



Industry Skills Council
Community Services and Health
Industry Skills Council

Project to Develop Respite Competencies for Respite Coordinators for Addition to the CHC08 Community Services Training Package

Background Document

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1. The Community Services and Health Industry Skills Council (CS&H ISC)

The CS&H ISC is recognised by Commonwealth and State and Territory Training Ministers as the national body providing advice on the training and skills development needs of the community services and health workforce to government and industry.

The CS&H ISC establishes benchmarks for skills development and training standards for the community services and health industries through the development and maintenance of National Training Packages.

National Training Packages are sets of nationally endorsed competencies for training and skills recognition and are a critical tool in the promotion of nationally consistent workplace competence. They provide the central system of Vocational Education and Training (VET) architecture by specifying the combination of *competency standards* required to achieve a *qualification*.

2. Project Introduction

This project aligns with the mandate of the ISC to develop workplace-relevant competencies and qualifications to ensure that VET services and products are appropriate, current and flexible to meet the myriad of skill/knowledge needs of the community services and health workforce.

The project aims to develop competencies to describe work functions in respite coordination as part of the continuous improvement of the CHC08 Community Services Training Package and consistent with competency standard development methodologies outlined in the Training Package Development Handbook (Department of Education, Employment and Workplace Relations (DEEWR), 2007). This will ensure a consistent methodology is applied across different occupations and enable an Australian Qualifications Framework (AQF) aligned Australian outcome for the respite care service workforce.

Discussions with the Far North Coast Commonwealth Respite & Carelink Centre (FNC CCRC) as one of 17 centres within NSW have identified the need for this proposed scoping and research work.

3. Overview and Scope of Work

Specific outcomes of this project include:

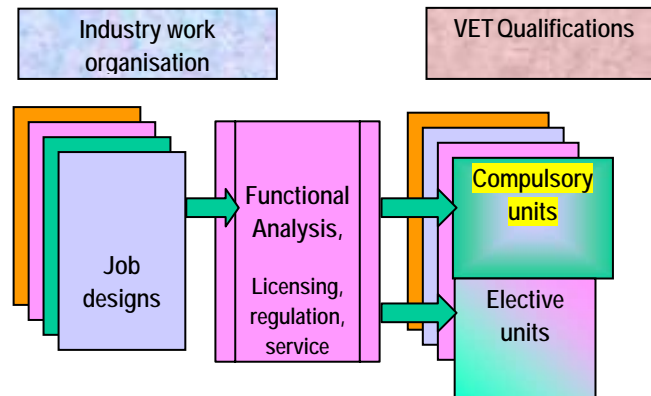
- Identifying the scope of work of respite care service coordinators and identifying aspects of the roles already covered by existing competencies in the CHC08 Community Services Training Package;
- Further research and scoping of work functions to be articulated in potential units of competency, skill sets and qualifications; and
- Development of new units of competency for addition to the CHC08 Community Services Training Package.

4. Methodology

This project will use a functional analysis approach to determine the scope of job roles and the competence required of these roles. Using a qualitative approach, the ISC project team will seek to validate and verify assumptions throughout the project by utilising Industry expertise through a variety of means including project governance, focus groups, surveys and other research. Competency development itself is preceded by a scoping study. This approach is consistent with the Industry Skills Council's approach over several years to successfully map the qualifications and competencies in the Community Services and Health Training Packages.

As with all projects undertaken by the ISC, the project methodology addresses the range of different types of community services and health organisations, different professions and job roles as they relate to the proposed respite care competencies in both the public and private sectors.

Industry Jobs & Qualifications
Not Symbolic: Direct Relationship



The proposed project methodology is designed to support the endorsement required for establishment of new national units of competency and/or qualifications. The development of units of competency will include a research/scoping phase followed by a development phase. A national Industry Reference Group (IRG) of key stakeholders will be established to guide the project. The work will be managed by the ISC and undertaken by an ISC Project Coordinator and industry-specialist consultants as required.

Synchronous Project Stages

The ISC proposes to project-manage the project over a 12 month timeframe to facilitate the competency development process.

The ISC will engage with a single IRG to provide industry advice through the process. The Scoping stage of the project will cover research and consultation processes for the respite coordinator job role and ensure that the results of the scoping will inform the development of the proposed new unit(s) of competency, skill set(s) and/or qualification(s).

The Competency Development stage will be specific to the project output – that is, for the specific competency unit(s), skill set(s) and/or qualification(s) for respite coordinators.

The Stakeholder Consultation (Draft 1), Endorsement and Evaluation processes will be synchronous once more with the aim to submit all competency units and qualification/s to the National Quality Council (NQC) for endorsement in the same timeframe.

Industry Reference Group (IRG)

An industry reference group (IRG) guides the broad direction of the project and includes key stakeholders required to sign off the development work. IRG members provide access to national networks within their sector or constituency. IRG members may include:

- Public sector employer including jurisdictional nominees

- Peak groups and associations in the respite care sector
- Private sector employers
- Unions
- RTOs
- Universities
- Regulatory bodies
- Others as identified

An IRG would meet two to four times throughout the project depending on the project timeline, and these meetings may be face-to-face or via teleconference.

