

Competency Standards for Caribbean Vocational Qualifications (CVQ)

CCHSPT3005

**CVQ Level 3 – Peri-Operative Surgical Technology
(POST)**

Unit Code	Unit Title	Mandatory/ Elective
HS00250	Interpret and apply medical terminology	Mandatory
HS00110	Recognise healthy body systems in a health care context (Basic)	Mandatory
HS00251	Communicate and work effectively in health	Mandatory
HS00252	Comply with infection control policies and procedures	Mandatory
HS00253	Participate in OSH processes	Mandatory
HS00254	Provide operating room support services	Mandatory
HS00255	Identify and maintain a sterile field	Mandatory
HS00256	Prepare patients for operative procedures	Mandatory
HS00257	Provide and maintain quality patient service	Mandatory
HS00258	Support the care of patients	Mandatory
HS00259	Position patients	Mandatory
HS00260	Transport patients	Mandatory
HS00261	Handle medical gases and equipment	Mandatory
HS00262	Handle waste in the peri-operative area	Mandatory
HS00263	Clean re-usable medical and surgical equipment	Mandatory
HS00264	Communicate with patients and colleagues to support health care	Mandatory
HS00265	Respond to difficult or challenging behaviour	Mandatory
HS00266	Provide equipment support in a peri-operative environment	Elective
HS00267	Provide basic emergency life support	Elective
HS00268	Support the medical imaging professional	Elective
HS00269	Work with intoxicated patients	Elective
HS00270	Facilitate responsible behaviour	Elective
HS00271	Work effectively in mental health	Elective
HS01004	Perform basic cardiopulmonary resuscitation	Elective
THHGHS0172A	Provide first aid	Elective

To achieve this qualification all core competency standards and a minimum of any two (2) electives must be achieved.

HS00250: Interpret And Apply Medical Terminology

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 patients in a medical environment and to use appropriate advanced medical terminology.

ELEMENTS

PERFORMANCE CRITERIA

Candidates must be able to:

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|---|-----------------------------------------------------------|-----|----------------------------------------------------------------------------------------------------------------------------------|
| 1 | Respond to instructions containing medical terminology | 1.1 | Receive, interpret and document written and oral instructions using medical terminology |
| | | 1.2 | Use abbreviations for specialized medical terminology and associated processes when performing tasks |
| | | 1.3 | Respond to instructions according to the policies and procedures of the organization |
| | | 1.4 | Respond to verbal communication or orders by the surgeon or doctor in the operative setting to ensure safe service |
| | | 1.5 | Seek clarification on instructions from supervisor when necessary |
| 2 | Perform routine tasks | 2.1 | Use medical terminology in the completion of routine tasks |
| | | 2.2 | Seek assistance on tasks to be performed, from supervisor or experienced staff member as required |
| 3 | Use medical terminology in oral and written communication | 3.1 | Use appropriate medical terminology as directed, in oral communication with patients, fellow workers and health professionals |
| | | 3.2 | Use appropriate medical terminology as directed, in written communication with patients, fellow workers and health professionals |
| | | 3.3 | Present written communication to a designated person for verification if required |
| | | 3.4 | Spell and pronounce medical terminology appropriately when communicating with patients and health professionals |

RANGE STATEMENT

Written and oral instructions include:

- diary entries
- drugs orders
- instructions for postoperative care
- notices
- occupational safety and health (OSH) signs and instructions
- patient notes
- referrals
- routine reports
- telephone calls
- test results
- operating room lists
- verbal instructions

Policies and procedures include:

- national legislation
- accessing and updating files
- cleanliness and hygiene
- correspondence format
- emergency procedures
- following instructions
- information specific to the organization
- office practice manual
- OSH
- telephone protocol
- recording information
- security, confidentiality and privacy procedures

Oral communication includes:

- answering routine telephone enquiries
- communicating with a range of medical/hospital professionals on patient related matters
- confirming appointments
- dealing with difficult patients/customers
- paging staff
- reporting to staff at meetings
- transferring calls
- verbal instructions

Written communication includes:

- appointment diaries, cards
- case reports

Medical terminology include:

- abbreviations for medical and pharmacological terms (e.g. BCG, HRT, IVP, tab, ante, ung)
- causes to changes in the systems of the body
- common medical conditions including illnesses, injuries and diseases
- departments/sections in a hospital
- health insurance terminology
- interrelated functions of the body, locations and diseases
- knowledge of medical specialties and the names and titles of doctors working in specialist fields
- medical conditions
- medical equipment and instruments
- medical investigations and procedures
- medications
- referrals
- terms to describe onset and/or nature of disease

Routine tasks include:

- answering patient enquiries
- contributing to meetings
- dealing with patient complaints
- entering patient details into computer system
- filing patient notes
- maintaining information to assist patients
- recording and maintaining patient information
- maintaining reception area, waiting room, consultation room
- ordering stock (e.g. stationery, medical supplies)
- preparing medical equipment
- preparing reports
- processing correspondence
- producing a range of complex medical documents (e.g. patient history, case report)
- providing information to patients
- receiving and making telephone calls
- receiving visitors and patients
- storing and maintaining security of drugs

- complex correspondence to a range of medical/hospital professionals on patient related matters
 - forms
 - letters
 - memoranda
 - minutes
 - patient histories
 - patient history questionnaires
 - patient records
 - telephone messages
- Designated person includes:
- doctor
 - manager
 - supervisor

UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know:

1. how to interpret policies, signs and instructions and use correct spelling, grammar and punctuation
2. how to use communication skills to understand, clarify and explain instructions and procedures
3. what are the medical terminology used, including the fundamental word structure used in medical terms
4. what are the basic systems of the body
5. what are the organizational documentation and recording requirements
6. what are the source of information related to medical terminology
7. what are the key provisions of relevant legislation from all levels of government that affect business operations, codes of practice and national standards, such as anti-discrimination legislation; ethical principles; privacy laws and freedom of information act

EVIDENCE GUIDE

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- receive and document written and oral instructions using medical terminology
- respond to verbal instructions and orders from surgeon
- use medical terminology when carrying out tasks
- perform all tasks according to standard operating procedures
- perform all tasks to specification
- use accepted techniques, practices, processes and workplace procedures

(2) Method of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The

candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

(3) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate

HS00110: **Recognise Healthy Body Systems in a Health Care Context (Basic)**

Unit Descriptor:

This unit of competency describes the basic knowledge of anatomy and physiology required to recognise body systems and their components and basic pathology which affect the human body

ELEMENTS

PERFORMANCE CRITERIA

CANDIDATES MUST BE ABLE TO:

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|---|----------------------------------------------------------------------------------|-----|----------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Apply knowledge of anatomy of the healthy human body | 1.1 | Use accepted health terminology to communicate the normal structure, function and location of the major body systems to approved company personnel |
| | | 1.2 | Apply a basic understanding of the fundamental principles of maintaining a healthy body for approved patient care |
| | | 1.3 | Work with knowledge of the major components of each body system and their location in relation to other structures for approved patient care |
| 2 | Apply basic knowledge of physiology that support healthy functioning of the body | 2.1 | Work with a basic understanding of how to maintain the whole body in an overall state of health |
| | | 2.2 | Work with a basic understanding of the relationships between body systems required to support healthy functioning |
| 3 | Apply basic knowledge of pathology that affect the human body | 3.1 | Work with a basic understanding of pathology and diseases which affect the human body |
| | | 3.2 | Work with a basic understanding of the relationships between the body systems and the effect of diseases |

