Diploma of Financial Counselling Training Package Product Update Draft 2 Validation Consultation

SKILLSIQ

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SkillsIQ Limited

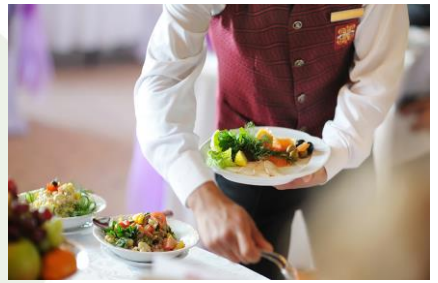
- Not-for-profit organisation appointed by the Commonwealth Government as a Skills Service Organisation (SSO)
- Funded by the Commonwealth Department of Education, Skills and Employment to support 19 Industry Reference Committees (IRCs) in the ‘people-facing’ industries, including the Client Services IRC
- Develops national skills standards, to ensure skills are relevant for jobs in industry and to meet critical skills gaps and shortages
- Undertakes workforce development and research projects and is active in government strategy and policy development.

Key Players and Acronyms

Australian Industry & Skills Committee (AISC)	Industry Reference Committee (IRC)	Technical Advisory Committee (TAC)	Skills Service Organisation (SSO)
oversees approval of Training Package Products	oversees development of Training Package Products	provides specialist knowledge and makes content recommendations	provides technical and engagement support to IRCs

Our Industry Reference Committees

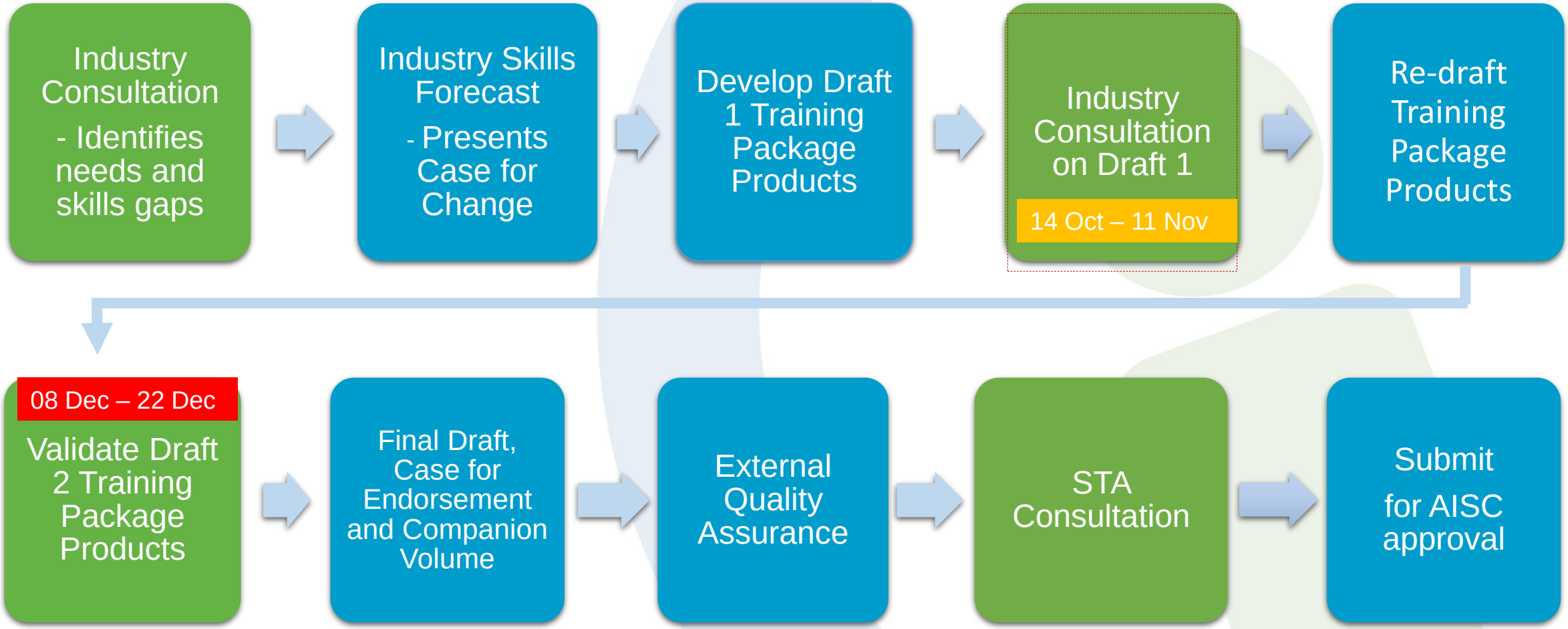
- Aboriginal and Torres Strait Islander Health Worker
- Aged Services
- Ambulance and Paramedic
- Children's Education and Care
- Client Services
- Community Sector and Development
- Complementary Health
- Dental
- Direct Client Care and Support
- Disability Support
- Enrolled Nursing
- First Aid
- Local Government
- Personal Services
- Public Sector
- Sport and Recreation
- Technicians Support Services
- Tourism, Travel and Hospitality
- Wholesale and Retail Services.



