



Australian Government

Assessment Requirements for CHCCSL007

Support counselling clients in decision-making processes

Release: 1

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Modification History

Release	Comments
Release 1	This version was released in <i>CHC Community Services Training Package release 3.0</i> and meets the requirements of the 2012 Standards for Training Packages. Significant changes to the elements and performance criteria. New evidence requirements for assessment including volume and frequency requirements. Significant changes to knowledge evidence. Additional assessor requirements. Supersedes CHCCSL507B

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:

- worked collaboratively to provide decision-making and action planning support to at least 3 clients
- demonstrated skills in working with 3 different decision-making models for the following:
 - identifying and exploring options
 - counselling process and methods
 - problem solving
 - action planning
 - documenting decisions.

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:

- legal and ethical considerations for counselling, and how these are applied in individual practice:

- codes of conduct/practice
- discrimination
- duty of care
- human rights
- practitioner/client boundaries
- privacy, confidentiality and disclosure
- records management
- rights and responsibilities of workers, employers and clients
- work role boundaries – responsibilities and limitations
- work health and safety
- different agency and organisation models of counselling and intervention
- types of goals that may be set for different circumstances
- key concepts, principles and practices of 3 different decision-making models
- obstacles to decision making and planning in the counselling context
- problem solving and action planning techniques in the counselling context
- referral options.

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, including client information
- modelling of industry operating conditions, including:
 - scenarios that involve complex interactions with real people in face-to-face situations where candidate and client are physically present in the same room
 - scenarios that involve problem-solving.

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

In addition, assessors must have 2 years experience working in a counselling role and hold a qualification in counselling or related field that involves counselling, at Diploma level or higher (or equivalent qualification).

Links

Companion Volume implementation guides are found in VETNet -

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