RANGE STATEMENT

Major body systems include:

- cardiovascular system
- respiratory system
- musculo-skeletal system
- endocrine system
- nervous system
- digestive system
- urinary system
- reproductive system
- integumentary system
- the special senses – smell, taste, vision, equilibrium and hearing

Support healthy functioning includes:

- body regulation –
 - maintenance of body temperature
 - body fluids
 - elimination of waste
 - maintenance of blood pressure
- protection from infection
- physical activity –active and passive

Pathology includes:

- congenital
- acquired diseases
 - toxic
 - infection
 - vascular
 - neoplasms
 - nutritional
 - endocrine
 - immunological
 - hematological
 - metabolic
 - psychological

UNDERPINNING KNOWLEDGE AND SKILLS

Candidates must know:

1. what is the basic structure and function of the body systems and associated components
2. how to maintain and recognise a healthy body system
3. how to use and articulate common health terminology related to human anatomy and physiology

EVIDENCE GUIDE

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- apply knowledge of anatomy and physiology to health care services
- apply knowledge over a range of workplace applications
- perform all tasks according to established procedures
- report problems according to established procedures

(2) Method of Assessment

Assessors should gather a range of evidence, over a period of time, which is valid, sufficient and authentic. Evidence should be gathered through a variety of ways including direct observation and oral questioning. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, manufacturer's specifications, codes, standards, manuals and reference materials

(3) Context of Assessment

This unit may be assessed on the job or off the job. Where assessment is done off the job, an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by working individually.

HS00251: 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 patients, staff, visitors, suppliers and others to meet established work requirements. 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 organization; specialized service or organization and private provider.

ELEMENTS

PERFORMANCE CRITERIA

Candidates must be able to:

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|---|---------------------------------------------|-----|---------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Work ethically | 1.1 | Follow ethical guidelines in decision-making in work undertaken in the health setting |
| | | 1.2 | Comply with the principles of duty of care and legal responsibilities in work undertaken |
| | | 1.3 | Refer breaches, adverse events or non adherence to standard procedures to organization's approved personnel |
| | | 1.4 | Maintain confidentiality of patient's information according to organization's policy and procedure |
| | | 1.5 | Show respect for rights and responsibilities of others in work undertaken in the health setting |
| | | 1.6 | Demonstrate current working knowledge of employee and employer rights and responsibilities in work undertaken |
| | | 1.7 | Recognize, avoid and address conflict of interest and interpersonal differences according organization's policy and procedure |
| 2 | Communicate effectively in a health setting | 2.1 | Develop, review and revise personal skills in communication as an ongoing priority to adhere to organization standards |
| | | 2.2 | Communicate personal information by oral and written means ensuring confidentiality of patient and staff matters |
| | | 2.3 | Communicate information according to workplace protocols and procedures to ensure accuracy and understanding of information provided and received |
| | | 2.4 | Recognize individual and cultural differences and make adjustments needed to facilitate the achievement of identified outcomes |

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|---|----------------------------------------------------|-----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | | 2.5 | Conduct interpersonal communication with patients and colleagues in a manner that enhances a patient-centred approach to health care consistent with organization standards |
| 3 | Practice high standards of personal hygiene | 3.1 | Maintain personal hygiene to prevent risks associated with contamination and infection in a health setting |
| | | 3.2 | Wear personal protective equipment according to organization's requirements |
| | | 3.3 | Dispose of infectious and hazardous waste material safely according to waste management policy and procedures |
| | | 3.4 | Report or initiate action within personal responsibility to address potential workplace hazards |
| 4 | Promote a positive approach to health | 4.1 | Contribute to a workplace culture of promoting good health by sharing health information according to organization policy |
| | | 4.2 | Include patients in shared decision-making as partners in health care where appropriate |
| 5 | Maintain professional work standards | 5.1 | Identify organization policies and procedures relating standards and legislative requirements of personal role and clarify uncertainties with appropriate personnel |
| | | 5.2 | Contribute to identifying and implementing improved work practices according to organization policy and procedures |
| | | 5.3 | Undertake work according to relevant accreditation standards |
| | | 5.4 | Respond positively to changes to improve work practices and procedures according to organization requirements |
| | | 5.5 | Identify and report issues requiring mandatory notification to organization approved personnel |
| 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 an awareness of the roles of various organizations in the health care system |
| | | 6.3 | Maintain awareness of current issues influencing health care, including health issues |
| 7 | Take responsibility for personal skill development | 7.1 | Seek advice from appropriate persons on areas for skills and knowledge development |

- 7.2 Identify options for accessing skill development opportunities and initiate action in consultation with manager
- 7.3 Undertake designated skill and knowledge development and maintenance activities of the organization
- 7.4 Identify and prioritize personal work goals according to organization requirements

RANGE STATEMENT

Requirements of personal role include:

- level of responsibility
- organization guidelines
- individual awards and benchmarks
- legislation relevant to work area
- accreditation standards

Organization policy on confidentiality includes:

- storage of records
- destruction of records
- access to records
- release of information
- verbal and written communication

Organization procedures, policies, awards, standards and legislation include:

- national legislation
- quality management policy and practice
- current standards
- accreditation and service provision standards of other organizations
- health regulations and guidelines, policies and procedures, including child protection

Patient-centred approach to health includes :

- putting patients and care givers at the centre of service delivery
- service delivery strategies which may be modified to ensure child safety and provide a child friendly, supportive environment
- including patients in decision-making relating to their health care
- involving patients in discussions about service delivery options and issues
- obtaining patient consent to examine, treat or work with them
- effective customer service
- listening to and addressing patient complaints within scope of personal role

Improved work practices include:

- enhancing outcomes for patients
- enhancing sustainability of work, such as efficient and effective work practices in relation to:
 - use of power
 - use of resources
 - waste management and recycling practices
- enhancing safety of staff and patients

Employee rights and responsibilities include:

- duty of care responsibilities
- leave entitlements
- attendance requirements
- obeying lawful orders
- confidentiality and privacy of organization, patient and colleague information
- adherence to OSH
- protection from discrimination and sexual

Personal hygiene includes:

- washing hands
- maintaining personal cleanliness

- 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

Issues requiring mandatory notification include:

- protection of children and others identified to be at risk
- issues defined by jurisdictional legislation and/or regulatory requirements
- issues specifically identified under organization policies

Employer rights and responsibilities include:

- legislative requirements for employee dismissal
- legislative requirements to provide a safe work environment free from discrimination and sexual harassment
- workplace agreements
- national employment legislation i.e. wage rates, employment conditions

Knowledge and skill development includes:

- hazard control
- OSH
- manual handling
- first aid
- cultural awareness
- child protection
- infection control
- cardiopulmonary resuscitation emergency response and notification protocols
- fire emergency response 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
- communication, conflict resolution

harassment in the workplace

Personal protective equipment (PPE) includes:

- gowns
- sterile and non sterile gloves (heavy duty)
- eyewear
- plastic aprons
- overalls
- enclosed footwear
- masks

Identifying and implementing improved work practices 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

UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know:

