

CHC42008 Certificate IV in Employment Services

This qualification covers workers who provide a range of programs and services to individuals and groups of clients and employers to support them in locating, securing and maintaining suitable employment.

Workers at this level:

- Need an understanding of access and equity issues including cultural diversity, Aboriginal and/or Torres Strait Islander and disability issues and to work with local communities in the provision of services
- May have limited supervisory responsibilities in the employment services context.

Occupational titles may include, for example:

- Client services officer
- Employment consultant
- Employment consultant – case manager
- Employment consultant – employer marketing and liaison
- Employment consultant – job placement
- Employment consultant – training
- Job search training consultant
- Training and placement officer

PACKAGING RULES

14 units of competency are required for this qualification, including:

- 7 compulsory units
- 7 elective units

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

- Relevant electives listed below the compulsory units for this qualification
- 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](#)

[CHCCS400A Work within a relevant legal and ethical framework](#)

[CHCES311A Work effectively in employment services](#)

[CHCES411A Collect, analyse and apply labour market information](#)

[CHCES415A Monitor and improve contracted employment services](#)

[CHCORG405C Maintain an effective 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. Relevant electives are listed below. Employers may specify that certain electives are required to address specific workplace needs.

Electives recommended for the following areas of work are shown in the table below:

- Project Coordination
- Disability employment services
- Case Management and Intensive support work
- Job placement
- Job search support and training
- Apprenticeship and traineeship programs
- Business development
- Promotion of clients to employers

Elective groups shown in this table are recommended, but not necessarily required for work in the areas identified on the right	Project coordination	Disability employment services	Case management & intensive support w	Job placement	Job search support and training	Apprenticeship and traineeship programs	Business development	Promotion of clients to employers
BSBEMS401B Develop and implement business development strategies to expand client base				✓			✓	
BSBEMS402B Develop and implement strategies to source and assess candidates				✓			✓	
BSBEMS403B Develop and provide employment management services to candidates		✓	✓	✓			✓	✓
BSBMKG413A Promote products and services					✓		✓	✓
BSBREL402A Build client relationships and business networks						✓		
BSBPMG407A Apply risk management techniques	✓							
BSBWRK501A Develop, manage and review campaigns and projects	✓							

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CHCAD401D Advocate for clients		✓	✓			✓		
CHCCAR501B Conduct career guidance interview		✓	✓		✓			
CHCCDP401B Deliver service consistent with a career development framework		✓	✓		✓			
CHCCDP403B Analyse and apply education and training information		✓	✓		✓	✓		
CHCCDP501B Liaise with employers to promote flexible work arrangements		✓	✓	✓		✓	✓	✓
CHCCM402D Establish and monitor a case plan		✓	✓					
CHCCM401D Undertake case management OR CHCCM404A Undertake case management for clients with complex needs OR CHCCW503A Work intensively with clients		✓	✓					
CHCCS407B Operate referral procedures		✓	✓					
CHCCS412D Deliver and develop client services OR CHCORG423A Maintain quality service delivery	✓	✓	✓	✓	✓	✓	✓	✓
CHCDIS301A Work effectively with people with a disability		✓	✓					
CHCDIS408C Support people with disabilities as workers		✓	✓					
CHCDIS409A Provide services to people with disabilities with complex needs		✓	✓					
CHCDIS509D Maximise participation in work by people with disabilities		✓	✓					
CHCES304B Deliver recruitment services OR BSBEMS404B Manage the recruitment process for client organisations				✓				
CHCES305B Monitor Australian Apprenticeships arrangements						✓		
CHCES402B Deliver Australian Apprenticeships services						✓		
CHCES404B Promote clients to employers		✓	✓	✓	✓	✓	✓	✓

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CHCES413A Develop and monitor employment plans with clients OR CHCCDP402B Assist clients to plan and access career pathways		✓	✓		✓			
CHCES416A Plan and provide job search support		✓	✓	✓	✓			
CHCGROUP403D Plan and conduct group activities		✓	✓		✓			
CHCICS403A Conduct individual assessment OR CHCCS500A Conduct complex assessment and referral		✓	✓		✓			
CHCICS402A Facilitate individualised plans		✓	✓					
CHCMH301A Work effectively in mental health		✓	✓					
CHCNET402A Establish and maintain effective networks	✓	✓	✓	✓	✓	✓	✓	✓
CHCORG406A Supervise work	✓	✓	✓	✓	✓	✓	✓	✓
CHCORG529B Provide coaching and motivation		✓	✓					
CHCYTH301D Work effectively with young people	✓	✓	✓	✓	✓	✓		
HLTHIR403B Work effectively with culturally diverse clients and co-workers	✓	✓	✓	✓	✓	✓	✓	✓
HLTHIR404B Work effectively with Aboriginal and/or Torres Strait Islander people	✓	✓	✓	✓	✓	✓	✓	✓
TAADEL401B Plan and organise group-based delivery		✓	✓		✓			
TAADEL402B Facilitate group-based learning		✓	✓		✓			
TAADEL403B Facilitate individual learning		✓	✓		✓			