Scoping

The scoping phase of the project is a research and consultation process to determine the job roles/functions to be subject to competency development. The scoping phase sets the direction of the project and informs the content of Draft 1.

The following standard ISC desktop analysis criteria will be used to influence the methodology for the proposed development of respite care competencies:

1. Establish database of audience and potential participants in the project
2. Determine size and scope of the workforce to be addressed by the project
3. Interview staff, collect award definitions, pays rates, union coverage and job descriptions to obtain insight into the nature and functions of each job
4. Mapping exercises to determine job roles and any existing competencies that may meet the job role requirements
5. Undertake research to determine any existing qualifications, staff development or other training that exists related to the project endeavour
6. Utilise existing research reports and papers to develop background information for use in consultation tools to engage stakeholders.

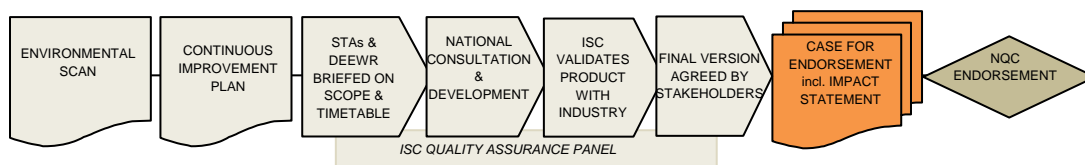
Please Note: *Part of the Scoping stage was undertaken prior to formal commencement of the project. This 'Preliminary scoping stage' involved:*

- *Thorough scoping of endorsed competency standards in the CHC08 Community Services Training Package to identify the existing coverage of the work role (identified by the CRCC Steering Committee) in the training package and identify gaps*
- *Identification of recommendations for moving forward with national scoping and competency development process.*

Competency Development and Endorsement Process

All nationally endorsed competency standards and qualifications included in the HLT07 Health and CHC08 Community Services Training Packages are developed on a continuous improvement basis. The CS&H ISC produces an annual Environmental Scan outlining industry intelligence in relation to skill supply and demand, workforce development priorities, evaluation of existing Training Packages and recommendations for future competency standards and qualifications in a continuous improvement plan. The policy framework for this process is maintained by the Australian Government Department of Education, Employment and Workplace Relations (DEEWR) and managed by the National Quality Council (NQC) (see table below).

2008 Training Packages Continuous Improvement Process



The following standard ISC stages will be applied, working with the Training Packages development framework and to meet the project outcome of validating the proposed respite care work competencies:

- (1) Testing developed indicators of competency against work roles and levelling against the Australian Qualifications Framework (AQF)
- (2) Writing competency standards to reflect the indicators of competency
- (3) Validating the developed competencies with Industry stakeholders across Australia
- (4) Preparing case for endorsement for inclusion of new competencies in National Training Framework NQC and Ministerial endorsement
- (5) Providing implementation plan for endorsed competencies.

Project Timeline

The ISC proposes a 12-month time frame (Jan 2010 to Jan2011) for the delivery of the proposed project outcomes. The table below provides an indicative timeframe for the project activities.

Project Activity	Time	Date
<p>Preliminary Scoping Phase - complete</p> <p><i>Key activities included initial desktop research activity of the Scoping Phase of our proposed competency development for the respite care sector and preliminary recommendations for development of competencies.</i></p>		Undertaken in 2009
<p>Stage 1: Scoping Phase</p> <p>Scoping and Industry Reference Group (IRG) establishment</p> <p>Key activities include: IRG identification; identification of the scope of workforce role; and specific recommendations for development of competencies.</p> <p>First IRG meeting – Scoping research to identify work roles and make recommendations for development of competencies.</p>	2 months	<p>January – February 2010</p> <p>Late February 2010 (date tbc)</p>
<p>Stage 2: Competency Development</p> <p>Mapping of existing units of competencies and technical writing for preparation of draft competencies</p> <p>Validation of draft competencies broadly with industry stakeholders</p> <p>Validation forums to promote engagement in the project</p> <p>Second IRG meeting (face-to-face or via teleconference) – validation of draft competencies</p>	<p>5 months</p> <p>3 months</p> <p>2 months</p>	<p>March – July 2010</p> <p>March – May 2010</p> <p>June –July 2010</p>

Stage 3: Final Draft Development - Endorsement Process	6 months	August 2010 - January 2011
Final draft development, incorporating feedback from validation	3 months	August – October 2010
Obtain support for endorsement from key industry stakeholders		
Obtain support from State Training Authorities and the ISC Board and submit to NQC for endorsement and for sign-off by State/Territory ministers for education	3 months	November 2010 – January 2011
Industry sign off and submission for endorsement by N Q C and timeline for sign-off by state/territory ministers for education		