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GLOSSARY

AOD	Alcohol and other drug.
Assessment	Making a judgement from the evidence collected and deciding whether it satisfies the competency standard.
CSHI	Community Service and Health Industry.
Competency standard	Describes what a competent worker should be able to do in his/her particular job role.
Competency-based assessment	Deciding whether the worker's performance in an assessment procedure meets the competency standard criteria.
Competency-based training	Training based on the competency standards.
ITABs	Industry Training Advisory Bodies - the national and state bodies for each industry. The drug and alcohol field is covered by the Community Services and Health ITAB (one national and one state body) which coordinate implementation of training reform, eg. the devising of the competency standards.
Module	A specific section of learning, which can be completed in itself, that may deal with a section of a competency.
Recognition of prior learning (RPL)	The acknowledgement of skills and knowledge obtained through formal training (industry and education), work experience and life experience. The main focus of RPL is the competencies of these experiences, not how, when or where they have been learnt.
Recognised training organisations (RTOs)	Educational or training organisations (e.g. TAFE) whose training courses, procedures and processes have been registered with Vocational, Educational, Training advisory Board, (VETAB).
Staff appraisal	A system of assessing the worker's progress at certain intervals.

The Case Management Resource Package

These resources are a competency-based workplace assessment and training package.

The package consists of *four* (4) booklets covering the Case Management competency CHCCM3B Develop, Facilitate and Monitor all Aspects of Case Management.

Book 1: Agency Training Handbook

A simple introduction and guide to using the resources in the workplace and the partnerships which may be beneficial to assist managers work through the process, e.g. with a RTO or qualified workplace assessor.

Book 2: Recognition of Assessment Application Kit and Record Book

For staff to identify their current level of competence in the modules that make up CHCCM3B and develop a learning plan to meet areas of need.

Book 3: Self Directed Learning Resource

A comprehensive tool for staff to achieve the competency in the workplace.

Book 4: Workplace Assessors Kit

Tools developed to assess competency CHCCM3B to be used by workplace assessors from RTO or as a guide for managers in assisting staff to meet their learning objectives.

The purpose of this resource package

The purpose of this resource package is to assist both workers and managers to assess the unit of competency CHCCM3B Develop, facilitate and monitor all aspects of Case Management.

With these resources, managers can:

1. learn about the process and procedures in workplace assessment;
2. assist workers in some competency-based workplace training;
3. assess workers' skills;
4. update policies and procedures and other operations of the service.

Workers can:

1. assess their skills in this area of work;
2. carry out some self-directed training if required;
3. be assessed by their managers or appointed assessor in these skills.

Integrating these resources into the workplace

Most agencies have some form of staff development plan to assess workers and assist in identifying their training needs. These resources can be used as part of these plans as:

1. Part of a staff appraisal or professional development plan between managers and employees.

These resources can be used to examine workers' competency in case management. *For example: To update job description, inform clinical supervision, guide professional development needs.*

OR

2. Part of a formal assessment with a registered training organisation.

Managers and supervisors can assess their staff but they can not issue a qualification. Only registered training organisations (RTOs), e.g. TAFE who employ qualified workplace assessors, can come to the workplace and officially assess an employee. These resources have been designed so a qualified assessor can use them. If a worker is found to be competent, this can be registered with the training body and the worker can have a record of their standard of competency - CHCCM3B Develop, facilitate and monitor all aspects of case management. If they then choose to do further training, they need not repeat this work.

OR

3. Assist in the development and improvement of operations.

For example: Can use these resources to update and write policies and procedures.

What is a competency standard?

Competency standards provide an industry benchmark for training and assessment. A competency standard describes what a competent worker should be able to do in his/her particular job role.

Competency standards (or 'units of competence' as they are sometimes called) describe:

- What people need to be able to do in the workplace;
- the standards and conditions they must meet in doing these things.

Competency standards are made up of skills, knowledge and attributes. Workers will be assessed for competency for each standard when they feel they have these qualities.

This resource package has been designed to fit into the National Competency Standards for Community Services Training Package (CHC02) developed in 2002.

What is competency-based training?

Competency-based training (CBT) means training designed to meet national competency standards. It is outcomes-based and reflects what is required in the workplace. CBT takes a more flexible approach to training, which means training does not have to occur in the classroom (e.g. it can occur on the job). It also provides greater access and flexibility for people to receive training. National and state bodies called Industry Training Boards (ITABs) have developed competency standards, which are endorsed and nationally recognised. This means that if you achieve a national competency it will be recognised in any state in Australia.

What is workplace assessment?

Workplace assessment is a formal system of assessing workers' competency in their job role against competency standards. The workplace assessor collects evidence from the employee/candidate and judges whether a person is competent to carry out a task. **In Book 4: Workplace Assessor's Kit** details are given on how workplace assessment is developed and carried out.

Background to the development of competency standards

In the 1990s the 'National Training Reform Agenda' was developed to create a unified national system of training, not just for the community health sector or AOD work, but for all industries. Some of the things this agenda proposed were that:

- training for all industries should meet nationally consistent standards;
- training should be based on the mode of delivery for a course and actual face to face hours.
- training should relate to what people actually need to do in a given job (that is, be 'competency-based');
- training should include teaching modes other than face to face so as to make training more accessible;
- training providers should be officially approved and their courses accredited by an overriding body (VETAB);
- 'prior learning' - learning that has been done on the job or through several short courses - needs to be systematically recognised.

