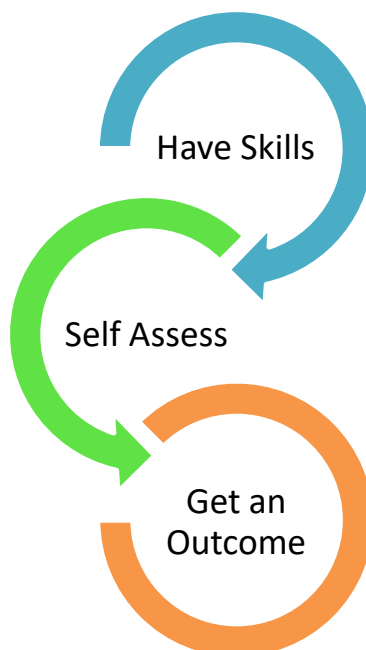




**Certificate IV in Community Services -
CHC42021**

**Skills Recognition Application
&
Self-assessment Kit**



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Introduction

Self-assessment Skills Recognition Tool Kit

This self-assessment tool kit has been developed by ICAN Learn an arm of the Indigenous Consumer Assistance Network (ICAN) to assist potential students undertake a self-assessment before requesting Recognition of Prior Learning.

Activities carried out as part of a Skills Recognition process remain confidential between the candidate and ICAN Learn.

ICAN Learn does not provide skills recognition material nor resources until the candidate is enrolled.

This Tool Kit is specific to Certificate IV in Community Services CHC42021. ICAN Learn delivers this qualification to build a specific practice context for community workers who want to work or are working in a financial capability related role.

Community services work with a financial literacy elective stream requires:

- Competencies that relate to a broad variety of areas including assessing the client, ability to develop rapport and skills to educate consumers about financial rights. This work requires a solid understanding of the ethics and principles of social justice.
- An understanding of the life situations for people in our community and includes knowledge and skills to work with vulnerable people including those who may be at risk of homelessness or suffer from complex issues.

What is Skills Recognition?

Skills Recognition is the general term given to a formal assessment process that measures the candidate's skills and knowledge from previous study, training, work, or life experiences against the outcomes of the course in which they require a qualification. The 3 categories in which skills can be recognised are:

- **Recognition of Prior Learning (RPL)**

This is a process which acknowledges that people learn in many ways and that learning may have been obtained through formal learning, non-formal or informal learning or a combination of all. The candidate's skills, training and experiences are assessed against the requirements of the qualification they require.

- **Recognition of Current Competence (RCC)**

This is a process through which the candidate may need to be re-assessed against a qualification they already have, to make sure that their competence is current. This is particularly relevant for licensing authorities.

- **Credit Transfer**

If the candidate has completed accredited or formal training previously or at another registered training organisation, ICAN Learn will recognise the units of study and associated competence, giving the candidate a credit transfer for the same units in the qualification they apply for. The unit codes must be identical to those in the course the student enrolls in to be granted CT.

This toolkit focuses on self-assessment across these areas.

What is Competence?

Competence is the demonstration of skills and knowledge that the candidate has gained through life and work experiences as well as any training they have successfully completed **that can be matched against a set of**

industry performance standards referred to as **units of competency**. These units are grouped together to form a specific industry qualification. In this toolkit we have grouped related units into clusters.

Qualification Requirements

The Certificate IV Community Services CHC42021 comprises 7 core and 8 elective units; the elective units are selected by ICAN Learn and meet specialist skill needs for financial resilience and financial capability work. ICAN Learn can only provide skills recognition for elective units for which it has assessment expertise; units outside of the ones outlined in this kit may not be assessed for skills recognition for this qualification.

