

<b>Course Name</b>	Manage personal stressors in the work environment
<b>Course code</b>	HLTAMBPD401B
<b>Contact details</b>	Allens Training Phone 1300 559 064 or <a href="http://www.allenstraining.com.au">www.allenstraining.com.au</a>
<b>Partial completion of one of these qualification</b>	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"/> HLT41007 Certificate IV in Health (Ambulance)
<b>Description of this unit against the qualification</b>	For a full understanding of the qualification, please go to the link for further information <a href="http://www.allenstraining.com.au">http://www.allenstraining.com.au</a> and click on the courses tab found on the top left hand side of the web page
<b>Descriptor</b>	This unit describes the skills and knowledge required to recognise stress in the work environment and develop a personal stress management plan
<b>What is covered in the course</b>	<ol style="list-style-type: none"> <li>1. Develop personal stress management plan</li> <li>2. Offer <i>support</i> to colleagues</li> <li>3. Receive <i>support</i> from colleagues</li> </ol>
<b>Employability Skills</b>	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
<b>Pre-requisites</b>	There are no pre-requisites or co-requisites for this competency unit
<b>Course duration</b>	10 hours
<b>How will I be assessed</b>	A written assessment plus project and workplace reports required to be awarded the unit competency
<b>Policy and procedures</b>	A copy is available on our web site <a href="http://www.allenstraining.com.au/documents.aspx">http://www.allenstraining.com.au/documents.aspx</a>
<b>Where will I locate the Training Package for this unit</b>	The training package is location on page 2 of this document



## 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.

3. Receive *support* from colleagues

- 3.1 Recognise own level of stress on an ongoing basis and identify factors affecting stress level so prompt action can be taken to reduce or eliminate the effects of stress
- 3.2 Seek support from colleagues when needed and accept where appropriate
- 3.3 Recognise need for further stress counselling and promptly seek appropriate counselling

## REQUIRED SKILLS AND KNOWLEDGE

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

### *Essential knowledge:*

- Factors and circumstances likely to cause personal stress in the work environment
- Methods of controlling stress
- Organisation support programs and other available resources

### *Essential skills:*

Ability to:

- Identify personal stress and stressors and take steps to control or reduce stressors and stress
- Identify stress in others and take steps, including the offer of support, to reduce, control or otherwise deal with stress
- Use problem solving skills including:
  - using available resources
  - analysing information
  - making decisions to effectively manage personal stress within the working environment
- Discuss issues relating to stress with colleagues and supervisor
- Use oral communication skills required to fulfil job roles as specified by the organisation, including:
  - using interviewing techniques
  - asking questions
  - active listening
  - acknowledging and responding to a range of views
- Use interpersonal skills, including:
  - working with others
  - showing empathy with colleagues
  - relating to persons from differing cultural, social and religious backgrounds
- Use written communication skills (literacy competence) required to fulfil job roles as specified by organisation, including:
  - reading and understanding incident reports and case management materials
  - personal stress management plan

## 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.

*Potential causes of stress may include but are not limited to:*

- Acute stress from exposure to incidents involving trauma, violence, injury and/or death
- Chronic work-related stress, including burn out and serious fatigue

*Responses to stress may include but are not limited to:*

- Physical reaction
- Psychological (mental/emotional) reaction
- Changes in health

*Support may include, but is not limited to:*

- Informal debriefing with colleagues
- Local peer support programs
- Other organisation resources

*Support and de-brief may be provided:*

- immediately
- when timely

## 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 a demonstrated capacity to:
  - identify own personal stress and stressors
  - take steps to control or reduce stressors and stress
  - identify stress in others in the workplace
  - take steps, including the offer of support, to reduce, control or otherwise deal with stress
- 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.

*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