



Australian Government

CHCECD003 Promote job seekers to employers

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. Supersedes CHCES404B

Application

This unit describes the skills and knowledge required to promote job seekers to potential employers and to empower clients to promote their own skills and abilities to employers.

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. Prepare for employer contact

1.1 Source, interpret and use labour market information as a context and aid in determining options for employer contact

1.2 Identify and match target employment market to job seeker profile

1.3 Plan contact approach and organise resources, according to employer and client information

ELEMENT	PERFORMANCE CRITERIA
2. Confirm skills suitability of job seeker	2.1 Confirm strengths and abilities of job seeker by working collaboratively with the job seeker using a strengths-based approach 2.2 Convert strengths and abilities to selling points from the employment perspective 2.3 Match selling points to employer needs taking account of the needs of both parties
3. Negotiate outcomes for job seeker	3.1 Provide positive and accurate information about job seeker to employer 3.2 Use communication and selling skills to promote and emphasise job seeker strengths and suitability 3.3 Identify and negotiate employer resistance to employment barriers relating to the job seeker 3.4 Support job seeker in preparation for employer contact based on specific situation needs 3.5 Use negotiation skills to reach an agreed outcome with the employer
4. Provide follow up services to job seeker	4.1 Provide clear information to job seeker on outcomes of employer contact and employment opportunities 4.2 Discuss future assistance with the job seeker and identify situations requiring referral to other services 4.3 Make referrals to other services in accordance with organisation procedures. 4.4 Update information systems according to organisation policies and procedures 4.5 Review and reflect on employer contact and use learning to refine approaches accordingly

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 CHCECD003 Promote job seekers to employers

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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:

- matched at least 5 different job seekers to employers where at least 3 of those job seekers present with multiple barriers to employment, including:
 - sourcing and using labour market and employment information to inform matching
 - working with the job seeker to identify strengths
 - engaging in employer contact sessions, using the following communication skills:
 - active listening
 - selling skills
 - negotiation
 - providing follow up contact.

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
- discrimination
- duty of care
- equal employment opportunity (EEO)
- 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 health and safety
- principles and practices of strengths-based practice
- current and emerging characteristics and requirements of local labour markets:
 - current and projected skills shortages
 - local labour market information, including industry make up, employment growth areas, skills in demand
 - vacancy reporting
 - unemployment and job seeker data
 - recruitment analysis
- expectations and needs of job seekers and potential employers and how these may vary
- forms of assistance to employers, and how these are used
 - wage subsidies
 - post-placement services
 - assistance with workplace modifications
 - reasonable adjustment support
- current incentives and other assistance available to employers
- communication techniques, including
 - active listening
 - selling
 - negotiation

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:
 - labour market information
 - employer and job information
 - client information

- organisation policies and procedures
- modelling of industry operating conditions, including:
 - scenarios that involve interactions with other people
 - 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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