



Australian Government

Department of Education, Employment and Workplace Relations

CHCES413A Develop and monitor employment plans with clients

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit describes the knowledge and skills required to develop and monitor plans relating to job search and other activities undertaken by a client to achieve an employment outcome

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. Assess client's employment related needs

- 1.1 Assess client knowledge, skills, attitudes and circumstances against labour market requirements to identify employment related strengths and barriers to effective entry into employment
- 1.2 Conduct and record assessment according to organisation procedures

2. Develop *employment plan*

- 2.1 Discuss and agree realistic employment goals
- 2.2 Identify appropriate training, *job search activities* and resources to move client towards employment goals
- 2.3 Identify strategies to address non-vocational barriers which may affect employment opportunities
- 2.4 Include in the employment plan achievable, measurable steps with clear timelines and responsibilities
- 2.5 Use appropriate communication skills to involve client and gain their agreement and commitment
- 2.6 Ensure *relevant legislation* and contractual requirements are met

ELEMENT**PERFORMANCE CRITERIA****3. *Monitor* implementation of employment plan**

- 3.1 At regular intervals, review and record client progress toward achievement of objectives
- 3.2 Where progress is not achieved, review and amend plan and strategies in consultation with the client
- 3.3 Provide feedback and support to client to support them toward achievement of goals
- 3.4 Where applicable, report non-compliance with obligations to relevant authorities in accordance with contractual, legislative and organisation requirements

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:

- Relevant legislative requirements
- Local labour market conditions
- Organisation requirements relating to format, documentation, content and monitoring of employment plans
- If applicable, contractual requirements relating to employment plans
- Understanding common effects of unemployment on clients
- Understanding of strengths-based assessment approach
- Training and other pathways to occupational areas
- Job search techniques and strategies
- Legislation that applies to employment plans
- External resources available to people seeking employment

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Ensure plans are appropriate to the needs of individual clients, and labour market conditions
- Ensure plans comply with relevant legislation
- Ensure plans follow organisation policies and procedures, including documentation standards

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:

- Interpret organisation, contractual and legislative requirements as they relate to employment planning
- Demonstrate application of skills, including:
 - communication skills to involve and engage a client in the employment planning process and provide constructive feedback and support
 - research skills to maintain currency of information
 - technology skills to use information systems
 - skills to access and provide appropriate support to client

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 or the inclusion of assessment tasks that are realistic and relevant to work in an employment services area

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
This unit is related to:
 - CHCES401B Analyse and apply labour market information
 - 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
 - Skills tasks
 - Written assignments
 - Evidence gathered from the workplace environment
 - Third party reports
 - 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.

Employment plan may include, but is not limited to:

- Intensive assistance activity agreements
- Intensive assistance support plans
- Job search skills plan
- Client action plans
- Return to work plans
- Client activity plans
- Plans of the support and assistance to be provided to the client by the organisation

Job search activities may include, but are not limited to:

- Registration with employment agencies
- Work experience/ trial workplacements
- Job search activities
- Job search training
- Voluntary work
- Participation in the community
- Training to address barriers to employment
- Researching labour markets or training options appropriate to their needs

Relevant legislation may include, but is not limited to:

- Social Security Act, including mutual obligation provisions
- Disability Services Act
- Privacy Act

RANGE STATEMENT

Monitor may include, but is not limited to:

- Monitoring against timeframes, outcomes and activities included in the employment plan
- Regular contact with client via mail, telephone, email and interviews
- Checking of relevant documentation
- Job search diaries and other proformas recording details of activities undertaken
- Checking of organisation information systems and databases
- Feedback from employers and providers of training and other assistance

Unit Sector(s)

Not Applicable