Undertaking the self-assessment

1. **Read the Information** pages which will provide information and guidance on the Skills Recognition process, assessment & evidence requirements.
2. **Answer all relevant questions** in this self-assessment. If a unit is not relevant, please enter- '**not applicable**'
3. **Gather any evidence** that will verify your skills, knowledge, and experience. Be prepared to upload this evidence into the Catapult electronic portal once approved by the Teaching, Learning and Course Manager or appropriate teacher (as identified by ICAN Learn).
4. **Ensure evidence is valid:** this means that all student qualification records must be verified, and any other evidence must be presented in original format and verified. Letters from third parties must be on original letter head with legitimate email signatures¹.
5. **Submit the self-assessment** to ICAN Learn administration via email administration@icanlearn.edu.au.
6. The ICAN Learn Skills Recognition assessor will contact you within 7 days after submission if more information is required.
7. You will have **7 days** to provide any additional evidence if requested. If evidence is not provided within the timeframe, the application is declined.
8. You will have **30 days** to complete the Skills Recognition Application and Kit.
9. You will be contacted by ICAN Learn about your skills recognition application outcome **within 30 days of submitting your full application**.

Confidentiality

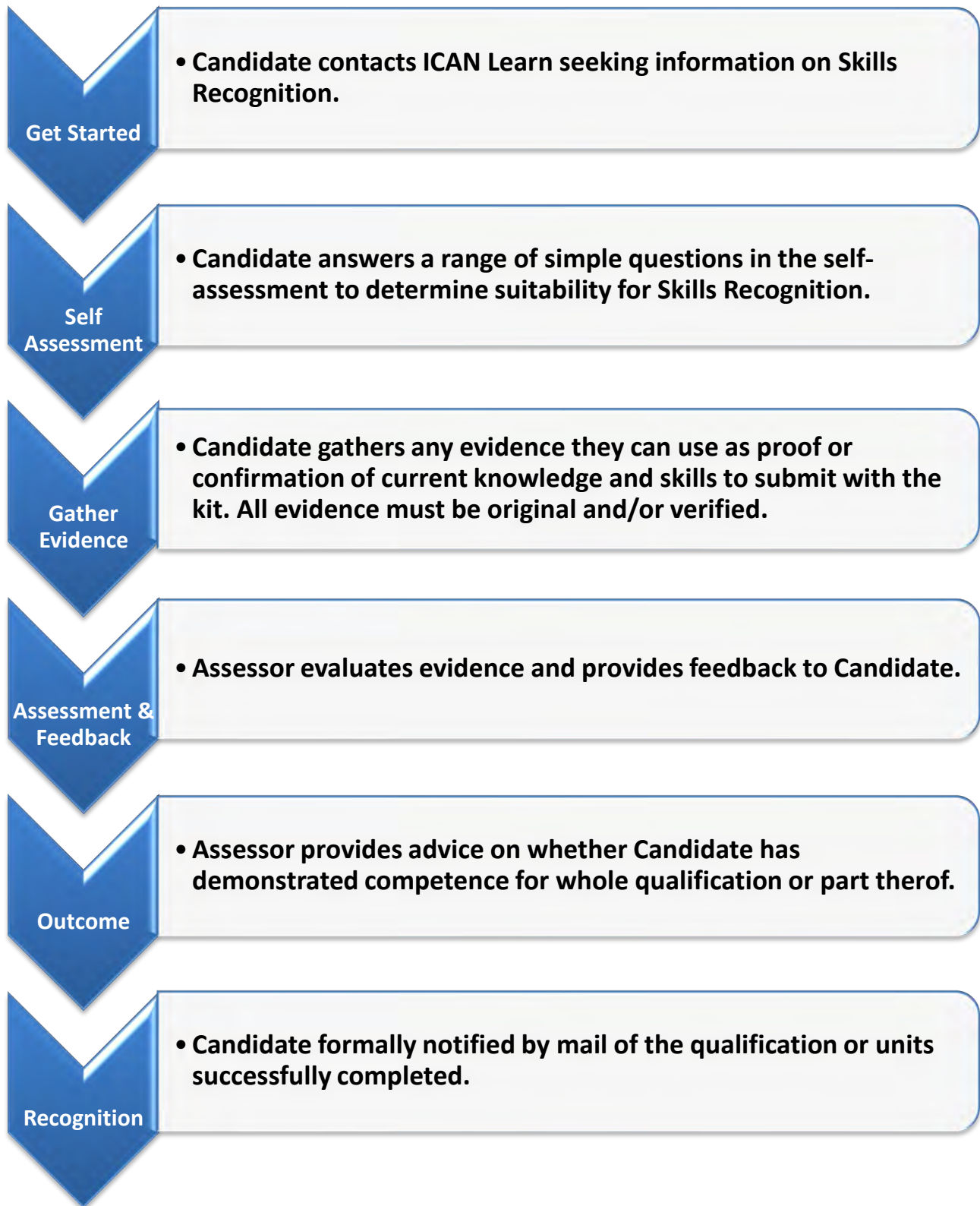
The candidate may need authorisation from their supervisor to use client files or other evidence, so it is always best to check the privacy and confidentiality policies of the organisation before using their information.

