Contents

Section 1: Meeting VET sector requirements

Training organisations have a range of requirements that they must meet in developing and implementing quality training and assessment strategies and practices for course programs. As a trainer, you also have a range of requirements that must be considered when implementing programs for your specific group of learners.

1.1 How Aspire's resources assist in meeting requirements

The following section outlines a range of VET sector requirements and how Aspire's resources may assist you and your training organisation in implementing a quality learning experience.

VET sector requirement	Aspire's approach
Australian Qualifications Framework The Australian Qualifications Framework is the national policy for regulated qualifications in the Australian education and training system. The AQF incorporates the quality assured qualifications from each education and training sector into a single comprehensive national qualifications framework. You and your training organisation must be aware of the requirements of the relevant AQF qualification or course requirements, from the endorsed training package, as you implement course delivery.	Aspire's learning resources, practice tasks and learning checkpoints have been pitched at a level suitable for the unit of competency and the qualifications for which it is relevant, based on the specifications in the Australian Qualifications Framework (AQF) (Second edition, January 2013). For more information regarding these specifications, and to download the Australian Qualifications Framework, visit the AQF website at: www.aqf.edu.au.
Volume of learning When developing training and assessment strategies for this unit and the qualification for which it is relevant, you and your training organisation must take into account the volume of learning requirements as defined by the Australian Qualifications Framework. An explanation of volume of learning can be accessed at: www.aqf.edu.au/wp-content/uploads/2013/06/Volume-of-Learning-Explanation.pdf	Aspire ensures that each unit of competency is covered completely and in depth in both the learning content and the assessment. This approach will help you meet volume of learning requirements as you develop your training and assessment strategies.

1.2 Resource quality assurance processes

Aspire's resources are developed with rigorous quality assurance (QA) practices in place.

The QA process includes five components that support VET sector requirements:

1. Independent external QA of Aspire resources is carried out by QA consultants who are not employed or subcontracted by Aspire for resource development and have no other involvement or interest in the operations of Aspire. These QA consultants have vocational competencies and current industry skills relevant to the unit and/or current knowledge and skills in vocational teaching and learning. QA consultants also hold either:

    •   TAE40110 Certificate IV in Training and Assessment (or its successor)

    •   a diploma or higher level qualification in adult education.

2. Aspire engages with relevant industry bodies to ensure its resources meet industry needs (as identified in each individual unit of competency). This involves networking on an ongoing basis with industry networks, peak bodies and/or employers, and obtaining their feedback on resource content and assessments.

3. Resources are also reviewed by various training organisations and learner groups prior to release, to obtain and address feedback concerning resource usability.

4. Aspire uses external writers and/or subject matter experts who have relevant qualifications to an appropriate level in the subject area of the unit and current knowledge and skills in vocational teaching and learning.

5. Aspire's instructional design team has the following qualifications or similar:

    •   Certificate IV in Training and Assessment or higher (with a preference for Diploma of VET)

    •   TAESS00001 Assessor Skill Set or its successor.

Section 2: Unit of competency information

2.1 Unit of competency

CHCCSL002 Apply specialist interpersonal and counselling interview skills

Modification history

Release	Comments
Release 1	This version was released in *CHC Community Services Training Package release 3.0* and meets the requirements of the 2012 Standards for Training Packages. Significant changes to the elements and performance criteria. New evidence requirements for assessment including volume and frequency requirements. Significant changes to knowledge evidence. Additional assessor requirements. Supersedes CHCCSL502A

Application

This unit describes the skills and knowledge required to use advanced and specialised communication skills in the client-counsellor relationship.

This unit applies to individuals whose job role involves working with clients on personal and psychological issues within established policies, procedures and guidelines.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand Standards and industry codes of practice.

2.2 Unit of competency assessment requirements

Assessment Requirements for CHCCSL002 Apply specialist interpersonal and counselling interview skills

Modification History

Release	Comments
Release 1	This version was released in *CHC Community Services Training Package release 3.0* and meets the requirements of the 2012 Standards for Training Packages. Significant changes to the elements and performance criteria. New evidence requirements for assessment including volume and frequency requirements. Significant changes to knowledge evidence. Additional assessor requirements. Supersedes CHCCSL502A

Performance Evidence	The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be evidence that the candidate has:

	• interviewed at least 3 different clients using specialised interpersonal communication and counselling interviewing skills, including:
	  – micro-skills and communication techniques, including:
	    ○ attending behaviours – active listening,
	    ○ reflection of content, summarising
	    ○ questioning skills – open, closed, simple and compound questions
	    ○ client observation skills
	    ○ noting and reflecting skills
	    ○ providing client feedback
	  – specialised counseling interviewing skills, including:
	    ○ challenging
	    ○ reframing
	    ○ focussing
	• integrated clear case note taking into the interview process
	• completed a structured process of self-reflection and evaluation of own communication used during the 3 interviews.

