



Australian Government

CHCECD011 Manage quality in career development practice

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 requirement. Significant changes to knowledge evidence. Supersedes CHCCDP701A

Application

This unit describes the skills and knowledge required to apply current best practice standards in relation to case management, service quality and information management in the specific context of career development practice.

This unit applies to career development practitioners working with significant autonomy and self-direction either within an organisation or as independent practitioners.

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. Address professional case management standards

1.1 Maintain practice in accordance with professional standards for case management

1.2 Identify and document strategies for continuous improvement relating to case management practice and integrate into work systems

1.3 Implement improvement processes that reflect current

ELEMENT**PERFORMANCE CRITERIA**

research about practice performance

1.4 Take available opportunities to promote best practice in case management delivery

1.5 Evaluate work outcomes to ensure maintenance of accountability to clients and employers

2. Maintain quality service provision

2.1 Provide and promote quality career development services in line with professional standards

2.2 Work with clients to identify, understand and implement career management strategies of their choice and in their best interest

2.3 Support clients to maintain and develop ongoing application of career management strategies and ability to access and understand career information

2.4 Improve services in response to user feedback and to reflect ongoing professional development, research and learning

3. Maintain quality and currency of information and networks

3.1 Conduct ongoing research into the application of career development theory in practice

3.2 Maintain currency of information and information sources about the labour market and associated educational and training opportunities and resources

3.3 Research, use and advise clients about information technology options to access labour market and education and training information

3.4 Establish, maintain and expand networks and collaborative partnerships as a basis for providing best practice service delivery and referral options

4. Target services to address specific client needs

4.1 Develop and document strategies and practices to ensure services address the needs of diverse individuals and groups

4.2 Develop own skills base and network support to ensure services provided can address the needs of people with disability

4.3 Develop own knowledge and skills to facilitate provision of counselling support for clients facing challenging life situations and transitions

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 CHCECD011 Manage quality in career development practice

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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:

- used structured processes to develop, document and maintain best practice standards and systems in at least 1 career development practice, including strategies for:
 - case management
 - client service quality, including strategies to address diverse client groups and challenges
 - ongoing research and information management
 - collaboration.

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 career development at a practice management level and how these translate into the development of strategic approaches:
 - children in the workplace

- codes of practice
- discrimination
- duty of care
- equal employment opportunity (EEO)
- mandatory reporting
- practitioner/client boundaries
- privacy, confidentiality and disclosure
- policy frameworks
- records management
- rights and responsibilities of workers, employers and clients
- specific legislation and its application to career development
- work role boundaries – responsibilities and limitations
- work health and safety
- current professional standards, best practice, and guiding principles underpinning career development practice and case management
- continuous improvement process strategies and processes, including:
 - planning
 - documentation
 - implementation
 - evaluation
- strategies for addressing diversity within client groups, including diversity associated with:
 - age
 - disability
 - gender
 - culture and language
 - socio-economic status
- networking and collaboration opportunities at a professional level in career development practice
- current in-depth trends and issues in:
 - labour market
 - education or training opportunities in school, vocational and higher education sectors
- use of information technology in career development practice
- formal and informal research methodologies
- resources available to support career development practice.

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:

- industry best practice standards
- labour market and education or training information
- modelling of industry operating conditions, including:
 - scenarios that involve complex problem solving
 - scenarios that involve interactions with other people on professional issues.

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

Links

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