1. what are the relevant organization procedures, policies, awards, standards and legislation and how to access them
2. what are the implications of relevant legislation, including access and equity; anti-discrimination; child protection; infection control; OSH; privacy
3. what is the 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
4. what are the organization procedures relating to emergency response; fire safety; security
5. what are the principles underpinning patient-centred health care
6. what are the principles of patient safety
7. what is the role, function and objectives of the organization, and relevance to specific work role
8. how to practice good personal hygiene and what are the risks associated with poor hygiene
9. how to identify personal responsibilities within the workplace
10. how to use personal protective equipment
11. how to apply decision-making and problem solving skills as required to constructively achieve identified outcomes in line with work role
12. how to use communication skills as required by specific work role, including communicating the importance of issues such as interpreting and following verbal and/or written instructions; providing information; reporting incidents in line with organization requirements; seeking clarification of tasks
13. how to take a responsible approach to professional development, including being open to learning new ideas and techniques in a range of settings; maintaining personal skills and knowledge and ongoing development; sharing workplace information with others

EVIDENCE GUIDE

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- follow ethical guidelines in work activities
- apply workplace protocols and procedures in workplace communication
- maintain personal hygiene
- identify and implement improved work practices
- perform all tasks according to standard operating procedures
- perform all tasks to specification
- use accepted engineering techniques, practices, processes and workplace procedures

(2) Method of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The

candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

(3) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate

HS00252: 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, national standards for maintaining infection control and the policies and procedures of the organization. This unit acknowledges the importance of complying with an effective infection control strategy that ensures the safety of the patient (or end-user of health-related products/services), maintains personal protection and prevents the transmission of infections from person to person

ELEMENTS		PERFORMANCE CRITERIA	
Candidates must be able to:			
1	Follow infection control guidelines	1.1	Demonstrate the application of standard precautions to prevent the spread of infection according to organization requirements
		1.2	Demonstrate the application of additional precautions when standard precautions alone may not be sufficient to prevent transmission of infection
		1.3	Perform isolation procedures to prevent the spread of communicable diseases according to organization policy and procedures
		1.4	Minimize contamination of materials, equipment and instruments from aerosols and splatter
2	Identify and respond to infection risks	2.1	Identify infection risks and implement an appropriate response within personal role and responsibility
		2.2	Document and report activities and tasks to organization approved personnel that put patients and other workers at risk
		2.3	Respond to situations that pose an infection risk according to organization policies and procedures
		2.4	Perform risk control and risk containment for specific risks according to organization procedures
		2.5	Follow protocols for care following exposure to blood or other body fluids as required
		2.6	Remove spills according to organization policies and procedures

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|---|----------------------------------------------------------------------------------|-----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3 | Maintain personal hygiene | 3.1 | Maintain hand hygiene by washing hands before and after patient contact and after any activity likely to cause contamination |
| | | 3.2 | Perform handwashing and hand care according to organization policy and procedures |
| | | 3.3 | Cover cuts and abrasions with water-proof dressings and change as necessary |
| 4 | Use personal protective equipment | 4.1 | Wear and use personal protective clothing and equipment in compliance with national standards |
| | | 4.2 | Change protective clothing, gowns and aprons daily, if soiled and where appropriate, after each patient contact |
| 5 | Limit contamination | 5.1 | Demarcate and maintain clean and contaminated zones in all areas of health care work |
| | | 5.2 | Confine records, materials and medicaments to a well-designated clean zone |
| | | 5.3 | Confine contaminated instruments and equipment to a well-designated contaminated zone |
| 6 | Handle, package, label, store, transport and dispose of clinical and other waste | 6.1 | Wear personal protective clothing and equipment according to occupational safety and health policies and procedures when handling waste |
| | | 6.2 | Separate waste at the point where it has been generated and dispose of into identified waste containers that are colour coded |
| | | 6.3 | Store clinical or related waste in an area that is accessible only to the organization's authorized persons |
| | | 6.4 | Handle, package, label, store, transport and dispose of waste to minimize potential for contact with the waste and to reduce the risk to the environment from accidental release |
| | | 6.5 | Dispose of waste safely according to the organization's policies and procedures and legislative requirements |
| 7 | Clean environmental surfaces | 7.1 | Wear personal protective clothing and equipment during cleaning procedures |
| | | 7.2 | Decontaminate equipment requiring special processing according to quality management systems to ensure full compliance with cleaning, disinfection and sterilization protocols |
| | | 7.3 | Maintain and store cleaning equipment according to |

organization's cleaning procedures

RANGE STATEMENT

Standard precautions include:

- aseptic technique
- personal hygiene practices
- use of personal protective equipment
- techniques to limit contamination
- surface cleaning and management of blood and body fluid spills
- safe handling of sharps
- safe disposal of sharps and other clinical waste
- reprocessing and storage of reusable instruments
- transmission-based precautions
- observing traffic patterns in peri-operative area
- using proper packing and wrapping materials

Minimizing contamination includes:

- protecting materials, equipment and instruments from contamination until required for use
- ensuring instruments used for invasive procedures are sterile at time of use
- cleaning all environmental surfaces

Procedures for risk control include:

- eliminating a hazardous process
- using personal protective equipment
- changing a system of work to reduce a hazard
- isolating the hazard
- using protective devices to decrease exposure
- using safe handling techniques
- following infection control policies and procedures
- procedures to minimize the risk of exposure to blood and body fluids

Additional precautions include:

- special ventilation requirements
- additional use of personal protective equipment
- dedicated equipment
- use of a special facility

Infection risks include:

- sharps injury
- waste
- discarded sharps
- human waste and human tissues
- general waste
- inhalation of aerosols
- contact with blood and other body substances
- personal contact with infectious materials, substances and patients
- stock including food which has passed 'use-by' dates
- animals, insects and vermin

Protocols for care following exposure to blood or other body fluids include:

- immediate care following:
 - a sharps injury
 - a splash of blood or other body fluids
- post exposure care
- record keeping and notification
- legal requirements for the notification of all work related occurrences of injury, disease or illness

Hand care includes:

- using suitable water-based hand creams
- using warm water for handwashing

Hand hygiene procedures include:

- routine handwash
- surgical handwash
- use of antiseptic wipes and alcohol based preparations in specific situations where waterless hand hygiene is acceptable
- drying hands after handwashing
- wearing heavy-duty utility gloves when handling irritant chemicals

Protective clothing and equipment includes:

- gowns and waterproof aprons
- examination gloves and surgical gloves
- glasses, goggles or face-shields
- surgical face masks
- footwear to protect from dropped sharps and other contaminated items
- using guidelines for latex allergic patients and staff
- peril-operative dress code

Clean zone includes:

- storage areas for materials, medicaments, equipment
- sterile storage areas
- administration areas

Contaminated zone includes:

- area used for items that have become contaminated during use
- receiving area for contaminated instruments in the instrument reprocessing centre

Waste includes:

- clinical waste
- discarded sharps
- human tissues
- laboratory waste
- radiographic waste
- chemical and amalgam waste
- cytotoxic waste
- pharmaceutical waste
- radioactive waste
- general waste

Disposal of waste requirements include:

- disposal in accordance with environment protection (waste management) policy and environment protection (waste management) regulations
- national standards
- organization policies and procedures

Cleaning procedures include:

- damp dusting benches, equipment and shelving
- cleaning and maintaining the interior of drawers and cupboards
- cleaning floors daily
- storing cleaning equipment
- managing the removal of a small blood or body fluid spill
- removing dust, dirt and debris
- cleaning work surfaces
- drying all work surfaces before and after use
- replacing surface covers where applicable

UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know:

