



Australian Government

Department of Education, Employment and Workplace Relations

CHCCAR501C Conduct career guidance interview

Release: 1

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Modification History

Version 3	Version 4	Comments
CHCCAR501B Conduct career guidance interview	CHCCAR501C Conduct career guidance interview	ISC upgrade changes to remove references to old OHS legislation and replace with references to new WHS legislation. No change to competency outcome.

Unit Descriptor

Descriptor

This unit describes the knowledge and skills required to work with clients to assist them to identify their career interests and options and to assist them to make decisions to match informed career decisions

Application of the Unit

Application

This unit applies to assisting clients in career guidance

Service delivery may take place in a range of settings

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills

This unit contains Employability Skills

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

- | | |
|--|---|
| 1. Initiate exploratory activities with the client | <ul style="list-style-type: none">1.1 Put in place <i>client interview arrangements</i> to facilitate interactive sessions and to establish rapport with the client1.2 Greet client and establish areas of interest1.3 Clarify the role of the career guidance worker and client expectations of the client of the organisation1.4 Explain rights and responsibilities of client1.5 Clarify client's expectations and needs to ensure their issues and motivations are suited to career guidance situation1.6 Collect and document client information in accordance with organisation procedures1.7 Apply appropriate questioning techniques and reflective listening to identify needs and interests of the client1.8 Use a range of appropriate career exploratory activities to assist clients to focus their career search activities1.9 Apply current knowledge of labour market and <i>career information</i> to conduct client interview1.10 Implement processes to maintain client confidentiality in accordance with organisation policies and procedures |
|--|---|

ELEMENT**PERFORMANCE CRITERIA****2. Facilitate client identification of career interests and needs**

- 2.1 Provide appropriate *career exploration activities* and *career self-assessment instrument/s* for self administration by the client, according to the scope of work role and organisation requirements
- 2.2 Modify self-assessment instrument/s if required, to match client needs and cultural variations
- 2.3 Provide appropriate guidance, support and monitoring to ensure self administration of career assessment instruments can proceed
- 2.4 Conduct follow up interviews with the client to confirm outcomes of self-assessment and assist clients to explore options that match to their self assessment outcomes
- 2.5 Assist client to identify areas where they want to take action

3. Assist client to develop a strategy to address their needs and interests

- 3.1 Assist client to prioritise areas for further investigation
- 3.2 Provide client with information about how their self assessment relates to job profiles, educational and training pathway requirements and employment opportunities
- 3.3 Assist client to identify workable strategies to address their priority interest areas
- 3.4 Assist client to develop their own action plans to address their preferences and needs
- 3.5 Identify areas where clients may require referral to specialists agencies or other professionals
- 3.6 Identify the range of support services able to be provided to the client by the organisation and other organisations
- 3.7 Develop and implement an ongoing plan with the client defining any additional support required
- 3.8 Implement processes to evaluate the effectiveness of services and support provided to the client

Required Skills and Knowledge

This describes the essential skills and knowledge and their level required for this unit.

Essential knowledge:

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 identified work role

These include knowledge of:

- Accepted methods for defining jobs
- Theoretical foundations and framework that underpin career guidance activities
- Factors influencing individual decision-making
- Current labour market trends
- Occupational groups, clusters and networks
- Pathways to occupational areas
- Law and policy that impacts on employment
- Good working knowledge of local employment options and support networks available
- Role and responsibilities of self and other staff in the organisation
- Clients rights and responsibilities in the organisation
- Knowledge specific to working with people from culturally and linguistically diverse backgrounds
- Knowledge of education and training options and pathways

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Apply a knowledge of career guidance theory and practice
- Apply a current knowledge of the world of work
- Collect relevant financial information to determine client's needs and interests
- Provide accurate and relevant information particularly in respect to career matters
- Assess the need of the client to be referred to other services

In addition, the candidate must be able 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 identified work role

These include the ability to:

- Conduct research to maintain currency of information, including effective use of relevant information technology in line with work health and safety (WHS) guidelines
- Apply high level computer skills

- Demonstrate a non-judgemental approach to working with people
- Work with cultural sensitivity
- Apply verbal and non-verbal communication skills
- Demonstrate referral skills
- Apply problem solving and analytical skills

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate this unit of competency:

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- This unit is best assessed in the workplace or in a simulated workplace under the normal of range conditions
- Assessment should be gathered on one or more occasions but must reflect the normal range of client situations encountered in the workplace

Access and equity considerations:

- All workers in community services should be aware of access, equity and human rights issues in relation to their own area of work
- All workers should develop their ability to work in a culturally diverse environment
- In recognition of particular issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on Aboriginal and Torres Strait Islander people
- Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on Aboriginal and/or Torres Strait Islander clients and communities

- Context of and specific resources for assessment:*
- This unit can be assessed independently, however holistic assessment practice with other community services units of competency is encouraged
 - Resources required for assessment include:
 - access to appropriate workplace where assessment can take place, or simulation of realistic workplace setting for assessment

- Method of assessment:*
- Assessment may include observation, questioning and evidence gathered from the workplace environment
 - Workplace evidence can be testimonials, portfolios or copies of completed workplace records/documentation

- Related units:*
- This unit of competency is recommended to be assessed in conjunction with related units:
- CHCCOM403A Use targeted communication skills to build relationships
 - CHCES411A Collect, analyse and apply labour market information

Range Statement

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

- Career exploration activities include:*
- Discussion and simple inventories on interests, values, skills and motivation

RANGE STATEMENT

Client interview arrangements include:

- Arranging seating
- Access to computers
- Ready access to career information
- Establishing timeframes for the session
- Establishing roles and responsibilities

Response to requests for information will take into consideration the client's:

- Language and literacy level
- Cultural factors
- Previous contact
- Disabilities

Career self assessment instrument/s may be:

- Paper based and computer generated

Modify self assessment instrument may include:

- Translation
- Explaining terminology
- Removing culturally biased information
- Contextualisation to local conditions

Career information includes:

- National job information and data
- Local employment information
- Information on employment conditions
- Information on training requirements

Information on the service and other relevant services may be delivered in the form of:

- Informal discussion
- Published material, newsletters/circulars, leaflets/brochures
- Correspondence/written reports
- Audio-visual
- Posters/graphic representation

RANGE STATEMENT

Information may be given about the following types of services:

- Government and non government services e.g. education/training, employment, social/recreation, counselling, financial, self help, advocacy, transport
- People with relevant special qualities, knowledge and/or expertise
- Government allowances, pensions and benefits
- Cross cultural services

Appropriate services may include:

- Centrelink
- Support agencies for mental health, domestic violence, alcohol and other drugs (AOD) issues etc.
- Accommodation agencies including emergency housing agencies
- Local community support networks
- Financial assistance agencies
- Emergency relief agencies
- Dispute Resolution Services
- Recruitment services

Unit Sector(s)

Not Applicable