

Course Name	Transport non-emergency clients under operational conditions
Course code	HLTAMBT301A
Contact details	Allens Training Phone 1300 559 064 or www.allenstraining.com.au
Partial completion of one of these qualification	This course is taken from the Health Training package HLT07 and is in partial completion of <input checked="" type="checkbox"/> HLT30207 Certificate III in Non Emergency Medical Transport or <input checked="" type="checkbox"/> HLT21107 Certificate Iv in Health (Ambulance)
Description of this unit against the qualification	For a full understanding of the qualification, please go to the link for further information http://www.allenstraining.com.au and click on the courses tab found on the top left hand side of the web page
Descriptor	This unit describes the skills and knowledge required to prepare and drive vehicles safely to transport non-emergency clients, including checking the ambulance vehicle and equipment, remedying faults, communicating using associated equipment and techniques and loading and unloading clients safely.
What is covered in the course	<ol style="list-style-type: none"> 1. Prepare and check vehicle and equipment 2. Ensure faults in vehicle and equipment are remedied 3. Convey and receive information using necessary modes of communication 4. Load, unload and secure non-emergency client and other specific personnel for transportation 5. Drive vehicle
Employability Skills	The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged will assist in identifying Employability Skill requirements
Pre-requisites	There are no pre-requisites or co-requisites for this competency unit however a current drivers licence is a requirement of this course
Course duration	10 hours
How will I be assessed	A written assessment plus driving assessments, assessable task are required to be awarded the unit competency
Policy and	A copy is available on our web site

procedures	http://www.allenstraining.com.au/documents.aspx
Where is the Training Package located	This is attached to this document starting on page 3

HLTAMBT301A

Transport non-emergency clients under operational conditions

Descriptor

This unit describes the skills and knowledge required to prepare and drive vehicles safely to transport non-emergency clients, including checking the ambulance vehicle and equipment, remedying faults, communicating using associated equipment and techniques and loading and unloading clients safely.

Employability Skills

The required outcomes described in this unit of competency contain applicable facets of Employability Skills

The Employability Skills Summary of the qualification in which this unit of competency is packaged will assist in identifying Employability Skill requirements

ELEMENT

Elements define the essential outcomes of a unit of competency.

1. Prepare and check vehicle and equipment

PERFORMANCE CRITERIA

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement.

1.1 Check *vehicle* and *equipment* systematically and comprehensively based on a local vehicle checklist or inventory

1.2 Conduct *vehicle checks* on a regular basis according to organisation procedures to ensure serviceability of vehicle and equipment

1.3 Ensure interior and exterior cleanliness of vehicle in accordance with organisation policies and procedures pertaining to the minimisation of infection risk to both ambulance personnel and clients

1.4 Maintain vehicle operating stock to acceptable minimum and maximum levels

1.5 Maintain vehicle and equipment according to local policy and procedures

2. Ensure faults in vehicle and equipment are remedied

2.1 Identify and report general nature of fault according to local policy and procedure

2.2 Assess risk of further damage to malfunctioning vehicle or equipment against client care priorities and avoid when possible

2.3 Rectify *minor faults* where possible

2.4 Establish need for additional or replacement resources and communicate to appropriate personnel

ELEMENT

Elements define the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement.

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| 3. Convey and receive information using necessary modes of communication | 3.1 Ensure communication techniques and procedures are consistent with acts, regulations and in accordance with local standard operation procedure |
| | 3.2 Establish and maintain communication with control centre in accordance with local standard operation procedure |
| | 3.3 Notify appropriate receiving facility in accordance with local standard operation procedure |
| | 4.1 Load and unload smoothly, consistent with safe work practices, organisation policy and procedures in accordance with the national code |
| | 4.2 Give client appropriate support/assistance during loading/unloading |
| | 4.3 Transport appropriate personnel to accompany the client where such a need has been identified and there is a capacity to do so, in accordance with local standard operation procedure |
| | 4.4 Secure equipment and belongings appropriately to avoid movement during travel |
| 4. Drive vehicle | 5.1 Drive vehicle in a manner that avoids exacerbation of client's condition |
| | 5.2 Drive vehicle in a low risk manner and according to <i>legal requirements</i> |
| | 5.3 Ensure communication is established between driver and client or client care officer to ensure effective client care during transport |
| | 5.4 Consult map accurately, when necessary |
| | 5.5 Take the most efficient route of travel by monitoring factors likely to cause delays or route deviations |
| | 5.6 Drive vehicles under <i>operational conditions</i> |

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit.

