

- ✓ Jobs Services Australia (JSA)
- ✓ Disability Employment Services (DES)
- ✓ Indigenous Employment Programs (IEP)

## DESIGNING YOUR OWN QUALIFICATION PACKAGE

This qualification consists of fourteen (14) units of competency comprising of seven (7) compulsory units and seven (7) elective units.

The seven (7) electives can be selected from Work Savvy Training's 'Recommended Elective Units' list, or from an extensive range of other elective options which we can provide when negotiating the traineeship plan.

Talk to us and we will assist you to design the most appropriate training plan for your Trainee and/or workplace.



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NTIS ID 91778

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## CHC42008 Certificate IV in Employment Services Units of Competency



### Core Units (compulsory)

#### Use targeted communication skills to build relationships —CHCCOM403A

This unit describes the knowledge and skills required to apply specific workplace communication techniques to build and maintain relationships with clients and colleagues based on respect and trust.

#### Work within a relevant legal and ethical framework —CHCCS400B

This unit describes the knowledge and skills required to work within a legal and ethical framework that supports duty of care requirements.

#### Work effectively in employment services—CHCES311B

This unit describes the knowledge and skills required to prepare a person to work in the employment services area. Topics include understanding the impact of unemployment, identifying barriers to employment, identifying key stakeholders and contacts in the industry, relevant government legislation, duty of care and ethical standards.

#### Collect, analyse and apply labour market information—CHCES411A

This unit describes the knowledge and skills required to collect, analyse and apply labour market information as a means to improve delivery of employment services.

#### Contribute to OHS processes—HLTOHS300B

This unit specifies the workplace performance required by an employee to contribute to OHS processes where there is responsibility for own work outputs and possibly limited responsibility for the work output of others.

#### Monitor and improve contracted employment services—CHCES415A

This unit describes the knowledge and skills required to monitor and improve contractual compliance in the delivery of employment services in a team or in own job role. Elements in this unit include meeting contractual requirements, monitoring compliance with government contract and implementing improvements to contractual compliance.

#### Maintain an effective work environment—CHCORG405D

This unit describes the knowledge and skills required to meet individual responsibilities within a work group. Elements include; Work to achieve identified outcomes; Establish and maintain appropriate work relationships; Facilitate operation of the workgroup and review and develop own performance.

### Recommended Elective Units

Seven (7) electives may be chosen from this list. Talk to us about additional elective options not listed here.

#### Job Seeker Support

#### Plan and provide job search support—CHCES416A

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. The Elements of this unit include; planning the client's job search activities; developing the client's job search skills and resources and monitoring job search strategy and skills development.

#### Develop and monitor employment plans with clients—CHCES413A

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. The elements in this unit cover assessing client's employment related needs, developing employment plans, and monitoring the implementation of employment plans.

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## RECOMMENDED ELECTIVE UNITS

This qualification has a wide range of elective options to ensure that the qualification can address individual and workplace requirements.

We have recommended a variety of units that we believe would best suit most roles in the Employment Services Industry, however there are many more elective options available.

We are happy to meet with you to discuss additional options for tailoring this qualification. Call us any time for more detail on other elective options not listed in this document.



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### Job Seeker Support (cont)

#### Assist clients to plan and access career pathways—CHCCDP402B

This unit develops the knowledge and skills required to work with clients to assist them to identify their career aspirations and plan appropriate pathways to support their career guidance.

#### Conduct career guidance interview—CHCCAR501B

This unit develops the knowledge and skills required to work with clients to assist them to identify their career interests and options and to assist them to make decisions to match informed career decisions.

#### Deliver service consistent with a career development Framework—CHCCDP401B

This unit of competency describes the skills and knowledge required to work within a career development framework when working with a range of clients to provide services related to employment and career development

#### Identify clients with language, literacy and numeracy needs and respond effectively—CHCLLN403A

This unit describes the skills and knowledge required to identify when clients' language, literacy and numeracy (LLN) are impeding their access to the service being provided, to adjust service delivery where required to accommodate client LLN skills, and to refer appropriately in order to improve client outcomes. The unit does not provide workers with the skills and knowledge to identify LLN skill levels or to actively intervene in developing a client's LLN skills

### Business Development / Employer Liaison

#### Promote clients to employers—CHCES404B

This unit develops the skills required to promote clients to potential employers and the empowerment of clients to promote their skills and abilities to employers. Elements of this unit include: preparing for employer contact; identifying selling points of client; negotiating suitable outcome for client and undertaking follow up action with both client and employer.

#### Develop and implement business development strategies to expand client base—BSBEMS401B

This unit covers the skills and knowledge required to develop and implement prospecting strategies to expand the base of employer clients seeking to employ staff. Elements in this unit include; developing strategies to identify potential employer clients, initiating relationships with potential employer clients, managing client relationship and utilising networks to expand employer client base.

#### Liaise with employers to promote flexible work arrangements—CHCCDP501B

This unit of competency describes the skills and knowledge required to liaise with employers to develop flexible and innovative work arrangements to address emerging needs and promote a balanced approach to managing pressures and priorities of work and life.

#### Build client relationships and business networks—BSBREL402A

This unit describes the performance outcomes, skills and knowledge required to establish, maintain and improve client relationships, and to actively participate in networks to support attainment of key business outcomes. This unit primarily applies to marketing and sales professionals who depend on excellent interpersonal relationships and communication skills to achieve outcomes, but may also apply to other individuals working in any industry.

