

R e c o g n i t i o n

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A p p l i c a t i o n

C H C 5 0 9 0 2 Diploma of Community Services  
(Case Management)

with a focus on Aboriginal Sexual Health

Aboriginal Health & Medical Research Council of NSW

**ALL STUDENTS MUST SUBMIT THREE FORMS OF EVIDENCE AGAINST EACH OF THE ELEMENTS TO BE ELIGIBLE FOR RECOGNITION OF PRIOR LEARNING. SEE SECTION 7 FOR MORE DETAILS.**

Section 1 - Student's Details			
Name			
Address		Phone number	
Employer name (if applicable)			
Employer address		Date employed	
Qualification	CHC50902 Diploma of Community Services (Case Management) with a focus on Aboriginal Sexual Health		
Units of competency for which recognition is sought	Core units		
	CHCCS402A	Respond holistically to client issues	<input type="checkbox"/>
	CHCCM3B	Develop, facilitate and monitor all aspects of case management	<input type="checkbox"/>
	CHCCS6B	Assess and deliver services to clients with complex needs	<input type="checkbox"/>
	CHCCS7C	Coordinate the assessment and delivery of services to clients with particular needs	<input type="checkbox"/>
	CHCNET4A	Work with other services	<input type="checkbox"/>
	CHCCOM3C	Utilise specialist communication skills to build strong relationships	<input type="checkbox"/>
	CHCCD14B	Implement a community development strategy	<input type="checkbox"/>
	CHCCED501A	Develop and implement education programs in the area of sexual and reproductive health	<input type="checkbox"/>
	CHCORG6B	Coordinate the work environment	<input type="checkbox"/>
	CHCOHS401A	Implement and monitor OHS policies and procedures for a workplace	<input type="checkbox"/>
	CHCINF5B	Meet statutory and organisational information requirements	<input type="checkbox"/>
	CHCORG28A	Reflect and improve upon professional practice	<input type="checkbox"/>
	CHCCM4B	Promote high quality case management	<input type="checkbox"/>
	Elective units		
	CHCAD4A	Provide advocacy and representation	<input type="checkbox"/>
CHCCD5B	Develop community resources	<input type="checkbox"/>	
BSBATSIC510A	Conduct a community meeting	<input type="checkbox"/>	

## Section 2 - Work History

In the space provided please give details of all relevant full-time, part-time, paid or voluntary work experience. Please attach letter(s) of confirmation from employer(s) listed.

Employment Details			
Employer	Address	Contact person	Type of work undertaken
Period of employment			
Start date:  Finish date:			■ ■ ■ ■ ■ ■ ■
Start date:  Finish date:			■ ■ ■ ■ ■ ■ ■
Start date:  Finish date			■ ■ ■ ■ ■ ■ ■
Start date:  Finish date			■ ■ ■ ■ ■ ■ ■

### Section 3 - Previous In-house Training

In the space provided record any relevant training /induction programs that you have completed through your current or previous employer(s). Please attached a copy of your training records..

Employer Date (approx)	Name/description of training course	Topics covered
		<ul style="list-style-type: none"> <li>▪</li> <li>▪</li> <li>▪</li> <li>▪</li> </ul>
		<ul style="list-style-type: none"> <li>▪</li> <li>▪</li> <li>▪</li> <li>▪</li> </ul>
		<ul style="list-style-type: none"> <li>▪</li> <li>▪</li> <li>▪</li> <li>▪</li> </ul>
		<ul style="list-style-type: none"> <li>▪</li> <li>▪</li> <li>▪</li> <li>▪</li> </ul>

### Section 4 - Other Interests

Provide details of other interests or activities that have assisted you in acquiring skills and knowledge that compliment the qualification/units of competency.

Description of interest	Duration	Skills acquired
		<ul style="list-style-type: none"> <li>▪</li> <li>▪</li> <li>▪</li> <li>▪</li> </ul>
		<ul style="list-style-type: none"> <li>▪</li> <li>▪</li> <li>▪</li> <li>▪</li> </ul>

### Section 5 - Educational History

Record your formal educational achievements.

