

EMPLOYMENT SERVICES

CHC30502 Certificate III in Employment Services

This qualification covers workers who provide a range of services to client and employers aimed at locating, securing and maintaining suitable employment for clients.

Workers at this level are required to have an understanding of Indigenous culture and history and to work with local communities in the provision of services.

Occupational names may include:

- Client Services Officer
- Disability Employment Support Worker
- Disability Employment Worker
- Trainee Employment Consultant
- Employment Services Receptionist
- Field Officer (New Apprenticeships)
- Field Services Officer
- Trainee Job Matching Consultant
- Trainee Placement and Recruitment Officer

Packaging Rules

14 units must be selected for this qualification including:

- 10 compulsory units
- 4 elective units

Compulsory

CHCCOM3C	Utilise specialist communication skills to build strong relationships
CHCCS1B	Deliver and monitor a service to clients
CHCCS301A	Work within a legal and ethical framework
CHCES301A	Work in employment services area
CHCES303A	Use labour market information
CHCINF2B	Maintain the organisation's information systems
CHCOHS301A	Participate in workplace safety procedures
CHCORG3B	Participate in the work environment

And one from each of the following pairs of units:

- [CHCES406A](#) [Provide job search support](#) **OR**
[CHCDIS9B](#) [Maximise participation in work by people with disabilities](#)
[CHCORG29A](#) [Provide coaching and motivation](#) **OR**
[CHCDIS8B](#) [Support people with disabilities as workers](#)

Electives

Elective units may be selected from the units listed below, from other Community Services Training Package units available at this or higher levels, or from other relevant National Training Package units available at Certificate III and enterprise specific units.

Note 1: Where national enterprise units are included as options, these must be nationally endorsed (see introduction regarding new units and customisation).

- [BSBSLS301A](#) [Develop product knowledge](#)
[BSBSLS302A](#) [Identify sales prospects](#)
[BSBSLS303A](#) [Present a sales solution](#)
[BSBSLS304A](#) [Secure prospect commitment](#)
[BSBSLS305A](#) [Support post-sales activities](#)
[BSBSLS306A](#) [Self-manage sales performance](#)
[CHCAD1C](#) [Advocate for clients](#)
[CHCCD12C](#) [Apply a community development framework](#)
[CHCCS401A](#) [Facilitate co-operative behaviour](#)
[CHCCS402A](#) [Respond holistically to client issues](#)
[CHCCS405A](#) [Work effectively with culturally diverse clients and co-workers](#)
[CHCES302A](#) [Work with government in a purchaser/provider relationship](#)
[CHCES304A](#) [Deliver recruitment services](#)
[CHCES305A](#) [Monitor New Apprenticeships arrangements](#)
[CHCES402A](#) [Deliver New Apprenticeships services](#)
[CHCMH1B](#) [Orientation mental health work](#)
[CHCNET2B](#) [Maintain effective networks](#)

Recommendations for electives:

Job matching Consultant, Employment Services Consultant, Employment Consultant

- [CHCES304A](#) [Deliver recruitment services](#)
[CHCNET2B](#) [Maintain effective networks](#)
[BSBSLS302A](#) [Identify sales prospects](#)
[BSBSLS303A](#) [Present a sales solution](#)
[BSBSLS304A](#) [Secure prospect commitment](#)
[BSBSLS305A](#) [Support post-sales activities](#)
[BSBSLS306A](#) [Self-manage sales performance](#)
[CHCCS402A](#) [Respond holistically to client issues](#)
[CHCCS405A](#) [Work effectively with culturally diverse clients and co-workers](#)

Field Officer (New Apprenticeships)

<u>CHCES402A</u>	<u>Deliver New Apprenticeships services</u>
<u>CHCNET2B</u>	<u>Maintain effective networks</u>
<u>BSBMKG302A</u>	<u>Identify marketing opportunities</u>
<u>BSBSLS302A</u>	<u>Identify sales prospects</u>
<u>BSBSLS303A</u>	<u>Present a sales solution</u>
<u>BSBSLS304A</u>	<u>Secure prospect commitment</u>
<u>BSBSLS305A</u>	<u>Support post-sales activities</u>
<u>BSBSLS306A</u>	<u>Self-manage sales performance</u>
<u>CHCCS402A</u>	<u>Respond holistically to client issues</u>
<u>CHCCS405A</u>	<u>Work effectively with culturally diverse clients and co-workers</u>