being self-motivated (<i>ie. in relation to requirements of own work role</i>) 2. Articulating own ideas and vision (<i>ie. within a team or supervised work context</i>) 3. Balancing own ideas and values and vision with workplace values and requirements 4. Monitoring and evaluating own performance (<i>ie. within a team or supervised work context</i>) 5. Taking responsibility at the appropriate level
Learning	<ol style="list-style-type: none"> 1. Being open to learning new ideas and techniques) 2. Learning in a range of settings including informal learning 3. Participating in ongoing learning 4. Learning in order to accommodate change 5. Learning new skills and techniques 6. Taking responsibility for own learning (<i>ie. within scope of own work role</i>) 7. Contributing to the learning of others (<i>eg. by sharing information</i>) 8. Applying a range of learning approaches (<i>ie. as provided</i>) 9. Developing own learning pathways 10. <i>Participating in</i> developing own learning plans (<i>eg. as part of performance management</i>)
Technology	<ol style="list-style-type: none"> 1. Using technology and related workplace equipment (<i>ie. if within scope of own role</i>) 2. Using basic technology skills to organise data 3. Adapting to new technology skill requirements (<i>ie. within scope of own role</i>) 4. Applying OHS knowledge when using technology 5. Applying technology as a management tool

CHC30102 Certificate III in Aged Care Work

CHC30202 Certificate III in Home and Community Care

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
Communication	<ol style="list-style-type: none"> 1. Listening to and understanding <i>work instructions, directions and feedback</i> 2. Speaking clearly/directly <i>to relay information</i> 3. Reading and interpreting workplace related documentation, <i>such as prescribed programs</i> 4. Writing to address audience needs, <i>such as case notes and reports</i> 5. Interpreting the needs of internal/ external customers <i>from clear information and feedback</i> 6. Applying <i>basic</i> numeracy skills to workplace requirements <i>involving measuring and counting</i> 7. Establishing and using networks 8. Sharing information (<i>eg. with other staff, working as part of an allied health team</i>) 9. Negotiating responsively (<i>eg. re own work role and/or conditions, possibly with clients</i>) 10. Persuading effectively 11. Being appropriately assertive (<i>eg. in relation to safe or ethical work practices and own work role</i>) 12. Empathising (<i>eg. in relation to others</i>)
Teamwork	<ol style="list-style-type: none"> 1. Working as an individual and a team member 2. Working with diverse individuals and groups 3. Applying knowledge of own role as part of a team 4. Applying teamwork skills to a <i>limited</i> range of situations 5. Identifying and utilising the strengths of other team members 6. Giving feedback, coaching and mentoring
Problem solving	<ol style="list-style-type: none"> 1. Developing practical and creative solutions to workplace problems (<i>ie. within scope of own role</i>) 2. Showing independence and initiative in identifying problems (<i>ie. within scope of own role</i>) 3. Solving problems individually or in teams (<i>ie. within scope of own role</i>) 4. Applying a range of strategies in problem solving 5. Using numeracy skills to solve problems (<i>eg. time management, stock rotation, shift handover</i>) 6. Testing assumptions and taking context into account (<i>ie. with an awareness of assumptions made and work context</i>) 7. Listening to and resolving concerns in relation to workplace issues 8. Resolving customer concerns relative to workplace responsibilities (<i>ie. if role has direct customer contact</i>)
Initiative and enterprise	<ol style="list-style-type: none"> 1. Adapting to new situations (<i>ie. within scope of own role</i>) 2. Being creative in response to workplace challenges (<i>ie. within relevant guidelines and protocols</i>) 3. Identifying opportunities that might not be obvious to others (<i>ie. within a team or supervised work context</i>) 4. Generating a range of options in response to workplace matters 5. Translating ideas into action (<i>ie. within own work role</i>) 6. Developing innovative solutions (<i>ie. within a team or supervised work context and within established guidelines</i>) 7. Developing a strategic, creative, long term vision

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
Planning and organising	<ol style="list-style-type: none"> 1. Collecting, analysing and organising information (<i>ie. within scope of own role</i>) 2. Using basic business systems for planning and organising (<i>ie. if applicable to own role</i>) 3. Being appropriately resourceful 4. Taking limited initiative and making decisions within workplace role (<i>ie. within authorised limits</i>) 5. Participating in continuous improvement and planning processes (<i>ie. within scope of own role</i>) 6. Working within or establishing clear work goals and deliverables 7. Determining or applying required resources (<i>ie. within scope of own role</i>) 8. Allocating people and other resources to tasks and workplace requirements (<i>only for team leader or leading hand roles</i>) 9. Managing time and priorities (<i>ie. in relation to tasks required for own role</i>) 10. Adapting resource allocations to cope with contingencies (<i>ie. if relevant to own role</i>)
Self management	<ol style="list-style-type: none"> 1. Being self-motivated (<i>ie. in relation to requirements of own work role</i>) 2. Articulating own ideas and vision (<i>ie. within a team or supervised work context</i>) 3. Balancing own ideas and values and vision with workplace values and requirements 4. Monitoring and evaluating own performance (<i>ie. within a team or supervised work context</i>) 5. Taking responsibility at the appropriate level
Learning	<ol style="list-style-type: none"> 1. Being open to learning new ideas and techniques) 2. Learning in a range of settings including informal learning 3. Participating in ongoing learning 4. Learning in order to accommodate change 5. Learning new skills and techniques 6. Taking responsibility for own learning (<i>ie. within scope of own work role</i>) 7. Contributing to the learning of others (<i>eg. by sharing information</i>) 8. Applying a range of learning approaches (<i>ie. as provided</i>) 9. Developing own learning pathways 10. Participating in developing own learning plans (<i>eg. as part of performance management</i>)
Technology	<ol style="list-style-type: none"> 1. Using technology and related workplace equipment (<i>ie. if within scope of own role</i>) 2. Using basic technology skills to organise data 3. Adapting to new technology skill requirements (<i>ie. within scope of own role</i>) 4. Applying OHS knowledge when using technology 5. Applying technology as a management tool

CHC30402 Certificate III in Children's Services

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
Communication	<ol style="list-style-type: none"> 1. Listening to and understanding <i>work instructions, directions and feedback, including communicating with children</i> 2. Speaking clearly/directly <i>to relay information, including to children</i> 3. Reading and interpreting workplace related documentation, <i>such as safety requirements and work instructions</i> 4. Writing to address audience needs, <i>such as work notes and reports</i> 5. Interpreting the needs of internal/ external customers , <i>including children</i> 6. Applying numeracy skills to workplace requirements <i>involving measuring and counting</i> 7. Establishing and using networks 8. Sharing information (<i>eg. with other staff and clients, including children</i>) 9. Negotiating responsively (<i>eg. re own work role and/or conditions, and with clients, including children</i>) 10. Persuading effectively 11. Being appropriately assertive (<i>eg. in relation to safe or ethical work practices and own work role, including with children</i>) 12. Empathising (<i>eg. in relation to others, including with children</i>)
Teamwork	<ol style="list-style-type: none"> 1. Working as an individual and a team member 2. Working with diverse individuals and groups 3. Applying knowledge of own role as part of a team 4. Applying teamwork skills to a <i>limited</i> range of situations 5. Identifying and utilising the strengths of other team members 6. Giving feedback, coaching and mentoring
Problem solving	<ol style="list-style-type: none"> 1. Developing practical and creative solutions to workplace problems (<i>ie. within scope of own role</i>) 2. Showing independence and initiative in identifying problems (<i>ie. within scope of own role</i>) 3. Solving problems individually or in teams (<i>ie. within scope of own role</i>) 4. Applying a range of strategies in problem solving 5. Using numeracy skills to solve problems (<i>eg. time management, stock rotation, shift handover</i>) 6. Testing assumptions and taking context into account (<i>ie. with an awareness of assumptions made and work context</i>) 7. Listening to and resolving concerns in relation to workplace issues 8. Resolving customer concerns relative to workplace responsibilities (<i>ie. if role has direct customer contact</i>)
Initiative and enterprise	<ol style="list-style-type: none"> 1. Adapting to new situations (<i>ie. within scope of own role</i>) 2. Being creative in response to workplace challenges (<i>ie. within relevant guidelines and protocols</i>) 3. Identifying opportunities that might not be obvious to others (<i>ie. within a team or supervised work context</i>) 4. Generating a range of options in response to workplace matters 5. Translating ideas into action (<i>ie. within own work role</i>) 6. Developing innovative solutions (<i>ie. within a team or supervised work context and within established guidelines</i>) 7. Developing a strategic, creative, long term vision

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
Planning and organising	<ol style="list-style-type: none"> 1. Collecting, analysing and organising information (<i>ie. within scope of own role</i>) 2. Using basic business systems for planning and organising (<i>ie. if applicable to own role</i>) 3. Being appropriately resourceful 4. Taking limited initiative and making decisions within workplace role (<i>ie. within authorised limits</i>) 5. Participating in continuous improvement and planning processes (<i>ie. within scope of own role</i>) 6. Working within or establishing clear work goals and deliverables 7. Determining or applying required resources (<i>ie. within scope of own role</i>) 8. Allocating people and other resources to tasks and workplace requirements (<i>only for team leader or leading hand roles</i>) 9. Managing time and priorities (<i>ie. in relation to tasks required for own role</i>) 10. Adapting resource allocations to cope with contingencies (<i>ie. if relevant to own role</i>)
Self management	<ol style="list-style-type: none"> 1. Being self-motivated (<i>ie. in relation to requirements of own work role</i>) 2. Articulating own ideas and vision (<i>ie. within a team or supervised work context</i>) 3. Balancing own ideas and values and vision with workplace values and requirements 4. Monitoring and evaluating own performance (<i>ie. within a team or supervised work context</i>) 5. Taking responsibility at the appropriate level
Learning	<ol style="list-style-type: none"> 1. Being open to learning new ideas and techniques) 2. Learning in a range of settings including informal learning 3. Participating in ongoing learning 4. Learning in order to accommodate change 5. Learning new skills and techniques 6. Taking responsibility for own learning (<i>ie. within scope of own work role</i>) 7. Contributing to the learning of others (<i>eg. by sharing information</i>) 8. Applying a range of learning approaches (<i>ie. as provided</i>) 9. Developing own learning pathways 10. Participating in developing own learning plans (<i>eg. as part of performance management</i>)
Technology	<ol style="list-style-type: none"> 1. Using technology and related workplace equipment (<i>ie. if within scope of own role</i>) 2. Using basic technology skills to organise data 3. Adapting to new technology skill requirements (<i>ie. within scope of own role</i>) 4. Applying OHS knowledge when using technology 5. Applying technology as a management tool

CHC30502 Certificate III in Employment Services

CHC30702 Certificate III in Social Housing

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
Communication	<ol style="list-style-type: none"> 1. Listening to and understanding <i>work instructions, directions and feedback</i> 2. Speaking clearly/directly <i>to relay information</i> 3. Reading and interpreting workplace related documentation, <i>such as prescribed programs</i> 4. Writing to address audience needs, <i>such as case notes and reports</i> 5. Interpreting the needs of internal/ external customers <i>from clear information and feedback</i> 6. Applying <i>basic</i> numeracy skills to workplace requirements <i>involving measuring and counting</i> 7. Establishing and using networks 8. Sharing information (<i>eg. with other staff, working as part of an allied health team</i>) 9. Negotiating responsively (<i>eg. re own work role and/or conditions, possibly with clients</i>) 10. Persuading effectively 11. Being appropriately assertive (<i>eg. in relation to safe or ethical work practices and own work role</i>) 12. Empathising (<i>eg. in relation to others</i>)
Teamwork	<ol style="list-style-type: none"> 1. Working as an individual and a team member 2. Working with diverse individuals and groups 3. Applying knowledge of own role as part of a team 4. Applying teamwork skills to a <i>limited</i> range of situations 5. Identifying and utilising the strengths of other team members 6. Giving feedback, coaching and mentoring
Problem solving	<ol style="list-style-type: none"> 1. Developing practical and creative solutions to workplace problems (<i>ie. within scope of own role</i>) 2. Showing independence and initiative in identifying problems (<i>ie. within scope of own role</i>) 3. Solving problems individually or in teams (<i>ie. within scope of own role</i>) 4. Applying a range of strategies in problem solving 5. Using numeracy skills to solve problems (<i>eg. time management, stock rotation, shift handover</i>) 6. Testing assumptions and taking context into account (<i>ie. with an awareness of assumptions made and work context</i>) 7. Listening to and resolving concerns in relation to workplace issues 8. Resolving customer concerns relative to workplace responsibilities (<i>ie. if role has direct customer contact</i>)
Initiative and enterprise	<ol style="list-style-type: none"> 1. Adapting to new situations (<i>ie. within scope of own role</i>) 2. Being creative in response to workplace challenges (<i>ie. within relevant guidelines and protocols</i>) 3. Identifying opportunities that might not be obvious to others (<i>ie. within a team or supervised work context</i>) 4. Generating a range of options in response to workplace matters 5. Translating ideas into action (<i>ie. within own work role</i>) 6. Developing innovative solutions (<i>ie. within a team or supervised work context and within established guidelines</i>) 7. Developing a strategic, creative, long term vision

