

Summary of Proposed Changes

Table of Contents

1. Introduction	2
2. Project Overview	2
3. Project Scope.....	3
Summary of Proposed Changes.....	4
1. Units of Competency	4
Table 1.1: Proposed changes to CHCINM001M Meet statutory and organisation information requirements	4
Table 1.2: Proposed changes to CHCINM002M Meet community information needs	4
Table 1.3: Proposed changes to CHCMGT001M Develop, implement and review quality systems.....	5
Table 1.4: Proposed changes to CHCMGT002M Manage partnership agreements with service providers.....	6
Table 1.5: Proposed changes to CHCMGT003 Lead the work team.....	7
Table 1.6: Proposed changes to CHCMGT004 Secure and manage funding.....	8
Table 1.7: Proposed changes to CHCMGT005M Facilitate workplace debriefing and support processes	8
Table 1.8: Proposed changes to CHCMGT006M Coordinate client directed services.....	9
Table 1.9: Proposed changes to CHCMGT007M Work effectively with the Board of an organisation.....	10
Table 1.10: Proposed changes to CHCPOL001Contribute to the review and development of policies	11
Table 1.11: Proposed changes to CHCPOL002 Develop and implement policy	12
Table 1.12: Proposed changes to CHCPOL003M Research and apply evidence to practice.....	12
Table 1.13: Proposed changes to CHCPRP001M Develop and maintain networks and collaborative partnerships.....	13
Table 1.14: Proposed changes to CHCPRP003M Reflect on and improve own professional practice	14
Table 1.15: Proposed changes to CHCPRP004M Promote and represent a community organisation	14
2. Next Steps.....	15

1. Introduction

This summary of proposed changes is a reading guide to the revised units of competency for information management, management, policy and professional practice. For each unit, it sets out what has changed and why, so you can read the drafts on the consultation portal with the context in front of you. It is a guide only: it is not the endorsed product and will not be published with the final units.

We have reached this point through a long and generous consultation. Since 2024, the sector has shaped these products through surveys, workshops and site visits, and through more than 6,000 items of feedback. Between 28 April and 3 July 2025, we held 20 workshops and site visits in Hobart, Ballarat, Melbourne, Toowoomba, Brisbane, Bunbury, Perth, Canberra, Griffith, Sydney, Mount Gambier, Adelaide, Darwin, Katherine and online. Every item is recorded in the consultation log, and it has genuinely shaped the drafts you are now reading. Thank you.

These units are now at validation. Validation is the stage where we ask you to confirm that the drafts are accurate, clear and workable: that each unit describes what a competent worker actually does, that the requirements can be met in a real training and assessment period, and that nothing essential is missing. It is a closer and more final read than consultation, and the drafts are close to their endorsed form.

The products are being released in stages across the validation period; this roll-out of products is open for validation from 28 September to 11 October 2026. The qualifications and skill sets are available for reference throughout, so you can see how these units sit within them, with their own summary of changes.

Please read this summary alongside the drafts in the portal and read it before you give feedback. This document provides:

- an overview of the project and its scope
- a summary of the proposed changes to each unit
- how to take part, and what happens next.

2. Project Overview

This project is part of HumanAbility's work to keep qualifications, skill sets and units current, industry-relevant and responsive to workforce needs. The draft products have been developed with the guidance of the project Technical Committee, which brings together expertise from across industry, regulation and training provision.

A consultation log is maintained and published so that stakeholder feedback and the project's responses stay transparent and traceable. Once feedback is considered and revisions made, and where the products comply with the Training Package Organising Framework, the final drafts will be submitted for endorsement and, if approved, published on the National Register.

3. Project Scope

This document covers the revised units of competency for information management, management, policy and professional practice, listed below. The units and their scope were confirmed through the project's functional analysis, and the tables that follow set out the proposed changes to each one.

Note: an 'M' has been added to a unit code, for example CHCCSM009M, to show that the code is likely to change as a result of this project. The 'M' denotes a major change to the training product.

