

**Assess and deliver services to clients
with complex needs**

CHCCS6B

This accredited course is for those working or volunteering in a Community Information Worker's role. Or those working in the community, health or disability services field. Unit CHCCS6B Assess and Deliver Services to Clients with Complex Needs includes interview skills, assessing client needs and accessing information.

ASSESSMENT

All assessments will be based on the principles of competency-based training and assessment. In general, a holistic approach will be taken to assessment, using one or two integrated tasks which cover the unit requirements. Appropriate tasks may include role plays, compilation of a personal portfolio or research and preparation of an application.

RECOGNITION OF PRIOR LEARNING

Applicants can apply for relevant work experience and prior informal learning obtained through training and education, to be assessed by an RPL process. Students should notify of their intention to apply for RPL. A fee will apply.

CERTIFICATION

Upon satisfactory completion of course qualification requirements, students will be issued a Statement of Attainment.

Elements covered include:-

- Appropriate language and interpersonal skills are employed to ensure the diverse needs of clients are identified
- Additional information is sought from specialists as required to assist in assessment of clients
- Clients are provided with all relevant information about the range of services required and available to them
- Relevant networks are established and maintained, to ensure referral of clients to appropriate services
- Decisions about targeting of clients services is based on up to date information about the client and available services
- Own limitations in assessing and addressing client needs are identified, and where appropriate, assistance is sought from colleagues, senior staff and experts in the area
- The allocation of services delivered to meet client requirements is reviewed routinely, or as required to ensure a continuing match
- Client feedback on adequacy of service delivery is collected as required by the organization, to inform revision of service delivery arrangements
- Feedback on individual performance in client service delivery is routinely sought from colleagues and clients



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Information Day

Tuesday 26th August 9.30am - 3.00pm

Course

Tuesday 9.30am -3.00pm
9th September to 28th October (no class
23rd & 30th September—school holidays)

6 sessions

The course requires 14 hours of
placement training.

Costs:	Course	\$55.00
	Registration	\$10.00

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