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
Planning and organising	<ol style="list-style-type: none"> 1. Collecting, analysing and organising information (<i>ie. within scope of own role</i>) 2. Using basic business systems for planning and organising (<i>ie. if applicable to own role</i>) 3. Being appropriately resourceful 4. Taking <i>limited</i> initiative and making decisions within workplace role (<i>ie. within authorised limits</i>) 5. Participating in continuous improvement and planning processes (<i>ie. within scope of own role</i>) 6. Working within or establishing clear work goals and deliverables 7. Determining or applying required resources (<i>ie. within scope of own role</i>) 8. Allocating people and other resources to tasks and workplace requirements (<i>only for team leader or leading hand roles</i>) 9. Managing time and priorities (<i>ie. in relation to tasks required for own role</i>) 10. Adapting resource allocations to cope with contingencies (<i>ie. if relevant to own role</i>)
Self management	<ol style="list-style-type: none"> 1. Being self-motivated (<i>ie. in relation to requirements of own work role</i>) 2. Articulating own ideas and vision (<i>ie. within a team or supervised work context</i>) 3. Balancing own ideas and values and vision with workplace values and requirements 4. Monitoring and evaluating own performance (<i>ie. within a team or supervised work context</i>) 5. Taking responsibility at the appropriate level
Learning	<ol style="list-style-type: none"> 1. Being open to learning new ideas and techniques) 2. Learning in a range of settings including informal learning 3. Participating in ongoing learning 4. Learning in order to accommodate change 5. Learning new skills and techniques 6. Taking responsibility for own learning (<i>ie. within scope of own work role</i>) 7. Contributing to the learning of others (<i>eg. by sharing information</i>) 8. Applying a range of learning approaches (<i>ie. as provided</i>) 9. Developing own learning pathways 10. <i>Participating in</i> developing own learning plans (<i>eg. as part of performance management</i>)
Technology	<ol style="list-style-type: none"> 1. Using technology and related workplace equipment (<i>ie. if within scope of own role</i>) 2. Using basic technology skills to organise data 3. Adapting to new technology skill requirements (<i>ie. within scope of own role</i>) 4. Applying OHS knowledge when using technology 5. Applying technology as a management tool

CHC30602 Certificate III in Youth Work

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
Communication	<ol style="list-style-type: none"> 1. Listening to and understanding <i>work instructions, directions and feedback, including communicating with young people</i> 2. Speaking clearly/directly <i>to relay information, including to young people</i> 3. Reading and interpreting workplace related documentation, <i>such as safety requirements and work instructions</i> 4. Writing to address audience needs, <i>such as work notes and reports</i> 5. Interpreting the needs of internal/ external customers , <i>including young people</i> 6. Applying numeracy skills to workplace requirements <i>involving measuring and counting</i> 7. Establishing and using networks 8. Sharing information (<i>eg. with other staff and clients, including young people</i>) 9. Negotiating responsively (<i>eg. re own work role and/or conditions, and with clients, including young people</i>) 10. Persuading effectively 11. Being appropriately assertive (<i>eg. in relation to safe or ethical work practices and own work role, including with young people</i>) 12. Empathising (<i>eg. in relation to others, including with young people</i>)
Teamwork	<ol style="list-style-type: none"> 1. Working as an individual and a team member 2. Working with diverse individuals and groups 3. Applying knowledge of own role as part of a team 4. Applying teamwork skills to a <i>limited</i> range of situations 5. Identifying and utilising the strengths of other team members 6. Giving feedback, coaching and mentoring
Problem solving	<ol style="list-style-type: none"> 1. Developing practical and creative solutions to workplace problems (<i>ie. within scope of own role</i>) 2. Showing independence and initiative in identifying problems (<i>ie. within scope of own role</i>) 3. Solving problems individually or in teams (<i>ie. within scope of own role</i>) 4. Applying a range of strategies in problem solving 5. Using numeracy skills to solve problems (<i>eg. time management, stock rotation, shift handover</i>) 6. Testing assumptions and taking context into account (<i>ie. with an awareness of assumptions made and work context</i>) 7. Listening to and resolving concerns in relation to workplace issues 8. Resolving customer concerns relative to workplace responsibilities (<i>ie. if role has direct customer contact</i>)
Initiative and enterprise	<ol style="list-style-type: none"> 1. Adapting to new situations (<i>ie. within scope of own role</i>) 2. Being creative in response to workplace challenges (<i>ie. within relevant guidelines and protocols</i>) 3. Identifying opportunities that might not be obvious to others (<i>ie. within a team or supervised work context</i>) 4. Generating a range of options in response to workplace matters 5. Translating ideas into action (<i>ie. within own work role</i>) 6. Developing innovative solutions (<i>ie. within a team or supervised work context and within established guidelines</i>) 7. Developing a strategic, creative, long-term vision

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
Planning and organising	<ol style="list-style-type: none"> 1. Collecting, analysing and organising information (<i>ie. within scope of own role</i>) 2. Using basic business systems for planning and organising (<i>ie. if applicable to own role</i>) 3. Being appropriately resourceful 4. Taking <i>limited</i> initiative and making decisions within workplace role (<i>ie. within authorised limits</i>) 5. Participating in continuous improvement and planning processes (<i>ie. within scope of own role</i>) 6. Working within or establishing clear work goals and deliverables 7. Determining or applying required resources (<i>ie. within scope of own role</i>) 8. Allocating people and other resources to tasks and workplace requirements (<i>only for team leader or leading hand roles</i>) 9. Managing time and priorities (<i>ie. in relation to tasks required for own role</i>) 10. Adapting resource allocations to cope with contingencies (<i>ie. if relevant to own role</i>)
Self management	<ol style="list-style-type: none"> 1. Being self-motivated (<i>ie. in relation to requirements of own work role</i>) 2. Articulating own ideas and vision (<i>ie. within a team or supervised work context</i>) 3. Balancing own ideas and values and vision with workplace values and requirements 4. Monitoring and evaluating own performance (<i>ie. within a team or supervised work context</i>) 5. Taking responsibility at the appropriate level
Learning	<ol style="list-style-type: none"> 1. Being open to learning new ideas and techniques) 2. Learning in a range of settings including informal learning 3. Participating in ongoing learning 4. Learning in order to accommodate change 5. Learning new skills and techniques 6. Taking responsibility for own learning (<i>ie. within scope of own work role</i>) 7. Contributing to the learning of others (<i>eg. by sharing information</i>) 8. Applying a range of learning approaches (<i>ie. as provided</i>) 9. Developing own learning pathways 10. Participating in developing own learning plans (<i>eg. as part of performance management</i>)
Technology	<ol style="list-style-type: none"> 1. Using technology and related workplace equipment (<i>ie. if within scope of own role</i>) 2. Using basic technology skills to organise data 3. Adapting to new technology skill requirements (<i>ie. within scope of own role</i>) 4. Applying OHS knowledge when using technology 5. Applying technology as a management tool

CHC30902 Certificate III in Telephone Counselling Skills

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
Communication	<ol style="list-style-type: none"> 1. Listening to and understanding <i>work instructions, directions and feedback</i> 2. Speaking clearly/directly <i>to relay information</i> 3. Reading and interpreting workplace related documentation, <i>such as safety requirements and work instructions</i> 4. Writing to address <i>identified audience</i> needs, <i>such as work notes and reports</i> 5. Interpreting the needs of internal/ external customers <i>from clear information</i> 6. Applying <i>basic</i> numeracy skills to workplace requirements <i>involving measuring and counting</i> 7. Establishing and using networks (<i>in line with own work role</i>) 8. Sharing information (<i>eg. with other staff</i>) 9. Negotiating responsively (<i>eg. re own work role and/or conditions, possibly with clients</i>) 10. Persuading effectively (<i>in line with own work role</i>) 11. Being appropriately assertive (<i>eg. in relation to safe or ethical work practices and own work role</i>) 12. Empathising (<i>eg. in relation to others</i>)
Teamwork	<ol style="list-style-type: none"> 1. Working as an individual and a team member 2. Working with diverse individuals and groups 3. Applying knowledge of own role as part of a team 4. Applying teamwork skills to a <i>limited</i> range of situations 5. Identifying and utilising the strengths of other team members 6. Giving feedback, coaching and mentoring
Problem solving	<ol style="list-style-type: none"> 1. Developing practical and creative solutions to workplace problems (<i>ie. within scope of own role</i>) 2. Showing independence and initiative in identifying problems (<i>ie. within scope of own role</i>) 3. Solving problems individually or in teams (<i>ie. within scope of own role</i>) 4. Applying a range of strategies in problem solving 5. Using numeracy skills to solve problems (<i>eg. time management, stock rotation, shift handover</i>) 6. Testing assumptions and taking context into account 7. Listening to and resolving concerns in relation to workplace issues 8. Resolving customer concerns relative to workplace responsibilities (<i>ie. if role has direct customer contact</i>)
Initiative and enterprise	<ol style="list-style-type: none"> 1. Adapting to new situations (<i>ie. within scope of own role</i>) 2. Being creative in response to workplace challenges (<i>ie. within relevant guidelines and protocols</i>) 3. Identifying opportunities that might not be obvious to others (<i>ie. within a team or supervised work context</i>) 4. Generating a range of options in response to workplace matters 5. Translating ideas into action (<i>ie. within own work role</i>) 6. Developing innovative solutions (<i>ie. within a team or supervised work context and within established guidelines</i>) 7. Developing a strategic, creative, long term vision

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
Planning and organising	<ol style="list-style-type: none"> 1. Collecting, analysing and organising information (<i>ie. within scope of own role</i>) 2. Using basic business systems for planning and organising (<i>ie. if applicable to own role</i>) 3. Being appropriately resourceful 4. Taking <i>limited</i> initiative and making decisions within workplace role (<i>ie. within authorised limits</i>) 5. Participating in continuous improvement and planning processes (<i>ie. within scope of own role</i>) 6. Working within or establishing clear work goals and deliverables 7. Determining or applying required resources (<i>ie. within scope of own role</i>) 8. Allocating people and other resources to tasks and workplace requirements (<i>only for team leader or leading hand roles</i>) 9. Managing time and priorities (<i>ie. in relation to tasks required for own role</i>) 10. Adapting resource allocations to cope with contingencies (<i>ie. if relevant to own role</i>)
Self management	<ol style="list-style-type: none"> 1. Being self-motivated (<i>ie. in relation to requirements of own work role</i>) 2. Articulating own ideas and vision (<i>ie. within a team or supervised work context</i>) 3. Balancing own ideas and values and vision with workplace values and requirements 4. Monitoring and evaluating own performance (<i>ie. within a team or supervised work context</i>) 5. Taking responsibility at the appropriate level
Learning	<ol style="list-style-type: none"> 1. Being open to learning new ideas and techniques) 2. Learning in a range of settings including informal learning 3. Participating in ongoing learning 4. Learning in order to accommodate change 5. Learning new skills and techniques 6. Taking responsibility for own learning (<i>ie. within scope of own work role</i>) 7. Contributing to the learning of others (<i>eg. by sharing information</i>) 8. Applying a range of learning approaches (<i>ie. as provided</i>) 9. Developing own learning pathways 10. <i>Participating in</i> developing own learning plans (<i>eg. as part of performance management</i>)
Technology	<ol style="list-style-type: none"> 1. Using technology and related workplace equipment (<i>ie. if within scope of own role</i>) 2. Using basic technology skills to organise data 3. Adapting to new technology skill requirements (<i>ie. within scope of own role</i>) 4. Applying OHS knowledge when using technology 5. Applying technology as a management tool

Employability Skills Qualification Summaries at Certificate IV level

CHC40902	Certificate IV in Community Services Work
CHC42002	Certificate IV in Community Services (Service Coordination)
CHC40102	Certificate IV in Aged Care Work
CHC40202	Certificate IV in Service Coordination (Ageing and Disability)
CHC40302	Certificate IV in Disability Work

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
Communication	<ol style="list-style-type: none"> 1. Listening to and understanding <i>work instructions, directions and feedback</i> 2. Speaking clearly/directly <i>to relay information</i> 3. Reading and interpreting workplace related documentation, <i>such as safety requirements and work instructions</i> 4. Writing to address audience needs, <i>such as work notes and reports</i> 5. Interpreting the needs of internal/ external customers <i>from clear information</i> 6. Applying numeracy skills to workplace requirements <i>involving measuring and counting</i> 7. Establishing and using networks 8. Sharing information (<i>eg. with other staff and clients</i>) 9. Negotiating responsively (<i>eg. re own work role and/or conditions, possibly with clients</i>) 10. Persuading effectively (<i>ie. within scope of own work role</i>) 11. Being appropriately assertive (<i>eg. in relation to safe or ethical work practices and own work role</i>) 12. Empathising (<i>eg. in relation to others</i>)
Teamwork	<ol style="list-style-type: none"> 1. Working as an individual and a team member 2. Working with diverse individuals and groups 3. Applying knowledge of own role as part of a team 4. Applying teamwork skills to a range of situations 5. Identifying and utilising the strengths of other team members 6. Giving feedback, coaching and mentoring
Problem solving	<ol style="list-style-type: none"> 1. Developing practical and creative solutions to workplace problems (<i>ie. within scope of own role</i>) 2. Showing independence and initiative in identifying problems (<i>ie. within scope of own role</i>) 3. Solving problems individually or in teams (<i>ie. within scope of own role</i>) 4. Applying a range of strategies in problem solving 5. Using numeracy skills to solve problems (<i>eg. time management, stock rotation, shift handover</i>) 6. Testing assumptions and taking context into account (<i>ie. with an awareness of assumptions made and work context</i>) 7. Listening to and resolving concerns in relation to workplace issues 8. Resolving customer concerns relative to workplace responsibilities (<i>ie. if role has direct customer contact</i>)

