



Australian Government

Department of Education, Employment and Workplace Relations

CHCCSL510A Work effectively with relationship issues

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit describes the skills and knowledge required to analyse relationship function and dysfunction and to apply techniques for developing healthy relationships

Application of the Unit

Application

The skills and knowledge in this unit are to be applied in working with clients to address interpersonal relationship issues within a counselling context

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. Establish causes of relationship dysfunction

- 1.1 Observe, identify and document *behaviour patterns* and *roles* in relationships
- 1.2 Identify and document *communication patterns* in relationships
- 1.3 Identify chronic patterns of behaviour
- 1.4 Identify *crisis events* in the context of counselling practice

2. Address conflict resolution needs

- 2.1 Evaluate the effectiveness of different styles and techniques of communication
- 2.2 Apply therapeutic approaches to maximise conflict resolution

ELEMENT**PERFORMANCE CRITERIA****3. Apply referral processes and procedures, as appropriate**

3.1 Identify and document the range of support services available in the community

3.2 Identify and document appropriate referral opportunities to specific agencies or personnel as required

3.3 Develop referral documentation, including specific information

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 underpinning 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:

- Definitions of relationship
- Divorce settlement
- Restraining order
- Injunctions
- Abuse
- Violence
- Neglect
- Bankruptcy
- Criminal action
- Types of relationships
- Values and attitudes to relationships of specific groups
- Stages in intimate/sexual relationships
- Conflict of values in relationships
- Conflict of needs in relationship
- Loss and grief in relationships

Essential skills:

It is essential that competence be demonstrated in analysing relationship issues.

The candidate must be able to:

- Establish causes of relationship dysfunction
- Address conflict resolution needs
- Apply referral processes as required

REQUIRED SKILLS AND KNOWLEDGE

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 communication and counselling skills
- Apply conflict resolution skills
- Analyse client information
- Refer appropriately

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 will be most appropriately assessed in the workplace or in a simulated work context and under the normal range of workplace conditions
- It is recommended that assessment or information for assessment will be conducted or gathered over a period of time and cover the normal range of workplace situations and settings

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 is encouraged with other units of competency relating to counselling practice
 - Resources required for assessment include access to:
 - an appropriate workplace and/or simulation of realistic work environment where assessment can take place
 - relevant legislation and regulations, organisation policy, protocols and procedures
- Method of assessment:*
- For valid and reliable assessment of this unit, competency should be demonstrated in a range of situations which may include:
 - continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and relevant aspects of the Range Statement of the unit
 - written questioning
 - relevant case studies and/or scenarios

Range Statement

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.

Roles may include:

- Power behaviours
- Obsessive behaviour
- Self-deceiving behaviours
- Controlling behaviour

Behaviour patterns include:

- Withdrawal
- Aggression
- Passivity
- Passive-aggression

Communication patterns include:

- Isolation
- Alienation
- Verbal abuse
- Blame

Crisis events may include:

- Loss of income, bankruptcy
- Pregnancy, abortion, adoption
- Separation, divorce, custody
- Death, illness, disability

Unit Sector(s)

Not Applicable