



Australian Government

CHCGRP002 Plan and conduct group activities

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 change to knowledge evidence. Supersedes CHCGROUP403D

Application

This unit describes the knowledge and skills required to establish, lead and participate in a groups using a collaborative, strengths-based approach.

This unit applies to any individual involved in planning and leading group activities. Groups may be formal or informal.

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. Plan group activities and resources

1.1 Review available information and identify the needs of the group

1.2 Generate ideas for activities that respond to identified needs

1.3 Identify, calculate and document the resources required for group activities

1.4 Identify and follow up on the need to make submissions for potential sources of assistance and resources within scope of own job role

1.5 Organise resources according to organisation

ELEMENT	PERFORMANCE CRITERIA
	procedures
2. Coordinate group planning processes	2.1 Seek opportunities actively for collaborative planning and shared ownership with clients 2.2 Solicit, analyse and prioritise information about group's needs and expectations 2.3 Negotiate the purpose of group activities with the group allowing time and opportunity for individuals to articulate their ideas and wishes 2.4 Translate purpose of proposed group activity into a set of documented aims and objectives based on input 2.5 Analyse potential impact on group operation of the values and beliefs of both worker and client 2.6 Design group strategies that promote effective group operation and take into account specific characteristics of participating clients
3. Manage group processes and conflict	3.1 Promote opportunities for open dialogue and active listening between group members 3.2 Encourage and model sensitivity to diverse participants 3.3 Use strategies to prevent conflict within own role, power and capacity 3.4 Identify and reinforce the outcomes of positive conflict 3.5 Clarify and confirm principles and practices of conflict resolution in a group and seek agreement to implement them 3.6 Encourage acknowledgement of rights and responsibilities and perceptions of all participants in the conflict situation 3.7 Offer opportunity to all participants for debriefing, support, mediation, consultation and facilitation
4. Evaluate group activities	4.1 Ensure aims and objectives of the group activity provide the basis for evaluation and feedback 4.2 Seek feedback from group participants on leadership

ELEMENT**PERFORMANCE CRITERIA**

style, group process, achievement of objectives, other achievements and areas for development

4.3 Document evaluation information according to organisation procedures and distribute to relevant people

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 CHCGRP002 Plan and conduct group activities

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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:

- planned and conducted at least 3 different group activities for groups with diverse participant profiles, including:
 - identified the following resource requirements:
 - financial
 - human
 - physical
 - worked collaboratively with groups to plan activities
- facilitated at least 3 different group sessions, each with a minimum group size of 5 people, using the following communication and interpersonal skills:
 - listening
 - questioning
 - effective non-verbal communication
 - empathetic responding
 - paraphrasing
 - summarising
 - negotiation
 - techniques for maintaining group cohesion
 - conflict resolution.

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 for group work, and how these are applied in organisations and individual practice:
 - codes of conduct
 - discrimination
 - duty of care
 - mandatory reporting
 - privacy, confidentiality and disclosure
 - records management
 - work role boundaries – responsibilities and limitations
 - work health and safety
- principles and processes of strengths-based practice
- types and purposes of groups in the community services context
- types of resources required for group activities, including:
 - venues
 - equipment
 - information materials
 - administrative support
 - specialist expertise
- dynamics of groups and group behaviour
- processes and techniques for engaging in, and managing group planning processes
- communication techniques and how these are applied in working with groups, including:
 - collaboration
 - conflict resolution
 - different styles of group leadership
 - effective non-verbal communication
 - empathetic responding
 - listening
 - negotiation
 - paraphrasing
 - questioning
 - summarising
 - techniques for maintaining group cohesion
- relevant models including stages of group development and stages of change
- types of additional support that may be provided to groups, including:
 - information and resources (internal or external)
 - individualised services

- referrals to further support.

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:
 - information about group needs
 - organisation policies and procedures
- modelling of industry operating conditions, including:
 - scenarios that involve groups comprising at least 5 people.

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

Links

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