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## PACKAGING RULES ON SELECTING ELECTIVES

The seven (7) electives for this qualification may include the following:

- Relevant units listed in the training package
- Units of Competency to address workplace requirements and packaged at the same level of this qualification or higher in the Community Services and/or Health Packages
- Where appropriate, to address workplace requirements, up to 2 units of competency packaged at this level or higher in other relevant training packages.



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Maximise participation in work by people with disabilities—[CHCDIS509D](#)

This unit describes the knowledge and skills required by staff to support people with disabilities in a workplace to prepare for employment and maximise their performance through working safely and effectively, matching jobs and people and understanding related industrial issues.

Coordinate services for people with disabilities—[CHCDIS511A](#)

This unit describes the knowledge and skills required by staff to develop and monitor supports and programs according to the needs of people with disabilities and within a legislative and ethical framework to ensure the provision of high quality service delivery which supports the rights and interests of people with disabilities.

Provide coaching and motivation—[CHCORG529B](#)

This unit describes the knowledge and skills required to provide on-the-job coaching to clients or colleagues.

### Specialist Client Groups

Work effectively with young people—[CHCYTH301E](#)

This unit develops the knowledge and skills required to work with and for young people within an ethical, social, political and economic context.

Work effectively with culturally diverse clients and co-workers—[HLTHIR403C](#)

This unit deals with the cultural awareness required for effective communication and cooperation with persons of diverse cultures.

Work effectively with Aboriginal and/or Torres Strait Islander people—[HLTHIR404D](#)

This unit describes the communication and work practice skills and knowledge required to work with Aboriginal and Torres Strait Islander people in a community services and health context. It deals specifically with cross-cultural awareness and issues involving working with Aboriginal and Torres Strait Islander.

### Disability Employment Services

Work effectively with people with a disability—[CHCDIS301B](#)

This unit develops the knowledge and skills required as an introduction to working and communicating with people with a disability. The unit covers the delivery of quality services, communicating effectively with clients, supporting the rights, interests and needs of clients and responding to risk or potential risk to people with disabilities.

Work with people with mental health issues—[CHCMH411A](#)

This unit describes the knowledge, skills and attitudes required by workers in community services and health settings to work in a consumer directed and oriented way with consumers who are living with mental health issues

Support people with disabilities as workers—[CHCDIS408C](#)

This unit develops the knowledge and skills required by staff to support people with disabilities in a workplace to maximise their performance through working safely and effectively. The unit explores ways to enhance safety at work for people with disabilities and the monitoring of work performance.

Advocate for clients—[CHCAD401D](#)

This unit describes the knowledge and skills required by the worker to support clients to voice their opinions or needs and to ensure their rights are upheld

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#### OTHER OPTIONS FOR EMPLOYMENT SERVICES STAFF

The Certificate IV in Employment Services is a great option for many people in the industry, however we can tailor some of our other qualifications to include Employment Services electives.

For example, the Certificate IV in Frontline Management provides options for up to three (3) electives to come from the Employment Services qualification.

The Certificate III or IV in Business qualifications can also be tailored to include Employment Services electives.

Talk to us for more details on other qualification options.



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### Personal development

#### Develop work priorities—[BSBWOR404B](#)

This unit describes the performance outcomes, skills and knowledge required to plan one's own work schedules, to monitor and to obtain feedback on work performance and development. It also addresses the requirement to take responsibility for one's own career planning and professional development.

#### Manage stress in the workplace—[BSBWOR403A](#)

This unit describes the performance outcomes, skills and knowledge required to manage own stress and the stress of others in a team environment.

### Management Skills

#### Manage contracted employment services—[CHCES511A](#)

This unit describes the knowledge and skills required to manage quality service delivery of a work group to meet the requirements of an employment services government contract.

#### Show leadership in the workplace—[BSBMGT401A](#)

This unit develops the skills and knowledge required to work with teams and individuals, their standard of conduct and the initiative they take in influencing others. At this level, work will normally be carried out within routine and non-routine methods and procedures which require the exercise of some discretion and judgement.

**Talk to us about more possibilities for tailoring your qualification!**

#### Manage people performance—[BSBMGT502B](#)

This unit develops the skills and knowledge required to manage the performance of staff who report to them directly. Development of key result areas and key performance indicators and standards, coupled with regular and timely coaching and feedback, provide the basis for performance management

#### Supervise work—[CHCORG406B](#)

This unit describes the skills and knowledge required of a worker with responsibility for supervising the work of workers who are part of a team/workgroup or working alone. It includes induction of new staff, planning work, monitoring performance and supporting workers to manage their workload.

#### Implement operational plan—[BSBMGT402A](#)

This unit describes the performance outcomes, skills and knowledge required to provide support for operational practices and procedures within the organisation's productivity and profitability plans. This includes contributing to the operational plan, assisting in recruiting employees and acquiring resources, and monitoring and adjusting operational performance.

#### Manage meetings—[BSBADM502B](#)

This unit describes the performance outcomes, skills and knowledge required to manage a range of meetings including overseeing the meeting preparation processes, chairing meetings, organising the minutes and reporting meeting outcomes.

#### Recruit, select and induct staff—[BSBHRM402A](#)

This unit describes the performance outcomes, skills and knowledge required to execute tasks associated with the recruitment cycle. This unit applies to individuals with a role in recruitment, selection and induction functions who work under the direction of a human resources manager.

#### Manage separation or termination—[BSBHRM507A](#)

This unit describes the performance outcomes, skills and knowledge required to deal with redeployment, resignation, retirement, dismissal and redundancy, including the conduct of exit interviews.