Session Outline

- Training Package Product Development Process
- Project Background
- Draft 2 Qualification
- Draft 2 Units of Competency
- Providing Feedback
- Next Steps

Stages of Review and Development of Training Packages



Project Background

Case for Change submitted in July 2021

- *2018 Royal Commission into Misconduct in the Banking, Superannuation and Financial Services Industry*
- *2019–2020 bushfires and impact of the COVID-19 pandemic*
- *Workforce pipeline shortage*
- *Small business financial counselling*
- *Financial counselling casework, including counselling for complex needs*

Recommendations:

- Review and update the existing three Units
- Develop two new Units to include content on **small business financial counselling** and **financial counselling for complex casework**
- Remove two imported Units from the core
- Exempt rural financial counsellors from Unit *CHCCDE002 Develop and implement programs*

Draft 1 Public Consultation (14 Oct to 11 Nov 2021)

➢ Draft 1 Qualification updated:

- ❑ Qualification Description was updated to reflect current industry practice
- ❑ Packaging Rules – 17 Units to be completed
  - ➢ Core
    - ❖ the list of 14 core Units was updated to better reflect the current skills and knowledge required by a Financial Counsellor
    - ❖ the following two Units of Competency were removed from the core of the Qualification:
      - ❖ CHCADV005 Provide systems advocacy services
      - ❖ CHCCSL003 Facilitate the counselling relationship and process.
  - ➢ Electives
    - ❖ no change was made to the electives.

- ❑ All the Units of Competency have been updated to include the current versions as published on www.training.gov.au.

Draft 2 - Key Changes

Draft 2 Qualification has been updated as follows:

- Packaging Rules – 17 Units to be completed (no change)
  - Thirteen core and four elective Units to be chosen from the list of elective Units with relevance to different work tasks and contexts

  - Elective lists now include the following three groups:
    - Group A – Mandatory electives
    - Group B – Rural Financial Counselling specialisation
    - Group C – General electives.
  - Core
    - Unit *CHCCDE002 Develop and implement community programs* has been moved from the core and is now included in the Group A Mandatory electives
    - The following three updated Units are included as core Units in the Qualification:
      - *CHCFIN006 Establish the financial counselling relationship*
      - *CHCFIN007 Provide advice, counselling and representation to financial counselling clients*
      - *CHCFIN008 Manage case administration and apply professional practice in financial counselling.*

Draft 2 - Key Changes

Draft 2 Qualification has been updated as follows:

