



Australian Government

Department of Education, Employment and Workplace Relations

CHCES416A Plan and provide job search support

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit describes the knowledge and skills required to work with a client to develop their job search strategies and skills in order to increase their ability to secure and retain suitable employment

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. Plan the client's job search activities

- 1.1 Identify, with the *client*, suitable occupations, industries and locations for *job search*, taking into account their individual circumstances
- 1.2 Complete an action plan with the client, including strategies to approach the market and any support requirements

2. Develop the client's job search skills and resources

- 2.1 Assess client's current job search skills and resources to identify areas for development and improvement
- 2.2 Complete a job search skills development plan with the client, targeting identified areas
- 2.3 Improve client's job search skills and resources through formal and informal development activities

ELEMENT**PERFORMANCE CRITERIA****3. Monitor job search strategy and skills development**

3.1 Regularly review client's job search strategies and job search skills and resources to identify areas for further action and improvement

3.2 Regularly review effectiveness of support provided to the client to ensure appropriate support is maintained

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:

- Local labour market conditions and employment opportunities
- Job search strategies
- Relevant organisation policies
- Legislation that impacts on employment
- Information resources available to people seeking employment

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Use research skills to maintain currency of information
- Apply current knowledge of the local labour market
- Collect relevant information to determine appropriate areas of the labour market for the client to target for marketing
- Apply appropriate tools and resources to support and assist the client in their job search
- Demonstrate and impart knowledge about job search strategies
- Work collaboratively with the client

Evidence Guide

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

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
This unit is related to
 - CHCES303B Use labour market knowledge; and
 - 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

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.

RANGE STATEMENT

Support and assistance to the client may include:

- Access to and support to use computers and other facilities provided by the organisation
- Coaching
- Mentoring
- Provision of information on accessing appropriate services and resources
- Training

Information provided may take the form of:

- Labour market information
- Printed or published resources including training materials, newsletters/circulars, leaflets/brochures, publications
- Video and AV presentations
- Job search information available through the internet
- Government vacancy databases and vacancy notification systems

Modes of communication may include:

- Communication via email, phone, mail or other means
- Group training courses or workshops
- Individual or group information sessions
- IT system-based communication
- One-on-one interviews and training sessions

Job search strategies may include:

- Preparation, review and/or revision of a resume or equivalent document
- Advice, coaching or other assistance relating to
 - strategies to locate suitable jobs
 - education and training prerequisites for employment
 - preparation of job applications
 - methods to apply for jobs
 - marketing to employers
 - job interviews
 - interview follow up

RANGE STATEMENT

Organisation procedures may include:

- Contractual requirements for information and record-keeping
- Measures to protect client confidentiality
- Explanation to client of service standards and rights
- Explanation of complaints process

Client may include:

- Any person seeking the assistance of the organisation to gain suitable employment, who may include:
 - clients of government-funded employment programs and services
 - referred and self-referred clients
 - young people
 - mature age people
 - people from culturally and linguistically diverse backgrounds
 - indigenous people
 - people with disabilities
 - sole parents or carers returning to work

Unit Sector(s)

Not Applicable