Client names and identifying factors or other personal details should be blacked out and made unidentifiable.

ICAN Learn maintains the candidate's confidentiality at all times and will not disclose Skills Recognition information to any other party. Disclosure of Skills Recognition information can only be done by the candidate themselves.

¹ Skills Recognition Policy and Procedure

The Skills Recognition Process - at a glance



Overview of the Skills Recognition Process

Get Started

Once enrolled with ICAN Learn the candidate contacts ICAN Learn and requests Skills Recognition, the student is provided with information and advice including:

- explanation of the skills recognition process and candidate requirements.
- qualification overview and time frame for submitting evidence and skills recognition completion
- cost for Skills Recognition is the same as for the relevant classroom delivered unit (Tuition fees schedule)

Self-Assessment

Complete this self-assessment **in full**.

Gather Evidence

Gather information for yourself that you can produce to verify your skills, knowledge, and experience. Evidence can take many forms, including:

- samples, photos, CDs or DVDs of your work
- letters of validation from your employer and/or clients on organisational letterhead
- a practical on-the-job assessment evidence
- your performance management reports
- **verified** certificates, qualifications etc. from previous study
- copies of documents you have completed at work – de-identified
- portfolio of workplace documents, e.g. policies and procedures that you work with.
- a simulation of a work activity

There are several broad approaches that an assessor can consider in applying a recognition process. These are:

- Real work / real time activities, including direct observation and third-party reports.
- Questioning, including oral and written.
- Portfolios that include collections of evidence compiled by candidates.
- Resume (current).

Intention to progress

Completion of this self-assessment is the beginning of the Skills Recognition process.

Submit the completed self-assessment as a **PDF** document by email to **administration@icanlearn.edu.au**.

By submitting this self-assessment toolkit, **the candidate commits to providing evidence that is sufficient, reliable, and accurate.**

Please note: Skills Recognition is a time limited process. The student must act to submit this kit and their evidence within 30 days of making their intention known. If the Assessor requires more information this is made known to the student within 7 days. The student must provide this evidence within the timeframe or the application is declined.

Candidate mandatory questions

Read each question below and tick 'yes' or 'no' / 'not applicable' at each question to indicate whether you can respond to these questions.

Note: All relevant questions must have a response - Skills Recognition will not progress without completion of all questions below.

You must provide the evidence list at the end of this self-assessment and the actual evidence with this submission.

Unit Code	Unit Title	Consider whether you have evidence that you have provided before ticking 'yes'	I have provided this evidence with this kit
HLTWHS002	Follow safe work practices for direct client care	I have a qualification that has a unit with exactly the same code	
		I have a qualification that has a unit with a similar code	
		I have provided evidence that I have participated in safe work practices in caring directly for clients.	
		I have provided evidence that I have contributed to workplace work health and safety meetings or inspections and conducted workplace risk assessments and recorded the results.	
		I have provided evidence that I can consistently apply workplace safety procedures to day-to-day work activities including infection control, hazardous manual tasks, use of personal protective equipment and reporting incidents.	
		I have followed workplace procedures for at least one emergency situation.	
CHCLEG001	Work legally and ethically	I have a qualification that has a unit with exactly the same code	
		I have a qualification that has a unit with a similar code	
		I have provided evidence that I can play a proactive role in identifying and meeting my legal and ethical responsibilities as a community services worker.	
		I have provided evidence that I have completed workplace activities in accordance with legal and ethical requirements.	
		I have provided evidence that I have developed appropriate responses to legal and ethical issues relevant to the working in community services.	