Date	Level of study	Name of qualification	Result

### Section 6 - Validated Evidence

Copy of position description	<input type="checkbox"/>
Training records	<input type="checkbox"/>
Written references	<input type="checkbox"/>
Verbal references	<input type="checkbox"/>
Supervisor report(s)	<input type="checkbox"/>
Written confirmation of work specific skills	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Section 7 - Critical aspects of assessment

The following questions relate to the essential skills and knowledge in the units for which you are claiming recognition. You may have already provided valid, current and reliable evidence in previous sections, however completion of this (more specific) section is necessary for our records. You must submit three forms of evidence for recognition of prior learning against each of the elements in each cluster. Questions for all elements may be answered verbally or in writing, however your claims must be supported by written documentation. Accepted documents include:

- Supervisors report
- OHS reports and action plans (implemented by you)
- Completed projects
- Certificates/awards
- Meeting agendas, minutes and (implanted) actions
- Training and Development documents (implemented and delivered by you)
- Surveys conducted within the community (sexual health) and work environments (training and development effectiveness or relevance)
- Testimonials from community members
- List of resources and resource reviews
- Consultation records (names omitted)
- Work journals

Please talk to your assessor about which option you would prefer and indicate below.

Verbal answers

Written answers

### Assessment Cluster 1: Case Management

Unit: CHCS402A Respond holistically to client issues

Questions answered correctly:	Yes	No	N/A
▪ Are you able to identify the range of relevant issues that may impact upon the delivery of your services?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Do you develop and implement plans in conjunction with clients to address their issues and concerns?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Do you provide referrals to appropriate services in line with client and organisational requirements?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Do you operate within duty of care and organisational requirements to address client needs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Can you evaluate the effectiveness of service delivery?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Comments:**

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**Assessment Cluster 1: Case Management (continued)**

**Unit: CHCCM3B Develop, facilitate and monitor all aspects of case management**

Questions answered correctly:	Yes	No	N/A
▪ Do you obtain access to and use a range of family and community resources within the area of Aboriginal sexual health?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Do you identify and gain agreement on role boundaries?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Do you effectively facilitate and support groups and participants to engage in information sharing and planning?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Do you effectively plan, make decisions and set goals within the case management framework?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Do you understand and effectively apply organisational, statutory and legislative requirements?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Comments:**

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**Unit: CHCCS6B Assess and deliver services to clients with complex needs**

Questions answered correctly:	Yes	No	N/A
▪ Do you effectively administer your organisation's instruments, proformas and mechanisms to assess client needs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Do you accurately identify and select from a range of services provided by the organisation to match client needs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Do you select from other services available in the broader community to address client needs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Do you effectively develop and maintain appropriate networks in the area of Aboriginal sexual health?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Do you effectively provide referrals to relevant organisations or providers of specialist services?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Comments:**

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**Assessment Cluster 1: Case Management (continued)**

**Unit: CHCCS7C Coordinate the assessment and deliver of services to clients with particular needs**

Questions answered correctly:	Yes	No	N/A
▪ Are you able to administer your organisation's testing instruments to assess client needs in the area of Aboriginal sexual health?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Can you accurately identify and select from a range of services provided by the organisation to match client needs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Do you effectively develop and maintain appropriate networks in the area of Aboriginal sexual health?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Do you effectively provide referrals to relevant organisations or providers of specialist services?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Comments:**

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**Assessment Cluster 2: Networking and Advocacy**

**Unit: CHCNET4A Work with other services**

Questions answered correctly:	Yes	No	N/A
▪ Can you facilitate effective working relationships within community services and the general community?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Can you use existing information systems to develop referral networks?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Do you know the range of community services operating in the area and how to access them?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Do you know confidentiality and privacy legislation and procedures?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Do you have knowledge specific to working with people from culturally and linguistically diverse backgrounds?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Do you have a good knowledge of industry and government processes in the area of Aboriginal/sexual health?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Unit: CHCCOM3C Utilise specialist communication skills to build strong relationships**

