**DRAFT**

CHCEDU007 Provide education on consumer credit and debt

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# Modification History

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| --- | --- |
| Release | Comments |
| Release 2 | Minor changes to title, application, performance criteria, knowledge evidence. |
| Release 1 | This version was released in CHC Community Services Training Package release 2.0 and meets the requirements of the 2012 Standards for Training Packages.  Minimal changes to the elements and performance criteria  New evidence requirements for assessment including volume and frequency requirements |

# Application

This unit describes the skills and knowledge required to work in the community services and health sector with target groups and individuals to identify their financial literacy education requirements.

This unit applies to workers who will be part of a professional team and under the guidance of a supervisor.

Acquisition of financial literacy education competencies alone does not provide sufficient foundation to undertake complex financial literacy education or financial counselling. Where financial issues have the potential to become complex, clients should be referred to a qualified financial counsellor.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice*.*

# Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
| --- | --- |
| Elements define the essential outcomes | Performance criteria describe the performance needed to demonstrate achievement of the element. |
| 1. Explain role of credit and options | 1.1 Explain concepts of credit and debt in the context of financial institutions  1.2 Compare features of different types of loans or credit facilities  1.3 Identify differences between unsecured and secured loans and explain implications of default  **DRAFT**  1.4 Explain the cost of credit  1.5 Explain uses of documentation and the importance of maintaining paperwork |
| 2. Identify common debt issues | 2.1 Discuss common types of debt and identify potential implications for the client’s situation  2.2 Provide referrals to specialised services to assist client with debt issues  2.3 Identify and inform client of ways to avoid or minimise debt  2.4 Identify and inform client of debt reduction strategies to address client situation |
| 3. Identify complaints and hardship options to address personal financial issues | 3.1 Provide general information on informal and formal complaint processes  3.2 Provide general information on hardship provisions |

# Foundation Skills

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| --- |
| The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance. |
| Foundation skills essential to performance are explicit in the performance criteria of this unit of competency |

# Unit Mapping Information

No equivalent unit

# Links

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Companion Volume implementation guides are found in VETNet -

Assessment Requirements for CHCEDU007 Provide group education on consumer credit and debt

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# Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be evidence that the candidate has:

* provided debt and consumer credit education to at least 3 clients or target groups

# Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role. This includes knowledge of:

* limits of role of financial literacy educator
* appropriate referral sources
* advantages and disadvantages of debtor options and consolidation
* contracts, insurance, rental agreements
* structural issues of debt
* options for complaints
* regulatory bodies, credit reference agencies and consumer advisory bodies
* referrals
* limits and boundaries
* credit terminology, concepts and options
* consumer rights and responsibilities
* superannuation
* hardship options
* cost of credit:

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* simple and compound interest
* interest charges and fees
* default fees
* overdrawn fees
* early termination fees
* establishment fees
* targeting different client groups
* structural and systemic causes of financial hardship
* relationship debt

# Assessment Conditions

Skills may bedemonstrated in a workplace setting or in a simulated environment that accurately represents a real workplace.. Where simulation is used, it must reflect real working conditions by modelling industry operating conditions and contingencies, as well as, using suitable facilities, equipment and resources.

# Links

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