



Australian Government

CHCLLN001 Respond to client language, literacy and numeracy needs

Release: 1

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Modification History

Release	Comments
Release 1	This version was released in <i>CHC Community Services Training Package release 2.0</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.

Application

This unit describes the skills and knowledge required to identify situations where client language, literacy and numeracy (LLN) skills may be impeding access to services, to adjust service delivery, and to refer appropriately to improve client outcomes.

The unit does not provide workers with the skills and knowledge to identify LLN skill levels or to actively intervene in developing a client's LLN skills.

This unit applies to individuals who may be making individual client assessments or managing caseloads as part of their work role.

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 required to demonstrate achievement of the element

1. Establish client's LLN needs

1.1 Identify signs that the client may have LLN needs

1.2 Review the scope of LLN skill requirements needed to effectively access services

1.3 Identify gaps between the client's LLN skills and those required to effectively access services

1.4 Determine the degree to which other issues may

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes

Performance criteria describe the performance required to demonstrate achievement of the element impact on the client

2. Determine strategies to address LLN needs

2.1 Collaborate with client to agree areas of LLN need and how to respond

2.2 Determine ways in which service delivery can take account of the client's LLN needs

2.3 Prioritise areas for immediate or longer-term action based on scope of the client's needs

3. Implement strategies to address LLN needs

3.1 Adjust service delivery approaches that respond to LLN need, including use of appropriate tools and communication strategies

3.2 Provide the client with accurate and current information about LLN support services

3.3 Record agreed LLN needs and the strategies used, and report in line with the client and organisation requirements

3.4 Monitor the client and provide ongoing support and encouragement where appropriate

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 CHCLLN001 Respond to client language, literacy and numeracy needs

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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:

- responded to the needs of at least 3 different people with LLN needs

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:

- indicators of LLN needs, and methods for clarifying them with the client
- methods for identifying the impact of other service-related issues on the client's LLN needs
- LLN information and referral or support services for a range of LLN needs and clients
- recording and reporting requirements

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. Where simulation is used, it must reflect real working conditions by modelling industry operating conditions and contingencies, as well as, using suitable facilities, equipment and resources.

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

Links

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