



Australian Government

Department of Education, Employment and Workplace Relations

CHCCS311D Deliver and monitor services to clients

Release: 1

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Modification History

CHC08 Version 3	CHC08 Version 4	Comments
CHCCS311C Deliver and monitor services to clients	CHCCS311D Deliver and monitor services to clients	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 apply defined organisation guidelines in identifying client needs and matching them to services provided by the organisation

Application of the Unit

Application

This unit may apply to service delivery in a range of community service contexts

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. Identify client needs by collecting routine information

- 1.1 Identify client needs and rights, and assessed opportunities for a targeted service to meet them
- 1.2 Identify and select appropriate service to meet client needs within the scope of area of responsibility
- 1.3 Where it is required, take appropriate immediate action to address urgent needs
- 1.4 Identify special needs of *clients* and consider in providing and targeting services
- 1.5 Identify potential areas of difficulty in *client service delivery*, and take appropriate actions to address them
- 1.6 Maintain records of client interaction in accordance with organisation procedures

ELEMENT**PERFORMANCE CRITERIA****2. Deliver client service**

- 2.1 Establish appropriate rapport with clients to enable high quality *service delivery*
- 2.2 Ensure all dealings with clients are consistent with accepted practice, duty of care responsibilities and the code of conduct of the organisation
- 2.3 Plan and carry out individual work to ensure client service delivery is prompt and to the standard defined by the organisation
- 2.4 Ensure service delivered to clients upholds the reputation of the organisation and is consistent with relevant statutory or legislative requirements
- 2.5 Collect and maintain required information about client needs, issues, rights and the range of services available

3. Review client service

- 3.1 Monitor procedural aspects of service delivery and maintain records as required
- 3.2 Implement mechanisms to collect, record, analyse and report client service feedback
- 3.3 Modify client service as required within the area of responsibility

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:

- Principles of effective client service delivery
- Specific services available and provided
- Differences in client needs and how to accommodate these needs in service delivery

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Establish rapport with clients
- Incorporate requirements of a diverse range of clients into service delivery

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 oral communication skills required to fulfil the job role in the organisation/service
Oral communication skills may include listening, asking questions, providing encouragement
Language used may be English, sign language or community language depending on client group
- Apply literacy competence required to fulfil the procedures of the organisation/service, and according to the support available in the workplace
Language used may be English or community language depending on the client group
- Maintain documentation as required, including effective use of relevant information technology in line with work health and safety (WHS) guidelines

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 is most appropriately assessed in the workplace or in a simulated workplace setting under the normal range of workplace conditions
- Assessment may be conducted over one occasion but must include a range of client needs

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 relevant workplace or simulated realistic workplace setting where assessment may take place

EVIDENCE GUIDE

Method of assessment:

- Assessment may include observation, questioning and evidence gathered from a workplace environment

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.

Client service delivery includes:

- The full range of services offered by the organisation including direct care and support, provision of information, referral to relevant organisations and application of existing organisation services

Clients may include:

- Self referring or referred
- Individual members of the public
- Other organisations and community groups
- Other work areas of the organisation
- Individual members of the organisation
- Senior management

Special client needs could relate to:

- Disabilities
- Language
- Gender
- Culture
- Age
- Remote location

RANGE STATEMENT

Service delivery is to occur within:

- Protocol
- Duty of care responsibility
- Codes of conduct and ethical performance
- Organisation standards

Unit Sector(s)

Not Applicable