



Australian Government

Department of Education, Employment and Workplace Relations

CHC42208 Certificate IV in Telephone Counselling Skills

Release: 1

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Modification History

Not Applicable

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
- Are responsible for more complex telephone counselling situations, including risk of suicide.

Occupational titles may include:

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

12 units are required for award of this qualification including:

- 8 core units
- 4 elective units

A range of elective units is available and must include:

- Group A electives which are required for telephone counselling work
- 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, up to 3 units 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 the NTIS or other public listing

Core units

<u>CHCCOM403A</u>	<u>Use targeted communication skills to build relationships</u>
<u>CHCORG201B</u>	<u>Follow policies, procedures and programs of the organisation</u>
<u>CHCORG303B</u>	<u>Participate effectively in the work environment</u>
<u>CHCTC301B</u>	<u>Deliver a service consistent with the organisation's mission and values</u>
<u>CHCTC302A</u>	<u>Provide client-centred telephone counselling</u>
<u>CHCTC403A</u>	<u>Provide telephone counselling in crisis situations</u>
<u>CHCTC404A</u>	<u>Provide competent suicide intervention in a telephone counselling context</u>
<u>HLTOHS300B</u>	<u>Contribute to OHS processes</u>

Group A electives - required for work at this level in telephone counselling

The following two units or units with equivalent competency outcomes are required for work at this level in telephone counselling.

<u>BSBINM201A</u>	<u>Process and maintain workplace information</u>
<u>CHCADMIN305E</u>	<u>Work within the administration protocols of the organisation</u>

Group B electives - at least 2 units to be selected

At least TWO (2) elective units must be selected from the units listed below. Employers may specify that certain electives are required to address specific workplace needs.

<u>CHCAOD201D</u>	<u>Prepare for alcohol and other drugs work</u>
<u>CHCCHILD404A</u>	<u>Support the rights and safety of children and young people</u>
<u>CHCCS417A</u>	<u>Provide support and care relating to suicide bereavement</u>
<u>CHCCS422A</u>	<u>Respond holistically to client issues and refer appropriately</u>

CHCCS426A Provide support and care relating to loss and grief

CHCCS505A Provide supervision support to community sector workers

CHCCS521A Assess and respond to individuals at risk of suicide

CHCDFV301A Recognise and respond appropriately to domestic and family violence

CHCLLN403A Identify clients with language, literacy and numeracy needs and

respond effectively

CHCMH301B Work effectively in mental health

CHCMH411A Work with people with mental health issues

CHCNET404A Facilitate links with other services

HLTHIR403C Work effectively with culturally diverse clients and co-workers

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

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.