1. what are the clean and sterile techniques and how to apply them
2. what is disease transmission including paths of transmission including direct contact, aerosols and penetrating injuries; risk of acquisition; sources of infecting microorganisms
3. what are effective hand hygiene procedures for routine handwash; procedures for surgical handwash ; when hands must be washed and hand care
4. what is identification and management of infectious risks in the workplace
5. what are the organization requirements relating to immunization, where applicable
6. what are personal protective equipment including guidelines for glove use, for wearing gowns and waterproof aprons, for wearing masks as required and for wearing protective glasses
7. what are susceptible hosts including persons who are immune suppressed, have chronic diseases such as diabetes and the very young or very old
8. what are the surface cleaning procedures at the start and end of the day; managing a blood or body fluid spill
9. what are routine surface cleaning; sharps handling and disposal techniques
10. what are the organization's infection control policies and procedures
11. how to consistently apply handwashing, personal hygiene and personal protection protocols
12. how to consistently apply protocols to limit contamination
13. how to apply standard precautions to prevent spread of infection
14. how to apply additional precautions when standard precautions are not sufficient
15. how to address waste minimization, environmental responsibility and sustainable practice issues

EVIDENCE GUIDE

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- perform isolation procedures to prevent spread of diseases
- minimize contamination of materials, equipment and instruments
- identify infection risks and implement appropriate action
- maintain personal hygiene
- use personal protective equipment
- demarcate clean and contaminated zones
- transport and dispose of clinical waste
- clean surfaces using appropriate cleaning equipment
- perform all tasks according to standard operating procedures
- perform all tasks to specification
- use accepted engineering techniques, practices, processes and workplace procedures

(2) Method of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The

candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

(3) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate

HS00253: Participate in OSH Processes

Unit Descriptor:

This unit specifies the workplace performance required for an entry level employee to participate in OSH processes in the workplace, in order to ensure personal health and safety at work, as well as that of others who may be affected by their actions

ELEMENTS		PERFORMANCE CRITERIA	
Candidates must be able to:			
1	Plan and prepare for work	1.1	Identify hazards in the work area, and implement corrective action to control risk
		1.2	Report residual risk according to organization procedures
		1.3	Perform pre-start checks as required according to work procedures
2	Conduct work safely	2.1	Use personal protective equipment and maintain according to organization's requirements
		2.2	Plan and conduct work according to work procedures and workplace instructions for ensuring safety
		2.3	Report incidents and injuries to organization's approved personnel
		2.4	Perform housekeeping in the work area according to occupational safety and health requirements
		2.5	Manage personal levels of stress and fatigue to ensure ability to work safely and sustainably
3	Participate in OSH consultative activities	3.1	Make constructive contributions to workplace meetings, workplace inspections or other OSH consultative activities
		3.2	Raise OSH issues with designated personnel according to organization procedures
		3.3	Provide input to improve workplace OSH systems and processes according to organization procedures
		3.4	Maintain and update information on OSH issues applicable to workplace systems, equipment and processes
4	Follow emergency response procedures	4.1	Identify and respond to emergency situations according to the organization emergency procedures

- 4.2 Work with OSH representatives and committees when responding to emergency situations according to emergency response procedures

RANGE STATEMENT

Workplace hazards include:

- occupational violence
- stress
- fatigue

Risks requiring management include:

- worker fatigue or burnout
- injury or damage resulting from violent or aggressive behaviour

Personal protective equipment (PPE) include:

- head protection
- face and eye protection
- respiratory protection
- hearing protection
- hand protection
- clothing and footwear

Emergency situations include:

- serious injury events
- events requiring evacuation
- fires and explosions
- hazardous substance and chemical spills
- explosion and bomb alerts
- security emergencies, such as armed robberies, intruders and disturbed persons
- internal emergencies, such as loss of power or water supply and structural collapse
- external emergencies and natural disasters, such as flood, storm and traffic accident impacting on the organization

OSH housekeeping includes:

- cleaning up spills

Specific hazards include:

- bodily fluids
- burnout (compassion fatigue)
- chemicals
- cytotoxic medicines and waste
- defusing violent behaviour
- egress from rooms
- managing violent behaviour on outreach and home visits
- manual handling
- moving parts of machinery
- noise
- rostering
- sharps
- trips, falls etc
- underfoot hazards
- violence in the workplace
- work posture
- computer use

Incidents include:

- any event that has caused, or has the potential for, injury, ill-health or damage

Designated personnel include:

- team leaders
- supervisors
- OSH representatives; committee members
- managers
- organization OSH personnel

- keeping walkways, exits and traffic areas clear

UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know:

1. what is the nature of common workplace hazards such as chemicals, bodily fluids, sharps, noise, manual handling, work postures, underfoot hazards and moving parts of machinery
2. what are the roles and responsibilities of OSH representatives, OSH committees and employers
3. what are the safety measures related to common workplace hazards
4. what are the safety signs and their meanings, including signs for dangerous goods class signs ; emergency equipment; personal protective equipment ; specific hazards such as sharps, radiation
5. what are the sources of OSH information in the workplace
6. who are the designated person(s) for raising OSH issues
7. what are the hazards of the particular work environment
8. what is the organization and work procedures particularly those related to performance of own work, specific hazards and risk control, reporting of hazards, incidents and injuries, consultation, use of PPE and emergency response
9. what are potential emergency situations, alarms and signals, and required response
10. how to apply knowledge of OSH by participating in OSH processes in the work context to address personal health and safety within the work area and that of others who may be affected by the actions
11. how to give accurate verbal or written descriptions of incidents or hazards
12. how to interpret selected pictorial/graphical and written signs/instructions

EVIDENCE GUIDE

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- plan and prepare to work safely
- use personal protective equipment safely
- report injuries and incidents to appropriate personnel
- respond to emergencies according to organizational procedures
- perform all tasks according to standard operating procedures
- perform all tasks to specification
- use accepted techniques, practices, processes and workplace procedures

(2) Method of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The

candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

(3) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate

HS00254: Provide Operating Room Support Services

Unit Descriptor:

This unit of competency describes the skills and knowledge required to assist with the preparation and maintenance of the operating suite environment in readiness for an operating room case. Work will be performed within a prescribed range of functions, generally within a team environment, involving known routines and procedures. All activities are carried out in accordance with organization policies, procedures and infection control guidelines.

ELEMENTS

PERFORMANCE CRITERIA

Candidates must be able to:

- | | | | |
|---|--------------------------------------------|-----|---------------------------------------------------------------------------------------------------------------------------------|
| 1 | Prepare operating room environment | 1.1 | Select and wear appropriate operating room clothing in the operating room complex to prevent strike through |
| | | 1.2 | Clean surfaces and equipment according to organization's cleaning procedures |
| | | 1.3 | Liaise with relevant staff to confirm equipment requirements |
| | | 1.4 | Check operating room list and maintain and designate re-stocked supplies as required in consultation with relevant staff |
| | | 1.5 | Assemble equipment and check to ensure it is complete, clean and functioning according to manufacturer's specifications |
| | | 1.6 | Store hand tools in an appropriate location according to standard operational procedures and manufacturer's recommendations |
| 2 | Provide support to the operating room team | 2.1 | Transport and transfer patient safely from the bed or trolley to operating room table using approved manual handling procedures |
| | | 2.2 | Provide assistance to the operating room team during the prepping stage of patient |
| | | 2.3 | Select products in the peri-operative setting to facilitate operating team preferences |
| | | 2.4 | Follow instructions from relevant staff during operating room procedures |
| | | 2.5 | Provide assistance to operating room team in patient repositioning |
| | | 2.6 | Transport blood, pathology specimens and other items using |

standard precautions, to support the operating room team

- | | | | |
|---|------------------------------|-----|----------------------------------------------------------------------------------------------------------|
| 3 | Maintain operating room area | 3.1 | Remove, clean and store equipment at the end of the procedure according to the organization's procedures |
| | | 3.2 | Transport patient from operating room to recovery room according to approved manual handling procedures |

