



Australian Government

CHCPRT019 Develop and support youth justice team

Release: 2

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Modification History

Release	Comments
Release 2	Updated: • assessor requirements statement • foundation skills lead in statement • licensing statement • modification history to reflect 2012 standards Equivalent outcome.
Release 1	This version was released in <i>CHC Community Services Training Package release 1.0</i> and meets the requirements of the 2012 Standards for Training Packages. Changes to elements and performance criteria. New evidence requirements for assessment.

Application

This unit describes the skills and knowledge required to encourage, develop and support positive teamwork in youth justice service settings.

This unit applies to work in both a community and custodial youth justice service environment.

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 specify the level of performance needed to demonstrate achievement of the element.

1. Establish and maintain effective relationships with colleagues

- 1.1 Identify and agree to work responsibilities in consultation with team members
- 1.2 Plan and conduct own responsibilities as agreed
- 1.3 Demonstrate effective team work in daily practices
- 1.4 Identify need and provide support to colleagues within

ELEMENT**PERFORMANCE CRITERIA**

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own job role

1.5 Establish own support needs and seek assistance from team as required

1.6 Implement anti-discriminatory work practices and model goals and values of the organisation

1.7 Identify actual and potential conflicts with colleagues and work to resolve them

2. Maintain confidential and respectful communications with colleagues

2.1 Use communication equipment according to the guidelines of the organisation

2.2 Communicate with colleagues according to policy and procedures

2.3 Use a range of communication strategies to accommodate the communication needs of colleagues

2.4 Provide documented communications within agreed timeframes

2.5 Maintain confidentiality in communications with colleagues

2.6 Identify, record and report any issues which breach organisation standards of practice

3. Assist with the development of the team

3.1 Discuss team responsibilities with all team members

3.2 Collect and use team feedback to improve team relationships and team performance

3.3 Present information about improvements to team practices in a constructive, clear and timely manner

3.4 Respond positively to team feedback about suggested improvements and strategies

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 CHCPRT019 Develop and support youth justice team

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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 demonstrated evidence that the candidate has completed the following tasks:

- communicated and worked effectively with colleagues, managers and other agency staff on at least three separate occasions, including:
 - establishing and agreeing to work responsibilities
 - identifying actual and potential conflicts with colleagues and working to resolve them
 - using communication equipment
 - employing a range of communication strategies to meet the needs of different colleagues
 - providing documented communication
 - identifying own support needs and seeking assistance from the team
 - identifying, recording and reporting any issues which breach organisation standards of practice
 - implementing anti-discrimination work practices
 - collecting and using feedback from team members that suggest improvements to team

relationships and performance.

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the work role.

These include knowledge of:

- effective team work practices
- communication strategies for giving and receiving feedback
- relevant anti-discrimination legislation and workplace practices
- team dynamics and relationships in a work environment
- barriers to effective team work in youth justice settings
- management strategies for negotiating tasks and making constructive suggestions in a team
- conflict resolution strategies.

Assessment Conditions

Skills must be demonstrated in the workplace.

In addition, simulations and scenarios must be used where the full range of contexts and situations cannot be provided in the workplace or may occur only rarely. These are situations relating to emergency or unplanned procedures where assessment in these circumstances would be unsafe or is impractical.

Simulated assessment environments must simulate the real-life working environment where these skills and knowledge would be performed, with all the relevant equipment and resources of that working environment.

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

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