Questions answered correctly:	Yes	No	N/A
▪ Can you provide evidence that all communication with clients and colleagues is appropriate to individual needs and the situation, and promotes the achievement of organisational objectives?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Do you use effective communication skills with clients and work colleagues, and when accessing services?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Do you use strategies to meet particular client communication needs and difficulties?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Do you address conflict resolution in a timely way and in a manner which is inclusive of individual differences and does not compromise the standing of the organisation or the integrity of the individual?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Do you know when to provide referrals to conflict resolution and mediation services?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Do you know cross cultural communication protocols?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Do you know crisis intervention models and theories?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Can you conduct basic counselling?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Do you have a good knowledge of industry and government processes in the area of Aboriginal/sexual health?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Assessment Cluster 2: Networking and Advocacy (continued)**

**Unit: CHCAD4A Provide advocacy and representation**

Questions answered correctly:	Yes	No	N/A
▪ Are you able to effectively represent the concerns and interests of individuals and groups within the organisation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Do you participate in a range of decision making forums such as committee memberships, public presentations, special meetings, or other appropriate publicity events?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Do you have a good understanding of community consultation and decision making processes?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Do you have an appreciation and understanding of the social structures and relationships within the community?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Do you have a good knowledge of industry and government processes in the area of Aboriginal/sexual health?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Can you demonstrate your knowledge of major components of female and male reproductive anatomy and physiology?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Do you have a general understanding of reproductive sexual health?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Can you state common STI's and modes of transmission?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Can you state the signs and symptoms of common STI's	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Can you demonstrate knowledge of STI prevention, treatment , care and management?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Comments:**

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**Assessment Cluster 3: Promotion and Education**

**Unit: CHCCD14B Implement a community development strategy**

Questions answered correctly:	Yes	No	N/A
▪ Are you able to accurately identify community needs and match a range of appropriate resources to meet those needs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Can you operate effectively within an Indigenous community and across a range of other groups?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Do you have a good knowledge of the issues surrounding Aboriginal sexual health?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Do you have an effective network of community members and organisations within the community?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Comments:**

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**Assessment Cluster 3: Promotion and Education (continued)**

**Unit: CHCCED501A Develop and implement education programs in the area of sexual and reproductive health**

Questions answered correctly:	Yes	No	N/A
▪ Do you provide sexuality and reproductive health education programs in a non-judgemental manner? ??????	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Do you have an understanding of your own values and attitudes regarding sexuality and reproductive health, and how they impact on the educational services you provide?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Do you effectively create a positive learning environment and practice basic group-work skills?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Do you work effectively with Aboriginal communities and individuals in the context of sexuality and reproductive health?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Can you develop, implement and evaluate sexuality education programs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Can you communicate about sexuality effectively and comfortably?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Comments:**

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**Unit: CHCCD5B Develop community resources**

Questions answered correctly:	Yes	No	N/A
▪ Are you able to identify community needs and match a range of appropriate resources to those needs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Are you able to operate within specific Aboriginal communities or across a number of groups?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Do you use a range of information systems that can obtain, store and record information?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Do you have a good knowledge of community members within the community?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Do you have specific knowledge of Aboriginal sexual health issues?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Are you able to identify and access resources and funding available for Aboriginal sexual health?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Are you able to analyse and review existing resources to ensure their ongoing usefulness and currency?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Comments:**

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**Assessment Cluster 3: Promotion and Education (continued)**

**Unit: BSBATSIC510A Conduct a community meeting**

Questions answered correctly:	Yes	No	N/A
▪ Are you able to effectively negotiate with community members to plan and conduct community meetings?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Do you effectively organise all aspects of community meetings including bush meetings?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Are you able to facilitate a community meeting gaining participation from participants and negotiating difficult situations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Do you record and communicate outcomes of community meetings including actions arising from decisions made in the meeting?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Do you report on decisions and implant appropriate actions as a result of community meetings?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Do you have a good understanding of the cultural context of community meetings including cultural protocols, language etc?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Comments:**