Training Product Type	Code and Title
Units of Competency	CHCINM001M Meet statutory and organisation information requirements
	CHCINM002M Meet community information needs
	CHCMGT001M Develop, implement and review quality systems
	CHCMGT002M Manage partnership agreements with service providers
	CHCMGT003 Lead the work team
	CHCMGT004 Secure and manage funding
	CHCMGT005M Facilitate workplace debriefing and support processes
	CHCMGT006M Coordinate client directed services
	CHCMGT007M Work effectively with the Board of an organisation
	CHCPOL001 Contribute to the review and development of policies
	CHCPOL002 Develop and implement policy
	CHCPOL003M Research and apply evidence to practice
	CHCPRP001M Develop and maintain networks and collaborative partnerships
	CHCPRP003M Reflect on and improve own professional practice
	CHCPRP004M Promote and represent a community organisation

Summary of Proposed Changes

1. Units of Competency

Table 1.1: Proposed changes to CHCINM001M Meet statutory and organisation information requirements

Section	Public and Government Consultation
Title	No changes
Application	Rewritten to reflect scope of unit and outcomes. Revised application identifies clear performance outcomes and articulates the level of autonomy likely to be exercised by workers across a range of contexts Not equivalent to <i>CHCINM001 Meet statutory and organisation information requirements</i>
Pre-requisite unit	No changes
Foundation Skills	No changes
Elements and performance criteria	Significant, comprehensive rewrite of all Elements and PCs to reflect TPOF requirements including clear assessable and measurable tasks; and authentic steps to guide learner development and achieve competency.
Performance Evidence	Complete revision of and significant updates to PE to reflect revised Elements and PCs.
Knowledge Evidence	Complete revision of and significant updates to KE to reflect revised Elements and PCs.
Assessment Conditions	Assessor conditions updated to reflect TPOF requirements 'organisational policies and procedures to support system development and implementation' added

Table 1.2: Proposed changes to CHCINM002M Meet community information needs

Section	Public and Government Consultation
Title	No changes
Application	Rewritten to reflect scope of unit and outcomes. Revised application identifies clear performance outcomes and articulates the level of autonomy likely to be exercised by workers across a range of contexts. Not equivalent to <i>CHCINM002 Meet community information needs</i>

Pre-requisite unit	No changes
Foundation Skills	No changes
Elements and performance criteria	Significant, comprehensive rewrite of all Elements and PCs to reflect TPOF requirements including clear assessable and measurable tasks; and authentic steps to guide learner development and achieve competency.
Performance Evidence	Complete revision of and significant updates to PE to reflect revised Elements and PCs.
Knowledge Evidence	Complete revision of and significant updates to KE to reflect revised Elements and PCs.
Assessment Conditions	Assessor conditions updated to reflect TPOF requirements Conditions added: • Access to information management systems • suitable facilities, equipment and resources • access to community profiles and people • industry operating conditions, scenarios and contingencies • technology and software for the design, formatting, editing, and publishing of digital and physical information resources

Table 1.3: Proposed changes to CHCMGT001M Develop, implement and review quality systems

Section	Public and Government Consultation
Title	‘framework’ replaced with ‘systems’
Application	‘framework’ replaced with ‘systems’ throughout unit ‘and people accessing services’ added
Pre-requisite unit	No changes
Foundation Skills	No changes
Elements and performance criteria	Terminology in Elements and PCs updated to reflect TPOF requirements including clear assessable and measurable tasks ‘clients’ replaced with ‘people accessing services’ throughout unit PC1.2 ‘deliver high quality services’ replaced with ‘integrate quality standards’ PC1.3 ‘or issues that impact on delivery of’ removed PCs 1.4-1.6 merged to create 2 new PCs:

	1.4 Consult with stakeholders to develop processes for feedback, continuous improvement and reporting 1.5 Incorporate processes for feedback, continuous improvement and reporting PC2.1 'using feedback and other processes' added PC2.3 'Regularly update service delivery procedures to reflect good practice and to respond to changing legislative requirements and client needs' replaced with 'Update procedures to respond to changing legislative requirements and personal needs to reflect good practice in service delivery' PC2.5 removed PC2.6 removed PC2.8 removed PC4.1 'Ensure that revised service standards incorporate stakeholder expectations and available resources' replaced with 'Update service standards to reflect stakeholder expectations and available resources' PC4.2 removed PC4.2 'monitor compliance with quality systems' added
Performance Evidence	No changes
Knowledge Evidence	No changes
Assessment Conditions	Assessor conditions updated to reflect TPOF requirements