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
Initiative and enterprise	<ol style="list-style-type: none"> 1. Adapting to new situations (<i>ie. within scope of own role</i>) 2. Being creative in response to workplace challenges (<i>ie. within relevant guidelines and protocols</i>) 3. Identifying opportunities that might not be obvious to others (<i>ie. within a team or supervised work context</i>) 4. Generating a range of options in response to workplace matters 5. Translating ideas into action (<i>ie. within own work role</i>) 6. Developing innovative solutions (<i>ie. within a team or supervised work context and within established guidelines</i>) 7. Developing a strategic, creative, long term vision
Planning and organising	<ol style="list-style-type: none"> 1. Collecting, analysing and organising information (<i>ie. within scope of own role</i>) 2. Using organisation basic business systems for planning and organising (<i>ie. if applicable to own role</i>) 3. Being appropriately resourceful (<i>ie. within scope of own role</i>) 4. Taking initiative and making decisions within workplace role (<i>ie. within authorised limits</i>) 5. Participating in continuous improvement and planning processes (<i>ie. within scope of own role</i>) 6. Working within or establishing clear work goals and deliverables 7. Determining or applying required resources (<i>ie. within scope of own role</i>) 8. Allocating people and other resources to tasks and workplace requirements (<i>ie. within scope of own role</i>) 9. Managing time and priorities (<i>ie. in relation to tasks required for own role</i>) 10. Adapting resource allocations to cope with contingencies (<i>ie. if relevant to own role</i>)
Self management	<ol style="list-style-type: none"> 1. Being self-motivated (<i>ie. in relation to requirements of own work role</i>) 2. Articulating own ideas and vision (<i>ie. within a team or supervised work context</i>) 3. Balancing own ideas and values and vision with workplace values and requirements 4. Monitoring and evaluating own performance (<i>ie. within a team or supervised work context</i>) 5. Taking responsibility at the appropriate level
Learning	<ol style="list-style-type: none"> 1. Being open to learning new ideas and techniques 2. Learning in a range of settings including informal learning 3. Participating in ongoing learning 4. Learning in order to accommodate change 5. Learning new skills and techniques 6. Taking responsibility for own learning (<i>ie. within scope of own work role</i>) 7. Contributing to the learning of others (<i>eg. by sharing information</i>) 8. Applying a range of learning approaches (<i>ie. as provided</i>) 9. Developing own learning pathways 10. <i>Participating in</i> developing own learning plans (<i>eg. as part of performance management</i>)

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
Technology	<ol style="list-style-type: none">1. Using technology and related workplace equipment (<i>ie. if within scope of own role</i>)2. Using basic technology skills to organise data3. Adapting to new technology skill requirements (<i>ie. within scope of own role</i>)4. Applying OHS knowledge when using technology5. Applying technology as a management tool

CHC40402 Certificate IV in Out of School Hours Care

CHC41802 Certificate IV in Community Services (Protective Care)

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
Communication	<ol style="list-style-type: none"> 1. Listening to and understanding <i>work instructions, directions and feedback, including communicating with children</i> 2. Speaking clearly/directly <i>to relay information, including to children</i> 3. Reading and interpreting workplace related documentation, <i>such as safety requirements and work instructions</i> 4. Writing to address audience needs, <i>such as work notes and reports</i> 5. Interpreting the needs of internal/ external customers , <i>including children</i> 6. Applying numeracy skills to workplace requirements <i>involving measuring and counting</i> 7. Establishing and using networks 8. Sharing information (<i>eg. with other staff and clients, including children</i>) 9. Negotiating responsively (<i>eg. re own work role and/or conditions, and with clients, including children</i>) 10. Persuading effectively (<i>ie. within scope of own work role, including with children</i>) 11. Being appropriately assertive (<i>eg. in relation to safe or ethical work practices and own work role, including with children</i>) 12. Empathising (<i>eg. in relation to others, including with children</i>)
Teamwork	<ol style="list-style-type: none"> 1. Working as an individual and a team member 2. Working with diverse individuals and groups 3. Applying knowledge of own role as part of a team 4. Applying teamwork skills to a range of situations 5. Identifying and utilising the strengths of other team members 6. Giving feedback, coaching and mentoring
Problem solving	<ol style="list-style-type: none"> 1. Developing practical and creative solutions to workplace problems (<i>ie. within scope of own role</i>) 2. Showing independence and initiative in identifying problems (<i>ie. within scope of own role</i>) 3. Solving problems individually or in teams (<i>ie. within scope of own role</i>) 4. Applying a range of strategies in problem solving 5. Using numeracy skills to solve problems (<i>eg. time management, stock rotation, shift handover</i>) 6. Testing assumptions and taking context into account (<i>ie. with an awareness of assumptions made and work context</i>) 7. Listening to and resolving concerns in relation to workplace issues 8. Resolving customer concerns relative to workplace responsibilities (<i>ie. if role has direct customer contact</i>)

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
Initiative and enterprise	<ol style="list-style-type: none"> 1. Adapting to new situations (<i>ie. within scope of own role</i>) 2. Being creative in response to workplace challenges (<i>ie. within relevant guidelines and protocols</i>) 3. Identifying opportunities that might not be obvious to others (<i>ie. within a team or supervised work context</i>) 4. Generating a range of options in response to workplace matters 5. Translating ideas into action (<i>ie. within own work role</i>) 6. Developing innovative solutions (<i>ie. within a team or supervised work context and within established guidelines</i>) 7. Developing a strategic, creative, long term vision
Planning and organising	<ol style="list-style-type: none"> 1. Collecting, analysing and organising information (<i>ie. within scope of own role</i>) 2. Using organisation basic business systems for planning and organising (<i>ie. if applicable to own role</i>) 3. Being appropriately resourceful (<i>ie. within scope of own role</i>) 4. Taking initiative and making decisions within workplace role (<i>ie. within authorised limits</i>) 5. Participating in continuous improvement and planning processes (<i>ie. within scope of own role</i>) 6. Working within or establishing clear work goals and deliverables 7. Determining or applying required resources (<i>ie. within scope of own role</i>) 8. Allocating people and other resources to tasks and workplace requirements (<i>ie. within scope of own role</i>) 9. Managing time and priorities (<i>ie. in relation to tasks required for own role</i>) 10. Adapting resource allocations to cope with contingencies (<i>ie. if relevant to own role</i>)
Self management	<ol style="list-style-type: none"> 1. Being self-motivated (<i>ie. in relation to requirements of own work role</i>) 2. Articulating own ideas and vision (<i>ie. within a team or supervised work context</i>) 3. Balancing own ideas and values and vision with workplace values and requirements 4. Monitoring and evaluating own performance (<i>ie. within a team or supervised work context</i>) 5. Taking responsibility at the appropriate level
Learning	<ol style="list-style-type: none"> 1. Being open to learning new ideas and techniques 2. Learning in a range of settings including informal learning 3. Participating in ongoing learning 4. Learning in order to accommodate change 5. Learning new skills and techniques 6. Taking responsibility for own learning (<i>ie. within scope of own work role</i>) 7. Contributing to the learning of others (<i>eg. by sharing information</i>) 8. Applying a range of learning approaches (<i>ie. as provided</i>) 9. Developing own learning pathways 10. <i>Participating in</i> developing own learning plans (<i>eg. as part of performance management</i>)

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
Technology	<ol style="list-style-type: none">1. Using technology and related workplace equipment (<i>ie. if within scope of own role</i>)2. Using basic technology skills to organise data3. Adapting to new technology skill requirements (<i>ie. within scope of own role</i>)4. Applying OHS knowledge when using technology5. Applying technology as a management tool

CHC41902	Certificate IV in Community Development
CHC40502	Certificate IV in Employment Services
CHC42407	Certificate IV in Career Development
CHC40802	Certificate IV in Social Housing
CHC41702	Certificate IV in Alcohol and Other Drugs Work
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)

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
Communication	<ol style="list-style-type: none"> 1. Listening to and understanding <i>work instructions, directions and feedback</i> 2. Speaking clearly/directly <i>to relay information</i> 3. Reading and interpreting workplace related documentation, <i>such as safety requirements and work instructions</i> 4. Writing to address audience needs, <i>such as work notes and reports</i> 5. Interpreting the needs of internal/ external customers <i>from clear information</i> 6. Applying numeracy skills to workplace requirements <i>involving measuring and counting</i> 7. Establishing and using networks 8. Sharing information (<i>eg. with other staff and clients</i>) 9. Negotiating responsively (<i>eg. re own work role and/or conditions, possibly with clients</i>) 10. Persuading effectively (<i>ie. within scope of own work role</i>) 11. Being appropriately assertive (<i>eg. in relation to safe or ethical work practices and own work role</i>) 12. Empathising (<i>eg. in relation to others</i>)
Teamwork	<ol style="list-style-type: none"> 1. Working as an individual and a team member 2. Working with diverse individuals and groups 3. Applying knowledge of own role as part of a team 4. Applying teamwork skills to a range of situations 5. Identifying and utilising the strengths of other team members 6. Giving feedback, coaching and mentoring

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
Problem solving	<ol style="list-style-type: none"> 1. Developing practical and creative solutions to workplace problems (<i>ie. within scope of own role</i>) 2. Showing independence and initiative in identifying problems (<i>ie. within scope of own role</i>) 3. Solving problems individually or in teams (<i>ie. within scope of own role</i>) 4. Applying a range of strategies in problem solving 5. Using numeracy skills to solve problems (<i>eg. time management, stock rotation, shift handover</i>) 6. Testing assumptions and taking context into account (<i>ie. with an awareness of assumptions made and work context</i>) 7. Listening to and resolving concerns in relation to workplace issues 8. Resolving customer concerns relative to workplace responsibilities (<i>ie. if role has direct customer contact</i>)
Initiative and enterprise	<ol style="list-style-type: none"> 1. Adapting to new situations (<i>ie. within scope of own role</i>) 2. Being creative in response to workplace challenges (<i>ie. within relevant guidelines and protocols</i>) 3. Identifying opportunities that might not be obvious to others (<i>ie. within a team or supervised work context</i>) 4. Generating a range of options in response to workplace matters 5. Translating ideas into action (<i>ie. within own work role</i>) 6. Developing innovative solutions (<i>ie. within a team or supervised work context and within established guidelines</i>) 7. Developing a strategic, creative, long term vision
Planning and organising	<ol style="list-style-type: none"> 1. Collecting, analysing and organising information (<i>ie. within scope of own role</i>) 2. Using organisation basic business systems for planning and organising (<i>ie. if applicable to own role</i>) 3. Being appropriately resourceful (<i>ie. within scope of own role</i>) 4. Taking initiative and making decisions within workplace role (<i>ie. within authorised limits</i>) 5. Participating in continuous improvement and planning processes (<i>ie. within scope of own role</i>) 6. Working within or establishing clear work goals and deliverables 7. Determining or applying required resources (<i>ie. within scope of own role</i>) 8. Allocating people and other resources to tasks and workplace requirements (<i>ie. within scope of own role</i>) 9. Managing time and priorities (<i>ie. in relation to tasks required for own role</i>) 10. Adapting resource allocations to cope with contingencies (<i>ie. if relevant to own role</i>)
Self management	<ol style="list-style-type: none"> 1. Being self-motivated (<i>ie. in relation to requirements of own work role</i>) 2. Articulating own ideas and vision (<i>ie. within a team or supervised work context</i>) 3. Balancing own ideas and values and vision with workplace values and requirements 4. Monitoring and evaluating own performance (<i>ie. within a team or supervised work context</i>) 5. Taking responsibility at the appropriate level

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
Learning	<ol style="list-style-type: none"> 1. Being open to learning new ideas and techniques 2. Learning in a range of settings including informal learning 3. Participating in ongoing learning 4. Learning in order to accommodate change 5. Learning new skills and techniques 6. Taking responsibility for own learning (<i>ie. within scope of own work role</i>) 7. Contributing to the learning of others (<i>eg. by sharing information</i>) 8. Applying a range of learning approaches (<i>ie. as provided</i>) 9. Developing own learning pathways 10. Participating in developing own learning plans (<i>eg. as part of performance management</i>)
Technology	<ol style="list-style-type: none"> 1. Using technology and related workplace equipment (<i>ie. if within scope of own role</i>) 2. Using basic technology skills to organise data 3. Adapting to new technology skill requirements (<i>ie. within scope of own role</i>) 4. Applying OHS knowledge when using technology 5. Applying technology as a management tool

