

CHCECD005

Deliver employment services to employers

Table of Contents (Extract)

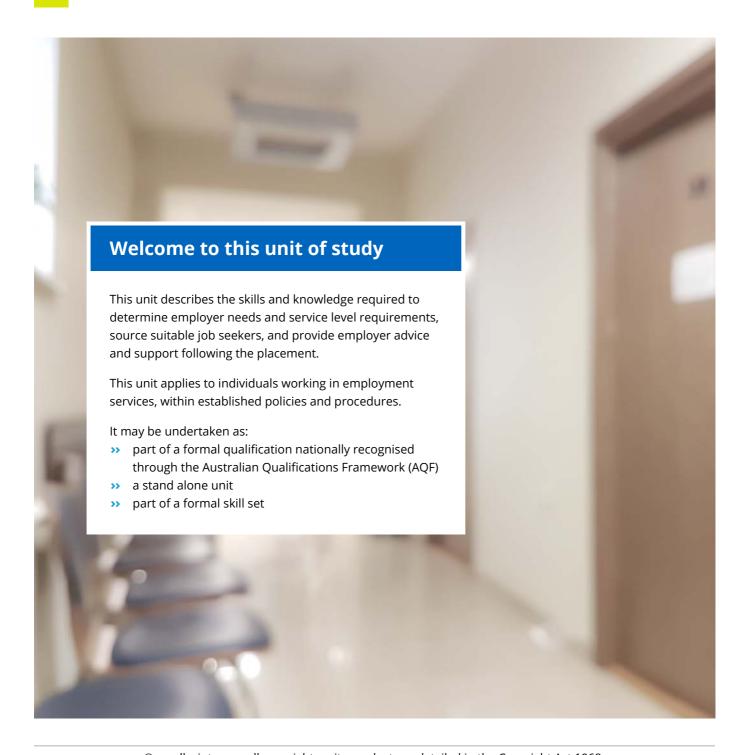
NOTE: This is a sample only. This cover page is not included in Catapult Smallprint's printed books.

This Table of Contents extract is taken from Catapult Smallprint's full hardcopy Trainer/Assessor Guide for the unit CHCECD005.

For more information, including using our enhanced online version of this unit in Catapult LMS, or to purchase the Learner or Trainer printed books, please see this unit on our website by clicking this link:

https://catapultlearning.com.au/product/CHCECD005/

Trainer/assessor guide CHCECD005 Deliver employment services to employers



Contents

About this trainer/assessor guide	4
Learning resource	5
Topic 1: Determine specific employer needs	5
Position descriptions, selection criteria, employer requirements	5
Clarifying conditions of employment	12
Agreeing and documenting needs with employer	17
Negotiating, agreeing on, and documenting the level of service	22
Check your understanding	27
Topic 2: Source suitable job seekers	29
Accessing databases of job seekers to identify matches	29
Sourcing job seekers through other employment providers	32
Responding to job seeker enquiries regarding positions	36
Check your understanding	39
Topic 3: Support employer service requirements	41
Providing timely information about the recruitment process	41
Providing information about assistance and support	51
Maintaining contact and determining ongoing support needs	54
Seeking feedback to monitor the quality of service provided	59
Using feedback and reflection as the basis for improvement	63
Check your understanding	69
Topic 4: Contribute to workforce planning	71
Identifying workforce planning options	71
Recommending flexible and innovative work arrangements	77
Promoting work-life balance	83
Flexible work arrangements and problem solving approaches	86
Check your understanding	89
References	91
Assessment workbook	93
Unit information	95
What is competency-based assessment?	96
How will my competency be assessed?	97
Assessment agreement	98
Foundation skills checklist	99
Skills recognition	100
Topic 1: Determine specific employer needs	101
Topic 2: Source suitable job seekers	102
Topic 3: Support employer service requirements	103
Tonic 1: Contribute to workforce planning	104

Knowledge questions	105
Topic 1: Determine specific employer needs	
Topic 2: Source suitable job seekers	112
Topic 3: Support employer service requirements	115
Topic 4: Contribute to workforce planning	122
Topic 5: Specific knowledge evidence	
Performance tasks	134
Third party evidence collection agreement	
Topic 1: Determine specific employer needs	136
Topic 2: Source suitable job seekers	137
Topic 3: Support employer service requirements	138
Topic 4: Contribute to workforce planning	
Completion record	140
Unit mapping and assessment checklist	141
Trainer/ assessor user instructions	145



About this trainer/assessor guide

Learning resource

The learning resource is divided into the following topics:

- >> Determine specific employer needs
- >> Source suitable job seekers
- >> Support employer service requirements
- Contribute to workforce planning

Each topic provides information to help you gain the skills and knowledge required to perform the work tasks to which they refer. Read the information and practise the skills described. You should also take the opportunity to undertake additional independent research. Your trainer/assessor may also provide supplementary information including interpretation of the contents of this resource.

At the end of each topic is:

- >> a set of true or false questions
- a set of multiple choice questions

These questions provide an opportunity to check your understanding and progress. They are self-marking and do not form part of the assessment for the unit.

Assessment workbook

To have this unit recognised as a formal qualification you need to have your skills and knowledge assessed. The assessment workbook provides:

- >> information on competency-based assessment
- >> instructions on how you will be assessed
- >> assessment tools to assess your competence
- >> instructions on how to complete the assessment tasks within each assessment tool

To be assessed as competent you need to provide evidence that you have the skills and knowledge to undertake the requirements of this unit. This assessment of competency is made by a qualified trainer/assessor from a registered training organisation. You must complete all the assessments as directed by your trainer/assessor to the required standard. It is not necessary to work through the guide in the order in which it is written. However this is at the discretion of your trainer/assessor.

Disclaimer

Information contained in this resource is drawn from sources believed to be reliable. The firm, its employees, agents and contractors do not warrant the correctness of the sources used and accept no responsibility to any person for any errors or omissions or for any loss or damage howsoever caused from the use of this resource.