		I have provided evidence I have communicated practice improvements designed to enhance workplace responsiveness to legal and ethical requirements in community services.	
CHCCOM001	Provide first point of contact	I have a qualification that has a unit with exactly the same code	
		I have a qualification that has a unit with a similar code	
		I have provided evidence that I can greet clients, exchange routine information, to prioritise the individual's needs and to respond to immediate needs, within a community services or health context.	
		I have provided evidence that I can provide information to people presenting with multi-faceted needs.	
		I have provided evidence that I have collected and documented identifying information for clients wishing to access a service.	
		I have provided evidence that I can use communicate and problem-solving skills to respond appropriately to the behaviours of others, particularly a person demonstrating aggressive behaviour, a person who is distressed and and a person with a cognitive impairment.	
CHCCOM002	Use communication to build relationships	I have a qualification that has a unit with exactly the same code	
		I have a qualification that has a unit with a similar code	
		I have provided evidence that I can use my skills and knowledge to apply specific communication techniques to establish, build and maintain relationships with clients, colleagues and other stakeholders based on respect and trust.	
		I have provided evidence that I obtain feedback from clients or colleagues on effectiveness of communication and respond appropriately.	
		I have provided evidence that I can prepare written correspondence in accordance with organisation communication protocols.	
		I have provided evidence that I can facilitate resolution of a difficult situation with a client, colleague or service provider.	
		I have provided evidence that I have facilitated a meeting around a workplace issue.	

CHCADV001	Facilitate the interests and rights of clients	I have a qualification that has a unit with exactly the same code	
		I have a qualification that has a unit with a similar code	
		I have provided evidence that I have been required to undertake client advocacy regularly.	
		I have provided evidence that I understand and support the principles of social justice and human rights.	
		I have provided evidence that that I have used policy and process to advocate for a common identified client issue.	
		I have provided evidence of understanding client rights including legislation that protects those rights.	
		I have provided evidence that I understand the difference between a mediation process and an advocacy process and define those boundaries that apply to both roles through my work and/or previous studies	
		I have provided evidence that I can identify conflicts of interest and apply this to the role of a community services worker.	
CHCADV002	Provide advocacy and representation services	I have a qualification that has a unit with exactly the same code	
		I have a qualification that has a unit with a similar code	
		I have provided evidence that I can have been required to formally represent the interests of service users.	
		I have provided evidence that I have represented the interests of others in industry participative roles and positions in order to influence policy processes and decision-making forums.	
		I have provided evidence that I possess a degree of autonomy, judgement and responsibility for my own outputs.	
		I have provided evidence that I can provide formal advocacy representation services to clients or client groups and evaluate the effectiveness of strategies used.	
CHCSOH013	Work with people	I have a qualification that has a unit with exactly the same code	
		I have a qualification that has a unit with a similar code	

	experiencing or at risk of homelessness	I have provided evidence that I understand the structural barriers to secure housing and can work in a holistic and client centred approach to meet the needs of my clients at risk of homelessness.	
		I have provided evidence that my work with clients includes an understanding of all factors that lead to structural dislocation, structures for housing support in my region and the impacts of the political landscape on housing stock and the private rental market.	
		I have provided evidence of my understanding of the tenancy legislation in my state/territory; referral pathways to housing organisations and the ability to use legislation to protect and preserve the client's rights in relation to notification to vacate premises	
		I have provided evidence that I understand the government supports for rental and other aspects of housing.	
		I have provided evidence I have worked with protective legislations in relation to rooming houses and caravan parks so that I have provided suitable support to clients with these issues.	
CHCCCS019	Recognise and respond to crisis situations	I have a qualification that has a unit with exactly the same code	
		I have a qualification that has a unit with a similar code	
		I have provided evidence that I have been able to respond to a client in crisis in previous or current work	
		I have provided evidence that I can constructively respond to a client who is suicidal and/or has an exacerbation of a mental health issue or is in crisis.	
		I can have provided evidence I have a full understanding of the legal parameters of responding to a client in crisis.	

