

Course Name	Communicate and work effectively in health
Course code	HLTHIR301A
Contact details	Allens Training Phone 1300 559 064 or www.allenstraining.com.au
Partial completion of one of these qualification	<p>This course is taken from the Health Training package HLT07 and is in partial completion of</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> HLT21107 Certificate II in Emergency Medical First Response or <input checked="" type="checkbox"/> HLT30207 Certificate III in Non Emergency Medical Transport or <input checked="" type="checkbox"/> HLT41007 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 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
What is covered in the course	<ol style="list-style-type: none"> 1. Work ethically 2. Communicate effectively in a health setting 3. Practise high standards of personal hygiene 4. Promote a positive approach to health 5. Maintain professional work standards 6. Work effectively within the health care system 7. Take responsibility for personal skill development
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
Course duration	10 hours
How will I be assessed	A written assessment plus project required to be awarded the unit competency
Policy and procedures	A copy is available on our web site http://www.allenstraining.com.au/documents.aspx

HLTHIR301A

Communicate and work effectively in health

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

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

Application

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

ELEMENT

Elements define the essential outcomes of a unit of competency.

1. Work ethically

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 Follow ethical guidelines in decision-making in all work undertaken the health setting with awareness of potential ethical complexity in own work role
- 1.2 Reflect understanding and compliance with the principles of duty of care and legal responsibilities in all work undertaken
- 1.3 Refer any breach or non adherence to standard procedures or adverse event to appropriate personnel
- 1.4 Maintain confidentiality of any client matter in line with *organisation policy and procedure*
- 1.5 Show respect for rights and responsibilities of others through considered application of work practices
- 1.6 Reflect current working knowledge and understanding of employee and employer rights and responsibilities in all work undertaken
- 1.7 Recognise, avoid and/or address any conflict of interest

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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| 2. Communicate effectively in a health setting | 2.1 Develop, review and revise personal skills in communication as an ongoing priority to address organisation standards |
| | 2.2 Exercise caution in communicating personal information by oral and written means to ensure confidentiality of client and staff matters |
| | 2.3 Routinely apply workplace protocols and procedures in all workplace communication to support accuracy and understanding of information provided and received |
| | 2.4 Recognise individual and cultural differences and make any adjustments needed to facilitate the achievement of identified outcomes |
| | 2.5 Conduct interpersonal communication with clients and colleagues in a manner that enhances a client-centred approach to health care consistent with organisation standards |
| | 2.6 Take appropriate measures to resolve conflict and interpersonal differences in the workplace |
| 3. Practise high standards of personal hygiene | 3.1 Maintain personal hygiene with an understanding of risks associated with contamination and infection in a health setting |
| | 3.2 Wear <i>personal protective equipment</i> correctly according to organisation requirements |
| | 3.3 Safely dispose of infectious and/or hazardous waste material according to waste management policy and procedures |
| | 3.4 Report or initiate action within own area of responsibility to redress any potential workplace hazards |

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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|---|---|
| 4. Promote a positive approach to health | 4.1 Clarify components of own role that contribute to maintaining an effective and <i>client-centred approach to health</i> |
| | 4.2 Promote an approach in which clients are included in shared decision-making as partners in health care where appropriate |
| | 4.3 Contribute to a workplace culture of promoting good health by sharing health information in line with organisation policy |
| | 4.4 Focus on preventing ill health and minimising risk in the workplace |
| 5. Maintain professional work standards | 5.1 Identify relevant organisation policies and procedures relating to awards, standards and legislative requirements of own work role and clarify any uncertainties with appropriate personnel |
| | 5.2 Contribute to identifying and implementing improved work practices |
| | 5.3 Comply with relevant accreditation standards applying to work undertaken |
| | 5.4 Reflect understanding and focus on achieving organisation goals and objectives in all work undertaken |
| | 5.5 Respond positively to changes to improve work practices and procedures in accordance with organisation requirements |
| | 5.6 <i>Issues requiring mandatory notification are identified</i> and reported to supervisor and/or an appropriate authority |
| 6. Work effectively within the health care system | 6.1 Demonstrate respect for workers from different sectors and levels of the industry |
| | 6.2 Work with awareness of the roles of various organisations in the health care system in Australia |
| | 6.3 Maintain awareness of current issues influencing health care, including health issues for Indigenous Australians |

ELEMENT

Elements define the essential outcomes of a unit of competency.

7. Take responsibility for personal skill development

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.