RANGE STATEMENT

Operating room clothing includes:

- allocated operating room outfits (gowning)
- boots
- dress shoes
- goggles
- lead aprons
- plastic aprons
- masks
- gloves

Equipment includes:

- lifting equipment
- transport trolleys
- operating room trolleys
- Diathermy units
- orthopaedic frames
- plaster trolleys
- table attachments
- video tower equipment
- microscopes

Cleaning includes:

- floors in operating room
- lights and light fittings
- operating room tables
- x-ray gowns
- walls
- operating room furniture
- operating room boots
- shelves

Relevant staff includes:

- nursing staff
- doctors
- other operating room assistants and personnel

Assistance includes:

- placing correct instruments in sequence
- maintaining sterile field
- sponge locations in cavity
- requests proper lighting
- announcing break in sterility
- performing decontamination process
- performing total final counts

UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know:

1. what is basic equipment care and maintenance
2. what are the operating room team's responsibility in relation to the surgical count
3. what are the organization procedures for preparation of a deceased patient, who has died in the operating room environment
4. what are the relevant hospital standards, regulations and guidelines
5. what are the relevant OSH legislation and infection control codes of practice, enterprise policies and procedures
6. what are the safety and environmental aspects related to workplace operation and manual handling
7. what are operating room policy and procedures guidelines
8. what are operating room protocols
9. how to communicate effectively with operating room team
10. how to complete all activities accurately and in a timely and safe manner
11. how to effectively coordinate required processes
12. how to ensure work is completed systematically with attention to detail without damage to equipment or harm to patient/personnel
13. how to set- up and check equipment as required
14. how to solve problems including the ability to use available resources, assemble equipment
15. how to undertake patient positioning and patient transfer procedures
16. how to undertake specialist cleaning processes for operating room
17. how to undertake the positioning and support requirements for patient preparation procedures
18. how to work with conscious and unconscious patients

EVIDENCE GUIDE**(1) Critical Aspects of Evidence**

Evidence should include a demonstrated ability to:

- select and wear operating room clothing
- transport and transfer patients safely
- provide assistance to operating room team
- maintain operating room area
- perform all tasks according to standard operating procedures
- perform all tasks to specification
- use accepted engineering techniques, practices, processes and workplace procedures

(2) Method of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

(3) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate

HS00255: Identify and Maintain a Sterile Field

Unit Descriptor:

This unit of competency describes the skills and knowledge required to identify and move around a sterile environment and to ensure that infection control principles are maintained. Sterile field includes the area immediately surrounding the draped patient, the sterile personnel, sterile draped trolleys and equipment

ELEMENTS

PERFORMANCE CRITERIA

Candidates must be able to:

1	Apply personal hygiene standards	1.1	Wear proper protective attire according to the organization's policy and procedures
		1.2	Reduce risk of infection according to standard infection control guidelines
2	Move around a sterile field	2.1	Move around a sterile field adhering to aseptic principles to ensure the sterile field is not contaminated
		2.2	Report personal and other staff breaches of aseptic principles to the organizations' approved personnel

RANGE STATEMENT

Attire include:

- allocated operating room outfits
- boots
- dress shoes
- goggles
- lead aprons
- plastic aprons
- masks
- no jeweler

Location include:

- operating room
- treatment room

Factors affecting sterile field include:

- physical
- positive pressure
- air conditioning system
- temperature
- humidity
- clean equipment and environment
- personal attire
- personal hygiene including effective hand washing
- work and traffic flow processes
- aseptic conditions
- identification of breaches
- accountability for breaches of self and others
- peril-operative lighting
- smoking (not allowed)
- no storing of food
- minimum noise level
- high level disinfection

Operating teams include:

- nursing staff
- anaesthetists
- surgeons
- other support staff

UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know:

1. what are the factors influencing growth of micro-organisms (environmental conditions)
2. what are the transmission methods of pathogenic organisms
3. what are the communication techniques and pathways in the operating room
4. what is the meaning of sterile and the sterilization process
5. what are the possible hazards in the sterile environment
6. what are the relevant OSH legislation and infection control codes of practice, enterprise policies and procedures
7. what is the importance of asepsis as a contribution to patient care
8. what is operating room policy, procedures, guidelines and protocols
9. what are standard infection control guidelines
10. how to liaise effectively with operating room staff
11. how to carry out all work according to safe working guidelines
12. how to undertake cleaning processes
13. how to reduce risks of infections
14. how to undertake safe waste handling techniques and disposal according to workplace policy

EVIDENCE GUIDE

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- wear protective attire according to organizational procedures and policies
- move around a sterile field according to aseptic principles
- report personal and other staff breaches to authorized personnel
- perform all tasks according to standard operating procedures
- perform all tasks to specification
- use accepted engineering techniques, practices, processes and workplace procedures

(2) Method of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The

candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

(3) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate

HS00256: Prepare Patients for Operative Procedures

Unit Descriptor:

This unit of competency describes the skills and knowledge required to provide assistance in the preparation and care of the patient in the operating department prior to operative and anaesthetic procedures. Work is performed in consultation with the anaesthetist and the operating room team. The work requires a range of well developed skills where some discretion and judgment is required, and individuals take responsibility for the quality of outputs. All activities are carried out in accordance with organization policies, procedures and infection control guidelines and under the direction of operating room health professionals

ELEMENTS	PERFORMANCE CRITERIA
Candidates must be able to:	
1 Prepare patient	1.1 Use personal protective equipment according to manufacturer's instructions 1.2 Attach equipment and consumable safely and securely to appropriate sites according to manufacture's instructions 1.3 Prepare patients for operative and anaesthetic procedures according to organization's policy and procedures 1.4 Detach equipment safely when no longer required with minimum risk of damage to patient, staff or equipment 1.5 Store equipment according to manufacturer's recommendations 1.6 Inspect equipment for damage and implement corrective procedures if necessary
2 Transfer patient	2.1 Identify operating table and table orientation before patient is transferred 2.2 Inform relevant personnel of actions to be performed according to organization's communication procedures 2.3 Detach equipment when no longer required during the transfer of the patient 2.4 Adjust equipment attached to patient during transfer ensuring minimum patient discomfort 2.5 Maintain a safe working area and clear passage at all times 2.6 Re-connect and position equipment once transfer is completed according to organization's procedures

- | | | | |
|---|-------------------------------------------|-----|---------------------------------------------------------------------------------------------------------------------------------|
| | | 2.7 | Maintain patient's dignity before, during and after transfer according to organization policy and procedures |
| 3 | Position patients for operative procedure | 3.1 | Inform patient of positioning procedure and seek co-operation from organizations' approved personnel as required |
| | | 3.2 | Select and position relevant equipment according to the organization's procedures |
| | | 3.3 | Position patient taking into account individual patient needs and confirm with organization's approved personnel |
| | | 3.4 | Protect patient from injury during positioning procedures |
| | | 3.5 | Position and hold patient according to the requirements of the anaesthetist and surgeon and the patients condition |
| 4 | Manage sedated patients | 4.1 | Provide continuous monitoring of a patient who has received moderate sedation or analgesia and avoid leaving patient unattended |
| | | 4.2 | Document patient's assessment according to organization procedures |
| | | 4.3 | Select appropriate equipment for use in moderate sedation and analgesia procedures and ensure it is in good working condition |
| | | 4.4 | Monitor sedated patients for adverse reactions to medications and implement corrective measures as required |