- Electives
  - In response to feedback obtained during Draft 1 public consultation, Unit *CHCFIN011 Provide rural financial counselling services* has been added for review within the scope of this project and has been moved to Group A – Mandatory electives from the Group B Rural Financial Counselling specialisation.
  - The following Unit of Competency has been added to the elective list:
    - *CHCDFV001 Recognise and respond appropriately to domestic and family violence.*
  - The following Units of Competency have been removed from the elective list:
    - *CHCCCS004 Assess co-existing needs*
    - *CHCCOM002 Use communication to build relationships*
    - *CHCCSM005 Develop, facilitate and review all aspects of case management.*
  - The following Units of Competency are currently being reviewed as part of the Community Services project and will be updated upon endorsement:
    - *CHCCSM004 Coordinate complex case requirements*
    - *CHCSET001 Work with forced migrants*
    - *CHCSET002 Undertake bicultural work with forced migrants in Australia.*

Draft 2 - Updated Qualification

CHC51122 Diploma of Financial Counselling

CORE UNITS

CHCADV001 Facilitate the interests and rights of clients
CHCCCS019 Recognise and respond to crisis situations
CHCCSL001 Establish and confirm the counselling relationship
CHCCSL002 Apply specialist interpersonal and counselling interview skills
CHCCSL007 Support counselling clients in decision-making processes
CHCDIV001 Work with diverse people
CHCFIN006 Establish the financial counselling relationship

White = Imported Units / Purple = Updated Financial Counselling Units

CORE UNITS

CHCFIN007 Provide advice, counselling and representation to financial counselling clients
CHCFIN008 Manage case administration and apply professional practice in financial counselling
CHCFIN009 Provide financial counselling and systemic advocacy within a social justice framework
CHCFIN010 Apply basic concepts of small business to financial counselling
CHCLEG002 Interpret and use legal information
CHCPRP003 Reflect on and improve own professional practice.

White = Imported Units / Purple = Updated Financial Counselling Units

Draft 2 - Updated Qualification

ELECTIVE UNITS

Group A – Mandatory electives

CHCCDE002 Develop and implement community programs

CHCFIN011 Provide rural financial counselling services

Group B – RURAL FINANCIAL COUNSELLING specialisation

AHCAGB518 Develop climate risk management strategies

AHCAGB519 Plan and monitor production processes

AHCBUS516 Develop and review a business plan

AHCBUS518 Prepare and monitor budgets and financial reports

Group C - General electives

CHCCCS003 Increase the safety of individuals at risk of suicide

CHCCOM003 Develop workplace communication strategies

CHCCSM004 Coordinate complex case requirements

CHCDFV001 Recognise and respond appropriately to domestic and family violence

CHCDIV002 Promote Aboriginal and/or Torres Strait Islander cultural safety

CHCMHS005 Provide services to people with co-existing mental health and alcohol and other drugs issues

CHCSET001 Work with forced migrants

CHCSET002 Undertake bicultural work with forced migrants in Australia

CHCSOH013 Work with people experiencing or at risk of homelessness

CHCSOH021 Work with clients within the social housing system

HLTWHS003 Maintain work health and safety.

White = Imported Units / Purple = Updated Financial Counselling Units / Yellow = Units currently being reviewed

Seeking Feedback from Industry Stakeholders on Draft 2 Qualification – *Diploma of Financial Counselling*

- Does the Qualification provide a clear and accurate description of the skills outcomes of the Qualification?

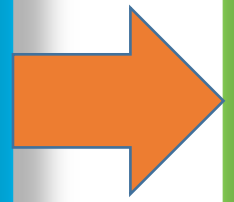
- Are the Packaging Rules for the core composition of Units attainable at a Diploma level?

- Does the list of Units included as electives in the three Groups A, B and C provide relevance to different work tasks and contexts?

Existing and Draft 2 Units of Competency

The following **four existing** Financial Counselling Units of Competency have been updated in terms of content, Unit Titles and Unit Codes:

- *CHCFIN001 Facilitate the financial counselling process*
- *CHCFIN002 Identify and apply technical information to assist clients with financial issues*
- *CHCFIN003 Develop and use financial counselling tools and techniques*
- *CHCFIN004 Provide rural financial counselling services.*



Four Draft 2 Financial Counselling Units of Competency as now updated:

- *CHCFIN006 Establish the financial counselling relationship*
- *CHCFIN007 Provide advice, counselling and representation to financial counselling clients*
- *CHCFIN008 Manage case administration and apply professional practice in financial counselling*
- *CHCFIN011 Provide rural financial counselling services.*

New Units of Competency

The following **two new** **Financial Counselling** Units of Competency have been developed to reflect the government and operational announcements and the changes in key skills and knowledge requirements which Financial Counsellors are required to have as highlighted in the Validation Guide.

