



Australian Government

Department of Education, Employment and Workplace Relations

CHCCS407C Operate referral procedures

Release: 1

CHCCS407C Operate referral procedures

Modification History

CHC08 Version 3	CHC08 Version 4	Comments
CHCCS407B Operate referral procedures	CHCCS407C Operate referral procedures	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 confirm the needs of clients, advise them of referral options and arrange the referral

Application of the Unit

Application

The support may be provided in a one to one service delivery mode or in a group

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. Confirm client needs | 1.1 Discuss client <i>presenting needs</i> with the client |
| | 1.2 Confirm client history and records |
| | 1.3 Document client's <i>service expectations</i> |
| | 1.4 Develop a plan of action is confirm with the client |
| 2. Advise on referral options | 2.1 Outline services to assist the client |
| | 2.2 Discuss <i>process of referral</i> with the client |
| | 2.3 Outline client's responsibilities and any conditions |
| 3. Arrange referral | 3.1 Clarify timeframes and procedures for accessing services |
| | 3.2 Follow referral procedures with all providers |
| | 3.3 Inform clients of progress towards meeting agreed service expectation and <i>plan of action</i> |
| | 3.4 Communicate to service provider and client, processes to review and manage service provision |

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:

- Available services and constraints on delivery
- The broader service delivery and training networks in the local area
- Process of referral and documentation of the referral

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Identify presenting needs and respond appropriately within the guidelines of the service
- Interpret and apply relevant policies
- Demonstrate application of skills in:
 - appropriate one to one communication process
 - record-keeping and documentation processes, 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
- Evidence must include observation of performance in the work environment or in a simulated work setting
- Evidence must include demonstration over a period of time to ensure consistency of performance

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

EVIDENCE GUIDE

Context of and specific resources for assessment:

- This unit can be delivered and assessed independently, however holistic assessment practice with other community services units of competency is encouraged
- Resource requirements for assessment include access to:
 - an appropriate workplace where assessment can be conducted or simulation of realistic workplace setting for assessment
 - equipment and resources normally used in the workplace

Method of assessment may include:

- Observations
- Questioning
- Evidence gathered from the 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.

Presenting needs refers to:

- Those readily observable or easily communicated needs prior to any counselling service
Examples include:
 - unemployment
 - lack of benefit payment
 - difficulty in communicating
 - cognitive impairment
 - financial difficulties

RANGE STATEMENT

Service expectations refers to:

- The type of assistance the client considers they require and includes a comment on urgency and breadth of the requirement.

Process of referral may:

- Differ between agencies, however in the context of this unit it is implied that there is a formal process which is applied and communicated

Plan of action refers to:

- The agreed responsibilities and actions to support the client move towards increased interaction and engagement with the community

Unit Sector(s)

Not Applicable