CHC40602 Certificate IV in Youth Work

CHC40702 Certificate IV in Youth Work (Juvenile Justice)

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
Communication	<ol style="list-style-type: none"> 1. Listening to and understanding <i>work instructions, directions and feedback, including communicating with young people</i> 2. Speaking clearly/directly <i>to relay information, including to young people</i> 3. Reading and interpreting workplace related documentation, <i>such as safety requirements and work instructions</i> 4. Writing to address audience needs, <i>such as work notes and reports</i> 5. Interpreting the needs of internal/ external customers , <i>including young people</i> 6. Applying numeracy skills to workplace requirements <i>involving measuring and counting</i> 7. Establishing and using networks 8. Sharing information (<i>eg. with other staff and clients, including young people</i>) 9. Negotiating responsively (<i>eg. re own work role and/or conditions, and with clients, including young people</i>) 10. Persuading effectively (<i>ie. within scope of own work role, including with young people</i>) 11. Being appropriately assertive (<i>eg. in relation to safe or ethical work practices and own work role, including with young people</i>) 12. Empathising (<i>eg. in relation to others, including with young people</i>)
Teamwork	<ol style="list-style-type: none"> 1. Working as an individual and a team member 2. Working with diverse individuals and groups 3. Applying knowledge of own role as part of a team 4. Applying teamwork skills to a range of situations 5. Identifying and utilising the strengths of other team members 6. Giving feedback, coaching and mentoring
Problem solving	<ol style="list-style-type: none"> 1. Developing practical and creative solutions to workplace problems (<i>ie. within scope of own role</i>) 2. Showing independence and initiative in identifying problems (<i>ie. within scope of own role</i>) 3. Solving problems individually or in teams (<i>ie. within scope of own role</i>) 4. Applying a range of strategies in problem solving 5. Using numeracy skills to solve problems (<i>eg. time management, stock rotation, shift handover</i>) 6. Testing assumptions and taking context into account (<i>ie. with an awareness of assumptions made and work context</i>) 7. Listening to and resolving concerns in relation to workplace issues 8. Resolving customer concerns relative to workplace responsibilities (<i>ie. if role has direct customer contact</i>)

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
Initiative and enterprise	<ol style="list-style-type: none"> 1. Adapting to new situations (<i>ie. within scope of own role</i>) 2. Being creative in response to workplace challenges (<i>ie. within relevant guidelines and protocols</i>) 3. Identifying opportunities that might not be obvious to others (<i>ie. within a team or supervised work context</i>) 4. Generating a range of options in response to workplace matters 5. Translating ideas into action (<i>ie. within own work role</i>) 6. Developing innovative solutions (<i>ie. within a team or supervised work context and within established guidelines</i>) 7. Developing a strategic, creative, long term vision
Planning and organising	<ol style="list-style-type: none"> 1. Collecting, analysing and organising information (<i>ie. within scope of own role</i>) 2. Using organisation basic business systems for planning and organising (<i>ie. if applicable to own role</i>) 3. Being appropriately resourceful (<i>ie. within scope of own role</i>) 4. Taking initiative and making decisions within workplace role (<i>ie. within authorised limits</i>) 5. Participating in continuous improvement and planning processes (<i>ie. within scope of own role</i>) 6. Working within or establishing clear work goals and deliverables 7. Determining or applying required resources (<i>ie. within scope of own role</i>) 8. Allocating people and other resources to tasks and workplace requirements (<i>ie. within scope of own role</i>) 9. Managing time and priorities (<i>ie. in relation to tasks required for own role</i>) 10. Adapting resource allocations to cope with contingencies (<i>ie. if relevant to own role</i>)
Self management	<ol style="list-style-type: none"> 1. Being self-motivated (<i>ie. in relation to requirements of own work role</i>) 2. Articulating own ideas and vision (<i>ie. within a team or supervised work context</i>) 3. Balancing own ideas and values and vision with workplace values and requirements 4. Monitoring and evaluating own performance (<i>ie. within a team or supervised work context</i>) 5. Taking responsibility at the appropriate level
Learning	<ol style="list-style-type: none"> 1. Being open to learning new ideas and techniques 2. Learning in a range of settings including informal learning 3. Participating in ongoing learning 4. Learning in order to accommodate change 5. Learning new skills and techniques 6. Taking responsibility for own learning (<i>ie. within scope of own work role</i>) 7. Contributing to the learning of others (<i>eg. by sharing information</i>) 8. Applying a range of learning approaches (<i>ie. as provided</i>) 9. Developing own learning pathways 10. <i>Participating in</i> developing own learning plans (<i>eg. as part of performance management</i>)

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
Technology	<ol style="list-style-type: none">1. Using technology and related workplace equipment (<i>ie. if within scope of own role</i>)2. Using basic technology skills to organise data3. Adapting to new technology skill requirements (<i>ie. within scope of own role</i>)4. Applying OHS knowledge when using technology5. Applying technology as a management tool

CHC42207 Certificate IV in Children's Contact Service Work

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
Communication	<ol style="list-style-type: none"> 1. Listening to and understanding <i>work instructions, directions and feedback</i> 2. Speaking clearly/directly <i>to relay information</i> 3. Reading and interpreting workplace related documentation, <i>such as prescribed programs</i> 4. Writing to address audience needs, <i>such as case notes and reports</i> 5. Interpreting the needs of internal/ external customers <i>from clear information and feedback</i> 6. Applying <i>basic</i> numeracy skills to workplace requirements <i>involving measuring and counting</i> 7. Establishing and using networks 8. Sharing information (<i>eg. with other staff, working as part of an allied health team</i>) 9. Negotiating responsively (<i>eg. re own work role and/or conditions, possibly with clients</i>) 10. Persuading effectively 11. Being appropriately assertive (<i>eg. in relation to safe or ethical work practices and own work role</i>) 12. Empathising (<i>eg. in relation to others</i>)
Teamwork	<ol style="list-style-type: none"> 1. Working as an individual and a team member 2. Working with diverse individuals and groups 3. Applying knowledge of own role as part of a team 4. Applying teamwork skills to a <i>limited</i> range of situations 5. Identifying and utilising the strengths of other team members 6. Giving feedback, coaching and mentoring.
Problem solving	<ol style="list-style-type: none"> 1. Developing practical and creative solutions to workplace problems (<i>ie. within scope of own role</i>) 2. Showing independence and initiative in identifying problems (<i>ie. within scope of own role</i>) 3. Solving problems individually or in teams 4. Applying a range of strategies in problem solving 5. Using numeracy skills to solve problems (<i>eg. time management, shift handover</i>) 6. Testing assumptions and taking context into account 7. Listening to and resolving concerns in relation to workplace issues 8. Resolving customer concerns relative to workplace responsibilities
Initiative and enterprise	<ol style="list-style-type: none"> 1. Adapting to new situations (<i>ie. within scope of own role</i>) 2. Being creative in response to workplace challenges (<i>ie. within relevant guidelines and protocols</i>) 3. Identifying opportunities that might not be obvious to others (<i>ie. within a team or supervised work context</i>) 4. Generating a range of options in response to workplace matters 5. Translating ideas into action (<i>ie. within own work role</i>) 6. Developing innovative solutions (<i>ie. within a team or supervised work context and within established guidelines</i>) 7. Developing a strategic, creative, long-term vision

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
Planning and organising	<ol style="list-style-type: none"> 1. Collecting, analysing and organising information (<i>ie. within scope of own role</i>) 2. Using basic business systems for planning and organising (<i>ie. if applicable to own role</i>) 3. Being appropriately resourceful 4. Taking <i>limited</i> initiative and making decisions within workplace role (<i>ie. within authorised limits</i>) 5. Participating in continuous improvement and planning processes (<i>ie. within scope of own role</i>) 6. Working within or establishing clear work goals and deliverables 7. Determining or applying required resources (<i>ie. within scope of own role</i>) 8. Allocating people and other resources to tasks and workplace requirements 9. Managing time and priorities (<i>ie. in relation to tasks required for own role</i>) 10. Adapting resource allocations to cope with contingencies (<i>ie. if relevant to own role</i>)
Self management	<ol style="list-style-type: none"> 1. Being self-motivated (<i>ie. in relation to requirements of own work role</i>) 2. Articulating own ideas and vision (<i>ie. within a team or supervised work context</i>) 3. Balancing own ideas and values and vision with workplace values and requirements 4. Monitoring and evaluating own performance 5. Taking responsibility at the appropriate level
Learning	<ol style="list-style-type: none"> 1. Being open to learning new ideas and techniques 2. Learning in a range of settings including informal learning 3. Participating in ongoing learning 4. Learning in order to accommodate change 5. Learning new skills and techniques 6. Taking responsibility for own learning (<i>ie. within scope of own work role</i>) 7. Contributing to the learning of others 8. Applying a range of learning approaches (<i>ie. as provided</i>) 9. Developing own learning pathways 10. <i>Participate in</i> developing own learning plans (<i>eg. as part of performance management</i>)
Technology	<ol style="list-style-type: none"> 1. Using technology and related workplace equipment (<i>ie. if within scope of own role</i>) 2. Using basic technology skills to organise data 3. Adapting to new technology skill requirements (<i>ie. within scope of own role</i>) 4. Applying OHS knowledge when using technology 5. Applying technology as a management tool

CHC42307 Certificate IV Relationship Education

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
Communication	<ol style="list-style-type: none"> 1. Listening to and understanding <i>clients and colleagues within group contexts and individually</i> 2. Speaking clearly/directly <i>to share information with clients and colleagues and to provide clear direction in group context</i> 3. Reading and interpreting workplace related documentation, <i>such as relevant legislation, policies and procedures</i> 4. Writing to address audience needs, <i>such as preparation of resources for program delivery and reporting on evaluation and outcomes of programs</i> 5. Interpreting the needs of internal/ external customers <i>where internal customers are colleagues and external customers are clients</i> 6. Applying numeracy skills to workplace requirements <i>involving evaluation and reporting of program activity and outcomes</i> 7. Establishing and using networks <i>especially in relation to supporting agency collaboration and meeting client needs through referral</i> 8. Sharing information <i>with clients and colleagues and other agencies</i> 9. Negotiating responsively <i>with clients, colleagues and supervisors and within groups with clients and co-facilitators</i> 10. Persuading effectively <i>influencing and encouraging clients to effect change</i> 11. Being appropriately assertive <i>with clients and between clients and group members, dealing effectively with conflict</i> 12. Empathising with clients <i>including validating and normalising emotions and experiences where appropriate</i>
Teamwork	<ol style="list-style-type: none"> 1. Working as an individual and a team member <i>including delivering programs as a sole facilitator and with co-facilitator/s</i> 2. Working with diverse individuals and groups 3. Applying knowledge of own role as part of a team <i>especially in relation to understanding of sector, agency and programs and own role in relation to these</i> 4. Applying teamwork skills to a range of situations <i>including co-facilitation, leading and facilitating groups and interagency collaboration</i> 5. Identifying and utilising the strengths of other team members <i>including co-facilitation and leading and facilitating groups</i> 6. Giving feedback, coaching and mentoring <i>in relation to giving feedback to clients and colleagues and coaching and mentoring clients</i>

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
Problem solving	<ol style="list-style-type: none"> 1. Developing practical and creative solutions to workplace problems <i>eg through balancing individual and group needs within the group context</i> 2. Showing independence and initiative in identifying problems <i>eg through identifying and addressing specific needs of clients when developing and delivering programs</i> 3. Solving problems individually or in teams <i>ie. within scope of own role</i> 4. Applying a range of strategies in problem solving <i>through identifying and addressing specific needs of clients when developing and delivering programs and utilising resources to meet client needs</i> 5. Using numeracy skills to solve problems <i>eg. time management, resource management</i> 6. Testing assumptions and taking context into account <i>ie. with an awareness of assumptions made and work context</i> 7. Listening to and resolving concerns in relation to workplace issues <i>with clients and colleagues including effective conflict resolution</i> 8. Resolving customer concerns relative to workplace responsibilities <i>when working with clients by either directly meeting their needs or appropriately referring</i>
Initiative and enterprise	<ol style="list-style-type: none"> 1. Adapting to new situations <i>ie. within scope of own role</i> 2. Being creative in response to workplace challenges <i>within relevant legislative, organisational and professional guidelines and requirements</i> 3. Identifying opportunities that might not be obvious to others <i>within a team or supervised work context or as role of facilitator and/or group leader</i> 4. Generating a range of options in response to workplace matters <i>eg flexibility within program delivery and facilitation to balance needs of individuals and program requirements</i> 5. Translating ideas into action <i>through the development and delivery of programs and through assisting clients to develop skills and knowledge and effect changes in their interpersonal relationships</i> 6. Developing innovative solutions <i>through the development and delivery of programs and through assisting clients to develop skills and knowledge and effect changes in their interpersonal relationships</i> 7. Developing a strategic, creative, long-term vision <i>for clients</i>