RANGE STATEMENT

Personal protective equipment includes:

- gown (lead)
- gloves
- mask
- protective eyewear
- apron

Equipment and consumables include:

- warming equipment
- tourniquets and exsanguinators
- operating table and attachments
- anti-embolus equipment
- electro-surgical unit

Patients include:

- neonates
- paediatrics
- adolescents
- adults
- elderly
- pregnant women
- impaired patients
- traumatized patients
- unconscious patients
- infectious patients
- moderately sedated patient

Skin preparation procedures include:

- gel pads
- trolleys
- beds
- transfer devices
- wheelchairs
- drains
- catheters
- IV lines
- absorbent under pads
- diathermy plates
- stockinette
- ECG dots

Patient transfer includes:

- transfer of patient on beds or trolleys
- transfer of patient from bed or trolley to operating table
- use of wheelchair
- correct use of transfer devices

Procedures for protection of patients include:

- confirmation with relevant personnel as to correct position and specific patient risks
- use of correct and safe positioning techniques
- use of padding and supports to prevent necrosis and nerve damage
- smooth movements
- careful movement of joints
- avoidance of sudden movements
- avoidance of abnormal body positions
- locking wheel brakes

Patient positions include:

- Supine (Trendelenburg/reverse Trendelenburg, lithotomy, beach chair/sitting)
- Prone (knee/elbow, with laminectomy rest or spinal table, jack knife)
- Lateral (park bench, kidney positioning)
- Lithotomy (use of stirrups, Allen's Boots, knee crutches, lithotomy poles, Lloyd Davis)

- shaving
- removal of dressings
- removal of plaster
- removal of clothing
- providing sterile surface skin area

Relevant personnel include:

- registered nurses
- surgeons
- anaesthetists
- other medical practitioners
- perfusionists
- other operating room staff

Operative procedures include:

- general, regional and local anaesthetic
- interventional radiology
- general surgery
- gastro-intestinal
- ear, nose and throat
- gynaecology
- obstetrics
- orthopaedics
- vascular
- urology
- ophthalmic
- oral, dental and maxillofacial
- cardiothoracic
- neurosurgery
- plastics and reconstructive
- trauma/emergency surgery

UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know:

1. what is the anatomy and physiology relevant to safe patient handling (e.g. transfers, positioning)
2. what are the functions of relevant equipment
3. what are the medical terms used in the operating room relevant to the worker's role
4. what are range of positions required for operative procedures as per organization policy and surgeon preference
5. what are the risks and precautions in relation to anaesthetic procedures relevant to the operating room technologist's role
6. what are the risks and precautions in relation to patient positioning
7. what are the use of equipment, aids and attachments for patient positioning
8. what are patient transfer techniques
9. how to follow organization policy and procedures for patient confidentiality, dignity and privacy
10. what are patient positioning techniques and how to identify hazards
11. how to use correct procedures for attachment and detachment of relevant equipment from patients in the operating room
12. what are the manual handling procedures
13. how to work as part of a team and follow directions from operating room health professionals
14. how to communicate with health professionals
15. how to maintain work practices which address the comfort and dignity needs of patients
16. how to solve problems including the ability to use available resources
17. how to prepare patients for application of relevant equipment
18. what are the goals and objectives of moderate sedation and analgesia in relation to patient care

EVIDENCE GUIDE**(1) Critical Aspects of Evidence**

Evidence should include a demonstrated ability to:

- use personal protective equipment according to manufacturer's instructions
- prepare patients for operative and anaesthetic procedures
- adjust equipment attached to patient during transfer
- maintain a safe working area at all times
- position patient for operative and anaesthetic procedures
- perform all tasks according to standard operating procedures
- perform all tasks to specification
- use accepted engineering techniques, practices, processes and workplace procedures

(2) Method of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

(3) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate

HS00257: Provide and Maintain Quality Patient Service

Unit Descriptor:

This unit describes skills and knowledge for care assistance workers and other workers who have contact with patients required to deliver and maintain a high standard of service. This unit applies to work in a range of health settings where health services are provided with direct patient contact involvement. Work performed requires a range of well-developed skills where some discretion and judgement is required. Individuals will take responsibility for personal outputs and limited responsibility for the output of others

ELEMENTS

PERFORMANCE CRITERIA

Candidates must be able to:

- | | | |
|---|------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Communicate with patients | 1.1 Identify and use communication strategies and techniques to achieve most effective patient service outcomes |
| | | 1.2 Respond to and deal with complaints according to organization policy to enhance service to patients |
| | | 1.3 Access interpreter services as required according to organization policy and procedures |
| | | 1.4 Resolve conflicts either directly, where a positive outcome can be immediately achieved, or by referral to organization approved personnel |
| 2 | Establish and maintain an appropriate relationship with patients | 2.1 Establish rapport with patient and ensure the service is appropriate to and in the patient's best interest |
| | | 2.2 Use effective listening skills to ensure a high level of effective communication and quality service provision |
| | | 2.3 Identify patient concerns and needs and respond within agreed level of responsibility according to organization approved procedures and guidelines for reporting to supervisors |
| | | 2.4 Seek advice from appropriate sources to resolve any concerns or issues regarding relationship with, and service to patients when required |
| | | 2.5 Monitor and evaluate effectiveness of interpersonal interaction to ensure best patient service outcomes |
| 3 | Act in a respectful manner | 3.1 Maintain confidentiality and privacy of patients according to the organization policy and procedures |

- 3.2 Demonstrate courtesy in interactions with patients, visitors, care givers and family
- 3.3 Provide assistance to patients with challenging behaviour according to organization established procedures
- 3.4 Manage and minimize aggression using appropriate techniques
- 4 Evaluate work
 - 4.1 Seek and receive advice and assistance from appropriate sources on personal performance
 - 4.2 Adjust work to incorporate advice that addresses performance issues, to maintain the agreed standard of patient support and service

RANGE STATEMENT

Patients include:

- current patients
- patients of other associated organizations or agencies
- prospective patients
- patients making contact with the organization through relevant representatives, professionals or other advocates or agencies

Respect for difference includes:

- physical
- cognitive/mental or intellectual issues
- cultural and ethnic
- religious/spiritual
- social
- age
- language, literacy and numeracy abilities
- sexuality and sexual preference

Communication includes:

- sign language
- services of an interpreter
- verbal conversations either in person or via telephone
- written notes by post or electronic media

Confidentiality and privacy of patients include:

- fees
- health fund entitlements
- welfare entitlements
- payment methods and records
- written details i.e. medical and consent forms
- information provided by telephone
- personal information

Maintenance of confidentiality and privacy of patients includes:

- legal and ethical requirements
- secure location for written records
- offering a private location for discussions
- information disclosed to an appropriate person consistent with one's level of responsibility
- code of conduct

Performance monitoring includes:

- self-monitoring
- supervisor assessment
- customer feedback

UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know:

1. what are the available interpreter services
2. what are the organization policies and procedures for privacy and confidentiality of information provided by patients and others
3. when patient issues need to be referred to an appropriate health professional
4. how to communicate in a non discriminatory, supportive and inclusive manner
5. how to demonstrate respect for patients, use effective listening techniques and display empathy with patients and relatives
6. how to handle complaints and resolve conflict, or refer matters to supervisors when required
7. how to interpret and follow the instructions and guidance of health professionals involved with the care of patients
8. how to listen and respond to communication initiatives of patient
9. how to use appropriate verbal and non verbal communication styles
10. how to provide clear information
11. how to listen to and understand workplace instructions and clarify when necessary
12. how to work within role and responsibility in a manner which accommodates and accepts individual differences

EVIDENCE GUIDE

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- use appropriate communication strategies and techniques
- handle complaints according to organization policies
- identify patient concerns and needs and take appropriate action
- seek advice to resolve any concerns or issues
- perform all tasks according to standard operating procedures
- perform all tasks to specification
- use accepted engineering techniques, practices, processes and workplace procedures

(2) Method of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

(3) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate

HS00258: Support the Care of Patients

Unit Descriptor:

This unit of competency describes the skills and knowledge to care and support patients in a range of health care and community settings. Patients may include those who are aged, disabled or accessing other health services. Care support is provided under supervision and according to the particular guidelines, policies and procedures of a service or setting

ELEMENTS

PERFORMANCE CRITERIA

Candidates must be able to:

- | | | | |
|---|-------------------------------------------------------------------|-----|------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Establish and maintain an appropriate relationship with a patient | 1.1 | Demonstrate courtesy when communicating with all patients and staff in the organization |
| | | 1.2 | Make initial contact with patient regarding care and appropriate time for care according to the care plan and organization approved procedures |
| | | 1.3 | Initiate interpersonal exchanges with patients as appropriate |
| | | 1.4 | Use constructive communication techniques to develop and maintain effective relationships with patients |
| | | 1.5 | Maintain trust and confidence of patients in all relevant work activities undertaken |
| | | 1.6 | Maintain confidentiality and privacy of patients according to organization policy and procedures |
| | | 1.7 | Respect the patient rights and roles in decision making |
| | | 1.8 | Act upon feedback from patient regarding quality of care |
| 2 | Provide assistance to meet patient needs | 2.1 | Assemble necessary equipment as and when required according to organization approved procedures |
| | | 2.2 | Make patient comfortable according to individual needs and organization approved procedures |
| | | 2.3 | Provide assistance and support with minimum physical and emotional discomfort to patients and without risk to self |
| | | 2.4 | Recognize unique patient care needs and provide patient care according to the care plan and under the direction of a health professional |

	2.5	Respect individual differences and ensure maximum privacy and safety when assisting the patient
	2.6	Seek advice and assistance from appropriate sources as required
3	3.1	Comply with established guidelines and procedures Provide assistance and support according to established organization policy and procedures and infection control guidelines
	3.2	Monitor work to ensure the required standard of patient support is maintained
	3.3	Record patient information according to legal, professional and organization requirements
	3.4	Provide reports to appropriate personnel according to organization policy and procedures
4	4.1	Recognise and pass on significant patient information Maintain confidentiality and privacy of the patient when providing reports to organization approved personnel
	4.2	Pass on significant information to appropriate care team member according to organization procedures

RANGE STATEMENT

Sources include:

- patient care plans
- patient
- patient records
- assessment data
- nurses
- health professionals
- supervisor

Recording patient information includes:

- patient care documentation
- patient needs
- data collection
- documentation in care plan
- patient health history

Care provided under supervision, direction or as an assistant includes:

- assistance with aids, prostheses and orthosis
- assistance with eating and drinking
- bed making
- cleaning teeth or dentures
- continence management
- dressing and undressing
- drying
- emotional support
- observation of skin integrity
- pre-operative shaves
- removal or replacement of hearing aids
- showering
- toileting
- transferring and mobilizing
- washing/sponging

Final check of patient comfort and safety includes:

- access to refreshments, food, communication equipment, personal items
- appropriately clothed, appliances and aids or prostheses fitted or at hand
- emotional and psychological comfort
- security check

Individual differences of patients include:

- age
- cognitive/mental or intellectual issues that may impact on communication
- cultural
- language, literacy abilities that may impact on communication
- physical
- religious/spiritual
- sexual preference
- social

UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know:

1. what are the cultures relevant to the particular service
2. what are the organization policies and procedures for privacy and confidentiality of information provided by patients and others
3. what are the relevant care programs and plans and assistance
4. how to safely perform care tasks
5. how to communicate in a non discriminatory, supportive and inclusive manner
6. how to demonstrate respect for patients
7. how to establish and maintain relationships taking into account individual differences
8. how to listen and respond to communication initiatives of patients
9. how to understand the roles and responsibilities of self and other workers within the organization
10. how to use appropriate verbal and non verbal communication styles
11. how to use effective listening techniques
12. how to work with others and display empathy with patient and relatives

EVIDENCE GUIDE

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- maintain appropriate relationships with patients
- maintain confidentiality and privacy of patients
- provide patient care and assistance as directed by a health professional
- record patient's information according to legal, professional and organization requirements
- pass on significant information to appropriate personnel
- perform all tasks according to standard operating procedures
- perform all tasks to specification
- use accepted engineering techniques, practices, processes and workplace procedures

(2) Method of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

(3) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate

HS00259: Position Patients

Unit Descriptor:

This unit of competency describes the skills and knowledge required to support patients who require assistance with basic physical movement which may be due to incapacity. Work performed requires a range of well developed skills where some discretion and judgement is required.

ELEMENTS

PERFORMANCE CRITERIA

Candidates must be able to:

- | | | | |
|---|---------------------------|-----|------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Prepare to move patient | 1.1 | Confirm requirements for assisting with patient movement with relevant personnel according to care plan and organization policy and procedures |
| | | 1.2 | Select equipment according to patient requirements |
| | | 1.3 | Explain the procedure to patient and answer questions as required and according to organization communication protocols |
| | | 1.4 | Seek patient consent and cooperation according to organization policy and procedures |
| 2 | Move patient | 2.1 | Perform patient movement using organization approved safe handling method and equipment |
| | | 2.2 | Take appropriate action to ensure patient comfort and safety throughout positioning or transfer |
| | | 2.3 | Communicate with patients during movement according to organization communication protocols |
| 3 | Complete patient movement | 3.1 | Return and store equipment in the appropriate location according to organization procedures |
| | | 3.2 | Clean equipment according to organization policy and procedures |
| | | 3.3 | Report equipment faults immediately according to organization procedures |

RANGE STATEMENT

Relevant personnel include:

- allied health professional
- medical staff and nursing staff
- other health professionals

Patient movement includes:

- actions to be taken when a patient is falling
- active and passive movement
- repositioning
- assisting a patient in an emergency
- assisting a patient off the floor
- assisting patient to be weighed on scales
- assisting patient to change position in bed
- assisting patient to use crutches or other walking aids eg frames, rollators
- assisting patient to walk
- assisting the patient or co-worker to use a hoist or mechanical lifter for transfers
- moving a patient by wheelchair or trolley
- moving a deceased person
- moving patient between wheelchair or trolley and bed, toilet or stationary equipment
- moving patient to a standing or seated position
- placing patient in a wheelchair
- transfers from wheelchair to shower chair or toilet
- utilizing mobility aids

UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know:

