



Australian Government

CHCFIN011 Provide rural financial counselling services

Release: 1

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Modification History

Not applicable.

Application

This unit describes the skills and knowledge required to adapt practice to a rural context, targeting the specific needs of rurally based clients using a structured strengths-based and client-focused financial counselling process.

This unit applies to rural financial counsellors who work in agencies that meet the requirements for the Australian Securities and Investments Commission (ASIC) exemptions from a holding a credit licence.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Financial Counselling

Unit Sector

Community Services

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Adapt practice to rural context.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Identify and respond to the current philosophies, framework and issues that apply in a rural context, including specific work health and safety issues.
- 1.2. Identify and use models of work that may be applied in the rural sector.
- 1.3. Recognise and respond to the impact of current and historical social, economic and political factors on clients in

- the rural sector.
2. Target services to the needs of clients in the rural sector.
 - 2.1. Use approaches that reflect understanding of farms as both businesses and family enterprises.
 - 2.2. Apply knowledge of financial aspects relating to planning and management of a rural enterprise.
 - 2.3. Collect and review information from key stakeholders and representatives.
 - 2.4. Make appropriate referrals using knowledge of local support networks.
 - 2.5. Advocate on behalf of clients in the rural sector where appropriate.
 - 2.6. Support clients in mediation and negotiation with third parties.
 3. Ensure personal approach aligns with client needs.
 - 3.1. Demonstrate a commitment to access and equity principles and apply a strengths-based approach in all work undertaken.
 - 3.2. Reflect on and consider own values and attitudes regarding rural financial counselling.
 - 3.3. Adapt own approach to meet individual social, cultural and linguistic needs of clients.
 - 3.4. Respond with sensitivity to clients experiencing stress.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Reading skills to:	source and interpret information from a range of complex documents.
Writing skills to:	produce written materials in the required format, style, structure according to the intended audience and purpose of correspondence.
Oral communication skills to:	participate in a variety of spoken exchanges with others using clear and direct language to convey, request and confirm understanding of information.
Numeracy skills to:	access required information from familiar and unfamiliar financial reports.
Problem-solving skills to:	identify and analyse discrepancies in information gathered.
Technology skills to:	use main features and functions of technology and software programs to complete work tasks.

Unit Mapping Information

Supersedes and is equivalent to CHCFIN004 Provide rural financial counselling services.

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 CHCFIN011 Provide rural financial counselling services

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- work according to the values and philosophies of rural financial counselling, use critical thinking and problem-solving skills to respond to the financial counselling needs of at least 5 different rural clients, including:
 - work in accordance with the class order applicable for rural financial counselling services
 - engage in mediation with financial institutions using State or Territory Farm Debt Mediation Acts and other relevant legislation
 - read and interpret enterprise profit and loss statements
 - document client files according to organisational requirements.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- legal and ethical considerations, national, state or territory, for rural financial counselling, and how these are applied in organisations and individual practice:
 - children in the workplace
 - codes of conduct or practice
 - conflict of interest
 - court systems and the key feature of their operation
 - discrimination
 - duty of care
 - human rights
 - informed consent
 - mandatory reporting
 - practice standards
 - practitioner and client boundaries
 - privacy, confidentiality and disclosure
 - records management
 - rights and responsibilities of workers, employers and clients:
 - scope and limitations of financial counsellor role

- specific legislation that applies to rural financial counselling work, including:
 - Financial Services Reform Act 2003
 - State or Territory Farm Debt Mediation Acts
 - State Rural Adjustment Acts
- work health and safety
- current contextual issues that impact rural financial counselling work, including:
 - primary industries and their role
 - farms as business enterprises and commonly used farm business structures
 - political context
 - economic context
 - social issues
 - environmental context
 - technology issues
 - eligible rural enterprises
- models of work in the rural sector, including:
 - options for development and decision support
 - farm debt mediation
 - farm visits
 - case management
 - working with families
 - understanding intergenerational issues including elder abuse
 - rural family culture and dynamics
 - referral
 - early intervention/prevention
 - community development and education
 - risk identification
- stakeholders commonly involved in rural financial counselling work, including:
 - financial services
 - community service
 - industry bodies
 - government institutions and regulators
 - personal networks
- principles of farm enterprise businesses and succession planning
- principles and techniques for cash flow budgeting
- how to interpret profit and loss statements
- banking and finance industries and regulatory frameworks including hardship provisions for primary producers
- response to environmental disasters including flood, drought and fire
- Centrelink support mechanisms
- referral networks and resources

- principles of client empowerment and disempowerment
- principles of access and equity
- signs of health or mental health issues, including common indicators of suicide risk
- factors for consideration when working with people from culturally and linguistically diverse backgrounds, including Indigenous Australian culture
- role of fair work and the impact of work practices that are unsatisfactory or illegal, including:
 - using workers without visa
 - paying appropriate wages.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions.

Assessment must ensure access to:

- suitable facilities, equipment and resources, including:
 - client information
 - organisational policies, procedures and resources
 - where necessary scenarios and case studies that involve complex financial situations related to rural clients
 - interaction with other people.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

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