



Australian Government

Assessment Requirements for CHCCOM001 Provide first point of contact

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. Merged CHCCS308B/HLTCOM301C. Significant changes to performance criteria. New evidence requirements for assessment including volume and frequency requirements. Significant changes to knowledge evidence.

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:

- provided information to 3 people presenting with multi-faceted needs
- collected and documented identifying information for 3 people accessing the service
- used communication and problem solving skills to respond appropriately to the behaviours of each of the following individuals at least once:
 - a person demonstrating aggressive behaviour
 - a person who is distressed
 - a person with a cognitive impairment

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:

- factors to consider when providing information and service:
 - cultural background
 - language spoken
 - literacy levels
 - disability
- strategies and techniques for dealing with problems and challenging behaviours and situations, including:

- aggressive or distressed behaviour
- people with a cognitive impairment
- assertive communication and conflict avoidance techniques
- specific organisation or sector information:
 - client needs addressed by organisation and the impact of multi-faceted needs on service delivery
 - role of the organisation
 - information recording and storage systems
 - service features
 - types of information provided
 - links with other service providers
 - service transition and exit procedures
- legal and ethical considerations:
 - collection and storage of personal information
 - privacy, confidentiality and disclosure
 - duty of care

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources
- modelling of industry operating conditions and contingencies, including:
 - interactions with people and co-workers from a range of diverse backgrounds
 - interactions with people displaying aggression, distress and cognitive impairment
 - typical workplace reporting processes

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

Links

Companion Volume implementation guides are found in VETNet -

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