CHCDIV001	Work with diverse people	I have a qualification that has a unit with exactly the same code	
		I have a qualification that has a unit with a similar code	
		I can demonstrate that I can adhere to legislation, documented guidelines, policies, and procedures e.g. duty of care, confidentiality, access, and equity etc.	
		I have provided evidence I understand the Privacy Act, human rights and respect the rights of others.	
		I have provided evidence that I have dealt with breaches of rights and can work with appropriate personnel to resolve these issues.	
		I have provided evidence that I address conflicts of interest – e.g., in areas such as translation and interpretation services.	
		I have provided evidence that my work practice includes examining and understanding my personal values.	
CHCPRP001	Develop and maintain networks and collaborative partnerships	I have a qualification that has a unit with exactly the same code	
		I have a qualification that has a unit with a similar code	
		I have provided evidence that I have skills and knowledge required to identify networking and collaborative needs and develop formal and informal partnerships to enhance service delivery and improve professional practice.	
		I have provided evidence that I have developed strategies for networking and collaboration with other organisations.	
		I have provided evidence that I have worked collaboratively with external individuals or groups in different community services delivery situations.	
CHCDFV001	Recognise and respond appropriately to domestic and family violence	I have a qualification that has a unit with exactly the same code	
		I have a qualification that has a unit with a similar code	
		I have provided evidence of my ability to identify and respond to the needs of clients who have or were experiencing domestic and family violence.	
		I have provided evidence that I work/have worked with clients who have or were experiencing domestic and family violence and can adapt my work practices to this client group.	

		I have provided evidence that I can respond to the need for immediate intervention and support for clients who have or were experiencing domestic and family violence.	
		I have provided evidence that my previous work experience shows an understanding of the underpinning values and philosophies in responding to domestic and family violence.	
CHCCCS006	Facilitate individual service planning and delivery	I have a qualification that has a unit with exactly the same code	
		I have a qualification that has a unit with a similar code	
		I have provided evidence that I have contributed to the development, implementation and review of individualised support.	
		I have provided evidence that I have worked collaboratively with a client and other people involved in the support network, where the client has complex or multiple support needs.	
		I have provided evidence that I have worked within established guidelines to contribute to the planning and reviewing of services which meet the needs of clients.	
		I have provided evidence that I have contributed to the planning processes by communicating effectively through the use of active listening and questioning.	

Candidate Information

Personal Details			
Date of completion of this kit			
Surname			
Given name/s			
Phone contact			
Email address (personal)			
Course	Certificate IV in Community Services – CHC42021		
I am enrolled at ICAN Learn	Choose an item.		
Employment History			
I have provided my resume in a separate document			
I am unable to provide a resume but would like to give my work experience outline below			
Employer	Dates of employment	Key role	Contact

Please ensure you have signed this form on page 19 before submitting. Unsigned applications will not be processed.

Unit selection

I apply for skills recognition for the following units:

Select **yes** or **no** for the units you want to apply for Skills Recognition. (Choose from the dropdown box)

Unit Code	Unit Title	Core/Elective	Unit Selection
CHCEDU005	Work with clients to identify financial literacy education needs	Elective	*
CHCEDU006	Improve clients' fundamental financial literacy skills	Elective	*
CHCEDU007	Provide education on consumer credit and debt	Elective	*
HLTWSH002	Follow safe work practices for direct client care	Core	
CHCLEG001	Work legally and ethically	Core	
CHCCOM001	Provide first point of contact	Elective	
CHCCOM002	Use communication to build relationships	Core	
CHCADV001	Facilitate the interests and rights of clients	Core	
CHCADV002	Provide advocacy and representation services	Elective	
CHCSOH013	Work with people experiencing or at risk of homelessness	Elective	
CHCCCS019	Recognise and respond to crisis situations	Elective	
CHCDIV001	Work with diverse people	Core	
CHCPRP001	Develop and maintain networks and collaborative partnerships	Core	
CHCDFV001	Recognise and respond appropriately to domestic and family violence	Core	
CHCCCS006	Facilitate individual service planning and delivery	Elective	

*Persons wanting to apply for skills recognition for CHCEDU005, CHCEDU006 and CHCEDU007 are advised that these units are core to the work of financial literacy educators and are generally not considered for skills recognition. These units do not exist in any other qualification, nor do they have equivalent units in other training packages

Providing your evidence

Summary of evidence

Answer all the following relevant questions. **Make sure you list and provide all evidence documents.** If you are unable to answer a question select 'not applicable' from the dropdown box in each column. If you are not requesting skills recognition for a particular unit, leave questions unanswered.

