

CHC40502 Certificate IV in Employment Services

Course Structure

Achievement of this qualification requires the completion of 16 total units:
12 Core Units & 4 Elective Units

Descriptor		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.
Core Units		12 Core Units
	Code	Unit of Competency
1.	CHCCOM3C	Utilise specialist communication skills to build strong relationships
2.	CHCCS2C	Deliver and develop client services
3.	CHCCS301A	Work within a legal and ethical framework
4.	CHCCS402A	Respond holistically to client issues
5.	CHCCS405A	Work effectively with culturally diverse clients and co-workers
6.	CHCCS5B	Identify and address specific client needs
7.	CHCES301A	Work in employment services area
8.	CHCES405A	Monitor service performance in a purchaser provider relationship with government
9.	CHCNET4A	Work with other services
10.	CHCOHS401A	Implement & monitor OHS p&p for a workplace
11.	CHCORG5B	Maintain an effective work environment
12.	PSPGOV406A	Gather and analyse information

Elective Units		<p>4 Elective Units</p> <p>Elective units must be relevant to the work outcome, local industry requirements and the qualification level. The context of this qualification varies, and this must guide the selection of elective units.</p> <p>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 IV and enterprise specific units.</p>
	Code	Unit of Competency
1.	CHCCES401A	Analyse and apply labour market information
2.	CHCCES402A	Deliver New Apprenticeship services
3.	CHCCES403A	Develop and monitor employment plans
4.	CHCCES404A	Promote clients to employers
5.	CHCCES406A	Provide job search support
6.	BSBCMN403A	Establish business networks
7.	BSBFLM402A	Show leadership in the workplace
8.	BSBMKG407A	Make a presentation
9.	BSBFLM403A	Manage effective workplace relationships
10.	BSBMKG401A	Profile the market
11.	BSBMKG404A	Forecast market and business needs
12.	BSBCMN409A	Promote products and services
13.	BSBMKG405A	Implement and monitor marketing activities
14.	BSBCMN403A	Establish business networks

	Code	Unit of Competency
15.	BSBMKG406A	Build client relationships
16.	BSBSL301A	Develop product knowledge
17.	BSBSLS401A	Lead a sales team
18.	CHCCAR501A	Provide careers guidance
19.	CHCCM2	Establish and monitor a case plan
20.	CHCCS401A	Facilitate co-operative behaviour
21.	CHCCS6B	Assess and deliver services to clients with complex needs
22.	CHCCW13B	Work with clients intensely
23.	CHCNET2C	Maintain effective networks
24.	CHCDIS8B	Support people with disabilities as workers
25.	CHCORG29A	Provide coaching and motivation
26.	CHCDIS9C	Maximise participation in work by people with disabilities