



Australian Government

Department of Education, Employment and Workplace Relations

CHCCDP402B Assist clients to plan and access career pathways

Release: 1

CHCCDP402B Assist clients to plan and access career pathways

Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

This unit of competency describes the skills and knowledge required to assist clients to identify their career aspirations and plan appropriate pathways to support their career development

Application of the Unit

Application

This unit of competency may contribute to recognition as an associate career development practitioner in line with the Career Industry Council of Australia standards

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

1. Assist *client* to identify *career aspirations*

PERFORMANCE CRITERIA

- 1.1 Work with *client* to identify work-related interests, skills, knowledge and values
- 1.2 Provide information to assist client to identify *opportunities and options* related to *career aspirations*
- 1.3 Discuss with client potential impact of career development in the holistic context of their lives
- 1.4 Discuss concepts of change and transition in the context of lifespan career development
- 1.5 Support client to express and validate their beliefs, values and opinions in relation to career development

ELEMENT**PERFORMANCE CRITERIA****2. Identify client requirements to achieve career goals**

- 2.1 Work with client to identify skills needed to effectively manage identified career development pathway
- 2.2 Assist client to understand the nature of employability skills and their importance in relation to achieving identified career goals
- 2.3 Assist client to identify decisions and actions required to pursue and achieve identified career goals
- 2.4 Work with client to identify their existing career competencies and employability skills and gaps to be addressed
- 2.5 Explore various employment patterns (part-time; contract; job share)

3. Identify career opportunities and resources

- 3.1 Access available and up to date labour market and associated information to support client
- 3.2 Identify a range of opportunities and options available to clients in relation to achieving career aspirations
- 3.3 Assist clients to understand and apply labour market information to their work search and career objectives and decision-making
- 3.4 Assist client to identify education and training opportunities relevant to their interests, skills requirements and potential career pathways
- 3.5 Encourage client to take an innovative approach to exploring/creating opportunities for work

ELEMENT**PERFORMANCE CRITERIA****4. Support clients in career planning**

- 4.1 Assist clients to plan *career development strategies*
- 4.2 Work with clients to set career development goals, objectives and write action plans
- 4.3 Support clients to access services and information related to planning career development
- 4.4 Assist clients to clarify networking opportunities and requirements
- 4.5 Assist clients to plan and access relevant career development services as required

5. Assist clients in marketing their skills to employers

- 5.1 Assist clients to prepare and present career portfolio and other relevant materials to highlight key skills and areas of interest
- 5.2 Support clients to present themselves effectively to potential employers through telephone and face-to-face interviews
- 5.3 Support clients to use networking opportunities effectively to market themselves to potential employers
- 5.4 Assist client to demonstrate relevant generic and specific employability and work-related skills

ELEMENT**PERFORMANCE CRITERIA****6. Maintain records and information system**

- 6.1 Document and report information in line with organisation information system requirements
- 6.2 Participate in desktop audit in line with scope of own role and organisation requirements
- 6.3 Ensure records are maintained as required to demonstrate accountability in line with scope of own role and organisation requirements
- 6.4 Ensure documentation aligns with associated system requirements of relevant stakeholder organisations in line with organisation requirements
- 6.5 Maintain confidentiality of client information and records in line with organisation requirements and privacy legislation
- 6.6 Maintain security of hard copy and electronic records

7. Follow up and evaluate services provided

- 7.1 Follow up client in line with organisation policies and procedures
- 7.2 Evaluate client satisfaction with career development services provided
- 7.3 Identify issues or inequities in service delivery
- 7.4 Assist to identify new or improved services where appropriate to enhance service provision and client outcomes
- 7.5 Provide evidence to assist in service promotion and enhancement

Required Skills and Knowledge

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:

- Broad understanding of major career development theories
- Concepts of change and transition in the context of lifespan career development
- Employability skills and their application to address employment and career development opportunities and requirements
- Available career development resources and information and associated educational/training opportunities and resources
- Awareness of appropriate career planning services for referral
- Local, regional, national and international labour markets in relation to clients' career aspirations, skills and needs, and vice versa
- Information technology resources and tools and associated information management strategies
- Record-keeping requirements in case management documentation and the implications of record-keeping, including legal implications
- Security of hard copy and electronic records
- Culturally appropriate communication techniques
- Broad understanding of privacy legislation

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Use career development information base to assist individuals and groups to plan career pathways
- Assist clients to clarify:
 - multiple roles to be balanced throughout career development
 - skills needed to effectively manage their careers