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
Planning and organising	<ol style="list-style-type: none"> 1. Collecting, analysing and organising information <i>in screening and assessing clients and in reporting on program activity and outcomes</i> 2. Using basic business-systems for planning and organising <i>for information management, reporting and communication</i> 3. Being appropriately resourceful 4. Taking initiative and making decisions within workplace role <i>in addressing client needs within relevant legislative, organisational and professional guidelines and requirements</i> 5. Participating in continuous improvement and planning processes <i>through evaluation of programs and application of reflective practice</i> 6. Working within or establishing clear work goals and deliverables <i>for programs</i> 7. Determining or applying required resources <i>for development and delivery of programs</i> 8. Allocating people and other resources to tasks and workplace requirements <i>within program development and delivery and through effective group leadership</i> 9. Managing time and priorities <i>through meeting work and program responsibilities and facilitation of programs</i> 10. Adapting resource allocations to cope with contingencies <i>including flexibly meeting program outcomes and balancing individual and program requirements</i>
Self management	<ol style="list-style-type: none"> 1. Being self-motivated <i>ie. in relation to requirements of own work role</i> 2. Articulating own ideas and vision <i>within context of self-awareness</i> 3. Balancing own ideas and values and vision with workplace values and requirements <i>within context of self-awareness</i> 4. Monitoring and evaluating own performance <i>including participation in practice supervision and application of reflective practice</i> 5. Taking responsibility at the appropriate level <i>including working within bounds of professional practice</i>
Learning	<ol style="list-style-type: none"> 1. Being open to learning new ideas and techniques <i>through participation in practice supervision and application of reflective practice</i> 2. Learning in a range of settings including informal learning 3. Participating in ongoing learning 4. Learning in order to accommodate change 5. Learning new skills and techniques 6. Taking responsibility for own learning <i>ie. within practice supervision process</i> 7. Contributing to the learning of others <i>eg. by sharing information with clients and colleagues and through skill and knowledge development for clients</i> 8. Applying a range of learning approaches <i>for self and others</i> 9. Developing own learning pathways <i>ie. within practice supervision process</i> 10. <i>Participate in</i> developing own learning plans <i>ie. within practice supervision process</i>

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
Technology	<ol style="list-style-type: none">1. Using technology and related workplace equipment <i>for information management and reporting, resource development and delivery of programs</i>2. Using basic technology skills to organise data <i>for information management and reporting</i>3. Adapting to new technology skill requirements <i>ie. within scope of own role</i>4. Applying OHS knowledge when using technology <i>ie. within scope of own role</i>5. Applying technology as a management tool <i>for management of information and communication purposes</i>

Employability Skills Qualification Summaries at Diploma level

CHC50702	Diploma of Community Welfare Work
CHC51602	Diploma of Community Services Management
CHC50102	Diploma of Disability Work
CHC51402	Diploma of Community Development
CHC51502	Diploma of Community Education
CHC50402	Diploma of Employment Services
CHC50602	Diploma of Social Housing

Employability Skills	Facets Addressed (<i>Industry/enterprise requirements for this qualification include the following facets.</i>)
Communication	<ol style="list-style-type: none"> 1. Listening to and understanding work instructions, directions and feedback, including complex information 2. Speaking clearly/directly to relay information,, including complex information 3. Reading and interpreting workplace related documentation, such as safety requirements and work instructions, including complex information 4. Writing to address audience needs, such as work notes and reports, including complex information 5. Interpreting the needs of internal/ external customers from a range of information sources 6. Applying numeracy skills to workplace requirements involving measuring, counting, calculating, monitoring and evaluating 7. Establishing and using networks 8. Sharing information (eg. with other staff and with clients) 9. Negotiating responsively (eg. re own work role and/or conditions, and with clients) 10. Persuading effectively (eg. in line with own work role and including staff, clients and other stakeholders) 11. Being appropriately assertive (eg. in relation to safe or ethical work practices and own work role) 12. Empathising
Teamwork	<ol style="list-style-type: none"> 1. Working as an individual and a team member 2. Working with diverse individuals and groups 3. Applying knowledge of own role as part of a team 4. Applying teamwork skills to a range of situations 5. Identifying and utilising the strengths of other team members 6. Giving feedback, coaching and mentoring

Employability Skills	Facets Addressed (<i>Industry/enterprise requirements for this qualification include the following facets.</i>)
Problem solving	<ol style="list-style-type: none"> 1. Developing practical and creative solutions to workplace problems (<i>ie. within scope of own role</i>) 2. Showing independence and initiative in identifying problems (<i>ie. within scope of own role</i>) 3. Solving problems individually or in teams (<i>ie. within scope of own role</i>) 4. Applying a range of strategies in problem solving 5. Using numeracy skills to solve problems (<i>eg. in relation to client assessment and management</i>) 6. Testing assumptions and taking context into account (<i>ie. with an awareness of assumptions made and work context</i>) 7. Listening to and resolving concerns in relation to workplace issues (<i>ie. within scope of own role</i>) 8. Resolving customer concerns relative to workplace responsibilities (<i>ie. in relation to direct client contact</i>)
Initiative and enterprise	<ol style="list-style-type: none"> 1. Adapting to new situations (<i>ie. within scope of own role</i>) 2. Being creative in response to workplace challenges (<i>ie. within relevant guidelines and protocols</i>) 3. Identifying opportunities that might not be obvious to others (<i>ie. within a team or supervised work context</i>) 4. Generating a range of options in response to workplace matters 5. Translating ideas into action (<i>ie. within own work role</i>) 6. Developing innovative solutions (<i>ie. within a team or supervised work context and within established guidelines</i>) 7. Developing a strategic, creative, long term vision
Planning and organising	<ol style="list-style-type: none"> 1. Collecting, analysing and organising information (<i>ie. within scope of own role</i>) 2. Using organisation <i>basic business</i> systems for planning and organising (<i>ie. if applicable to own role</i>) 3. Being appropriately resourceful 4. Taking initiative and making decisions within workplace role (<i>ie. within authorised limits</i>) 5. Participating in continuous improvement and planning processes (<i>ie. within scope of own role</i>) 6. Working within or establishing clear work goals and deliverables 7. Determining or applying required resources (<i>ie. within scope of own role</i>) 8. Allocating people and other resources to tasks and workplace requirements (<i>ie. within scope of own role</i>) 9. Managing time and priorities (<i>ie. in relation to tasks required for own role</i>) 10. Adapting resource allocations to cope with contingencies (<i>ie. as relevant to own role</i>)
Self management	<ol style="list-style-type: none"> 1. Being self-motivated (<i>ie. in relation to requirements of own work role</i>) 2. Articulating own ideas and vision (<i>ie. within a team or supervised work context</i>) 3. Balancing own ideas and values and vision with workplace values and requirements 4. Monitoring and evaluating own performance (<i>ie. within a team or supervised work context</i>) 5. Taking responsibility at the appropriate level

Employability Skills	Facets Addressed (<i>Industry/enterprise requirements for this qualification include the following facets.</i>)
Learning	<ol style="list-style-type: none"> 1. Being open to learning new ideas and techniques 2. Learning in a range of settings including informal learning 3. Participating in ongoing learning 4. Learning in order to accommodate change 5. Learning new skills and techniques 6. Taking responsibility for own learning (<i>ie. within scope of own work role</i>) 7. Contributing to the learning of others (<i>eg. by sharing information and as a coach/mentor</i>) 8. Applying a range of learning approaches (<i>ie. as provided</i>) 9. Developing own learning pathways 10. Participating in developing own learning plans (<i>eg. as part of performance management</i>)
Technology	<ol style="list-style-type: none"> 1. Using technology and related workplace equipment (<i>ie. if within scope of own role</i>) 2. Using basic technology skills to organise data (<i>ie. within scope of own role</i>) 3. Adapting to new technology skill requirements (<i>ie. within scope of own role</i>) 4. Applying OHS knowledge when using technology 5. Applying technology as a management tool

CHC50202	Diploma of Out of School Hours Care
CHC50302	Diploma of Children's Services
CHC51202	Diploma of Community Services (Protective Intervention)
CHC51302	Diploma of Statutory Child Protection
CHC51102	Diploma of Alcohol and other Drugs Work
CHC50802	Diploma of Community Services (Lifestyle and Leisure)
CHC50902	Diploma of Community Services (Case Management)
CHC51002	Diploma of Community Services (Financial Counselling)

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
Communication	<ol style="list-style-type: none"> 1. Listening to and understanding <i>work instructions, directions and feedback, including communicating with children</i> 2. Speaking clearly/directly <i>to relay information, including to children</i> 3. Reading and interpreting workplace related documentation, <i>such as safety requirements and work instructions</i> 4. Writing to address audience needs, <i>such as work notes and reports</i> 5. Interpreting the needs of internal/ external customers , <i>including children</i> 6. Applying numeracy skills to workplace requirements <i>involving measuring and counting</i> 7. Establishing and using networks 8. Sharing information (<i>eg. with other staff and clients, including children</i>) 9. Negotiating responsively (<i>eg. re own work role and/or conditions, and with clients, including children</i>) 10. Persuading effectively (<i>ie. within scope of own work role, including with children</i>) 11. Being appropriately assertive (<i>eg. in relation to safe or ethical work practices and own work role, including with children</i>) 12. Empathising (<i>eg. in relation to others, including with children</i>)
Teamwork	<ol style="list-style-type: none"> 1. Working as an individual and a team member 2. Working with diverse individuals and groups 3. Applying knowledge of own role as part of a team 4. Applying teamwork skills to a range of situations 5. Identifying and utilising the strengths of other team members 6. Giving feedback, coaching and mentoring

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
Problem solving	<ol style="list-style-type: none"> 1. Developing practical and creative solutions to workplace problems (<i>ie. within scope of own role</i>) 2. Showing independence and initiative in identifying problems (<i>ie. within scope of own role</i>) 3. Solving problems individually or in teams (<i>ie. within scope of own role</i>) 4. Applying a range of strategies in problem solving 5. Using numeracy skills to solve problems (<i>eg. in relation to client assessment and management</i>) 6. Testing assumptions and taking context into account (<i>ie. with an awareness of assumptions made and work context</i>) 7. Listening to and resolving concerns in relation to workplace issues (<i>ie. within scope of own role</i>) 8. Resolving customer concerns relative to workplace responsibilities (<i>ie. in relation to direct client contact</i>)
Initiative and enterprise	<ol style="list-style-type: none"> 1. Adapting to new situations (<i>ie. within scope of own role</i>) 2. Being creative in response to workplace challenges (<i>ie. within relevant guidelines and protocols</i>) 3. Identifying opportunities that might not be obvious to others (<i>ie. within a team or supervised work context</i>) 4. Generating a range of options in response to workplace matters 5. Translating ideas into action (<i>ie. within own work role</i>) 6. Developing innovative solutions (<i>ie. within a team or supervised work context and within established guidelines</i>) 7. Developing a strategic, creative, long term vision
Planning and organising	<ol style="list-style-type: none"> 1. Collecting, analysing and organising information (<i>ie. within scope of own role</i>) 2. Using organisation basic business systems for planning and organising (<i>ie. if applicable to own role</i>) 3. Being appropriately resourceful 4. Taking initiative and making decisions within workplace role (<i>ie. within authorised limits</i>) 5. Participating in continuous improvement and planning processes (<i>ie. within scope of own role</i>) 6. Working within or establishing clear work goals and deliverables 7. Determining or applying required resources (<i>ie. within scope of own role</i>) 8. Allocating people and other resources to tasks and workplace requirements (<i>ie. within scope of own role</i>) 9. Managing time and priorities (<i>ie. in relation to tasks required for own role</i>) 10. Adapting resource allocations to cope with contingencies (<i>ie. as relevant to own role</i>)
Self management	<ol style="list-style-type: none"> 1. Being self-motivated (<i>ie. in relation to requirements of own work role</i>) 2. Articulating own ideas and vision (<i>ie. within a team or supervised work context</i>) 3. Balancing own ideas and values and vision with workplace values and requirements 4. Monitoring and evaluating own performance (<i>ie. within a team or supervised work context</i>) 5. Taking responsibility at the appropriate level

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
Learning	<ol style="list-style-type: none"> 1. Being open to learning new ideas and techniques 2. Learning in a range of settings including informal learning 3. Participating in ongoing learning 4. Learning in order to accommodate change 5. Learning new skills and techniques 6. Taking responsibility for own learning (<i>ie. within scope of own work role</i>) 7. Contributing to the learning of others (<i>eg. by sharing information and as a coach/mentor</i>) 8. Applying a range of learning approaches (<i>ie. as provided</i>) 9. Developing own learning pathways 10. Participating in developing own learning plans (<i>eg. as part of performance management</i>)
Technology	<ol style="list-style-type: none"> 1. Using technology and related workplace equipment (<i>ie. if within scope of own role</i>) 2. Using basic technology skills to organise data (<i>ie. within scope of own role</i>) 3. Adapting to new technology skill requirements (<i>ie. within scope of own role</i>) 4. Applying OHS knowledge when using technology 5. Applying technology as a management tool