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**Assessment Cluster 4: Managing the Work Environment**

**Unit: CHCORG6B Coordinate the work environment**

Questions answered correctly:	Yes	No	N/A
▪ Do you contribute to, and promote effective work practices and relationships?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Do you facilitate workplace activities ensuring that processes encourage participation and feedback?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Do you effectively plan for staff needs including recruitment and training?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Do you implement fair staff employment and training practices?			
▪ Do you demonstrate and encourage workplace health and safety, including provision of counselling and mediation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Comments:**

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**Assessment Cluster 4: Managing the Work Environment (continued)**

**Unit: CHCOHS401A Implement and monitor OHS policies and procedures for a workplace**

Questions answered correctly:	Yes	No	N/A
▪ Do you accurately and regularly explain and provide OHS information, legislation and codes of practice to work groups and individuals?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Do you encourage effective development of individual and group competencies in OHS through coaching and mentoring strategies, such as the buddy system?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Do you effectively and promptly resolve issues raised through consultation and use feedback to implement improvements in the management of OHS?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Does the candidate provide opportunities for feedback and group participation in the management of OHS?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Do you implement processes to identify hazards and risks and monitor those processes for effectiveness?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Are you able to identify and evaluate inadequacies in existing risk control measures and resource allocations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Do you maintain appropriate OHS records in accordance with legal and organisational requirements?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Comments:**

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**Unit: CHCINF5B Meet statutory and organisational information requirements**

Questions answered correctly:	Yes	No	N/A
▪ Are you able to identify and analyse information requirements?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Do you review options for information systems and educational resources using consultative processes?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Do you periodically evaluate methods for recording and storing information for effectiveness and to ensure new methods are introduced as appropriate?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Do you ensure availability and validity of information?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Are you able to recruit specialist expertise for designated information and educational resources?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Do you provide opportunities for users to monitor and give advice, on the development of information and educational resources?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Do you analyse and review staff training needs and implement strategies to address those needs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Comments:**

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**Assessment Cluster 4: Managing the Work Environment (continued)**

**Unit: CHCORG28A Reflect and improve upon professional practice**

Questions answered correctly:	Yes	No	N/A
▪ Do you undertake a self assessment process to determine gaps in your own skills and knowledge?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Do you encourage and use feedback from staff, managers and clients to assess your own work practices?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Do you evaluate current and likely future professional development needs, keeping abreast of future trends?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Do you enlist specialist advice and/or undertake further training in accordance with organisational guidelines?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Do you assess your own work practices against identified objectives and codes of ethics?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Are you able to assess the impact of your own values, beliefs and behaviours on your work in the area of Aboriginal sexual health?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Do you set realistic goals and targets for your own professional development?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Comments:**

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**Unit: CHCCM4B Promote high quality case management**

Questions answered correctly:	Yes	No	N/A
▪ Do you research and analyse trends in case management practice?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Do you analyse and evaluate case management practice?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Do you effectively plan for case management practice improvement?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Do you provide effective leadership to workers in case management practice?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Do you have a knowledge and understanding of relevant legislative and statutory requirements relating to case management practice?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Do you provide support and advice to workers on complex case management issues?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Comments:**

