

CHC50402 Diploma of Employment Services

This qualification covers workers who have a senior case management role in delivering employment services to clients and employers. These workers may also supervise other workers. Workers who have responsibility for the management of a work group engaged in providing employment services to clients and employers should access CHC51602 Diploma of Community Services Management or qualifications from the Business Services Training Package.

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:

- Program Manager
- Unit Manager
- Site Manager
- Intensive Assistance Consultant
- Job Search Training Consultant
- Training and Development Consultant
- Project Contracting Consultant
- Senior Employment Consultant
- Senior Case Managers
- Disability Services Officer
- Marketing Consultant

Packaging Rules

17 units must be selected for this qualification including:

- 11 compulsory units
- 6 elective units

Compulsory

<u>CHCCAR501A</u>	<u>Provide careers guidance</u>
<u>CHCCM4B</u>	<u>Promote high quality case management</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>CHCES403A</u>	<u>Develop and monitor employment plans</u>
<u>CHCES502A</u>	<u>Research and report on labour market information</u>
<u>CHCNET3B</u>	<u>Develop new networks</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>CHCORG28A</u>	<u>Reflect and improve upon professional practice</u>

And one of the following units:

<u>CHCCOM3C</u>	<u>Utilise specialist communication skills to build strong relationships</u>
	OR
<u>CHCCOM4B</u>	<u>Develop, implement and promote effective communication techniques</u>

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 Diploma level 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>BSBADM502A</u>	<u>Manage meetings</u>
<u>BSBFLM509A</u>	<u>Promote continuous improvement</u>
<u>BSBMGT609A</u>	<u>Manage risk</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>BSBSLS401A</u>	<u>Lead a sales team</u>
<u>CHCADM4B</u>	<u>Manage the organisation's finances, accounts and resources</u>
<u>CHCCAR501A</u>	<u>Provide careers guidance</u>
<u>CHCCHILD1C</u>	<u>Identify and respond to children and young people at risk of harm</u>
<u>CHCCM5B</u>	<u>Develop practice standards</u>
<u>CHCCS3C</u>	<u>Co-ordinate the provision of services and programs</u>
<u>CHCCS4C</u>	<u>Manage the delivery of quality client service</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>CHCDIS11B</u>	<u>Co-ordinate disability work</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>CHCES404A</u>	<u>Promote clients to employers</u>
<u>CHCES501A</u>	<u>Manage service delivery in a purchaser/provider relationship with government</u>
<u>CHCINF5B</u>	<u>Meet statutory and organisational information requirements</u>
<u>CHCOHS401A</u>	<u>Implement and monitor OHS policies and procedures for a workplace</u>
<u>CHCORG10B</u>	<u>Manage organisational change</u>
<u>CHCORG11B</u>	<u>Lead and develop others</u>
<u>CHCORG27A</u>	<u>Provide mentoring support to colleagues</u>
<u>CHCORG28A</u>	<u>Reflect and improve upon professional practice</u>
<u>CHCORG29A</u>	<u>Provide coaching and motivation</u>

<u>PSPGOV603A</u>	<u>Develop a tender submission</u>
<u>CHCORG6B</u>	<u>Co-ordinate the work environment</u>
<u>CHCORG7B</u>	<u>Manage workplace issues</u>
<u>CHCPOL2A</u>	<u>Contribute to the policy development</u>
<u>CHCPOL4A</u>	<u>Develop and implement policy</u>
<u>CHCPOL5A</u>	<u>Manage research activities</u>
<u>PSPGOV603A</u>	<u>Develop a tender submission</u>
<u>SRXTEM003A</u>	<u>Work autonomously</u>