

CLIENT SERVICES

CHC30908 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.

Occupational titles may include:

- Associate employment consultant
- Employment consultant in training
- Customer service officer
- Employment services receptionist
- Employment services administrative support
- Administrative officer

PACKAGING RULES

12 units must be selected for this qualification including:

- 8 compulsory units
- 4 elective units

A wide range of elective units is available and may include:

- Relevant electives listed below the compulsory units for this qualification, including electives recommended for specific areas of work
- Units of competency to address workplace requirements and packaged at the level of this qualification or higher in Community Services and/or Health Training Packages
- Where appropriate, to address workplace requirements, units of competency packaged at this level or higher in other relevant Training Packages

Compulsory units

- [CHCCOM403A Use targeted communication skills to build relationships](#)
- [CHCCS311C Deliver and monitor services to clients](#)
- [CHCCS400A Work within a relevant legal and ethical framework](#)
- [CHCES303B Use labour market information](#)
- [CHCES311A Work effectively in employment services](#)
- [CHCES312A Deliver contracted employment services](#)
- [CHCORG303A Participate effectively in the work environment](#)
- [HLTOHS300A Contribute to OHS processes](#)

The importance of culturally aware and respectful practice

All workers undertaking employment services work need foundation knowledge to inform their work with Aboriginal and/or Torres Strait Islander clients and co-workers and with clients and co-workers from culturally and linguistically diverse backgrounds. This foundation must be provided and assessed as part of a holistic approach to delivery and assessment of this qualification. Specific guidelines for assessment of this aspect of competency are provided in the Assessment Guidelines for the Community Services Training Package.

Where work involves a specific focus on Aboriginal and/or Torres Strait Islander and/or culturally diverse clients or communities, one or both of the following electives is recommended:

- [HLTHIR403B](#) [Work effectively with culturally diverse clients and co-workers](#)
- [HLTHIR404B](#) [Work effectively with Aboriginal and/or Torres Strait Islander people](#)

Relevant electives

Electives are to be selected in line with specified Packaging Rules. The following list of relevant electives is provided to facilitate selection. Employers may specify that certain electives are required to address specific workplace needs.

- [BSBPRO401A](#) [Develop product knowledge](#)
- [BSBWOR204A](#) [Use business technology](#)
- [CHCADM302C](#) [Provide administrative support](#)
- [CHCCS308B](#) [Provide first point of contact](#)
- [CHCCS411A](#) [Work effectively in the community sector](#)
- [CHCES304B](#) [Deliver recruitment services](#)
- [CHCES402B](#) [Deliver Australian Apprenticeships services](#)
- [CHCES416A](#) [Plan and provide job search support](#)
- [HLTHIR403B](#) [Work effectively with culturally diverse clients and co-workers](#)

One only of either or both of the following pairs of units:

- [BSBINM201A](#) [Process and maintain workplace information](#)

OR

- [CHCINF302C](#) [Maintain the organisation's information systems](#)

AND

- [CHCDIS301A](#) [Work effectively with people with a disability](#)

OR

- [CHCDIS220B](#) [Prepare for disability work](#)