Table 1.4: Proposed changes to CHCMGT002M Manage partnership agreements with service providers

Section	Public and Government Consultation
Title	No changes
Application	'client' replaced with 'people or individuals accessing services' throughout unit Scope of application revised to add those 'who operate with a significant level of autonomy 'health and community services workplaces' removed to align with TPOF principles
Pre-requisite unit	No changes
Foundation Skills	No changes

Elements and performance criteria	Terminology in Elements and PCs updated to reflect TPOF requirements including clear assessable and measurable tasks Element 2 'to protect person's interest' added PC2.1 removed PC2.2 'issues' replaced with 'concerns' PC3.1 'contribute replaced with 'lead' PC3.3 'based on specific partnership requirements' added
Performance Evidence	No changes
Knowledge Evidence	KE10 'dispute resolution' added
Assessment Conditions	Assessor conditions updated to reflect TPOF requirements including revision to meet PC requirements. Conditions updated to state use of: • suitable facilities, equipment and resources, including organisational strategic plans and needs analysis data, partnership agreement templates and reporting documents • organisational documentation, including needs analysis and strategic plan • industry operating conditions, including scenarios that involve negotiating terms and resolving disputes with external providers

Table 1.5: Proposed changes to CHCMGT003 Lead the work team

Section	Public and Government Consultation
Title	No changes
Application	'team leaders or managers' removed to ensure cross sector adaptability
Pre-requisite unit	No changes
Foundation Skills	No changes
Elements and performance criteria	Terminology in PCs updated throughout to reflect TPOF requirements including clear assessable and measurable tasks
Performance Evidence	Group size specification added (minimum of 2 individuals)

Knowledge Evidence	No changes
Assessment Conditions	Assessor conditions updated to reflect TPOF requirements

Table 1.6: Proposed changes to CHCMGT004 Secure and manage funding

Section	Public and Government Consultation
Title	No changes
Application	‘health and community services workplaces’ removed to align with TPOF principles
Pre-requisite unit	No changes
Foundation Skills	No changes
Elements and performance criteria	Terminology in PCs updated throughout to reflect TPOF requirements including clear assessable and measurable tasks PC2.4 ‘according to organisation policy’ added PC2.3 ‘terms and conditions’ added Element 5 ‘agreement’ replaced with ‘outcome’
Performance Evidence	No changes
Knowledge Evidence	No changes
Assessment Conditions	Assessor conditions updated to reflect TPOF requirements

Table 1.7: Proposed changes to CHCMGT005M Facilitate workplace debriefing and support processes

Section	Public and Government Consultation
Title	No changes
Application	Updates to application to reflect unit outcomes in greater detail ‘health and community service’ removed to support broad sector application
Pre-requisite unit	No changes

Foundation Skills	No changes
Elements and performance criteria	Terminology in PCs updated throughout to reflect TPOF requirements including clear assessable and measurable tasks ‘issues’ replaced with ‘challenges’ throughout unit Element 1 ‘and self’ added PC2.1 ‘schedule’ added PCs2.2-2.5 merged and updated to state: PC2.2 ‘Facilitate trauma-informed discussion to explore emotions, experiences and concerns, using debriefing techniques and questioning’ New PC2.5 ‘Document well-being support plan in consultation with colleague based on identified support needs’ to reflect PE requirements New Element 3 ‘Identify and respond to areas for organisational improvement ‘ New PCs state: 3.1 Identify and respond to areas for organisational improvement 3.2 Consult with colleagues to identify consistent or emerging challenges encountered in the workplace 3.3 Develop proposal with strategies to support identified areas of need
Performance Evidence	Comprehensive revision of PEs to ensure reflection of PC requirements
Knowledge Evidence	New KEs: - Knowledge of and strategies to address: - vicarious and secondary trauma
Assessment Conditions	Assessor conditions updated to reflect TPOF requirements

Table 1.8: Proposed changes to CHCMGT006M Coordinate client directed services

Section	Public and Government Consultation
Title	No changes
Application	Significant update to application to reflect unit outcomes in greater detail, scope and level of autonomy in roles.
Pre-requisite unit	No changes
Foundation Skills	No changes

