



Australian Government

Department of Education, Employment and Workplace Relations

CHCCDP701A Manage quality in career development practice

Release: 1

CHCCDP701A Manage quality in career development practice

Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit describes the knowledge and skills required to apply current best practice case management principles and standards in the specific context of career development practice

Application of the Unit

Application

This unit applies to high level career development practice

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. Address professional case management standards

PERFORMANCE CRITERIA

- 1.1 Maintain practice in accordance with professional standards for case management
- 1.2 Identify strategies for continuous improvement mechanisms relating to case management practice and integrate into work systems
- 1.3 Implement improvement processes that reflect current research related to practice performance
- 1.4 Take available opportunities to promote best practice in case management delivery
- 1.5 Evaluate work outcomes to ensure maintenance of accountability to clients and employers

ELEMENT**PERFORMANCE CRITERIA**

2. Contribute to workforce analysis, planning and development

- 2.1 Investigate and analyse issues impacting on workforce in relation to general and specific social, environmental, educational, industrial and other related factors
- 2.2 Monitor trends and changes in workforce structure, capabilities, skills/knowledge requirements and constraints
- 2.3 Liaise and work with employers where appropriate to review the application of a range of workforce planning and development strategies
- 2.4 Promote appropriate flexible/innovative work arrangements to provide a balanced approach to managing pressures and priorities of work and life

3. Maintain quality service provision

- 3.1 Provide and promote quality career development services in line with professional standards
- 3.2 Work with clients to identify, understand and implement career management strategies of their choice and in their best interest
- 3.3 Support clients to maintain and develop ongoing application of career management strategies and ability to access and understand career information
- 3.4 Improve services in response to user feedback and to reflect ongoing professional development, research and learning

ELEMENT**PERFORMANCE CRITERIA**

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| 4. Maintain quality and currency of information and networks | 4.1 Conduct ongoing research into the application of career development theory in practice |
| | 4.2 Maintain currency of information and information sources in relation to the labour market and associated educational and training opportunities and resources |
| | 4.3 Research, use and be able to advise clients about information technology options to access labour market and educational and training information |
| | 4.4 Establish, maintain and expand networks and collaborative partnerships as a basis for providing clients with best practice service delivery and referral options |
| 5. Target services to address specific client needs | 5.1 Develop strategies and practices to ensure services address the needs of individuals and groups from a range of cultural, social, economic and ethnic/minority backgrounds |
| | 5.2 Develop own skills base and network support to ensure services provided can address the needs of persons with a range of physical and intellectual disabilities |
| | 5.3 Develop own knowledge and skills base relating to providing counselling support for clients where necessary to address issues relating to challenging life situations and transitions |
| | 5.4 Develop and maintain professional network for referral purposes |

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 knowledge of:

- Professional standards and guiding principles underpinning career development practice and case management
- Relevant legislative and regulatory requirements
- Current extensive knowledge of labour market and educational/training opportunities and available resources
- Workforce development issues, trends and constraints

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Maintain up-to-date knowledge of labour market and education/training information, information sources and related information technology
- Apply best practice standards in case management in relation to career development practice
- Contribute to workforce analysis, planning and development
- Monitor and maintain quality of service provision in career development practice
- Establish and maintain networks to support quality service delivery
- Target services to address specific needs of a diverse client base, including clients with a disability, culturally diverse clients groups, clients from a range of socioeconomic backgrounds, clients at varying life and career stages
- Provide effective referral services for client with needs outside own scope of practice

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

REQUIRED SKILLS AND KNOWLEDGE

These include the ability to:

- Demonstrate application of skills in:
 - mentoring and coaching
 - consultation
 - research and analysis
 - report writing
 - liaison with other service providers, referral agencies, professional associations

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 individual being assessed must provide evidence of specified essential knowledge as well as skills
- This unit of competence will be most appropriately assessed in the workplace or in a simulated workplace and under the normal range of workplace conditions
- Assessment may be conducted over one or more occasions and should include both the development and promotion of best practice

EVIDENCE GUIDE

- 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 where assessment can take place or realistic simulation of workplace setting
- Method of assessment:*
- Assessment may include observation, questioning and evidence gathered from the workplace setting

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.

Guiding principles underpinning career development include:

- Professional standards for Australian career development practitioners
- Australian Blueprint for Career Development
- Guidelines for career development services and career information

Unit Sector(s)

Not Applicable