



Australian Government

Department of Education, Employment and Workplace Relations

CHC51612 Diploma of Employment Services

Release: 1

CHC51612 Diploma of Employment Services

Modification History

CHC08 Version 3	CHC08 Version 4	Comments
CHC51608 Diploma of Employment Services	CHC51612 Diploma of Employment Services	upgrade core WHS units

Description

This qualification covers workers who have a senior case management role in delivering employment services to clients and employers and who may also supervise other workers.

Occupational titles may include:

- Employment services site/branch manager
- Employment services team leader
- Employment services program manager
- Senior case manager
- Senior employment consultant

Pathways Information

Not Applicable

Licensing/Regulatory Information

Not Applicable

Entry Requirements

To gain entry into *CHC51612 Diploma of Employment Services* candidates must have sufficient relevant experience and knowledge of community work and/or community services to indicate likely success at this level of qualification in a job role involving:

- The application of knowledge with depth in some areas and demonstration of a broad range of technical and other skills
- A wide range of tasks and roles in a variety of contexts, with complexity in the range and choices of actions required
- The exercise of discretionary judgement and decision making under general guidance.

Employability Skills Summary

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

Packaging Rules

PACKAGING RULES

16 units are required for award of this qualification including:

- 8 core units
- 8 elective units

A wide range of elective units is available, including:

- Group A electives which are recommended for culturally aware and respectful practice
- Group B elective which is recommended for those entering community sector work
- 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 TGA or other public listing

Core units

CHCCOM403A Use targeted communication skills to build relationships

CHCCS513C Maintain an effective community sector work environment

CHCES311B Work effectively in employment services

CHCES415A Monitor and improve contracted employment services

CHCES502C Research and report on labour market information

CHCES511B Manage contracted employment services

CHCNET501C Work effectively with other services and networks

HLTWHS401A Maintain workplace WHS processes

The importance of culturally aware and respectful practice

All workers undertaking employment services 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 A 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 more 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

PSPMNGT605B Manage diversity

Group B elective - recommended for those entering community sector work

The following elective is recommended for people starting work in employment services without previous experience of working in the community sector:

CHCCS411C Work effectively in the community sector

Other relevant electives

Electives are to be selected in line with specified Packaging Rules. The following list of relevant electives is provided to facilitate selection. Employers may specify certain electives as required to address specific workplace needs.

Advanced practice electives

CHCCAR501C Conduct career guidance interview

CHCCDP501B Liaise with employers to promote flexible work arrangements

CHCCHILD404B Support the rights and safety of children and young people

CHCCM404A Undertake case management for clients with complex needs

CHCCM501A Coordinate complex case requirements (*Note pre-requisite CHCCM404A*)

CHCCM503C Develop, facilitate and monitor all aspects of case management

CHCCM504D Promote high quality case management

CHCCM605C Develop practice standards

CHCCOM504B Develop, implement and promote effective workplace communication

CHCCS416B Assess and provide services for clients with complex needs

CHCCS422B Respond holistically to client issues and refer appropriately

CHCCS500B Conduct complex assessment and referral

CHCCS503B Develop, implement and review services and programs to meet client needs

CHCCS604B Manage the delivery of quality services to clients

CHCCW503A Work intensively with clients

CHCDIS509E Maximise participation in work by people with disabilities

CHCES413A Develop and monitor employment plans with clients

CHCINF505D Meet statutory and organisation information requirements

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

CHCMH411A Work with people with mental health issues

CHCORG428A Reflect on and improve own professional practice

CHCORG502B Work autonomously

Business management electives

BSBADM502B Manage meetings

BSBCMM401A Make a presentation

BSBLED401A Develop teams and individuals

BSBMGT401A Show leadership in the workplace

BSBMGT516C Facilitate continuous improvement

BSBMKG401B Profile the market

BSBMKG507A Interpret market trends and developments

BSBMKG514A Implement and monitor marketing activities

BSBPMG508A Manage project risk

BSBPMG510A Manage projects

BSBREL401A Establish networks
BSBRSK401A Identify risk and apply risk management processes
BSBRSK501A Manage risk
BSBSLS502A Lead and manage a sales team
BSBSUS501A Develop workplace policy and procedures for sustainability
BSBWOR501B Manage personal work priorities and professional development
CHCADMIN508B Manage limited budgets and financial accountabilities
CHCCS503B Develop, implement and review services and programs to meet client needs
CHCCS512C Develop a service delivery strategy
CHCNET402B Establish and maintain effective networks
CHCORG406C Supervise work
CHCORG423C Maintain quality service delivery
CHCORG506E Coordinate the work environment
CHCORG529B Provide coaching and motivation
CHCORG607D Manage workplace issues
CHCORG610B Manage change in a community sector organisation
CHCORG611C Lead and develop others in a community sector workplace
CHCORG627B Provide mentoring support to colleagues
CHCPOL402C Contribute to policy development
CHCPOL504B Develop and implement policy
CHCPOL505B Manage research activities
PSPGOV603B Develop a tender submission response

Oral health

CHCOHC401A Inform and encourage clients and groups to understand and achieve good oral health
CHCOHC402A Support clients and groups to learn practical aspects of oral health care