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## Section 8 - Evidence

This section is to be completed by the accredited assessor

Assessment Cluster 1: Case Management				
Unit of Competency	Critical Aspects of Assessment	Evidence Provided	Results	
			Competent	Further evidence required
CHCCS402A Respond holistically to client issues	<ul style="list-style-type: none"> <li>▪ Ability to identify the range of relevant issues that may impact on service delivery</li> <li>▪ Development of an implementation plan in conjunction with the client to address their issues</li> <li>▪ Capacity to provide referrals to appropriate services</li> <li>▪ Ability to evaluate the effectiveness of services</li> <li>▪ Capacity to operate within duty of care and organisational requirements to address client needs</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Third party report/s</li> <li><input type="checkbox"/> Questioning/interview</li> <li><input type="checkbox"/> Recognition application</li> <li><input type="checkbox"/> Workplace documents/records</li> <li><input type="checkbox"/> Work project</li> <li><input type="checkbox"/> Other</li> </ul>		
CHCCM3B Develop, facilitate and monitor all aspects of case management	<ul style="list-style-type: none"> <li>▪ Ability to access and use a range of family and community resources</li> <li>▪ Ability to identify and gain agreement on role boundaries</li> <li>▪ Ability to facilitate groups and support participants to engage in information sharing and planning</li> <li>▪ Ability to plan, make decisions and set goals</li> <li>▪ Capacity to apply organisational statutory and legislative requirements</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Third party report/s</li> <li><input type="checkbox"/> Questioning/interview</li> <li><input type="checkbox"/> Recognition application</li> <li><input type="checkbox"/> Workplace documents/records</li> <li><input type="checkbox"/> Work project</li> <li><input type="checkbox"/> Other</li> </ul>		
CHCCS6B Assess and deliver services to clients with complex needs	<ul style="list-style-type: none"> <li>▪ Administration of organisational instruments and mechanisms to assess client needs</li> <li>▪ Ability to select from a range of appropriate services to match client needs</li> <li>▪ Ability to select from other services available in the broader community to address client needs</li> <li>▪ Ability to develop and maintain appropriate networks</li> <li>▪ Ability to provide referrals to relevant organisations or providers of specialist services</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Third party report/s</li> <li><input type="checkbox"/> Questioning/interview</li> <li><input type="checkbox"/> Recognition application</li> <li><input type="checkbox"/> Workplace documents/records</li> <li><input type="checkbox"/> Work project</li> <li><input type="checkbox"/> Other</li> </ul>		

<p>CHCCS7C Coordinate the assessment and delivery of services to clients with particular needs</p>	<ul style="list-style-type: none"> <li>▪ Administration of organisational testing instruments to assess client needs</li> <li>▪ Ability to select from a range of appropriate services to match client needs</li> <li>▪ Ability to develop and maintain appropriate networks</li> <li>▪ Ability to provide referrals to relevant organisations or providers of specialist services based on client needs</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Third party report/s</li> <li><input type="checkbox"/> Questioning/interview</li> <li><input type="checkbox"/> Recognition application</li> <li><input type="checkbox"/> Workplace documents/records</li> <li><input type="checkbox"/> Work project</li> <li><input type="checkbox"/> Other</li> </ul>		
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**Assessment Cluster 2: Networking and Advocacy**

Unit of Competency	Critical Aspects of Assessment	Evidence Provided	Results	
			Competent	Further evidence required
<p>CHCNET4A Work with other services</p>	<ul style="list-style-type: none"> <li>▪ Ability to facilitate effective working relationships within community services and within the general community</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Third party report/s</li> <li><input type="checkbox"/> Questioning/interview</li> <li><input type="checkbox"/> Recognition application</li> <li><input type="checkbox"/> Workplace documents/records</li> <li><input type="checkbox"/> Work project</li> <li><input type="checkbox"/> Other</li> </ul>		
<p>CHCCOM3C Utilise specialist communication skills to build strong relationships</p>	<ul style="list-style-type: none"> <li>▪ Client and colleague communication is appropriate to the situation, meets individual needs and promotes achievements of organisational objectives</li> <li>▪ Ability to use effective communication skills with clients accessing services and to work with colleagues</li> <li>▪ Use of strategies to meet particular client communication needs/difficulties</li> <li>▪ Ability to address conflict resolution in a timely manner which is inclusive of individual issues and does not compromise the standing of the organisation or integrity of the individual</li> <li>▪ Capacity to know when to provide referrals to conflict resolution and mediation</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Third party report/s</li> <li><input type="checkbox"/> Questioning/interview</li> <li><input type="checkbox"/> Recognition application</li> <li><input type="checkbox"/> Workplace documents/records</li> <li><input type="checkbox"/> Work project</li> <li><input type="checkbox"/> Other</li> </ul>		
<p>CHCAD4A Provide advocacy and representation</p>	<ul style="list-style-type: none"> <li>▪ Ability to effectively represent individual and group concerns and interests within the organisation, community and industry</li> <li>▪ Ability to participate in a range of decision making forums</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Third party report/s</li> <li><input type="checkbox"/> Questioning/interview</li> <li><input type="checkbox"/> Recognition application</li> <li><input type="checkbox"/> Workplace documents/records</li> <li><input type="checkbox"/> Work project</li> <li><input type="checkbox"/> Other</li> </ul>		