Elements and performance criteria	Significant, comprehensive rewrite of all Elements and PCs to reflect TPOF requirements including clear assessable and measurable tasks; and authentic steps to guide learner development and achieve competency. 'clients' replaced with 'service users' throughout unit
Performance Evidence	Updated use of numerical numbers to specific volume of performance 'support staff' replaced with 'internal or external staff or external service provider'
Knowledge Evidence	No changes
Assessment Conditions	Assessor conditions updated to reflect TPOF requirements

Table 1.9: Proposed changes to CHCMGT007M Work effectively with the Board of an organisation

Section	Public and Government Consultation
Title	No changes
Application	'These workers operate with a significant level of autonomy' added
Pre-requisite unit	No changes
Foundation Skills	No changes
Elements and performance criteria	Updates to Elements and PCs to reflect TPOF requirements including clear assessable and measurable tasks; and authentic steps to guide learner development and achieve competency.
Performance Evidence	Comprehensive revision of PEs to ensure reflection of PC requirements
Knowledge Evidence	KE4 'particular functions of' replaced with 'members of the board' KE8 subpoint removed KE9 'and committee roles and' added KE10 subpoints 'board charter', 'annual reports' 'confidentiality' and 'data protection' added
Assessment Conditions	Assessor conditions updated to reflect TPOF requirements Conditions added: - business and strategic plan - existing governance framework and or Board Charter

- interactions with a functioning board or a group of at least 3 people acting as a board in a simulated environment
- scenarios involving the presentation and negotiation of at least 1 management issue and at least 1 governance issue

Table 1.10: Proposed changes to CHCPOL001Contribute to the review and development of policies

Section	Public and Government Consultation
Title	No change
Application	‘client’ replaced with ‘service users’ throughout unit
Pre-requisite unit	No changes
Foundation Skills	No changes
Elements and performance criteria	Updates to Elements and PCs to ensure they are clear, assessable and measurable in line with TPOF requirements PC1.2 ‘in relation to scope of organisational policy review’ added PC2.1 ‘Plan consultation methods relevant to the client group and organisation’ replaced with ‘Develop and design consultation plan including methods, resourcing and timeframes relevant to service user group, external stakeholders and organisation’ PC2.3 ‘involving translation services according to need’ replaced with ‘using clear accessible language’ Pc2.5 ‘Promote informed’ replaced with ‘facilitate and document’ New PC3.7 ‘Amend report to reflect feedback within scope and policy context’
Performance Evidence	KE1 ‘at least 2’ added New PE2 ‘Developed consultation plan that includes scope, resourcing and timeframes’ PE4 ‘and procedures’ removed
Knowledge Evidence	KE5 ‘for policy review and development’ added New KE: ‘barriers to effective consultation in respect to diverse or marginalised groups and strategies to address these challenges’
Assessment Conditions	Assessor conditions updated to reflect TPOF requirements

Table 1.11: Proposed changes to CHCPOL002 Develop and implement policy

Section	Public and Government Consultation
Title	No changes
Application	No changes
Pre-requisite unit	No changes
Foundation Skills	No changes
Elements and performance criteria	Updates to Elements and PCs to ensure PCs are clear, assessable and measurable in line with TPOF requirements PC1.1 'according to organisation and government need' added Element 2 'and associated procedures' added PC2.1 'according to organisational requirements' added New PC2.5 'Develop procedure to guide new policy implementation' PCs 3.1, 3.3, 5.1 and 5.5 'and procedures' added
Performance Evidence	'and associated procedure' added
Knowledge Evidence	New KE: 'difference between policy and procedure documents'
Assessment Conditions	Assessor conditions updated to reflect TPOF requirements

Table 1.12: Proposed changes to CHCPOL003M Research and apply evidence to practice

Section	Public and Government Consultation
Title	No changes
Application	Application revised to reflect the scope of the unit and role.
Pre-requisite unit	No changes
Foundation Skills	No changes
Elements and performance criteria	Significant, comprehensive rewrite of PCs to reflect TPOF requirements including clear assessable and measurable tasks; and authentic steps to guide learner development and achieve competency

