



Australian Government

CHCCCS010 Maintain a high standard of service

Release: 1

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Modification History

Release	Comments
Release 1	This version was released in <i>CHC Community Services Training Package release 2.0</i> and meets the requirements of the 2012 Standards for Training Packages. Significant change to the elements and performance criteria. New evidence requirements for assessment including volume and frequency requirements. Significant changes to knowledge evidence.

Application

This unit describes the skills and knowledge to deliver and maintain a high standard of service.

This unit applies to workers in a range of community services and health contexts where direct support services are provided. Work performed requires some discretion and judgement and may be carried out under regular direct or indirect supervision.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

Elements define the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element.

1. Establish and maintain an appropriate relationship with people accessing service

1.1 Establish rapport with the person and ensure the service is appropriate and in the person's best interest

1.2 Identify and use effective communication skills to ensure a high level of effective communication and quality service provision

1.3 Access interpreter services as required to assist communication

1.4 Identify the person's concerns and needs and respond within agreed level of responsibility, established procedures and guidelines for reporting to supervisors

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.5 Take action to resolve conflicts either directly, where a positive outcome can be immediately achieved, or by referral to appropriate personnel

1.6 Respond to and deal with complaints in line with organisation policy to enhance service to individuals

1.7 Seek advice from appropriate sources to resolve any concerns or issues regarding relationship with, and/or service to individuals

2. Act in a respectful manner at all times

2.1 Positively, actively and consistently demonstrate respect for individual differences in all work

2.2 Respect and maintain confidentiality and privacy at all times

2.3 Demonstrate courtesy in all interpersonal interactions

2.4 Provide assistance with the care of individuals with behaviours of concern in accordance with established procedures

2.5 Use appropriate techniques to manage and minimise aggression

3. Evaluate own work to maintain a high standard of service

3.1 Consistently monitor and evaluate effectiveness of interpersonal interaction to ensure best service outcomes

3.2 Seek and receive advice and assistance from supervisor, colleagues and other appropriate sources to enhance own performance

3.3 Adjust own work to incorporate advice that addresses performance issues to maintain the agreed standard of support and service

Foundation Skills

The Foundation Skills describe those required skills (such as language, literacy, numeracy and employment skills) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>

Assessment Requirements for CHCCCS010 Maintain a high standard of service

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Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be evidence that the candidate has:

- delivered services to 3 different people using appropriate verbal and non-verbal communication styles in a non-discriminatory, supportive and inclusive manner

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role. This includes knowledge of:

- characteristics of excellent standards of service
- how to access interpreter services
- cultural differences in Australia
- legal and ethical consideration and how these are applied in an organisation and individual practice, including:
 - privacy, confidentiality and disclosure
 - human rights
 - work health and safety (WHS)
- organisation policies and procedures for responding to:
 - behaviours of concern
 - complaints
- roles and responsibilities of self and other workers within the organisation
- situations when people's issues need to be referred to an appropriate professional

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. Where simulation is used, it must reflect real working conditions by modeling industry operating conditions and contingencies, as well as, using suitable facilities, equipment and resources.

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.

Links

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