



Australian Government

Department of Education, Employment and Workplace Relations

CHCES303B Use labour market information

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit describes the knowledge and skills required to research and use labour market information such as composition, dynamics and trends when delivering employment services to clients and employers

Application of the Unit

Application

This unit applies to work in an employment services 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. Collect and assess *labour market* information

- 1.1 Identify suitable *information sources*
- 1.2 Use *appropriate methods* to access and collect *labour market information*
- 1.3 Assess information for relevance to organisation requirements
- 1.4 Summarise characteristics of local labour market

2. Organise labour market information

- 2.1 Record information in a format suitable for use in *planning work activities*
- 2.2 *Record labour market information* in accordance with *organisation policies and processes*

3. Use labour market information to support delivery of employment services

- 3.1 Use labour market information as a context and aid in planning work activities
- 3.2 Use labour market information as a context and aid in providing *advice* and services to clients and employers
- 3.3 Share labour market information with other members of the work group

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:

- The composition and working of labour markets
- Current and emerging issues relating to the labour market on a national, state and local level
- Understanding of characteristics of local labour market
- Unemployment figures for local area
- Current and projected skills shortages
- Occupations within key employing industries in local area
- Seasonal fluctuations impacting on recruitment

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Demonstrate understanding of labour market composition; national and industry trends and emerging issues
- Demonstrate knowledge of local labour market composition, size, characteristics, issues and trends
- Plan and carry out workplace activities using labour market information

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 literacy skills to read and understand a variety of texts, prepare labour market summaries and produce grammatically correct information
- Apply planning skills to organise information and plan activities

REQUIRED SKILLS AND KNOWLEDGE

- Apply problem solving skills to deal with contradictory and ambiguous information
- Apply oral and written communication skills to communicate advice and information effectively
- Demonstrate effective use of relevant information technology in line with occupational health and safety (OHS) 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

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 assessed independently, however holistic assessment practice with other community services units of competency is encouraged
- Resource requirements for assessment include access to:
 - a relevant workplace or an appropriately simulated environment where assessment may take place
 - equipment and resources normally used in the workplace

Method of assessment may include:

- Observations
- Questioning
- Case studies
- Written assignments
- Evidence gathered from the workplace environment
- Demonstration over a period of time to ensure consistency of performance

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.

RANGE STATEMENT

Labour market may be defined by, but is not limited to:

- Geographic location
- Client demographics
- Industry and industry sectors
- Seasonal factors
- Agricultural crops

Labour market information may include but is not limited to:

- Information regarding industries and industry sectors (e.g. workforce size, recruitment methods, conditions of employment, prospects for growth/reduction in labour force)
- Information regarding occupations (e.g. prospects of employment, type of work undertaken, workforce size, hiring methods, conditions of employment, employer expectations of workers)
- Labour market trends
- Peak and trough periods in demand for labour/seasonality
- Areas of high employment and unemployment
- Current labour market conditions
- Business and economic forecasts
- Emerging labour market developments
- Industrial framework
- Other distinguishing characteristics

RANGE STATEMENT

Information sources may include, but are not limited to:

- Publications, industry journals, articles
- Internet websites
- Telephone directories
- Commercial databases of business and industry information
- Australian Bureau of Statistics
- Department of Employment and Workplace Relations
- Workplace Agreements; information on Federal and State awards
- Visits to workplaces
- Business cards
- Industry Associations
- Employee Associations
- Chambers of Commerce
- Grower Associations
- State government departments of employment and training
- Information available from within own organisation
- Newspapers, e.g. recruitment advertisements and articles
- Community organisations
- University and other research facilities

Appropriate methods to gather information may include, but are not limited to:

- Use of internet
- Surveys
- Client interviews
- Focus groups
- Individual research
- Questioning during marketing activities to employers
- Use of libraries
- Publications
- Attendance at meetings
- Networking
- Workplace visits
- Communication with colleagues and experts

RANGE STATEMENT

Advice to clients and employers includes, but is not limited to:

- Employability, prospects of employment
- Barriers to employment
- Suitable employment opportunities for clients
- Advice to employers on availability of suitable labour
- Recruitment strategies to source suitable labour

Planning work activities may include, but is not limited to:

- Business planning and forecasting
- Job search planning
- Promotional plans
- Marketing plans
- Contact plans
- Employment plans for individual clients

Record labour market information may utilise, for example:

- Tables and charts
- Software applications
- Reports, written or verbal
- Hard copy files

Organisation policies and processes may include, but are not limited to:

- Recording of information against client and employer files and database records
- Use of Contact Management Systems for employers
- Preparation of reports on labour market intelligence and information

Unit Sector(s)

Not Applicable