Performance Evidence	PE revised to focus on areas of improvement in own work with tasks assigned for each issue.
Knowledge Evidence	KE1 Revised and simplified KE4 'validity' replaced with 'credibility and reliability' New KE: 'organisational policies and procedures relating to research, collection and storage of information'
Assessment Conditions	Assessor conditions updated to reflect TPOF requirements Additional condition: organisational policies and procedures

Table 1.13: Proposed changes to CHCPRP001M Develop and maintain networks and collaborative partnerships

Section	Public and Government Consultation
Title	No changes
Application	Scope updated to reflect independent in own role Not equivalent to <i>CHCPRP001 Develop and maintain networks and collaborative partnerships</i> .
Pre-requisite unit	No changes
Foundation Skills	No changes
Elements and performance criteria	Significant, comprehensive rewrite of PCs to reflect TPOF requirements including clear assessable and measurable tasks; and authentic steps to guide learner development and achieve competency
Performance Evidence	PE revised to state: developed strategies for formal and informal networking and collaboration activities with at least 1 organisation and 1 individual
Knowledge Evidence	New KEs: • Inter and intra sectoral professionals and organisations from either within or external to the community and health sector based on the needs of the individual and/or organisation • strategies to improve and maintain networks (including subpoints)
Assessment Conditions	Assessor conditions updated to reflect TPOF requirements Additional condition: 'opportunities for engagement with individuals and organisations in relevant situations'

Table 1.14: Proposed changes to CHCPRP003M Reflect on and improve own professional practice

Section	Public and Government Consultation
Title	No changes
Application	No changes Not equivalent to <i>CHCPRP003 Reflect on and improve own professional practice</i>
Pre-requisite unit	No changes
Foundation Skills	No changes
Elements and performance criteria	Significant, comprehensive rewrite of Elements and PCs to reflect TPOF requirements including clear assessable and measurable tasks; and authentic steps to guide learner development and achieve competency
Performance Evidence	Comprehensive revision of PEs to ensure reflection of PC requirements
Knowledge Evidence	KE2 'and evaluation' added
Assessment Conditions	Assessor conditions updated to reflect TPOF requirements

Table 1.15: Proposed changes to CHCPRP004M Promote and represent a community organisation

Section	Public and Government Consultation
Title	Revised to reflect unit outcomes – Promote and represent a community organisation
Application	Updated to reflect promotion and representation of community services organisation Not equivalent to <i>CHCPRP004 Promote and represent the service</i>
Pre-requisite unit	No changes
Foundation Skills	No changes
Elements and performance criteria	Significant, comprehensive rewrite of Elements and PCs to reflect TPOF requirements including clear assessable and measurable tasks; and authentic steps to guide learner development and achieve competency
Performance Evidence	Comprehensive revision of PEs to ensure reflection of PC requirements

Knowledge Evidence	Comprehensive revision of KEs to ensure reflection of PC requirements
Assessment Conditions	Assessor conditions updated to reflect TPOF requirements Additional conditions added: - organisational: - policies and procedures - philosophy and purpose - mission and values - code of conduct - access to real or simulated negative perception scenarios requiring response

2. Next Steps

Validation is expected to take place from 28 September 2026 – 11 October 2026.

During the validation period, the project team will facilitate multiple ways for stakeholders to engage and provide feedback, including:

- Consultation survey enabling stakeholders to provide feedback via HumanAbility's website
- Opportunity to provide written feedback via email direct to the project team.

We invite stakeholders including employers, service providers, regulatory bodies, First Nations communities, training organisations, RTOs, students and communities, to engage in the format that best suits them.

Throughout the consultation, a consultation log of feedback will be maintained and made public, along with rationales for any decisions or revisions. After validation closes, the project team, with input from the Technical Committee, will review all feedback and update the drafts accordingly. Divergent views will be addressed, and if necessary, further validation will occur. Final drafts will then be submitted to the Assurance Body and the Skills Ministers for consideration, endorsement and implementation.

HumanAbility

ABN 36 665 836 608

Suite 4, 109 Union Road, Surrey Hills VIC 3127

humanability.com.au



HumanAbility is a Jobs and Skills Council funded by the Australian Government Department of Employment and Workplace Relations.