REQUIRED SKILLS AND KNOWLEDGE

- opportunities and options related to career aspirations
- decisions and actions related to achievement of career goals
- services and resources required to address their needs
- their work-related interests, skills, knowledge and values
- their career development needs in the holistic context of their lives
- own beliefs, values and opinions
- how to access relevant services and information
- Assist clients to:
 - understand and apply labour market information to their work search and career objectives
 - understand occupational health and safety aspects of identified work roles as related to client's individual health issues (e.g. allergies) and preferences
 - increase their probability of success in the work search and to meet employers' expectations
 - identify marketable skills, knowledge and experience
 - tailor an approach to an employer or an employment opportunity
 - enhance the application process
 - understand their competencies and marketable skills
 - clarify networking opportunities and requirements
 - use job search strategies such as self-marketing, using portfolios, personal presentations, job interviews and networking
 - apply skills in self management, self-promotion and self- marketing
 - create their own opportunities
 - expand their search for prospective jobs and identify hidden job markets
 - increase their understanding/awareness of themselves and the impact this awareness has on work searches
 - identify cultural differences in expectations of the job search process
 - increase their self-confidence and self-awareness

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:

- Apply labour market information to career development processes and client career decision-making
- Maintain, retrieve and interpret information effectively to assist clients
- Work cooperatively with colleagues, employers, individuals and the community

continued ...

REQUIRED SKILLS AND KNOWLEDGE

Essential skills (contd):

Ability to:

- Assist clients in job search strategies such as addressing selection criteria, assessment centre preparation, use of recruitment agencies, use of online resources, the role of professional associations, the preparation of application forms, letters of application, online application preparation, resume and portfolio preparation
- Maintain own professional development to keep up-to-date in the field and share ideas and techniques that positively impact on clients and colleagues
- Avoid duplication of services for clients where they are involved with other professionals
- Obtain feedback on, and evaluation of, services provided
- Monitor individual client's situation and progress
- Maintain individual confidentiality
- Evaluate and improve practice and accountability
- Apply communication skills that take into account the culture, background and abilities of clients, while demonstrating a knowledge of communication techniques, including:
 - listening and questioning techniques
 - verbal and non-verbal communication skills

Evidence Guide

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 person being assessed must provide evidence of Essential Knowledge as well as Essential Skills specified in this unit
- This unit is most appropriately assessed in the workplace or a simulated workplace environment under the normal range of work conditions
- Assessment should be conducted on more than one occasion to cover a variety of circumstances to establish consistency
- Holistic assessment of this unit of competency is

EVIDENCE GUIDE

encouraged, to ensure application of these skills in conjunction with specific work functions. However, the unit may be delivered and assessed independently

- 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:
 - an appropriate workplace or simulation that realistically reflects the work environment

EVIDENCE GUIDE

Method of assessment:

- In cases where the learner does not have the opportunity to cover all relevant aspects in the work environment, the remainder should be assessed through realistic simulations, projects, previous relevant experience or oral questioning on 'What if?' scenarios
- Assessment of this unit of competence will usually include observation of processes and procedures, oral and/or written questioning on Essential knowledge and skills and consideration of required attitudes
- Where performance is not directly observed and/or is required to be demonstrated over a 'period of time' and/or in a 'number of locations', any evidence should be authenticated by colleagues, supervisors, clients or other appropriate persons

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 aspirations may include, but are not limited to:

- Goals and objectives in managing life, learning and work over the life span

Opportunities and options related to career aspirations may include, but are not limited to:

- Employment
- Training and education
- Personal and professional development
- Recreation
- Life style choices

RANGE STATEMENT

Career development strategies may include, but are not limited to:

- Planned program of learning experiences to develop relevant knowledge, skills and attitudes
- Strategies to assist individuals to make informed decisions about their study and/or work options and enable effective participation in working life
- Strategies to foster learning and movement within organisations
- Action plans to implement visions, goals and objectives
- Participation in step by step career development program
- Development of identified career competencies and employability skills
- Strategies to manage contingencies and unexpected life changes

Employment and career development services may include, for example:

- Workplaces
- Vocational rehabilitation settings
- Career information centres
- Adult and community education centres
- Recruitment agencies
- Curriculum development units
- Outplace service settings
- Career development service settings
- Employment service agents
- Schools
- TAFEs
- Universities
- Human resource departments

Client may include, but are not limited to:

- Individuals
- Groups

Marketing materials may include, but are not limited to:

- Career portfolio
- Letters and applications to potential employers
- Work samples

Unit Sector(s)

Not Applicable