- 7.1 Seek advice from appropriate persons on areas for skills/knowledge development
- 7.2 Identify options for accessing relevant skill development opportunities and initiate action in consultation with manager
- 7.3 Undertake designated skill/knowledge development and maintenance activities of the organisation including induction training
- 7.4 Identify and prioritise personal work goals in accordance with organisation requirements

REQUIRED SKILLS AND KNOWLEDGE

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

Essential knowledge:

- Meaning of Duty of Care, confidentiality of information and ethical decision-making in relation to specific work role duties and responsibilities; what constitutes a breach of these and potential ramifications of such a breach
- Broad implications of relevant legislation, including:
 - OHS
 - infection control
 - access and equity
 - anti-discrimination
 - privacy
 - child protection
- Principles underpinning client-centred health care
- Principles of client safety
- Role, function and objectives of the organisation, and relevance to specific work role
- Organisation procedures relating to:
 - fire safety
 - emergency response
 - security
- Purpose of accreditation process and quality improvement practice
- Broad understanding of relevant organisation procedures, policies, awards, standards and legislation and how to access them
- Basic knowledge of employment terms and conditions in the workplace

REQUIRED SKILLS AND KNOWLEDGE

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

Essential skills:

Ability to:

- Demonstrate functional literacy skills needed for written and oral information about workplace requirements
- Demonstrate communication skills as required by specific work role, including:
 - interpreting and following verbal and/or written instructions
 - seeking clarification of tasks
 - providing information
 - reporting incidents in line with organisation requirements
- Accurately follow procedures relating to:
 - personal hygiene
 - using personal protective equipment
- Apply decision-making and problem solving skills as required to constructively achieve identified outcomes in line with work role
- 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.

Requirements of own work role may include:

- Level of responsibility
- Organisation guidelines
- Individual awards and benchmarks
- Legislation relevant to work area
- Accreditation standards

Organisation policy on confidentiality may relate to:

- Storage of records
- Destruction of records
- Access to records
- Release of information
- Verbal and written communication

Organisation procedures, policies, awards, standards and legislation may include:

- Australian Council on Healthcare Standards
- Home and Community Care standards
- NATA accreditation
- National Health and Medical Research Council (NHMRC) guidelines for infection control in health care settings
- Federal and state legislation
- Quality management policy and practice
- Current Australian standards
- Aged care accreditation standards
- Accreditation and service provision standards of other relevant industry organisations
- Relevant health regulations and guidelines, policies and procedures, including child protection

RANGE STATEMENT

A client-centred approach to health includes:

- Putting clients and carers at the centre of service delivery
- When the client is a child or young person, service delivery strategies may need to be modified to ensure child safety and provide a child friendly, supportive environment
- Including clients in decision-making relating to their health care
- Involving clients in discussions about service delivery options and issues
- Obtaining client consent to examine, treat or work with them
- Effective customer service
- Listening to and addressing client complaints within scope of own work role

Employee rights and responsibilities may relate to:

- Duty of care responsibilities
- Leave entitlements
- Attendance requirements
- Obeying lawful orders
- Confidentiality and privacy of organisation, client and colleague information
- Adherence to OHS
- Protection from discrimination and sexual harassment in the workplace
- The right to union representation

Personal hygiene may include:

- Washing hands according to specified standards
- Maintaining personal cleanliness in the workplace
- Refraining from eating, smoking and other designated activities in specific work areas
- Taking standard and additional precautions against risk of infection and contamination
- Wearing clean clothes and uniforms where specified

Personal protective equipment (PPE) may include:

- Gowns
- Sterile and non sterile gloves including heavy duty
- Eyewear
- Plastic aprons
- Overalls
- Enclosed footwear
- Masks

RANGE STATEMENT

Issues requiring mandatory notification may include:

- Protection of children and others identified to be at risk
- Issues defined by jurisdictional legislation and/or regulatory requirements
- Issues specifically identified by under organisation policies

Identifying and implementing improved work practices may include:

- Reporting and implementing suggested improvements
- Seeking and addressing customer feedback
- Monitoring tasks
- Responding to surveys and questionnaires
- Assessing/observing/measuring environmental factors
- Checking equipment
- Developing and implementing child safe, child friendly resources, environment and work tools to support staff and volunteers working with people under 18 years of age

Employer rights and responsibilities may relate to:

- Legislative requirements for employee dismissal i.e. Workplace Relations Act
- Legislative requirements to provide a safe work environment free from discrimination and sexual harassment (see State and Commonwealth anti-discrimination legislation)
- Enterprise workplace agreements
- Relevant State and Territory employment legislation i.e. wage rates, employment conditions

RANGE STATEMENT

Designated knowledge/skill development may relate to:

- Hazard control
- OHS
- Manual handling
- First Aid
- Cultural awareness
- Child Protection
- Infection control
- Cardiopulmonary resuscitation emergency response and notification protocols
- Fire emergency response procedures for notification and containment of fire, use of fire fighting equipment and fire safety procedures
- Security procedures
- Quality improvement policy and practice
- Discrimination, harassment and bullying in the workplace
- Formal and informal resolution of grievances
- Waste management
- Customer service, including the provision of a child friendly environment that values, respects and welcomes children and young people
- Communication, conflict resolution

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:

- Demonstrated knowledge of the ramifications of breaches of duty of care, confidentiality, ethical guidelines and other relevant policies and legislation
- Demonstrated understanding of good personal hygiene and risk associated with poor hygiene
- Identification of own responsibilities within the workplace

Context of and specific resources for assessment:

- Assessment should relate to an identified work role and associated workplace conditions
- Resources essential for assessment include any documents specific to the work context such as:
 - instructions for the use of equipment
 - specific instructions for staff
 - emergency response procedures
 - fire safety policies and procedures
 - security procedures
 - relevant accreditation standards
 - waste management policies and procedures

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