Unit Code	Unit Title	I have provided a verified qualification which includes this unit	I have provided my resume and relevant position description	I have provided extra evidence of significant work experience in this area	I have provided a third-party written reference	Documents I am providing as evidence (required) (number and list below) (all qualification and reference documents must be original / verified)
HLTWHS002	Follow safe work practices for direct client care					
CHCLEG001	Work legally and ethically					
CHCCOM001	Provide first point of contact					
CHCCOM002	Use communication to build relationships					
CHCADV001	Facilitate the interests and rights of clients					
CHCADV002	Provide advocacy and representation services					
CHCSOH013	Work with people experiencing or at risk of homelessness					

CHCCCS019	Recognise and respond to crisis situations					
CHCDIV001	Work with diverse people					
CHCPRP001	Develop and maintain networks and collaborative partnerships					
CHCDFV001	Recognise and respond appropriately to domestic and family violence					
CHCCCS006	Facilitate individual service planning and delivery					

Next step

Submit your completed kit and evidence to administration@icanlearn.edu.au

The ICAN Learn assessor will contact you upon receipt of the self-assessment kit and advise you of the next steps which may include:

- Advice of non-progression due to unsatisfactory answers in this self-assessment kit or
- Request for further information if it appears that skills recognition may be possible

A third-party report form is available on request for you to gather third party evidence for your application (e.g. manager or team leader/ colleague)

Type of evidence and document number reference

Required Documentary Evidence	Document number and unit(s) to which it relates
Third party report relating to specific competencies e.g. relevant letters from employers signed on formal letterhead	
Original verified Transcripts / qualifications	
Current resume / Curriculum Vitae	
Supplementary Evidence	
Brochures that you have created, project plans; other evidence relevant to specific units e.g. media articles, evaluation reports	
Written statement to support resume – written by the candidate to outline the experience they are wanting to evidence	
Skills Recognition conversation with the designated ICAN Learn assessor	

Next step

Sign document on page 20 and submit your completed kit and evidence to administration@icanlearn.edu.au. Please note unsigned applications will not be processed.

The ICAN Learn assessor will contact you upon receipt of the self-assessment kit and advise you of the next steps which may include:

- Advice of non-progression due to unsatisfactory answers in this self-assessment kit or
- Request for further information if it appears that skills recognition may be possible

A third-party report form is available on request for you to gather third party evidence for your application (e.g. manager or team leader/ colleague)

Record of Outcome (Assessor only)

UNIT CODE	Unit Title	Evidence collected (Assessor must be able to place a tick in <u>at least 2-3</u> boxes for each unit to ensure sufficient evidence)						
		Resume / CV	Position description (related to resume)	Verified Qualification	Third party report (on letterhead)	Additional evidence RPL conversation	Other	Outcome
HLTWHS002	Follow safe work practices for direct client care							
CHCLEG001	Work legally and ethically							
CHCCOM001	Provide first point of contact							
CHCCOM002	Use communication to build relationships							
CHCADV001	Facilitate the interests and rights of clients							
CHCADV002	Provide advocacy and representation services							
CHCSOH013	Work with people experiencing or at risk of homelessness							
CHCCCS019	Recognise and respond to crisis situations							

CHCDIV001	Work with diverse people								
CHCPRP001	Develop and maintain networks and collaborative partnerships								
CHCDFV001	Recognise and respond appropriately to domestic and family violence								
CHCCCS006	Facilitate individual service planning and delivery								

Assessor Comments (if required)

ROLE	NAME	SIGNATURE	DATE
Assessor			
Student			

Skills Recognition Endorsement

Developer:

I confirm that the attached assessment questions address all necessary training package, qualification, and competency standard requirements. I further confirm that I have consulted with qualified subject matter experts for each identified skill set to ensure that the assessment questions are appropriate for their intended purpose and consistent with the principles of assessment (valid, fair, flexible, and reliable).

I confirm that the assessment questions address key graduate capabilities, which include the ability to:

- problem solve in a range of settings
- locate, critically evaluate, manage and use written, numerical and electronic information
- communicate in a variety of contexts and modes
- work both autonomously and collaboratively
- work in an environmentally, socially, and culturally responsible manner
- manage learning and career development opportunities

Developer (Full name):	Role	Date
Tracey McCurdy	Executive Officer	28/06/2023