Essential knowledge:

- Elementary knowledge of vehicle being used
- Knowledge of client care during transportation
- Knowledge of organisation policy and procedures related to equipment and vehicle checks
- Knowledge of the use of relevant equipment and accessories, including client restraints during transportation
- Use of communications equipment and systems, and knowledge of relevant procedures
- Vehicle operating procedures
- Local area knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit.

Essential skills:

Ability to:

- Take a responsible approach to acting on faults and/or deficiencies
- Demonstrate:
 - driving skills relevant to the transportation of non-urgent clients
 - low risk driving techniques
- Assess driving needs relevant to individual client needs
- Monitor and anticipate traffic hazard
- Use oral communication skills (language competence) required to fulfil job roles as specified by the organisation, including:
 - asking questions
 - active listening
 - asking for clarification from client or other persons as required
 - negotiating solutions
 - acknowledging and responding to a range of views.
- Use written communication skills (literacy competence) required to fulfil job roles as specified by organisation, including:
 - reading and understanding routine instructions
- Use interpersonal skills, including:
 - working with others
 - showing empathy with client and relatives
 - relating to persons from differing cultural, social and religious backgrounds.
- Use problem solving skills, including:
 - using available resources
 - analysing information
 - making decisions that ensure the efficient and safe driving of vehicles under operational conditions for safe transport of non-emergency clients
- Use initiative in responding to challenging situations and individuals
- Take a responsible approach to professional development, including:
 - maintaining own skills and knowledge and ongoing development
 - being open to learning new ideas and techniques in a range of settings
 - sharing workplace information with others

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Categories of vehicle may include, but are not limited to:

- Maritime
- Road
- Aviation

Vehicle checks may include, but are not limited to checks for:

- Readiness
- Cleanliness
- Faults
- Malfunctions
- Equipment and supplies

Equipment may include, but is not limited to:

- Equipment for routine non-emergency client care
- Equipment carried for emergency use
- Any equipment specified for particular vehicles

Minor faults to be detected and remedied where possible may include:

- Blown fuses and bulbs
- Less than optimum tyre inflation
- Low radiator level
- Low engine fluids
- Low brake system fluids

Specific personnel may include:

- Relatives
- Ambulance personnel
- Drivers

Securement includes:

- Client's belongings
- Items of luggage
- Wheelchairs

Legal requirements include, but are not limited to:

- State and territory traffic act and regulations and ambulance acts and regulations
- All lawful standing orders, policies and procedures issued by Ambulance Services pertaining to the driving and operation of Service vehicles.
- AS/NZS 4535; 1999 Ambulance Restraint Systems

RANGE STATEMENT

Standards for safe work practices are detailed in:

- OH&S Acts, Regulations and Standards
- Organisation policy and procedures
- Safe lifting procedures
- Acts, Regulations, organisation policy and procedures include those relating to the operation of radio and electronic communication equipment.

Communication equipment may include, but is not limited to:

- Organisation radio equipment
- Equipment of other services
- Viable alternatives that support effective communication

Operational conditions may include, but are not limited to:

- Non-emergency driving
- Off-road driving
- Hazardous environmental conditions
- Driving in special environments (ie: on actual airport movement areas)
- Prevailing weather
- Time of day/night
- Visibility
- Recovery

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

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

- Evidence must include:
 - relevant endorsed driving licence as per state/territory requirements
 - observation of performance in the workplace or a simulation
- Competence should be demonstrated across:
 - a range of non-urgent transport needs and requirements
 - a range of driving situations and conditions
- Opportunities must be provided to demonstrate safe, efficient driving skills suited to specific situations and the case being attended

Access and equity considerations:

- All workers in the health industry should be aware of access and equity issues in relation to their own area of work
- All workers should develop their ability to work in a culturally diverse environment
- In recognition of particular health issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on health of Aboriginal and Torres Strait Islander people
- Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on health of Aboriginal and/or Torres Strait Islander clients and communities

Method of assessment:

- Assessment must include questioning (verbal and/or written) to address Essential Knowledge as outlined in this unit.