

Certificate III in Health Services Assistance

HLT32512

Unit Descriptions & Evidence
Required to Demonstrate
Competency



Agenda

Course Description.....	3
Job roles.....	3
Pathways Information.....	3
Entry Requirements.....	3
What you must do to complete the course	3
BSBFLM303C (Core) Contribute to effective workplace relationships	4
HLTHIR301C (Core) Communicate and work effectively in health.....	5
HLTWHS200A (Core) Participate in WHS processes	6
HLTIN301C (core) Comply with infection control policies and procedures.....	7
BSBMED301B (core) Interpret and apply medical terminology appropriately	8
HLTAP301B (Core) Recognise healthy body systems in a health care context	9
HLTHIR403C (Elective) Work effectively with culturally diverse clients and co-workers.....	10
BSBFLM312C (Elective) Contribute to team effectiveness	11
BSBINN301A (Elective) Promote innovation in a team environment	12
HLTCSD306D (Elective) Respond effectively to behaviours of concern	13
CPPCMN3001B (Elective) Participate in environmentally sustainable work practices	14
BSBWOR301B (Elective) Organise personal work priorities and development	15
HLTAMBPD401C (Elective) Manage personal stressors in the work environment ..	16
HLTHIR402D (Elective) Contribute to organisational effectiveness in the health industry.....	17
HLTAMBFC301D (Elective) Communicate with clients and colleagues to support health care	18

Course Description

This qualification covers workers in a range of work roles who provide assistance to health professional staff with the care of clients. Health Services Assistance involves the worker in direct client contact under supervision.

This qualification has been structured with elective groups for specific work functions in operating theatre support and assisting in nursing work in acute care. In addition the qualification supports multiskilling requirements of smaller and rural/remote work settings.

Job roles

- Assistant in nursing
- Orderly
- Nursing assistant
- Operating theatre technician
- Nursing support worker
- Theatre support
- Patient service attendant
- Ward assistant
- Patient support assistant
- Wardsperson
- Patient care assistant
- Ward support

Pathways Information

Not Applicable

Entry Requirements

There are no entry requirements for this qualification.

What you must do to complete the course

To be awarded HLT32512 Certificate III in Health Services Assistance competency must be achieved in 15 units as noted on the contents page.

BSBFLM303C (Core) Contribute to effective workplace relationships

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to gather information and maintain effective working relationships and networks, with particular regard to communication and representation.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Frontline managers have a key role in contributing to efficient and effective work teams within the context of the organisation. They play a prominent part in motivating, mentoring, coaching and developing team cohesion through providing leadership for the team and forming the bridge between the management of the organisation and the team members.

At this level, work will normally be carried out within known routines, methods and procedures which require the exercise of some discretion and judgement.

This unit is related to BSBWOR401A Establish effective workplace relationships.

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

Evidence of the following is essential:

- using culturally appropriate communication techniques to share work-based information with teams and individuals in accordance with organisation policies
- developing networks and building team relationships
- regularly reviewing workplace outcomes to identify and resolve issues and implement improvements within own level of responsibility and according to organisational policies.

HLTHIR301C (Core) Communicate and work effectively in health

Unit Descriptor

This unit of competency describes the skills and knowledge required to work effectively in a health setting with clients, staff, visitors, suppliers and others to meet established work requirements

Application of the Unit

This unit applies to work in a range of health settings such as:

- specific community
- community, regional or remote service provider
- department of a large institution or organisation
- specialised service or organisation
- private provider

Application of this unit should be contextualised to reflect specific workplace requirements and practices

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- Consistency of performance should be demonstrated over a range of workplace situations

HLTWHS200A (Core) Participate in WHS processes

Unit Descriptor

This unit specifies the workplace performance required for an entry level worker to participate in work health and safety (WHS) processes in the workplace in order to ensure their own health and safety at work as well as that of others in the workplace who may be affected by their actions

Application of the Unit

Application of this unit should be contextualised to reflect any specific workplace risks, hazards and associated safety practices.