CHCFIN009 Provide financial counselling and systemic advocacy within a social justice framework

CHCFIN010 Apply basic concepts of small business to financial counselling.

Draft 2 - Key Changes - Units of Competency

Draft 2 Units of Competency have been updated as follows:

- ❑ Unit Codes
- ❑ Terminology throughout all the Units of Competency, where applicable, for consistency
- ❑ Titles for the following Units:
  - *CHCFIN007 Provide advice, counselling and representation to financial counselling clients*
  - *CHCFIN008 Manage case administration and apply professional practice in financial counselling*
  - *CHCFIN009 Provide financial counselling and systemic advocacy within a social justice framework.*
- ❑ Elements and Performance Criteria for all the Units have been refined to incorporate better technical language and to reflect current industry practice and terminology.
- ❑ Foundation Skills tables in all the Units have been updated to include skills essential to performance in the Units which are not explicit in the Performance Criteria, along with a brief context statement.
- ❑ Performance Evidence tasks for all the Units except for ***CHCFIN011 Provide rural financial counselling services*** have been reworded to provide clarity on the requirements and to ensure assessment provides clarity in terms of volume and frequency.
- ❑ Knowledge Evidence and Assessment Conditions have been reviewed to ensure consistency and comprehension.

➢ A detailed Summary of changes from Draft 1 to Draft 2 is available on pages 7-9 and detailed mapping information is also available on pages 14-17 of the Draft 2 Financial Counselling Validation Guide.

Seeking Feedback from Industry Stakeholders on Draft 2 Units of Competency

CHCFIN006 Establish the financial counselling relationship

- In response to feedback received during Draft 1 public consultation, the Financial Counselling TAC is proposing to include the following two Units as Prerequisites for the Unit ***CHCFIN006 Establish the financial counselling relationship,*** all of which are included in the core of the Qualification:
  - *CHCADV001 Facilitate the interests and rights of clients*
  - *CHCDIV001 Work with diverse people.*

Question: Should these two Units be included as Prerequisites for the above-mentioned Unit?

Seeking Feedback from Industry Stakeholders on Draft 2 Units of Competency

Overview

- Are all the draft Units required?
- Are there any essential Prerequisites that should be nominated?
- Are there any additional Units of Competency required?

Elements and Performance Criteria

- Do the Elements and Performance Criteria accurately describe what people do in Financial Counselling job roles? If not, what could be added?
- Do the Performance Criteria adequately describe the level of proficiency?

Performance Evidence

- Is the suggested volume (sufficiency) of evidence appropriate? Too little, too much?
- Are the statements clear? Would assessors understand exactly what they must do?

Knowledge Evidence

- What is the essential knowledge required of an individual in order to perform the tasks described in the Performance Criteria? Is the Knowledge Evidence requirement specific enough?
- Is there anything which should be added or deleted?

Assessment Conditions

- Are the nominated environments appropriate?
- Are the statements clear? Would assessors understand what they must provide for assessment?

