



Australian Government

Department of Education, Employment and Workplace Relations

CHCORG626B Manage a service level agreement

Release: 1

CHCORG626B Manage a service level agreement

Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit describes the knowledge and skills required to develop, implement and evaluate formal client support agreements and partnerships between generalist housing providers and specialist support providers

Application of the Unit

Application

The skills described in this unit may be applied across a range of community services workplace contexts

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. Investigate partnership opportunities

- 1.1 Gather and analyse information on potential partners
- 1.2 Target partners according to organisation needs analysis and strategic directions where appropriate
- 1.3 Make contact with relevant *partner organisations*

2. Negotiate *support* agreement terms and conditions

- 2.1 Conduct negotiations to maintain partnership focus and protect client's interests
- 2.2 Conduct negotiations in a flexible manner within previously determined parameters
- 2.3 Clearly define roles and responsibilities of each partner, including level and type of support
- 2.4 Address confidentiality and privacy issues where appropriate
- 2.5 Address dispute resolution issues
- 2.6 Develop and follow communication protocols
- 2.7 Sign service support agreement

ELEMENT**PERFORMANCE CRITERIA**

- | | |
|--------------------------------|---|
| 3. Implement support agreement | 3.1 Negotiate and schedule regular meetings with partners as appropriate |
| | 3.2 Consult clients at all stages of implementation |
| | 3.3 Develop and use dispute resolution strategies where necessary |
| | 3.4 Ensure all reporting requirements are met in accordance with organisation procedures |
|
 | |
| 4. Evaluate support agreements | 4.1 Develop criteria for evaluation of partnership |
| | 4.2 Seek client feedback in the evaluation process |
| | 4.3 Measure performance against agreed criteria |
| | 4.4 Amend support agreements and re-negotiate with partner organisation where appropriate |

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:

- Funding guidelines
- Referral networks
- Confidentiality and Privacy Act
- Support needs of clients
- Community needs and key issues
- Relationship between service providers

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Facilitate effective work relationships with relevant organisations
- Negotiate, develop and sign off on a partnership contract
- Demonstrate application of understanding of organisation and community needs

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:

- Demonstrate application of skills in:
 - negotiation
 - analysis
 - facilitation
 - communication
 - networking

REQUIRED SKILLS AND KNOWLEDGE

- referral

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 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 of this unit include access to:
 - an appropriate workplace where assessment can take place
 - simulation of realistic workplace setting for assessment

Method of assessment:

- Observation
- Written assessment
- Case studies
- Evidence of materials developed in the workplace
- Questioning

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

Partner organisations may include but are not limited to:

- Women's refuges
- Social housing providers
- Youth refuges
- Aboriginal services
- Mental health teams
- Disability services
- NESB services
- Education providers
- Migrant resource centres
- Local councils
- Drug and alcohol services
- Charities and welfare agencies
- Juvenile justice
- Area health services

Documentation could include but is not limited to:

- Partnership contract/service agreement
- Promotional material
- Protocols
- Dispute process

Relevant legislation may include, but is not limited to:

- Privacy legislation
- Residential Tenancy legislation

Support may include:

- Visits
- Participation in case conferences
- Telephone contact
- Education
- Exchange of reports
- Life skills training
- Emotional support
- Social support
- Legal support
- Referral to other agencies

Unit Sector(s)

Not Applicable