3.2 Learning mapping

CHCCSL002 Apply specialist interpersonal and counselling interview skills

Unit of competency		Content		Practice tasks	Learning checkpoint
Element 1: Communicate effectively		**Topic 1: Communicate effectively**		**n/a**	**n/a**
1.1	Identify communication barriers and use strategies to overcome these barriers in the client-counsellor relationship	1A	Identify communication barriers and use strategies to overcome these barriers in the client–counsellor relationship	1	LC 1: Part A 1, 2, 3, 10 Part B 1, 2, 3
1.2	Facilitate the client-counsellor relationship through selection and use of micro skills	1B	Facilitate the client–counsellor relationship through selection and use of micro-skills	2	LC 1: Part A 9 Part B 4
1.3	Integrate the principles of effective communication into work practices	1C	Integrate the principles of effective communication into work practices	3	LC 1: Part A 4, 6
1.4	Observe and respond to non-verbal communication cues	1D	Observe and respond to nonverbal communication cues	4	LC 1: Part A 8 Part B 5
1.5	Consider and respond to the impacts of different communication techniques on the client-counsellor relationship in the context of individual clients	1E	Consider and respond to the impacts of different communication techniques on the client–counsellor relationship	5	LC 1: Part A 5, 7 Part B 6
1.6	Integrate case note taking with minimum distraction	1F	Integrate taking case notes with minimum distraction	6	LC 1: Part A 8 Part B 7
Element 2: Use specialised counselling interviewing skills		**Topic 2: Use specialised counselling interviewing skills**		**n/a**	**n/a**

Final assessment tasks

The final assessment provided in Aspire's print learner guide or online resource includes an overview that is laid out as follows (or similar):

To demonstrate your competency using this final assessment you must successfully complete four assessment tasks.

Complete the following task	• Part A – Questioning You will demonstrate a sound knowledge of the unit requirements in your responses. • Part B – Case study questions You will demonstrate a sound knowledge of the unit requirements in your responses. • Part C – Observation You will demonstrate your skills and knowledge in a simulated workplace environment.
Refer to the Aspire *Practical placement logbook* for this unit	• Practical placement Your performance will be assessed in the workplace.

Please note that Part C is only included where the Assessment requirements for the unit of competency specify aspects of performance evidence that must be demonstrated in a simulated environment before practical placement. In all other cases, observation tasks have been incorporated into the practical placement assessment. Please refer to Aspire's *Practical placement logbook – User guide* for further information.

How to use the assessment plan

Once assessment tasks and options have been discussed with the candidate, required and preferred tasks should be selected and documented in the assessment plan. An example of the assessment plan is provided here.

Assessment plan	
Training organisation name:	
Candidate name:	
Phone number:	
Date:	
Email:	
Assessor name:	
Unit of competency:	*CHCCSL002 Apply specialist interpersonal and counselling interview skills*
Assessment tasks to be undertaken:	❑ Part A – Questions ❑ Part B – Case study questions ❑ Practical placement
Ready for assessment declaration:	I confirm that the purpose and procedures of this assessment have been clearly explained to me. I have been consulted about any special needs I might have in relation to the assessment process. The criteria to be used for this assessment have been discussed with me, as have the consequences and possible outcomes of the assessment. I have accessed and understand general assessment information as provided by my training organisation. I have been given fair notice of the date, time, venue and other arrangements for this assessment. I have completed a self-assessment of my performance of the skills and knowledge for this unit and confirm that I am ready for assessment.

4.3 Assessment mapping

CHCCSL002 Apply specialist interpersonal and counselling interview skills

Unit of competency	Part A – Questions	Part B – Case study questions	Practical placement
Element 1: Communicate effectively			
1.1 Identify communication barriers and use strategies to overcome these barriers in the client-counsellor relationship	Q1		O1
1.2 Facilitate the client-counsellor relationship through selection and use of micro skills	Q28		O8
1.3 Integrate the principles of effective communication into work practices	Q34		O17
1.4 Observe and respond to non-verbal communication cues	Q38		O18
1.5 Consider and respond to the impacts of different communication techniques on the client-counsellor relationship in the context of individual clients	Q43		O19
1.6 Integrate case note taking with minimum distraction	Q44		O20
Element 2: Use specialised counselling interviewing skills			
2.1 Select and use communication skills according to the sequence of a counselling interview	Q46		O23
2.2 Identify points at which specialised counselling interviewing skills are appropriate for inclusion	Q51		

4.5 Completing the record of outcome

Once all required assessment tasks and options have been completed satisfactorily by the candidate, the final assessment record of outcome form must be completed.

This must be submitted to your training organisation's records administration as soon as possible after the final assessment tasks are completed and marked. An example is provided here.

Record of outcome

Training organisation name:	
Candidate name:	
Unit code and title:	*CHCCSL002 Apply specialist interpersonal and counselling interview skills*
Assessor name:	
Assessor email:	
Assessor phone number:	

Assessment tasks:		**Satisfactorily completed**
	Part A – Questions	❏
	Part B – Case study questions	❏
	Practical placement	❏

Declaration:	In completing this assessment, I confirm that the candidate has demonstrated all unit outcomes through consistent and repeated application of skills and knowledge with competent performance demonstrated in multiple instances over a period of time.

Evidence collected has been confirmed as: |