



Australian Government

CHCECD005 Deliver employment services 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 CHCES304B

Application

This unit describes the skills and knowledge required to determine employer needs and service level requirements, source suitable job seekers, and provide employer advice and support following the placement.

This unit applies to individuals working in employment services, within established policies and procedures.

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. Determine specific employer needs

1.1 Analyse specific position descriptions, selection criteria and employer requirements

1.2 Clarify conditions of employment with the employer

1.3 Agree and document needs with employer

1.4 Negotiate, agree and document level of service to be provided with employer

ELEMENT	PERFORMANCE CRITERIA
2. Source suitable job seekers	2.1 Access databases and other listings of job seekers held by the organisation to identify potential matches 2.2 Source suitable job seekers through collaboration with other employment services providers 2.3 Respond to job seeker enquiries regarding the positions and provide accurate information
3. Support employer service requirements	3.1 Provide timely information about the recruitment process 3.2 Provide information to employers about immediate forms of assistance and support 3.3 Maintain contact with employer and determine ongoing support needs 3.4 Seek feedback from employers to monitor the quality of service provided 3.5 Use feedback and reflection as the basis for improvement of service outcomes
4. Contribute to workforce planning	4.1 Collaborate with employers to identify available and relevant workforce planning options 4.2 Recommend flexible and innovative work arrangements to address identified needs of organisation 4.3 Promote options that provide a balanced approach to managing pressures and priorities of work and life 4.4 Provide advice that supports employers to implement flexible work arrangements and encourage problem solving approaches 4.5 Assist employer to monitor effectiveness of change according to organisation procedures

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 CHCECD005 Deliver employment services 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:

- worked with at least 3 different employers to determine, agree and document their recruitment needs using the following communication skills:
 - active listening
 - selling skills
 - negotiation
- sourced and matched job seekers to at least 3 different job vacancies using established assessment tools and techniques
- sourced and used labour market and employment information to inform matching
- contributed to workforce planning 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 recruitment services, and how these are applied in organisations:

- codes of practice
- equal employment opportunity (EEO)
- privacy, confidentiality and disclosure
- records management
- 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
- employment conditions in different industries
- types and levels of services provided to employers
- forms of assistance to employers, and how these are used:
 - wage subsidies/incentives
 - post-placement services
 - assistance with workplace modifications
 - reasonable adjustment support
- aspect of workforce planning, including:
 - the purpose and potential benefits of effective workforce planning
 - links between workforce planning, development and education
 - available tools and models available to assist workforce planning
 - how workforce planning integrates with service, financial and business planning
 - current and projected impact on workforce planning of a range of social, educational, industrial, environmental and related factors
 - options and constraints that exist in relation to workforce development and their potential impacts
 - resource requirements to implement workforce changes
 - how to measure, evaluate and revise implementation of a workforce plan
 - how to access reliable information to guide and support workforce planning
 - flexible and innovative approaches
 - local, regional and national requirements, drivers and policy implications that may impact workforce planning.

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:
 - employer, workforce and vacancy 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.

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