CHC50502 Diploma of Youth Work

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
Communication	<ol style="list-style-type: none"> 1. Listening to and understanding <i>work instructions, directions and feedback, including communicating with young people</i> 2. Speaking clearly/directly <i>to relay information, including to young people</i> 3. Reading and interpreting workplace related documentation, <i>such as safety requirements and work instructions</i> 4. Writing to address audience needs, <i>such as work notes and reports</i> 5. Interpreting the needs of internal/ external customers , <i>including young people</i> 6. Applying numeracy skills to workplace requirements <i>involving measuring and counting</i> 7. Establishing and using networks 8. Sharing information (<i>eg. with other staff and clients, including young people</i>) 9. Negotiating responsively (<i>eg. re own work role and/or conditions, and with clients, including young people</i>) 10. Persuading effectively (<i>ie. within scope of own work role, including with young people</i>) 11. Being appropriately assertive (<i>eg. in relation to safe or ethical work practices and own work role, including with young people</i>) 12. Empathising (<i>eg. in relation to others, including with young people</i>)
Teamwork	<ol style="list-style-type: none"> 1. Working as an individual and a team member 2. Working with diverse individuals and groups 3. Applying knowledge of own role as part of a team 4. Applying teamwork skills to a range of situations 5. Identifying and utilising the strengths of other team members 6. Giving feedback, coaching and mentoring
Problem solving	<ol style="list-style-type: none"> 1. Developing practical and creative solutions to workplace problems (<i>ie. within scope of own role</i>) 2. Showing independence and initiative in identifying problems (<i>ie. within scope of own role</i>) 3. Solving problems individually or in teams (<i>ie. within scope of own role</i>) 4. Applying a range of strategies in problem solving 5. Using numeracy skills to solve problems (<i>eg. in relation to client assessment and management</i>) 6. Testing assumptions and taking context into account (<i>ie. with an awareness of assumptions made and work context</i>) 7. Listening to and resolving concerns in relation to workplace issues (<i>ie. within scope of own role</i>) 8. Resolving customer concerns relative to workplace responsibilities (<i>ie. in relation to direct client contact</i>)

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
Initiative and enterprise	<ol style="list-style-type: none"> 1. Adapting to new situations (<i>ie. within scope of own role</i>) 2. Being creative in response to workplace challenges (<i>ie. within relevant guidelines and protocols</i>) 3. Identifying opportunities that might not be obvious to others (<i>ie. within a team or supervised work context</i>) 4. Generating a range of options in response to workplace matters 5. Translating ideas into action (<i>ie. within own work role</i>) 6. Developing innovative solutions (<i>ie. within a team or supervised work context and within established guidelines</i>) 7. Developing a strategic, creative, long term vision
Planning and organising	<ol style="list-style-type: none"> 1. Collecting, analysing and organising information (<i>ie. within scope of own role</i>) 2. Using organisation <i>basic business</i> systems for planning and organising (<i>ie. if applicable to own role</i>) 3. Being appropriately resourceful 4. Taking initiative and making decisions within workplace role (<i>ie. within authorised limits</i>) 5. Participating in continuous improvement and planning processes (<i>ie. within scope of own role</i>) 6. Working within or establishing clear work goals and deliverables 7. Determining or applying required resources (<i>ie. within scope of own role</i>) 8. Allocating people and other resources to tasks and workplace requirements (<i>ie. within scope of own role</i>) 9. Managing time and priorities (<i>ie. in relation to tasks required for own role</i>) 10. Adapting resource allocations to cope with contingencies (<i>ie. as relevant to own role</i>)
Self management	<ol style="list-style-type: none"> 1. Being self-motivated (<i>ie. in relation to requirements of own work role</i>) 2. Articulating own ideas and vision (<i>ie. within a team or supervised work context</i>) 3. Balancing own ideas and values and vision with workplace values and requirements 4. Monitoring and evaluating own performance (<i>ie. within a team or supervised work context</i>) 5. Taking responsibility at the appropriate level
Learning	<ol style="list-style-type: none"> 1. Being open to learning new ideas and techniques 2. Learning in a range of settings including informal learning 3. Participating in ongoing learning 4. Learning in order to accommodate change 5. Learning new skills and techniques 6. Taking responsibility for own learning (<i>ie. within scope of own work role</i>) 7. Contributing to the learning of others (<i>eg. by sharing information and as a coach/mentor</i>) 8. Applying a range of learning approaches (<i>ie. as provided</i>) 9. Developing own learning pathways 10. <i>Participating in</i> developing own learning plans (<i>eg. as part of performance management</i>)

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
Technology	<ol style="list-style-type: none">1. Using technology and related workplace equipment (<i>ie. if within scope of own role</i>)2. Using basic technology skills to organise data (<i>ie. within scope of own role</i>)3. Adapting to new technology skill requirements (<i>ie. within scope of own role</i>)4. Applying OHS knowledge when using technology5. Applying technology as a management tool

CHC51707 Diploma of Family Intake and Support Work

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
Communication	<ol style="list-style-type: none"> 1. Listening to and understanding (<i>e.g clients and colleagues information</i>) 2. Speaking clearly/directly <i>to relay and clarify client information</i> 3. Reading and interpreting workplace related documentation, <i>within scope of own job role</i> 4. Writing to address audience needs, <i>such as case notes and referrals</i> 5. Interpreting the needs of internal/ external customers <i>from assessment information and feedback</i> 6. Applying <i>basic</i> numeracy skills to workplace requirements 7. Establishing and using networks 8. Sharing information (<i>eg. with other staff, working as part of a multidisciplinary team</i>) 9. Negotiating responsively (<i>eg. re own work role and/or conditions, possibly with clients</i>) 10. Persuading effectively 11. Being appropriately assertive (<i>eg. in response to difficult or hostile client behaviour</i>) 12. Empathising (<i>eg. in relation to clients</i>)
Teamwork	<ol style="list-style-type: none"> 1. Working as an individual and a team member 2. Working with diverse individuals and groups 3. Applying knowledge of own role as part of a team 4. Applying teamwork skills to a range of situations 5. Identifying and utilising the strengths of other team members 6. Giving feedback, coaching and mentoring.
Problem solving	<ol style="list-style-type: none"> 1. Developing practical and creative solutions to workplace problems (<i>ie. within scope of own role</i>) 2. Showing independence and initiative in identifying problems (<i>ie. within scope of own role</i>) 3. Solving problems individually or in teams (<i>ie. within scope of own role</i>) 4. Applying a range of strategies in problem solving 5. Using numeracy skills to solve problems (<i>eg. time management, client intake cases</i>) 6. Testing assumptions and taking context into account (<i>ie. with an awareness of assumptions made and work context</i>) 7. Listening to and resolving concerns in relation to workplace issues 8. Resolving customer concerns relative to workplace responsibilities (<i>ie. if role has direct customer contact</i>)
Initiative and enterprise	<ol style="list-style-type: none"> 1. Adapting to new situations (<i>ie. within scope of own role</i>) 2. Being creative in response to workplace challenges (<i>ie. within relevant guidelines and protocols</i>) 3. Identifying opportunities that might not be obvious to others (<i>ie. within a team or supervised work context</i>) 4. Generating a range of options in response to workplace matters 5. Translating ideas into action (<i>ie. within own work role</i>) 6. Developing innovative solutions (<i>ie. within a team and within established guidelines</i>) 7. Developing a strategic, creative, long-term vision

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
Planning and organising	<ol style="list-style-type: none"> 1. Collecting, analysing and organising information (<i>ie. within scope of own role</i>) 2. Using basic business systems for planning and organising (<i>ie. if applicable to own role</i>) 3. Being appropriately resourceful 4. Taking <i>limited</i> initiative and making decisions within workplace role (<i>ie. within authorised limits</i>) 5. Participating in continuous improvement and planning processes (<i>ie. within scope of own role</i>) 6. Working within or establishing clear work goals and deliverables 7. Determining or applying required resources (<i>ie. within scope of own role</i>) 8. Allocating people and other resources to tasks and workplace requirements 9. Managing time and priorities (<i>ie. in relation to tasks required for own role</i>) 10. Adapting resource allocations to cope with contingencies (<i>ie. if relevant to own role</i>)
Self management	<ol style="list-style-type: none"> 1. Being self-motivated (<i>ie. in relation to requirements of own work role</i>) 2. Articulating own ideas and vision (<i>ie. within a team or supervised work context</i>) 3. Balancing own ideas and values and vision with workplace values and requirements 4. Monitoring and evaluating own performance (<i>ie. within a team or supervised work context</i>) 5. Taking responsibility at the appropriate level
Learning	<ol style="list-style-type: none"> 1. Being open to learning new ideas and techniques) 2. Learning in a range of settings including informal learning 3. Participating in ongoing learning 4. Learning in order to accommodate change 5. Learning new skills and techniques 6. Taking responsibility for own learning (<i>ie. within scope of own work role</i>) 7. Contributing to the learning of others (<i>eg. by sharing information</i>) 8. Applying a range of learning approaches (<i>ie. as provided</i>) 9. Developing own learning pathways 10. Developing own learning plans (<i>eg. as part of performance management</i>)
Technology	<ol style="list-style-type: none"> 1. Using technology and related workplace equipment (<i>ie. if within scope of own role</i>) 2. Using basic technology skills to organise data 3. Adapting to new technology skill requirements (<i>ie. within scope of own role</i>) 4. Applying OHS knowledge when using technology 5. Applying technology as a management tool

CHC51807 Diploma of Children's Contact Service Work

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
Communication	<ol style="list-style-type: none"> 1. Listening and understanding 2. Speaking clearly/directly <i>to relay information</i> 3. Reading and interpreting workplace related documentation, <i>such as assessment reports or court orders</i> 4. Writing to address audience needs, <i>such as case notes and reports</i> 5. Interpreting the needs of internal/ external customers 6. Applying numeracy skills to workplace requirements 7. Establishing and using networks 8. Sharing information (<i>eg. with other staff</i>) 9. Negotiating responsively (<i>eg, possibly with clients and colleagues</i>) 10. Persuading effectively (<i>e.g. possibly with clients and other services</i>) 11. Being appropriately assertive 12. Empathising (<i>eg. in relation to clients</i>)
Teamwork	<ol style="list-style-type: none"> 1. Working as an individual and a team member 2. Working with diverse individuals and groups 3. Applying knowledge of own role as part of a team 4. Applying teamwork skills to a range of situations 5. Identifying and utilising the strengths of other team members 6. Giving feedback, coaching and mentoring.
Problem solving	<ol style="list-style-type: none"> 1. Developing practical and creative solutions to workplace problems (<i>i.e. within scope of own role</i>) 2. Showing independence and initiative in identifying problems (<i>i.e. within scope of own role</i>) 3. Solving problems individually or in teams (<i>i.e. within scope of own role</i>) 4. Applying a range of strategies in problem solving 5. Using numeracy skills to solve problems (<i>eg. time management, staff rosters</i>) 6. Testing assumptions and taking context into account (<i>i.e. with an awareness of assumptions made and work context</i>) 7. Listening to and resolving concerns in relation to workplace issues 8. Resolving customer concerns relative to workplace responsibilities
Initiative and enterprise	<ol style="list-style-type: none"> 1. Adapting to new situations (<i>i.e. within scope of own role</i>) 2. Being creative in response to workplace challenges (<i>i.e. within relevant guidelines and protocols</i>) 3. Identifying opportunities that might not be obvious to others (<i>i.e. within a team or supervised work context</i>) 4. Generating a range of options in response to workplace matters 5. Translating ideas into action (<i>i.e. within own work role</i>) 6. Developing innovative solutions (<i>i.e. within a team and within established guidelines</i>) 7. Developing a strategic, creative, long term vision

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
Planning and organising	<ol style="list-style-type: none"> 1. Collecting, analysing and organising information (<i>i.e. within scope of own role</i>) 2. Using basic business systems for planning and organising 3. Being appropriately resourceful 4. Taking initiative and making decisions within workplace role (<i>i.e. within authorised limits</i>) 5. Participating in continuous improvement and planning processes (<i>i.e. within scope of own role</i>) 6. Working within or establishing clear work goals and deliverables 7. Determining or applying required resources (<i>i.e. within scope of own role</i>) 8. Allocating people and other resources to tasks and workplace requirements 9. Managing time and priorities (<i>i.e. in relation to tasks required for own role</i>) 10. Adapting resource allocations to cope with contingencies (<i>i.e. if relevant to own role</i>)
Self management	<ol style="list-style-type: none"> 1. Being self-motivated (<i>i.e. in relation to requirements of own work role</i>) 2. Articulating own ideas and vision (<i>i.e. within a team</i>) 3. Balancing own ideas and values and vision with workplace values and requirements 4. Monitoring and evaluating own performance 5. Taking responsibility at the appropriate level
Learning	<ol style="list-style-type: none"> 1. Being open to learning new ideas and techniques 2. Learning in a range of settings including informal learning 3. Participating in ongoing learning 4. Learning in order to accommodate change 5. Learning new skills and techniques 6. Taking responsibility for own learning (<i>i.e. within scope of own work role</i>) 7. Contributing to the learning of others (<i>eg. by sharing information</i>) 8. Applying a range of learning approaches (<i>i.e. as provided</i>) 9. Developing own learning pathways 10. Developing own learning plans (<i>eg. as part of performance management</i>)
Technology	<ol style="list-style-type: none"> 1. Using technology and related workplace equipment (<i>i.e. if within scope of own role</i>) 2. Using basic technology skills to organise data 3. Adapting to new technology skill requirements (<i>i.e. within scope of own role</i>) 4. Applying OHS knowledge when using technology 5. Applying technology as a management tool

