



Australian Government

Assessment Requirements for CHCGRP004 Deliver structured programs

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 CHCGROUP410B

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:

- prepared for and delivered at least 3 different structured programs within identified resources and timeframes applying adult learning principles and all of the following:
 - demonstration/modelling
 - instruction
 - presentations/lectures
 - guided facilitation of individual and group learning activities
 - initiating and facilitating group discussions
 - brainstorming activities
 - time and process management skills
- used the following communication and interpersonal skills when facilitating group learning:
 - listening
 - questioning
 - effective non-verbal communication
 - empathetic responding
 - paraphrasing
 - summarising
 - negotiation

- conflict resolution
- techniques for maintaining group cohesion
- debriefing
- addressed planning and facilitation issues to meet the diverse needs of individuals, including those related to:
 - age
 - culture
 - gender
 - education level
 - learning ability.

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
- subject matter knowledge
- group selection processes
- content and requirements of the learning program and/or delivery plan
- learner group profile including characteristics and needs of individual learners in the group
- different delivery methods and techniques appropriate to face-to-face group delivery, including:
 - demonstration/modelling
 - instruction
 - presentations/lectures
 - guided facilitation of individual and group learning activities
 - initiating and facilitating group discussions
 - brainstorming activities
 - time and process management skills
- adult learning theory and models

- dynamics of groups and group behaviour
- behaviours in group participants which may indicate difficulties with content or processes
- program evaluation/revision techniques, including:
 - development of assessment criteria
 - developing simple questionnaires and feedback forms
 - administering evaluation forms
 - using questioning for evaluation purposes
- types of additional support that may be provided to groups, including:
 - information and resources (internal or external)
 - individualised services
 - referrals to further support
- own values, beliefs and experiences which may impact on work 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:
 - structured programs for delivery
 - organisation policies and procedures
- modelling of industry operating conditions, including:
 - involvement of groups comprising at least 5 people.

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

Links

Companion Volume implementation guides are found in VETNet -

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