



Australian Government

CHCCDE010 Develop and lead community engagement strategies to enhance participation

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 changes to 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 required to apply advanced community engagement skills to increase participation in the community development environment.

The high level engagement skills described in this unit apply to a range of workplace contexts involving skill development, application and evaluation of engagement strategies to ensure effective community participation in relevant projects and activities.

This unit applies to workers in both health and community sectors and/or a community development work context. Workers at this level will be part of a professional team and have the responsibility of supervision of others.

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. Develop an effective community engagement plan

1.1 Document the purpose and scope of the community engagement

1.2 Identify and document relevant stakeholders and individuals who should be involved in the engagement process

1.3 Analyse and determine the level of impact that

ELEMENT

PERFORMANCE CRITERIA

stakeholders have in any decisions and the level of public participation required

1.4 Specify the engagement tools and methods to be used within specified timeframes and considering any specific barriers to participation

1.5 Identify and document evaluation mechanisms

1.6 Develop a budget proposal

1.7 Present the completed plan to management and the community for revision and endorsement

2. Implement the engagement plan

2.1 Organise the participation activity according to the plan

2.2 Proactively identify and address the specific prioritises of individuals who are disengaged

2.3 Promote participation to the relevant stakeholders using appropriate communication methods

2.4 Undertake the engagement activity using relevant tools and techniques

2.5 Encourage all group members to contribute their ideas constructively and respectfully during group discussions

2.6 Routinely use strategies that enhance effective group interactions and communication

2.7 Respond to questions in a manner consistent with organisation standards

2.8 Document the participation feedback from participants

2.9 Conduct an evaluation of the participation activities

3. Evaluate and review the outcomes and effectiveness of the participation plan

3.1 Review the engagement activities in comparison with the plan objectives

3.2 Document the outcomes and evaluation feedback

3.3 Report this information to relevant stakeholders

Foundation Skills

The Foundation Skills describe those required skills (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 CHCCDE010 Develop and lead community engagement strategies to enhance participation

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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 demonstrated evidence that the candidate has:

- developed 1 engagement plan
- facilitated at least 3 group discussions, including:
 - used a range of group facilitation strategies to enhance interactions between group members and to gather relevant feedback
 - provided feedback to the group regarding outcomes

Knowledge Evidence

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

- communication styles and techniques
- group facilitation processes and mechanisms for group support
- principles of effective community engagement and participation
- traditional and contemporary models of engagement
- community engagement techniques including online tools and use of social media
- methods of research
- sustainability
- empowerment; community control and hegemony
- capacity building
- asset based community development

- methods of engagement and participation
- evaluation and review
- building and maintaining partnerships
- social capital
- reporting mechanisms
- reengagement strategies for individuals who are disengaged

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 modelling 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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