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- Evidence gathered by an assessor to determine competence will include practical demonstration of competence, including:
 - workplace demonstration, simulation exercise, scenario or role play
 - indirect evidence from workplace supervisor reports and workplace documentation

HLTIN301C (core) Comply with infection control policies and procedures

Unit Descriptor

This unit of competency describes the skills and knowledge required for workers to comply with infection control policies and procedures. All procedures must be carried out in accordance with current infection control guidelines, Australian and New Zealand Standards for maintaining infection control and the policies and procedures of the organisation

This unit acknowledges the importance of complying with an effective infection control strategy that ensures the safety of the client (or end-user of health-related products/services), maintains personal protection and prevents the transmission of infections from person to person

All tasks must be carried out in accordance with State or Territory legislative requirements that affect work practices of the organisation and/or worker

Application of the Unit

This unit is applicable to workers who are responsible for following workplace procedures to maintain infection control

Application of this unit should be contextualised to reflect any specific workplace infection risks, hazards and associated infection control practices

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- Observation of workplace performance is preferred for assessment of this unit
- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- The assessee must demonstrate compliance with the organisation's infection control policy as it relates to specific job role
- Consistency of performance should be demonstrated over the required range of workplace situations

BSBMED301B (core) Interpret and apply medical terminology appropriately

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to understand and respond to instructions; to carry out routine tasks and communicate with a range of internal/external clients in a medical environment; and to use appropriate advanced medical terminology.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

This unit applies to individuals who are skilled operators and apply a broad range of competencies in various medical administration contexts. They may exercise discretion and judgment using appropriate knowledge to provide technical advice and support to a team.

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- using medical terminology in written and verbal communication
- identifying and appropriately using abbreviations for medical terms and associated processes
- managing own learning to maintain knowledge of up-to-date medical terminology
- knowledge of relevant legislation from all levels of government that impacts on business operations, codes of practice and national standards.

HLTAP301B (Core) Recognise healthy body systems in a health care context

Unit Descriptor

This unit of competency describes the basic knowledge of anatomy and physiology required to recognise body systems and their components and to identify and refer alterations associated with the functioning of the human body in the context of health care work

Application of the Unit

The application of knowledge and skills described in this competency unit may relate to functions such as client questioning and documentation of information, such as medical history, using a structured technique or pro forma for gathering and recording information

Functions at this level require a broad overview of healthy functioning of the human body and practical aspects of disease management

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- Evidence must demonstrate the individual's ability to apply their knowledge within the requirements of an identified modality of health care or support services to a specific age group
- Consistency of application of knowledge should be demonstrated over the required range of workplace applications relevant to an identified work role

HLTHIR403C (Elective) Work effectively with culturally diverse clients and co-workers

Unit Descriptor

This unit deals with the cultural awareness required for effective communication and cooperation with persons of diverse cultures

Application of the Unit

Work will be within a prescribed range of functions involving known routines and procedures with some accountability for the quality of outcomes

The workplace context may be:

- Specific community
- Community or regional service
- Department of a large institution or organisation
- Specialised service or organisation

Application of this unit should be contextualised to reflect any requirements, issues and practices specific to each workplace

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- This unit is most appropriately assessed in the workplace or a simulated workplace environment under the normal range of work conditions
- Assessment should be conducted on more than one occasion to cover a variety of circumstances to establish consistency
- Holistic assessment of this competency unit is encouraged, to ensure application of these skills in conjunction with specific work functions but the unit may be delivered and assessed independently

BSBFLM312C (Elective) Contribute to team effectiveness

Unit Descriptor

This specifies the outcomes required to by frontline managers to contribute to the effectiveness of the work team. It involves planning with the team to meet expected outcomes, developing team cohesion, participating in and facilitating the work team, and communicating with the management of the organisation.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Frontline managers have a key role in developing efficient and effective work teams within the context of the organisation. They play a prominent part in motivating, mentoring, coaching and developing team cohesion by providing leadership for the team and forming the bridge between the management of the organisation and the team members.

At this level, work will normally be carried out within known routines, methods and procedures, and may also involve a number of complex or non routine activities that require some discretion and judgement.

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- demonstrate leadership in contributing to team plans
- lead and facilitate teamwork
- actively communicate with management
- manage communication within the team
- induct new team members
- implement performance management system
- handle problems

BSBINN301A (Elective) Promote innovation in a team environment

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to be an effective and pro active member of an innovative team.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

This unit applies individuals who play a pro active role in demonstrating, encouraging or supporting innovation in a team environment. The individual may be a team participant or a team leader.

The team may 'make itself' or be constructed by others. It may have core members and members who participate at certain times or for particular purposes. It may be permanent or temporary, or come together at different times to work on specific projects.

The team could consist of a team of contractors/freelancers, permanent staff, clients and service providers, or any combination of these groups. It may operate within an organisation or across several organisations - or simply across a group of individuals.

The key focus of the unit is on what makes for an innovative team, what keeps it working well, how the structure of work can make a difference and what skills and knowledge are needed to maximise opportunities for innovation. Where a greater focus on team leadership is required this unit should be combined with units such as BSBLED401A Develop teams and individuals.