Assessment Cluster 3: Promotion and Education				
Unit of Competency	Critical Aspects of Assessment	Evidence Provided	Results	
			Competent	Further evidence required
CHCCD14B Implement a community development strategy	<ul style="list-style-type: none"> <li>▪ Capacity to identify individual concerns and translate them into public issues by facilitating individual awareness of issues that may be common to the group, and to assist establishment of access to group processes</li> <li>▪ Development and maintenance of public processes to address common issues</li> <li>▪ Ability to work with community members</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Third party report/s</li> <li><input type="checkbox"/> Questioning/interview</li> <li><input type="checkbox"/> Recognition application</li> <li><input type="checkbox"/> Workplace documents/records</li> <li><input type="checkbox"/> Work project</li> <li><input type="checkbox"/> Other</li> </ul>		
CHCCED501A Develop and implement education programs in the area of sexual and reproductive health	<ul style="list-style-type: none"> <li>▪ Provide sexuality education in a non-judgmental manner</li> <li>▪ Demonstrate understanding of own values and attitudes and their impact on services</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Third party report/s</li> <li><input type="checkbox"/> Questioning/interview</li> <li><input type="checkbox"/> Recognition application</li> <li><input type="checkbox"/> Workplace documents/records</li> <li><input type="checkbox"/> Work project</li> <li><input type="checkbox"/> Other</li> </ul>		
CHCCD5B Develop community resources	<ul style="list-style-type: none"> <li>▪ Ability to identify and match community needs using a range of appropriate resources</li> <li>▪ Capacity to operate within specific communities or across a number of groups</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Third party report/s</li> <li><input type="checkbox"/> Questioning/interview</li> <li><input type="checkbox"/> Recognition application</li> <li><input type="checkbox"/> Workplace documents/records</li> <li><input type="checkbox"/> Work project</li> <li><input type="checkbox"/> Other</li> </ul>		
BSBATSIC510A Conduct a community meeting	<ul style="list-style-type: none"> <li>▪ Demonstrate all elements of competency and their performance criteria in an integrated manner</li> <li>▪ Ability to effectively conduct ad hoc meetings</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Third party report/s</li> <li><input type="checkbox"/> Questioning/interview</li> <li><input type="checkbox"/> Recognition application</li> <li><input type="checkbox"/> Workplace documents/records</li> <li><input type="checkbox"/> Work project</li> <li><input type="checkbox"/> Other</li> </ul>		

