



Australian Government

CHCECD002 Deliver and monitor contracted employment services

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. Merged CHCES311A/CHCES312A/CHCES415A. Significant changes 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 required to comply with government contractual requirements relating to the delivery of employment services and monitor contractual compliance.

This unit applies to individuals in employment services roles, working according to established procedures and systems.

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. Identify key requirements of government contract

1.1 Review contractual information and identify service provider's contractual responsibilities

1.2 Identify key contractual compliance requirements in job role

1.3 Determine and organise activities in accordance with contract

2. Comply with contractual

2.1 Meet contractual requirements relevant to job role and

ELEMENT**PERFORMANCE CRITERIA**

requirements

apply organisation policies and procedures

2.2 Complete and maintain accurate documents and records to meet organisation requirements

2.3 Monitor client outcomes against contractual performance requirements

2.4 Report potential and actual non-compliance issues to management

3. Monitor and improve contractual compliance

3.1 Use monitoring mechanisms and tools to evaluate compliance with government contract

3.2 Monitor own performance against contractual compliance in job role

3.3 Identify and rectify any potential or actual non-compliance in own job role

3.4 Identify and document areas for improvement in contractual compliance and report to management

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 CHCECD002 Deliver and monitor contracted employment services

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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:

- identified and complied with contractual requirements within scope of own job role in the provision of employment services to at least 5 different clients, where at least 3 of those clients present with multiple barriers to employment
- monitored and reported on contractual compliance for at least 1 workplace.

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 (national, state/territory) for delivering contracted employment services, and how these are applied in organisations:
 - codes of practice
 - privacy, confidentiality and disclosure
 - policy frameworks
 - records management
 - rights and responsibilities of workers, employers and clients
 - specific legislation, relevant deeds and their application to employment services contracting, including:

- *Social Security Act 1991*
- role as delegate of the Commonwealth
- work role boundaries – responsibilities and limitations
- work health and safety
- role of the purchaser in contracted services
- roles and needs of key stakeholders involved in employment services and contract management and delivery
- current and emerging issues in the employment services sector
- types of contractual requirements including:
 - types of contracted services/business streams
 - service delivery methods and standards
 - standards for documentation, record-keeping and management of information
 - performance requirements (quantitative and qualitative), performance milestones
 - performance analysis methods, including audit processes
 - codes of practice
 - duty of care provisions
 - conflicts of interest
 - fees, payment processes and schedules; payable and non-payable outcomes
 - fraud prevention measures
 - contract dispute processes
 - penalties and implications of non-compliance with contractual requirements
 - services to priority client groups
- ramifications of non-compliance
- monitoring tools and mechanisms for contractual compliance.

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
 - organisation policies and procedures
 - contracts for employment services
- modelling of industry operating conditions, including scenarios that involve problem-solving.

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

Links

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