

CHC40502 Certificate IV in Employment Services

This qualification covers workers who provide a range of services to clients and employers aimed at locating, securing and maintaining suitable employment for clients. The workers may have limited supervisory responsibilities.

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:

- Business Development Consultant
- Case Manager
- Disability Employment Support Worker
- Disability Employment Worker
- Disability Services Officer
- Employment Consultant
- Employment services consultant
- Intensive Assistant Consultant - Disability
- Job Development Officer
- Job Matching Consultant
- Job Search Trainer
- Job Support Officers
- Marketing Consultant
- New Apprenticeships Consultant
- Project Contracting Consultant
- Placement and Recruitment Officer/Manager
- Training and Development Consultant

Packaging Rules

16 units must be selected for this qualification including:

- 12 compulsory units
- 4 elective units

Compulsory

<u>CHCCOM3C</u>	<u>Utilise specialist communication skills to build strong relationships</u>
<u>CHCCS2C</u>	<u>Deliver and develop client services</u>
<u>CHCCS301A</u>	<u>Work within a legal and ethical framework</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>
<u>CHCCS5B</u>	<u>Identify and address specific client needs</u>
<u>CHCES301A</u>	<u>Work in employment services area</u>
<u>CHCES405A</u>	<u>Monitor service performance in a purchaser provider/relationship with government</u>
<u>CHCNET4A</u>	<u>Work with other services</u>
<u>CHCOHS401A</u>	<u>Implement and monitor OHS policies and procedures for a workplace</u>
<u>CHCORG5B</u>	<u>Maintain an effective work environment</u>
<u>PSPGOV406A</u>	<u>Gather and analyse information</u>

Electives

Elective units may also 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 IV 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).

<u>CHCES401A</u>	<u>Analyse and apply labour market information</u>
<u>CHCES402A</u>	<u>Deliver New Apprenticeships services</u>
<u>CHCES403A</u>	<u>Develop and monitor employment plans</u>
<u>CHCES404A</u>	<u>Promote clients to employers</u>
<u>CHCES406A</u>	<u>Provide job search support</u>

<u>BSZ401A</u>	<u>Plan assessment</u>
<u>BSZ402A</u>	<u>Conduct assessment</u>
<u>BSZ403A</u>	<u>Review assessment</u>
<u>BSZ404A</u>	<u>Train small groups</u>
<u>BSZ405A</u>	<u>Plan and promote a training program</u>
<u>BSZ406A</u>	<u>Plan a series of training sessions</u>
<u>BSZ407A</u>	<u>Deliver training sessions</u>
<u>BSZ408A</u>	<u>Review training</u>
<u>BSBCMN403A</u>	<u>Establish business networks</u>
<u>BSBCMN409A</u>	<u>Promote products and services</u>
<u>BSBFLM402A</u>	<u>Show leadership in the workplace</u>
<u>BSBFLM403A</u>	<u>Manage effective workplace relationships</u>

<u>BSBMKG401A</u>	<u>Profile the market</u>
<u>BSBMKG404A</u>	<u>Forecast market and business needs</u>
<u>BSBMKG405A</u>	<u>Implement and monitor marketing activities</u>
<u>BSBMKG406A</u>	<u>Build client relationships</u>
<u>BSBMKG407A</u>	<u>Make a presentation</u>
<u>BSBSL301A</u>	<u>Develop product knowledge</u>
<u>BSBSLS401A</u>	<u>Lead a sales team</u>
<u>CHCCAR501A</u>	<u>Provide careers guidance</u>
<u>CHCCM2C</u>	<u>Establish and monitor a case plan</u>
<u>CHCCS401A</u>	<u>Facilitate co-operative behaviour</u>
<u>CHCCS6B</u>	<u>Assess and deliver services to clients with complex needs</u>
<u>CHCCWI3B</u>	<u>Work with clients intensively</u>
<u>CHCNET2B</u>	<u>Maintain effective networks</u>
<u>CHCDIS8B</u>	<u>Support people with disabilities as workers</u> OR
<u>CHCORG29A</u>	<u>Provide coaching and motivation</u>
<u>CHCDIS9B</u>	<u>Maximise participation in work by people with disabilities</u> OR
<u>CHCES406A</u>	<u>Provide job search support</u>

Recommendations for electives for work roles include:

Intensive Assistance Consultant

<u>CHCES403A</u>	<u>Develop and monitor employment plans</u>
<u>CHCES404A</u>	<u>Promote clients to employers</u>
<u>CHCAD1C</u>	<u>Advocate for clients</u>
<u>CHCCM2C</u>	<u>Establish and monitor a case plan</u>

Intensive Assistance Consultant – Disability

<u>CHCCWI3B</u>	<u>Work with clients intensively</u>
<u>CHCDIS8B</u>	<u>Support people with disabilities as workers</u>
<u>CHCDIS9B</u>	<u>Maximise participation in work by people with disabilities</u>
<u>BSZ404A</u>	<u>Train small groups</u>
<u>CHCCM2C</u>	<u>Establish and monitor a case plan</u>

Business Development Consultant, New Apprenticeship Consultant

<u>BSBCMN403A</u>	<u>Establish business networks</u>
<u>BSBCMN409A</u>	<u>Promote products and services</u>
<u>BSBMKG401A</u>	<u>Profile the market</u>
<u>BSBMKG404A</u>	<u>Forecast market and business needs</u>
<u>BSBMKG405A</u>	<u>Implement and monitor marketing activities</u>

<u>BSBMKG406A</u>	<u>Build client relationships</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>BSBSLS401A</u>	<u>Lead a sales team</u>

Job Search Training Consultant

<u>BSZ404A</u>	<u>Train small groups</u>
<u>BSZ406A</u>	<u>Plan a series of training sessions</u>
<u>BSZ407A</u>	<u>Deliver training sessions</u>
<u>BSZ408A</u>	<u>Review training</u>
<u>CHCES403A</u>	<u>Develop and monitor employment plans</u>
<u>CHCES404A</u>	<u>Promote clients to employers</u>
<u>CHCNET2B</u>	<u>Maintain effective networks</u>
<u>CHCORG29A</u>	<u>Provide coaching and motivation</u>

Senior Consultant Team Leader

<u>BSBFLM402A</u>	<u>Show leadership in the workplace</u>
<u>BSBFLM403A</u>	<u>Manage effective workplace relationships</u>
<u>BSZ404A</u>	<u>Train small groups</u>
<u>BSBADM502A</u>	<u>Manage meetings</u>
<u>BSBCMN403A</u>	<u>Establish business networks</u>
<u>BSBMKG406A</u>	<u>Build client relationships</u>
<u>BSBSLS401A</u>	<u>Lead a sales team</u>

Project Contracting Consultant

<u>BSBCMN403A</u>	<u>Establish business networks</u>
<u>BSBMKG302A</u>	<u>Identify marketing opportunities</u>
<u>BSBMKG406A</u>	<u>Build client relationships</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>BSBSLS401A</u>	<u>Lead a sales team</u>