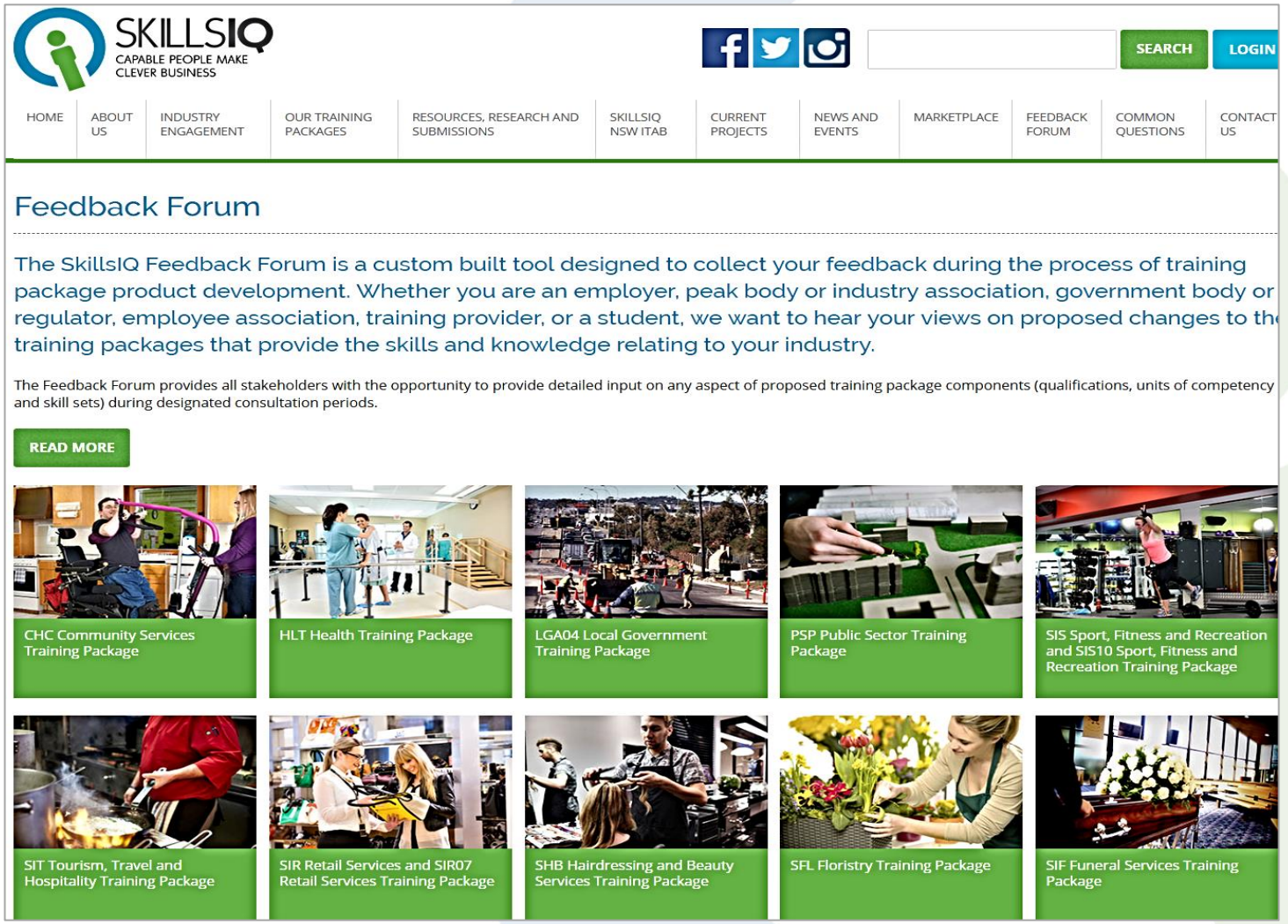
Draft 2 Validation Consultation

- Open until Wednesday, 22 December 2021
- Consultation activities include webinars and SkillsIQ's Online Feedback Forum
- Feedback to be considered by the Financial Counselling TAC and the Client Services IRC prior to Case for Endorsement.

https://www.skillsiq.com.au/CurrentProjectsandCaseStudies
Subscribe via the SkillsIQ website to receive notices.

SkillsIQ's Online Feedback Forum

https://www.skillsiq.com.au/FeedbackForum/FeedbackHome



QUESTIONS?

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Contact Us

Devika Mudaliar – Skills Engagement Executive

P 0438 043 186

A Level 1, 332 Kent Street, Sydney, NSW 2000

W skillsiq.com.au

E Devika.Mudaliar@skillsiq.com.au

facebook.com/skillsiq

@SkillsIQ

SkillsIQ Limited

P 02 9392 8100

E enquiries@skillsiq.com.au

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