CHC51907 Diploma of Relationship Education

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
Communication	<ol style="list-style-type: none"> 1. Listening to and understanding <i>clients and colleagues within group contexts and individually</i> 2. Speaking clearly/directly <i>to share information with clients and colleagues and to provide clear direction in group context</i> 3. Reading and interpreting workplace related documentation, <i>such as relevant legislation, policies and procedures</i> 4. Writing to address audience needs, <i>such as preparation of resources for program delivery and reporting on evaluation and outcomes of programs</i> 5. Interpreting the needs of internal/ external customers <i>where internal customers are colleagues and external customers are clients or the community eg identify the information needs of the community</i> 6. Applying numeracy skills to workplace requirements <i>involving evaluation and reporting of program activity and outcomes</i> 7. Establishing and using networks <i>especially in relation to supporting agency collaboration and meeting client needs through referral</i> 8. Sharing information <i>with clients and colleagues and other agencies and with the community including developing materials to facilitate this</i> 9. Negotiating responsively <i>with clients, colleagues and supervisors and within groups with clients and co-facilitators</i> 10. Persuading effectively <i>influencing and encouraging clients to effect change</i> 11. Being appropriately assertive <i>with clients and between clients and group members, dealing effectively with conflict</i> 12. Empathising with clients <i>including validating and normalising emotions and experiences where appropriate</i>
Teamwork	<ol style="list-style-type: none"> 1. Working as an individual and a team member <i>including delivering programs as a sole facilitator and with co-facilitator/s</i> 2. Working with diverse individuals and groups 3. Applying knowledge of own role as part of a team <i>especially in relation to understanding of sector, agency and programs and own role in relation to these</i> 4. Applying teamwork skills to a range of situations <i>including co-facilitation, leading and facilitating groups and interagency collaboration</i> 5. Identifying and utilising the strengths of other team members <i>including co-facilitation and leading and facilitating groups</i> 6. Giving feedback, coaching and mentoring <i>in relation to giving feedback to clients and colleagues and coaching and mentoring clients</i>

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
Problem solving	<ol style="list-style-type: none"> 1. Developing practical and creative solutions to workplace problems <i>eg through balancing individual and group needs within the group context</i> 2. Showing independence and initiative in identifying problems <i>eg through identifying and addressing specific needs of clients when developing and delivering programs</i> 3. Solving problems individually or in teams <i>ie. within scope of own role</i> 4. Applying a range of strategies in problem solving <i>through identifying and addressing specific needs of clients when developing and delivering programs and utilising resources to meet client needs</i> 5. Using numeracy skills to solve problems <i>eg. time management, resource management</i> 6. Testing assumptions and taking context into account <i>ie. with an awareness of assumptions made and work context</i> 7. Listening to and resolving concerns in relation to workplace issues <i>with clients and colleagues including effective conflict resolution</i> 8. Resolving customer concerns relative to workplace responsibilities <i>when working with clients by either directly meeting their needs or appropriately referring</i>
Initiative and enterprise	<ol style="list-style-type: none"> 1. Adapting to new situations <i>ie. within scope of own role</i> 2. Being creative in response to workplace challenges <i>within relevant legislative, organisational and professional guidelines and requirements</i> 3. Identifying opportunities that might not be obvious to others <i>within a team or supervised work context or as role of facilitator and/or group leader</i> 4. Generating a range of options in response to workplace matters <i>eg flexibility within program delivery and facilitation to balance needs of individuals and program requirements</i> 5. Translating ideas into action <i>through the development and delivery of programs and through assisting clients to develop skills and knowledge and effect changes in their interpersonal relationships</i> 6. Developing innovative solutions <i>through the development and delivery of programs and through assisting clients to develop skills and knowledge and effect changes in their interpersonal relationships</i> 7. Developing a strategic, creative, long-term vision <i>for clients</i>

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
Planning and organising	<ol style="list-style-type: none"> 1. Collecting, analysing and organising information <i>in screening and assessing clients and in reporting on program activity and outcomes</i> 2. Using basic business-systems for planning and organising <i>for information management, reporting and communication</i> 3. Being appropriately resourceful 4. Taking initiative and making decisions within workplace role <i>in addressing client needs within relevant legislative, organisational and professional guidelines and requirements</i> 5. Participating in continuous improvement and planning processes <i>through evaluation of programs and application of reflective practice</i> 6. Working within or establishing clear work goals and deliverables <i>for programs</i> 7. Determining or applying required resources <i>for development and delivery of programs</i> 8. Allocating people and other resources to tasks and workplace requirements <i>within program development and delivery and through effective group leadership</i> 9. Managing time and priorities <i>through meeting work and program responsibilities and facilitation of programs</i> 10. Adapting resource allocations to cope with contingencies <i>including flexibly meeting program outcomes and balancing individual and program requirements</i>
Self management	<ol style="list-style-type: none"> 1. Being self-motivated <i>ie. in relation to requirements of own work role</i> 2. Articulating own ideas and vision <i>within context of self-awareness</i> 3. Balancing own ideas and values and vision with workplace values and requirements <i>within context of self-awareness</i> 4. Monitoring and evaluating own performance <i>including participation in practice supervision and application of reflective practice</i> 5. Taking responsibility at the appropriate level <i>including working within bounds of professional practice</i>
Learning	<ol style="list-style-type: none"> 1. Being open to learning new ideas and techniques <i>through participation in practice supervision and application of reflective practice</i> 2. Learning in a range of settings including informal learning 3. Participating in ongoing learning 4. Learning in order to accommodate change 5. Learning new skills and techniques 6. Taking responsibility for own learning <i>ie. within practice supervision process</i> 7. Contributing to the learning of others <i>eg. by sharing information with clients and colleagues and through skill and knowledge development for clients</i> 8. Applying a range of learning approaches <i>for self and others</i> 9. Developing own learning pathways <i>ie. within practice supervision process</i> 10. <i>Participate in</i> developing own learning plans <i>ie. within practice supervision process</i>

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
Technology	<ol style="list-style-type: none">1. Using technology and related workplace equipment <i>for information management and reporting, resource development and delivery of programs</i>2. Using basic technology skills to organise data <i>for information management and reporting</i>3. Adapting to new technology skill requirements <i>ie. within scope of own role</i>4. Applying OHS knowledge when using technology <i>ie. within scope of own role</i>5. Applying technology as a management tool <i>for management of information and communication purposes</i>

Employability Skills Qualification Summaries at Advanced Diploma level

CHC60302 **Advanced Diploma of Community Services Work**

CHC60402 **Advanced Diploma of Community Services Management**

CHC60102 **Advanced Diploma of Disability Work**

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
Communication	<ol style="list-style-type: none"> 1. Listening to and understanding <i>work instructions, directions and feedback, including complex information</i> 2. Speaking clearly/directly <i>to relay information,, including complex information</i> 3. Reading and interpreting workplace related documentation, <i>such as safety requirements and work instructions, including complex information</i> 4. Writing to address audience needs, <i>such as work notes and reports, including complex information</i> 5. Interpreting the needs of internal/ external customers <i>from a range of information sources</i> 6. Applying numeracy skills to workplace requirements <i>involving measuring, counting, calculating, monitoring and evaluating</i> 7. Establishing and using networks 8. Sharing information (<i>eg. with other staff and with clients</i>) 9. Negotiating responsively (<i>eg. re own work role and/or conditions, and with clients</i>) 10. Persuading effectively (<i>eg. in line with own work role and including staff, clients and other stakeholders</i>) 11. Being appropriately assertive (<i>eg. in relation to safe or ethical work practices and own work role</i>) 12. Empathising
Teamwork	<ol style="list-style-type: none"> 1. Working as an individual and a team member 2. Working with diverse individuals and groups 3. Applying knowledge of own role as part of a team 4. Applying teamwork skills to a range of situations 5. Identifying and utilising the strengths of other team members 6. Giving feedback, coaching and mentoring
Problem solving	<ol style="list-style-type: none"> 1. Developing practical and creative solutions to workplace problems (<i>ie. within scope of own role</i>) 2. Showing independence and initiative in identifying problems (<i>ie. within scope of own role</i>) 3. Solving problems individually or in teams (<i>ie. within scope of own role</i>) 4. Applying a range of strategies in problem solving 5. Using numeracy skills to solve problems (<i>eg. in relation to client assessment and management</i>) 6. Testing assumptions and taking context into account (<i>ie. with an awareness of assumptions made and work context</i>) 7. Listening to and resolving concerns in relation to workplace issues 8. Resolving customer concerns relative to workplace responsibilities (<i>ie. in relation to direct client contact</i>)

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
Initiative and enterprise	<ol style="list-style-type: none"> 1. Adapting to new situations (<i>ie. within scope of own role</i>) 2. Being creative in response to workplace challenges (<i>ie. within relevant guidelines and protocols</i>) 3. Identifying opportunities that might not be obvious to others (<i>ie. within a team or supervised work context</i>) 4. Generating a range of options in response to workplace matters 5. Translating ideas into action (<i>ie. within own work role</i>) 6. Developing innovative solutions (<i>ie. within a team or supervised work context and within established guidelines</i>) 7. Developing a strategic, creative, long term vision
Planning and organising	<ol style="list-style-type: none"> 1. Collecting, analysing and organising information (<i>ie. within scope of own role</i>) 2. Using organisation <i>basic business</i> systems for planning and organising (<i>ie. if applicable to own role</i>) 3. Being appropriately resourceful 4. Taking initiative and making decisions within workplace role (<i>ie. within authorised limits</i>) 5. Participating in continuous improvement and planning processes (<i>ie. within scope of own role</i>) 6. Working within or establishing clear work goals and deliverables 7. Determining or applying required resources (<i>ie. within scope of own role</i>) 8. Allocating people and other resources to tasks and workplace requirements) 9. Managing time and priorities (<i>ie. in relation to tasks required for own role</i>) 10. Adapting resource allocations to cope with contingencies (<i>ie. as relevant to own role</i>)
Self management	<ol style="list-style-type: none"> 1. Being self-motivated (<i>ie. in relation to requirements of own work role</i>) 2. Articulating own ideas and vision (<i>ie. within a team or supervised work context</i>) 3. Balancing own ideas and values and vision with workplace values and requirements 4. Monitoring and evaluating own performance (<i>ie. within a team or supervised work context</i>) 5. Taking responsibility at the appropriate level
Learning	<ol style="list-style-type: none"> 1. Being open to learning new ideas and techniques 2. Learning in a range of settings including informal learning 3. Participating in ongoing learning 4. Learning in order to accommodate change 5. Learning new skills and techniques 6. Taking responsibility for own learning (<i>ie. within scope of own work role</i>) 7. Contributing to the learning of others (<i>eg. by sharing information and coaching/mentoring</i>) 8. Applying a range of learning approaches (<i>ie. as provided</i>) 9. Developing learning pathways 10. <i>Participating in</i> developing learning plans (<i>for self and/or others as part of performance management</i>)

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
Technology	<ol style="list-style-type: none">1. Using technology and related workplace equipment (<i>ie. if within scope of own role</i>)2. Using basic technology skills to organise data3. Adapting to new technology skill requirements (<i>ie. within scope of own role</i>)4. Applying OHS knowledge when using technology5. Applying technology as a management tool

CHC60202 Advanced Diploma of Children's Services

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
Communication	<ol style="list-style-type: none"> 1. Listening to and understanding <i>work instructions, directions and feedback, including complex information and communicating with children</i> 2. Speaking clearly/directly <i>to relay information,, including complex information, including to children</i> 3. Reading and interpreting workplace related documentation, <i>such as safety requirements and work instructions, including complex information</i> 4. Writing to address audience needs, <i>such as work notes and reports, including complex information</i> 5. Interpreting the needs of internal/ external customers <i>from a range of information sources, including children</i> 6. Applying numeracy skills to workplace requirements <i>involving measuring, counting, calculating, monitoring and evaluating</i> 7. Establishing and using networks 8. Sharing information (<i>eg. with other staff and clients, including children</i>) 9. Negotiating responsively (<i>eg. re own work role and/or conditions, and with clients, including children</i>) 10. Persuading effectively (<i>eg. in line with own work role and including staff, clients and other stakeholders, including children</i>) 11. Being appropriately assertive (<i>eg. in relation to safe or ethical work practices and own work role, including with children</i>) 12. Empathising (<i>eg. in relation to others, including with children</i>)
Teamwork	<ol style="list-style-type: none"> 1. Working as an individual and a team member 2. Working with diverse individuals and groups 3. Applying knowledge of own role as part of a team 4. Applying teamwork skills to a range of situations 5. Identifying and utilising the strengths of other team members 6. Giving feedback, coaching and mentoring
Problem solving	<ol style="list-style-type: none"> 1. Developing practical and creative solutions to workplace problems (<i>ie. within scope of own role</i>) 2. Showing independence and initiative in identifying problems (<i>ie. within scope of own role</i>) 3. Solving problems individually or in teams (<i>ie. within scope of own role</i>) 4. Applying a range of strategies in problem solving 5. Using numeracy skills to solve problems (<i>eg. in relation to client assessment and management</i>) 6. Testing assumptions and taking context into account (<i>ie. with an awareness of assumptions made and work context</i>) 7. Listening to and resolving concerns in relation to workplace issues 8. Resolving customer concerns relative to workplace responsibilities (<i>ie. in relation to direct client contact</i>)

