

Certificate IV in Employment Services



CHC41115

Overview

Assisting the employed in their employment pathway can be a very rewarding career choice. There are three pathways offered by Interskills Training – an employment consultant who works in a DES (disability employment service), an employment consultant who works in a non-DES, and a business development officer working for either. The employment consultant, or EC, meets with and interviews unemployed persons, creates Employment Pathway Plans (EPPs), monitors their progress, recommends training and skills development and follows their client through to employment. The business development officer (or BDO) provides the other end of the service by liaising with employers, ascertaining their employment requirements, associating these needs with the cohort of clients, providing pre-employment pathways and providing recruitment services. This qualification is one of the flagship qualifications at Interskills Training as we have access to the resources of our parent company (WISE Employment) which is a successful jobactive and DES provider.

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.

Job roles

Employment outcomes resulting from the completion of this course may include the following roles:

- Employment Consultant – DES
- Employment Consultant – non-DES provider
- Business Development Officer

Delivery mode

The delivery is flexible and made up of the following:

- Full Time
- Part Time
- Online
- Distance training
- Work based
- RPL
- A combination of the above

Assessment

Interskills Training uses a variety of flexible assessment strategies to ensure participants have the best chance of success.

Assessment strategies include:

- Written Assessment
- Oral Questions
- Project(s)
- Observation (Vocational Placement)
- Simulated Workplace Situations



Core Units

CHCCCS016	Respond to client needs
CHCCOM002	Use communication to build relationships
CHCDIV001	Work with diverse people
CHCECD001	Analyse and apply information that supports employment and career development
CHCECD002	Deliver and monitor contracted employment services
CHCECD003	Promote job seekers to employers
CHCECD006	Develop and monitor employment plans
CHCLEG001	Work legally and ethically
CHCPRP001	Develop and maintain networks and collaborative partnerships

plus either

Employment Consultant working in a Disability Employment service

CHCADV001	Facilitate the interests and rights of clients
CHCCCS004	Assess co-existing needs
CHCCCS006	Facilitate individual service planning and delivery
CHCCSM004	Coordinate complex case requirements
CHCECD007	Maximise participation in work by people with disability

OR

Employment Consultant working in a jobactive provider

CHCADV001	Facilitate the interests and rights of clients
CHCCCS004	Assess co-existing needs
CHCCCS006	Facilitate individual service planning and delivery
CHCCSM004	Coordinate complex case requirements
CHCLLN001	Respond to client language, literacy and numeracy needs

OR

Employer Development Officer

CHCECD005	Deliver employment services to employers
BSBEMS401	Develop and implement business development strategies to expand client base
BSBEMS403	Develop and provide employment management services to candidates
BSBEMS404	Manage the recruitment process for client organisations
BSBMKG413	Promote products and services

Entry requirements

Upon completion of the Pre Training Assessment and identification of learner strengths and weaknesses the training content, delivery, methodologies and assessments will be tailored to suit individual learner needs which will increase learner engagement and ownership..

Other considerations

Successful completion of a national police certificate is required to complete the Vocational Placement portion of this qualification – it is not possible to complete the qualification without completing the Vocational Placement. This certification is also required for employment in the sector.

Employment may also require mandatory reporting certification (ie Responding to Abuse and Neglect, Working with Children, etc) as sometimes clients may be < 18yo.

Course duration

The full time course is 12 months, the part time course is 24 months including a 38hr vocational placement.

Course details

To achieve a full qualification, a total of 14 units must be successfully completed: 9 core units and 5 elective units.

For further information

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