Why this resource package?

The need for well trained staff in the Alcohol and Other Drugs sector has been identified as critically important as the number of clients requiring treatment services increases.

(ref: NSW Health - Training Needs Review NCOSS - The Body Corporate, NADA Workforce Development Training Project - Needs Assessment)

Case Management has been identified by NSW Health Drug Programs Bureau as a strategic gap in treatment service provision. The wide range of non government agencies have identified through the NADA workforce development project, the need to develop consistent practice in case management and the development of standardised training resources as key strategy.

This case management resources package will address the needs of workers and seek to systematise case management across the sector.

AOD COMPETENCY STANDARDS

There are nine national competency standards for the alcohol and other drugs sector, which is part of the Community Services and Health Industry.

The competency standards are:

CHCAOD1C	Introduction to Alcohol and Other Drugs Work
CHCAOD2C	Orientation to the Alcohol and Other Drugs Work
CHCAOD4C	Support people with alcohol and/or other drug issues
CHCAOD6B	Work with clients who are intoxicated
CHCAOD7C	Provide needle and syringe service
CHCAOD8C	Assess the needs of clients who have alcohol and/or other drug issues.
CHCAOD9C	Provide alcohol and/or other drug withdrawal services
CHCAOD10A	Work with clients who have alcohol and/or other drugs issues
CHCAOD11A	Provide advanced interventions to meet the needs of client's with alcohol and/or other drug issues

AOD QUALIFICATIONS

Individual units of competence are grouped (or packaged together) to give a nationally accredited qualification. The following nationally accredited qualifications are available in the AOD sector.

- | | | |
|---|----------|--|
| • | CHC41702 | Certificate IV in Alcohol and Other Drugs Work |
| • | CHC51102 | Diploma of Alcohol and Other Drugs Work |

If you want a copy of the competency standards or are interested in AOD training but are unsure where it is available, contact:

Community Services and Health Training Australia,
 Level 6, 1 Oxford Street
 Darlinghurst NSW 2010
 Telephone: 02 9263 3589
 Fax: 02 9263 3599
 Email: anyone@cshta.com.au

Useful websites include:
www.anta.com.au
www.cshta.com.au

STEPS TO FOLLOW IN USING THE RESOURCE PACKAGE



Step 1

Purpose: For managers and workers to gain an overall understanding of the whole process.

After managers and workers have read **Book 1: Agency Training Handbook**, they should have an overall understanding of how the resource package can be adapted to meet the needs of both management and staff in assessing competency: Developing, facilitating and monitoring all aspects of case management.



Step 2

Book 2: Recognition of Assessment Application Kit and Record Book

Purpose: For workers to carry out a self-assessment of their competency in Case Management.

After becoming familiar with the resources, the next step is for workers to assess their level of competency.

Book 2: Recognition of Assessment Application Kit and Record Book is a self-assessment kit. This will help workers to identify areas in which they are competent and those in which they may need to learn more about Case Management before they consider workplace assessment. Instructions on how to complete the self-assessment are in the kit.



Step 3

Book 3: Self-Directed Learning Resource

Purpose: For workers to use this self-directed training guide to gain or revise their knowledge in Case Management.

It contains all of the skills and knowledge facilitating all aspects of case planning covering the elements of: conducting case management meetings, appropriate approaches to case management, developing case management plans and managing case work activities processes. The learner's guide is designed for workers to use to focus on areas where they feel they need to work more on after they have completed **Book 2: Recognition of Assessment Application Kit and Record Book**.

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Step 4

Purpose: To prepare for workplace assessment.

If the learning guide is completed, workers and managers may decide to undertake an assessment. Together you will decide what appropriate evidence to collect to indicate your competency. The types of evidence to collect are detailed in both Book 2: Recognition of Assessment Application Kit and Record Book and Book 4: Workplace Assessors Kit.

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Step 5

Book 4 Workplace Assessors Kit

Purpose: For managers to be able to assess workers' competency in Case Management.

Included in this package is the final resource **Book 4: Workplace Assessors Kit**. The kit is designed to support managers, supervisors or accredited assessors in assessing their workers' competency. Contained within the kit are a range of workplace assessment tools.

References

Community Services Training Package (CHCO2) National Competency Standards Volume 209 Community Services and Health Training, Australia.

Hohnen, L. Greene, D. *A Guide to National Competencies Workplace Assessment and Training for Alcohol and other Drugs*, Non Government Agencies

Non Government Alcohol and Other Drug Treatment Workers Training and Workplace Assessment Resource Package for "Assessing and Referring Clients.

Training the wave of the future – A Guide to Workplace Assessment CHC99, Commonwealth Services and Health Training Australia Ltd. Australian National Training Authority Melbourne Victoria.

A Workplace Assessment Participants' Manual. NSW TAFE Commission – Curriculum, Participants' Manual and Trainer's Guide/Resources.

BOOK 1

ALCOHOL AND DRUG TREATMENT AGENCY TRAINING HANDBOOK

**DEVELOP, FACILITATE AND
MONITOR ALL ASPECTS OF
CASE MANAGEMENT**



Non Government Alcohol and Other Drug Treatment Workers Training and Workplace Assessment Resource Package for “Case Management”

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