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
Initiative and enterprise	<ol style="list-style-type: none"> 1. Adapting to new situations (<i>ie. within scope of own role</i>) 2. Being creative in response to workplace challenges (<i>ie. within relevant guidelines and protocols</i>) 3. Identifying opportunities that might not be obvious to others (<i>ie. within a team or supervised work context</i>) 4. Generating a range of options in response to workplace matters 5. Translating ideas into action (<i>ie. within own work role</i>) 6. Developing innovative solutions (<i>ie. within a team or supervised work context and within established guidelines</i>) 7. Developing a strategic, creative, long term vision
Planning and organising	<ol style="list-style-type: none"> 1. Collecting, analysing and organising information (<i>ie. within scope of own role</i>) 2. Using organisation <i>basic business</i> systems for planning and organising (<i>ie. if applicable to own role</i>) 3. Being appropriately resourceful 4. Taking initiative and making decisions within workplace role (<i>ie. within authorised limits</i>) 5. Participating in continuous improvement and planning processes (<i>ie. within scope of own role</i>) 6. Working within or establishing clear work goals and deliverables 7. Determining or applying required resources (<i>ie. within scope of own role</i>) 8. Allocating people and other resources to tasks and workplace requirements) 9. Managing time and priorities (<i>ie. in relation to tasks required for own role</i>) 10. Adapting resource allocations to cope with contingencies (<i>ie. as relevant to own role</i>)
Self management	<ol style="list-style-type: none"> 1. Being self-motivated (<i>ie. in relation to requirements of own work role</i>) 2. Articulating own ideas and vision (<i>ie. within a team or supervised work context</i>) 3. Balancing own ideas and values and vision with workplace values and requirements 4. Monitoring and evaluating own performance (<i>ie. within a team or supervised work context</i>) 5. Taking responsibility at the appropriate level
Learning	<ol style="list-style-type: none"> 1. Being open to learning new ideas and techniques 2. Learning in a range of settings including informal learning 3. Participating in ongoing learning 4. Learning in order to accommodate change 5. Learning new skills and techniques 6. Taking responsibility for own learning (<i>ie. within scope of own work role</i>) 7. Contributing to the learning of others (<i>eg. by sharing information and coaching/mentoring</i>) 8. Applying a range of learning approaches (<i>ie. as provided</i>) 9. Developing learning pathways 10. <i>Participating in developing learning plans (for self and/or others as part of performance management)</i>

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
Technology	<ol style="list-style-type: none">1. Using technology and related workplace equipment (<i>ie. if within scope of own role</i>)2. Using basic technology skills to organise data3. Adapting to new technology skill requirements (<i>ie. within scope of own role</i>)4. Applying OHS knowledge when using technology5. Applying technology as a management tool

Employability Skills Qualification Summaries at Vocational Graduate Diploma level

CHC80107 Vocational Graduate Diploma of Relationship Counselling

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
Communication	<ol style="list-style-type: none"> 1. Listening to and understanding <i>complex client needs</i>) 2. Speaking clearly/directly (<i>e.g. to clarify information and manage counselling process and referrals</i>) 3. Reading and interpreting workplace related documentation, (<i>e.g. policies, legislation and research</i>) 4. Writing to address audience needs, <i>such as assessment and court reports</i> 5. Interpreting the needs of internal/ external customers <i>by analysis of information provided through assessment</i> 6. Applying numeracy skills to workplace requirements (<i>e.g. statistical calculations and interpretation of research methods</i>) 7. Establishing and using networks <i>with broad range of specialist services</i> 8. Sharing information and <i>knowledge as a senior practitioner with other colleagues and specialist services</i> 9. Negotiating responsively <i>with clients, colleagues and specialist services</i> 10. Persuading effectively (<i>e.g. with involuntary and mandated clients and other services providers</i>) 11. Being appropriately assertive (<i>e.g. with involuntary and mandated clients and other services providers</i>) 12. Empathising (<i>eg. in relation to clients of the counselling process</i>)
Teamwork	<ol style="list-style-type: none"> 1. Working as an individual and a team member (<i>e.g. in group supervision, mentoring or case management</i>) 2. Working with diverse individuals and groups 3. Applying knowledge of own role as part of a team (<i>e.g. in group supervision, mentoring or case management</i>) 4. Applying teamwork skills to a range of situations (<i>e.g. in group supervision, mentoring or case management</i>) 5. Identifying and utilising the strengths of other team members (<i>e.g. in group supervision, mentoring or case management</i>) 6. Giving feedback, coaching and mentoring. (<i>e.g as leader, mentor or manager to less experienced team members</i>)
Problem solving	<ol style="list-style-type: none"> 1. Developing practical and creative solutions to workplace problems 2. Showing independence and initiative in identifying problems (<i>e.g. in clinical supervision frameworks</i>) 3. Solving problems individually or in teams 4. Applying a range of strategies in problem solving 5. Using numeracy skills to solve problems (<i>eg. time management, case planning contracts</i>) 6. Testing assumptions and taking context into account (<i>i.e. with an awareness of complex client contexts</i>) 7. Listening to and resolving concerns in relation to workplace issues 8. Resolving customer concerns relative to workplace responsibilities

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
Initiative and enterprise	<ol style="list-style-type: none"> 1. Adapting to new situations <i>with diverse client groups and application of changing legislation requirements</i> 2. Being creative in response to workplace challenges (<i>e.g. in supervision process</i>) 3. Identifying opportunities that might not be obvious to others (<i>e.g. in a mentoring or supervision role</i>) 4. Generating a range of options in response to workplace matters (<i>e.g managing own and others stress</i>) 5. Translating ideas into action <i>within the counselling process</i> 6. Developing innovative solutions (<i>e.g. for managing complex and high numbers of client cases</i>) 7. Developing a strategic, creative, long-term vision (<i>e.g. for counselling professional development and supervision</i>)
Planning and organising	<ol style="list-style-type: none"> 1. Collecting, analysing and organising information <i>from clients and others, often of complex nature</i> 2. Using basic business systems for planning and organising (<i>client counselling allocations and reporting</i>) 3. Being appropriately resourceful (<i>e.g. with internal and external agency resources to best meet client needs</i>) 4. Taking initiative and making decisions within workplace role <i>to manage counselling case load</i> 5. Participating in continuous improvement and planning processes (<i>e.g. reflective practice and applying evaluation methods</i>) 6. Working within or establishing clear work goals and deliverables (<i>e.g. setting work plans and contracts with clients and others</i>) 7. Determining or applying required resources (<i>e.g. in the allocation of client cases or seeking financial resources</i>) 8. Allocating people and other resources to tasks and workplace requirements (<i>i.e. in relation to tasks required for own role</i>) 9. Managing time and priorities (<i>i.e. in relation to tasks required for own role</i>) 10. Adapting resource allocations to cope with contingencies (<i>e.g to manage staff or colleague absences/ inability to service clients</i>)
Self management	<ol style="list-style-type: none"> 1. Being self-motivated(<i>e.g. in relation to autonomous work role</i>) 2. Articulating own ideas and vision-(<i>i.e. within a team</i>) 3. Balancing own ideas and values and vision with workplace values and requirements (<i>e.g. self awareness in counselling context</i>) 4. Monitoring and evaluating own performance (<i>i.e. within a team or supervised work context</i>) 5. Taking responsibility at the appropriate level

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
Learning	<ol style="list-style-type: none"> 1. Being open to learning new ideas and techniques (<i>e.g. as a part of practitioner professional development requirements</i>) 2. Learning in a range of settings including informal learning 3. Participating in ongoing learning (<i>as a part of practitioner professional development requirements</i>) 4. Learning in order to accommodate change (<i>e.g. new and emerging counselling techniques and approaches</i>) 5. Learning new skills and techniques(<i>e.g. new and emerging counselling techniques and approaches</i>) 6. Taking responsibility for own learning 7. Contributing to the learning of others (<i>eg. by sharing information and mentoring, leading group supervision</i>) 8. Applying a range of learning approaches 9. Developing own learning pathways 10. Developing own learning plans (<i>eg. as part of professional practice management and registration as required</i>)
Technology	<ol style="list-style-type: none"> 1. Using technology and related workplace equipment (<i>i.e. within scope of own role</i>) 2. Using basic technology skills to organise data 3. Adapting to new technology skill requirements 4. Applying OHS knowledge when using technology 5. Applying technology as a management tool

CHC80207 Vocational Graduate Diploma of Family Dispute Resolution

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
Communication	<ol style="list-style-type: none"> 1. Listening to and understanding (<i>e.g client information</i>) 2. Speaking clearly/directly <i>to clarify and relay information</i> 3. Reading and interpreting workplace related documentation, <i>such as prescribed programs</i> 4. Writing to address audience needs, <i>such as case notes and reports</i> 5. Interpreting the needs of internal/ external customers <i>from clear information and feedback</i> 6. Applying <i>basic</i> numeracy skills to workplace requirements <i>involving measuring and counting</i> 7. Establishing and using networks 8. Sharing information (<i>eg. with other staff, working as part of an allied health team</i>) 9. Negotiating responsively (<i>eg. re own work role and/or conditions, possibly with clients</i>) 10. Persuading effectively 11. Being appropriately assertive (<i>eg. in relation to safe or ethical work practices and own work role</i>) 12. Empathising (<i>eg. in relation to others</i>)
Teamwork	<ol style="list-style-type: none"> 1. Working as an individual and a team member (<i>e.g. in co mediation</i>) 2. Working with diverse individuals and groups 3. Applying knowledge of own role as part of a team(<i>e.g. in multidisciplinary teams or other service providers</i>) 4. Applying teamwork skills to a range of situations 5. Identifying and utilising the strengths of other team members 6. Giving feedback, coaching and mentoring.
Problem solving	<ol style="list-style-type: none"> 1. Developing practical and creative solutions to workplace problems (<i>ie. within scope of own role</i>) 2. Showing independence and initiative in identifying problems 3. Solving problems individually or in teams 4. Applying a range of strategies in problem solving 5. Using numeracy skills to solve problems (<i>eg. time management, with in process and application of dispute resolution</i>) 6. Testing assumptions and taking context into account (<i>ie. with an awareness of assumptions made and work context</i>) 7. Listening to and resolving concerns in relation to workplace issues (<i>ie. within scope of own role</i>) 8. Resolving customer concerns relative to workplace responsibilities
Initiative and enterprise	<ol style="list-style-type: none"> 1. Adapting to new situations (<i>ie. Within work context</i>) 2. Being creative in response to workplace challenges (<i>ie. within relevant guidelines and protocols</i>) 3. Identifying opportunities that might not be obvious to others 4. Generating a range of options in response to workplace matters 5. Translating ideas into action 6. Developing innovative solutions 7. Developing a strategic, creative, long term vision

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
Planning and organising	<ol style="list-style-type: none"> 1. Collecting, analysing and organising information (<i>ie. within scope of own role</i>) 2. Using basic business systems for planning and organising 3. Being appropriately resourceful 4. Taking initiative and making decisions within workplace role 5. Participating in continuous improvement and planning processes 6. Working within or establishing clear work goals and deliverables 7. Determining or applying required resources 8. Allocating people and other resources to tasks and workplace requirements 9. Managing time and priorities (<i>ie. in relation to tasks required for own role</i>) 10. Adapting resource allocations to cope with contingencies (<i>e.g managing client case loads</i>)
Self management	<ol style="list-style-type: none"> 1. Being self-motivated (<i>ie. in relation to requirements of own work role</i>) 2. Articulating own ideas and vision- 3. Balancing own ideas and values and vision with workplace values and requirements 4. Monitoring and evaluating own performance 5. Taking responsibility at the appropriate level
Learning	<ol style="list-style-type: none"> 1. Being open to learning new ideas and techniques 2. Learning in a range of settings including informal learning 3. Participating in ongoing learning 4. Learning in order to accommodate change (<i>e.g new legislative requirements</i>) 5. Learning new skills and techniques 6. Taking responsibility for own learning 7. Contributing to the learning of others (<i>eg. by sharing information</i>) 8. Applying a range of learning approaches 9. Developing own learning pathways 10. Developing own learning plans (<i>eg. as part of professional development</i>)
Technology	<ol style="list-style-type: none"> 1. Using technology and related workplace equipment (<i>eg. In research, recording information and client data</i>) 2. Using basic technology skills to organise data 3. Adapting to new technology skill requirements 4. Applying OHS knowledge when using technology 5. Applying technology as a management tool