Assessment Cluster 4: Managing the Work Environment				
Unit of Competency	Critical Aspects of Assessment	Evidence Provided	Results	
			Competent	Further evidence required
CHCORG6B Coordinate the work environment	<ul style="list-style-type: none"> <li>▪ Ability to develop effective relationships with staff</li> <li>▪ Capacity to communicate positively with all staff</li> <li>▪ Ability to establish effective procedures including work plans, conflict resolution, meetings, facilitation of groups, confidentiality, staff selection, staff counselling, staff training, OHS</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Third party report/s</li> <li><input type="checkbox"/> Questioning/interview</li> <li><input type="checkbox"/> Recognition application</li> <li><input type="checkbox"/> Workplace documents/records</li> <li><input type="checkbox"/> Work project</li> <li><input type="checkbox"/> Other</li> </ul>		
CHCOHS401A Implement and monitor OHS policies and procedures for a work place	<ul style="list-style-type: none"> <li>▪ Ability to encourage and coach co-workers to work safely and following the organisation's OHS policies and procedures</li> <li>▪ Ability to identify, report and manage personal and work hazards that may include manual handling and infection management etc</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Third party report/s</li> <li><input type="checkbox"/> Questioning/interview</li> <li><input type="checkbox"/> Recognition application</li> <li><input type="checkbox"/> Workplace documents/records</li> <li><input type="checkbox"/> Work project</li> <li><input type="checkbox"/> Other</li> </ul>		
CHCINF5B Meet statutory and organisational information requirements	<ul style="list-style-type: none"> <li>▪ Ability to assess workplace information requirements</li> <li>▪ Ability to design work systems that effectively integrate technology</li> <li>▪ Ability to design or assess training that will support the introduction of new technology in work practices</li> <li>▪ Capacity to demonstrate the knowledge related to applicable agency and legislative requirements processes</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Third party report/s</li> <li><input type="checkbox"/> Questioning/interview</li> <li><input type="checkbox"/> Recognition application</li> <li><input type="checkbox"/> Workplace documents/records</li> <li><input type="checkbox"/> Work project</li> <li><input type="checkbox"/> Other</li> </ul>		
CHCORG28A Reflect and improve upon professional practice	<ul style="list-style-type: none"> <li>▪ Demonstrated knowledge, skills and ethics relevant to current industry standards and codes of ethics and practice</li> <li>▪ Demonstrated capacity to work with an awareness and sensitivity to conflict, culture and context</li> <li>▪ Demonstrated skills in negotiation, communication and decision making</li> <li>▪ Ability to understand and implement relevant procedures</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Third party report/s</li> <li><input type="checkbox"/> Questioning/interview</li> <li><input type="checkbox"/> Recognition application</li> <li><input type="checkbox"/> Workplace documents/records</li> <li><input type="checkbox"/> Work project</li> <li><input type="checkbox"/> Other</li> </ul>		
CHCCM4B Promote high quality case management	<ul style="list-style-type: none"> <li>▪ Demonstrate all elements of competency and their performance criteria in an integrated manner</li> <li>▪ Ability to effectively conduct ad hoc meetings</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Third party report/s</li> <li><input type="checkbox"/> Questioning/interview</li> <li><input type="checkbox"/> Recognition application</li> <li><input type="checkbox"/> Workplace documents/records</li> <li><input type="checkbox"/> Work project</li> <li><input type="checkbox"/> Other</li> </ul>		

Section 9(a) - Feedback to Student

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Section 9(b) - Feedback from Student

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Section 9(c) - Assessor Notes

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## Section 10 - Assessor's Report

Student's name: \_\_\_\_\_

Section 10 - Assessor's Report			
CHC50902 Diploma of Community Services (Case Management) with a focus on Aboriginal Sexual Health		Yes	No
Recognition granted			
Further evidence/learning required			
Decision appealed			
Units granted:	CHCCS402A Respond holistically to client issues		
	CHCCM3B Develop, facilitate and monitor all aspects of case management		
	CHCCS6B Assess and deliver services to clients with complex needs		
	CHCCS7C Coordinate the assessment and delivery of services to clients with particular needs		
	CHCNET4A Work with other services		
	CHCCOM3C Utilise specialist communication skills to build strong relationships		
	CHCCD14B Implement a community development strategy		
	CHCCED501A Develop and implement education programs in the area of sexual and reproductive health		
	CHCORG6B Coordinate the work environment		
	CHCOHS401A Implement and monitor OHS policies and procedures for a workplace		
	CHCINF5B Meet statutory and organisational information requirements		
	CHCORG28A Reflect and improve upon professional practice		
	CHCCM4B Promote high quality case management		
	BSBATSIC510A Conduct a community meeting		
	CHCAD4A Provide advocacy and representation		
	CHCCD5B Develop community resources		
Assessor's name			
Assessor's signature		Date:	
Registered Training Organisation			