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- active participation in a team where the team takes a pro-active and considered approach to innovation and innovative practice
- collaborative and open communication within the team
- knowledge and understanding of the internal and external factors that contribute to a team becoming and remaining innovative.

HLTCSD306D (Elective) Respond effectively to behaviours of concern

Unit Descriptor

This unit of competency describes the skills and knowledge required to respond effectively to behaviours of concern in clients and others
These skills are associated with handling difficult incidents rather than managing ongoing behaviours

Application of the Unit

The unit will be suitable for work roles such as Security Officers, Care Assistance Workers and others exposed to behaviours of concern
Application of this unit should be contextualised to reflect any requirements, issues and practices specific to each workplace.

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- This unit is most appropriately assessed in the workplace (simulating difficult or challenging behaviour) or in a simulated workplace and under the normal range of work conditions
- This unit can be assessed independently, but holistic assessment practice is encouraged with other related units of competency
- Assessment may be conducted on one occasion but should include a diverse range of sources of difficult and challenging behaviours, as may be expected in the workplace
- A diversity of assessment tasks is also essential for holistic assessment

CPPCMN3001B (Elective) Participate in environmentally sustainable work practices

Unit Descriptor

This unit of competency specifies the outcomes required to participate in environmentally sustainable work practices. The unit requires the ability to identify current resource usage in the workplace and contribute to ensuring compliance with legislative requirements. It also requires the capacity to contribute to improvements in sustainable work practices. It is essential that the organisation's approach to ensuring environmentally sustainable work practices, and the benefits that they bring, are understood. The unit must be applied strictly according to relevant state or territory legislative and industry requirements.

Application of the Unit

This unit of competency supports individuals working as team members, who operate within the scope of their defined roles and responsibilities.

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

A person who demonstrates competency in this unit must be able to provide evidence of the required skills and knowledge specified in this unit.

In particular the person should demonstrate the ability to:

- apply improved resource efficiency approaches to own work area and demonstrate outcomes
- communicate with customers and other stakeholders
- list environmental hazards and risks, and inefficiencies and opportunities for improvements identified in the workplace
- measure and report current resource use
- contribute advice and suggestions for improvements.

BSBWOR301B (Elective) Organise personal work priorities and development

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to organise own work schedules, to monitor and obtain feedback on work performance, and to maintain required levels of competence. Operators may exercise discretion and judgement using appropriate theoretical knowledge of work scheduling and performance improvement to provide technical advice and support to a team.

Application of the Unit

This unit applies to individuals who are skilled operators and apply a broad range of competencies in various work contexts.

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

Evidence of the following is essential:

- preparing work plans
- scheduling and prioritising work objectives and tasks
- knowledge of the principles and techniques of goal setting, measuring performance, time management and personal assessment.

HLTAMBPD401C (Elective) Manage personal stressors in the work environment

Unit Descriptor

This unit describes the skills and knowledge required to recognise stress in the work environment and develop a personal stress management plan

Application of the Unit

This unit applies to work in a range of health settings and involves providing and receiving support from colleagues in the management of stress at work
Application of this unit should be contextualised to reflect any stress management issues and practices specific to each workplace

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- Observation in the work environment is preferable. However, where workplace observation is insufficient to demonstrate competence, simulations and/or case studies may be used as supporting evidence.
Evidence of workplace performance over time must be obtained to inform a judgement of competence.

HLTHIR402D (Elective) Contribute to organisational effectiveness in the health industry

Unit Descriptor

This unit of competency describes the skills and knowledge required to contribute to effective organisation outcomes in the health industry by practising and promoting legal and ethical work practices to protect client safety and enhance outcomes for the organisation and its clients in the broader health industry context

Application of the Unit

This unit applies to work in a range of organisations within the broad context of health service provision

Application of this unit should be contextualised to reflect specific workplace requirements and practices

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- Consistency of performance should be demonstrated over a range of workplace situations

HLTAMBFC301D (Elective) Communicate with clients and colleagues to support health care

Unit Descriptor

This unit covers the skills required to exercise effective communication skills with clients and colleagues to support the delivery of client care services within the health industry

Application of the Unit

This unit applies to work in a range of health settings where direct client contact is involved

Application of this unit should be contextualised to reflect any specific workplace communication requirements, issues and practices

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Evidence of the following is essential for a participant to demonstrate competency in this unit:

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- Evidence must include observation of performance in the work environment or in a simulated work setting
- Evidence of workplace performance over time must be obtained to inform a judgement of competence