



Australian Government

Department of Education, Employment and Workplace Relations

CHC31008 Certificate III in Telephone Counselling Skills

Release: 2

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Modification History

CHC08 Version 3	CHC08 Version 4	Comments
CHC31008 Certificate III in Telephone Counselling Skills	CHC31008 Certificate III in Telephone Counselling Skills	Updated unit codes and imported units. No change to qualification outcome.

Description

This qualification applies to workers who provide support to individuals offering them first point of contact in a crisis situation and referral to a broad range of services. At this level workers provide short-term direct phone contact with clients in a crisis situation during which time they establish a helping relationship to define the crisis and provide referral information where appropriate.

This qualification may be delivered while under structured training/orientation/induction to the work.

Occupational titles may include:

- Alcohol and other drugs telephone counsellor
- Domestic violence help line counsellor
- Gay and lesbian help line counsellor
- Men's help line telephone counsellor
- Telephone counsellor
- Youth help line telephone counsellor

Pathways Information

Not Applicable

Licensing/Regulatory Information

Not Applicable

Entry Requirements

Not Applicable

Employability Skills Summary

Refer to the Topic: Introduction to the Employability Skills Qualification Summaries

Packaging Rules

PACKAGING RULES

11 units are required for award of this qualification including:

- 7 core units
- 4 elective units

A wide range of elective units is available, including:

- Group A WHS electives from which one unit **must** be selected
- Group B electives of which **at least two must** be selected for this qualification
- Group C electives which are recommended for culturally aware and respectful practice
- Other relevant electives listed below
- Units of competency to address workplace requirements and packaged at the level of this qualification or higher in Community Services and/or Health Training Packages
- Where appropriate, to address workplace requirements, a unit of competency packaged at the level of this qualification or higher in other relevant Training Packages or accredited courses where the details of those courses are available on TGA or other public listing

Core units

CHCCHILD404B Support the rights and safety of children and young people

CHCCS308B Provide first point of contact

CHCCS400C Work within a relevant legal and ethical framework

CHCORG303C Participate effectively in the work environment

CHCTC301C Deliver a service consistent with the organisation's mission and values

CHCTC302B Provide client-centred telephone counselling

CHCCOM302D Communicate appropriately with clients and colleagues

Group A WHS electives - one unit must be selected

One of the following WHS units **must** be selected for this qualification

HLTWHS200A Participate in WHS processes

HLTWHS300A Contribute to WHS processes

Group B electives - at least 2 units to be selected

At least TWO (2) elective units must be selected from:

CHCAC318B Work effectively with older people

CHCAOD201D Prepare for alcohol and other drugs work

CHCAOD402B Work effectively in the alcohol and other drugs sector

CHCCH301C Work effectively in social housing

CHCDFV301A Recognise and respond appropriately to domestic and family violence

CHCDIS301C Work effectively with people with a disability

CHCMH301C Work effectively in mental health

CHCMH411A Work with people with mental health issues

HLTHIR403C Work effectively with culturally diverse clients and co-workers**The importance of culturally aware and respectful practice**

All workers undertaking counselling work need foundation knowledge to inform their work with Aboriginal and/or Torres Strait Islander clients and co-workers and with clients and co-workers from culturally and linguistically diverse backgrounds. This foundation must be provided and assessed as part of a holistic approach to delivery and assessment of this qualification. Specific guidelines for assessment of this aspect of competency are provided in the Assessment Guidelines for the Community Services Training Package.

Group C electives - recommended for culturally aware and respectful practice

Where work involves a specific focus on Aboriginal and/or Torres Strait Islander and/or culturally diverse clients or communities, one or both of the following electives is recommended:

HLTHIR403C Work effectively with culturally diverse clients and co-workers

HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people

Other relevant electives

CHCLLN403A Identify clients with language, literacy and numeracy needs and respond effectively

Problem gambling electives

CHCGMB501A Work effectively in the problem gambling sector

CHCGMB502A Assess the needs of clients with problem gambling issues

CHCGMB503A Provide counselling for clients with problem gambling issues

In addition, ONE (1) unit may be selected from the Community Services Training Package or other relevant National Training Package units available at this or higher levels.