1. what is basic body biomechanics
2. what is the cleaning policy and procedure for lifting and transfer equipment
3. what is the patient condition as it relates to transferring/lifting/transporting
4. what are the 'no lifting' or 'limited lifting' policies and procedures of the organization
5. what are personal limitations in carrying out manual handling tasks
6. what is the range of mobility and transfer techniques as required by the organization and OSH policies
7. what risk does jewellery and personal attire present
8. what is soft tissue joint structure
9. how to use correct manual handling techniques
10. how to undertake procedures in a safe caring manner that maintains the dignity of the patient
11. how to assist a professional with patient movement
12. how to operate lifting and transfer equipment

EVIDENCE GUIDE**(1) Critical Aspects of Evidence**

Evidence should include a demonstrated ability to:

- select and use equipment according to patient requirements
- explain the procedure to patients using appropriate communication protocols
- perform patient movements using safe handling methods
- return and clean equipment according to organizational policy and procedures
- perform all tasks according to standard operating procedures
- perform all tasks to specification
- use accepted engineering techniques, practices, processes and workplace procedures

(2) Method of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

(3) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate

HS00260: Transport Patients

Unit Descriptor:

This unit of competency describes the skills and knowledge required for the safe, timely and efficient transport of patients from one location to another at a particular site, or to other sites. Work will be performed within a prescribed range of functions involving a defined range of skills and known routines and procedures

ELEMENTS		PERFORMANCE CRITERIA	
Candidates must be able to:			
1	Prepare for transport	1.1	Confirm transport arrangements with organization approved personnel
		1.2	Explain procedure to patient and answer any questions according to organization communication protocols
		1.3	Select equipment and check to ensure it is clean, complete and functioning for transportation according to organization transportation requirements
		1.4	Check other equipment to ensure it is attached to the transportation equipment according to manufacturer's instructions
2	Transport patient	2.1	Transport patient to designated location according to organization transportation requirements and policy
		2.2	Manoeuvre equipment to ensure patient comfort and safety and minimize risk to self
3	Deliver patient	3.1	Deliver patient to designated location and inform relevant personnel of patient's arrival as required
		3.2	Inform appropriate personnel of patient's needs according to organization communication protocols
		3.3	Return equipment to the designated location according to organization policy and procedures
		3.4	Perform reporting requirements according to organization procedures

RANGE STATEMENT

Transportation requirements include:

- mode of transport
- destination
- information specific to the patient
- transportation of deceased persons
- accompaniment by health professionals
e.g. nurse or medical officer
- patient clothing requirements
- documentation requirements

Other equipment includes:

- IV stand
- Monitors
- Humidicrib
- Oxygen

Transportation equipment includes:

- wheelchair
- stretcher
- trolley
- bed

Patient needs include:

- appropriate escort e.g. registered nurse, medical officer, parent, care giver, attendant
- nutritional requirements
- comfort requirements
- no injuries

UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know:

1. what are the patient handling procedures
2. what are the procedures for securing a patient
3. when patient issues need to be referred to an appropriate health professional
4. how to follow instructions in accordance with organization procedures
5. how to transport and deliver patient to correct destination according to safe working practices
6. how to communicate effectively with patients
7. how to apply safe working practices, including manual handling techniques
8. how to interpret and follow the instructions and guidance of health professionals involve with the care of patients

EVIDENCE GUIDE

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- prepare for the safe and timely transportation of the patient
- select and check equipment to ensure it is clean and functioning for transportation of patients
- transport patient to designated location
- return equipment as required
- perform all tasks according to standard operating procedures

- perform all tasks to specification
- use accepted engineering techniques, practices, processes and workplace procedures

(2) Method of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

(3) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate

HS00261: Handle Medical Gases and Equipment

Unit Descriptor:

This unit describes the skills and knowledge required to handle medical gases and equipment in a safe manner within the health care environment. The unit may apply to a variety of work roles involving working with medical gases. Work is often performed under limited supervision and generally within a team environment

ELEMENTS

PERFORMANCE CRITERIA

Candidates must be able to:

1	Prepare to use medical gases and equipment	1.1	Review work sheets to determine medical gas handling requirements
		1.2	Select equipment required for medical gas handling according to the size of cylinder and work tasks
		1.3	Organize and set up work areas to ensure safe, effective and efficient handling of medical gas equipment according to workplace requirements and relevant legislation
		1.4	Inspect medical gas equipment to ensure cleanliness of all components and implement corrective measures if necessary
		1.5	Identify and manage potential risks and hazards according to occupational safety and health requirements and national legislation
		1.6	Report identified risks according to organization approved procedures
		1.7	Select and fit emergency and personal protective equipment according to manufacturers' specifications and occupational safety and health legislation
		1.8	Fit and test bottles and regulators according to organization policies and procedures
2	Handle medical gas equipment	2.1	Handle medical gas cylinders and equipment with care, and position according to manufacturers' instructions
		2.2	Select trolley size and type required for the movement of cylinders
		2.3	Restrain cylinders for transport according to organization's health and safety requirements
		2.4	Select appropriate regulators for use with cylinder

- according to manufacturer's instructions
- 2.5 Adjust valves and regulators according to transport and use requirements
 - 2.6 Monitor gas pipeline and manifold systems according to relevant legislation and organization requirements
 - 2.7 Replace empty bottles and banks as soon as exhausted and according to organization policies and procedures
 - 2.8 Open cylinder valves on manifold banks according to manufacturer's and organization policy
 - 2.9 Use personal protective equipment and recommended precautions when handling medical gas equipment
- 3 Store medical gas cylinders and equipment
 - 3.1 Store cylinders and equipment in designated storage locations according to organization's policies and manufacturers recommendations
 - 3.2 Use cylinder stock on a rotational system and keep full and empty cylinders separate
 - 3.3 Enclose and secure storage area according to organization's requirements and relevant legislation
 - 3.4 Display visible signage outside medical gas storage area according to occupational health and safety requirements

RANGE STATEMENT

Organization protocols include:

- stock requisition protocols
- stock rotation protocols
- nature of stock appropriate for handling by medical imaging assistants

Personal protective equipment in a medical imaging environment includes:

- personal radiation monitor and dosimeter
- lead/rubber apron
- lead thyroid collars
- lead gloves
- face shielding
- gloves and gowns

Infection control requirements include:

- use of appropriate cleaning chemicals
- use of appropriate personal protective equipment
- appropriate handling of body products
- effective personal protection, such as hand washing

Medical imaging supplies include:

- film supplies
- chemistry supplies
- radiographic stocks

Components include:

- yoke
- manifold
- regulator

Storage requirements include:

- away from combustible material
- protect from cold and heat

Radiation protection principles include:

- avoidance of exposure, where practicable
- adoption of safe work practices (e.g. closing doors)
- use of personal protective equipment
- awareness of 'controlled' or 'supervised' areas with appropriate working rules

UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know:

1. what is the cylinder identification
2. what are the gas types
3. what are the occupational health and safety requirements for handling medical gases and equipment
4. what are the potential risks and hazards to gas equipment use
5. what are relevant industry standards and legislation
6. what are the storage and handling requirements
7. what are the transportation requirements for medical gases and equipment
8. what are organization's gas use policies
9. how to organize work areas and medical gas equipment
10. how to select appropriate emergency and personal protective equipment
11. how to identify potential risks, hazards to handling and storage of medical gas equipment
12. how to use medical gas equipment safely and appropriately
13. how to apply materials handling skills
14. how to communicate effectively, including clear labeling; following instructions; giving information
15. how to identify cylinder, regulator and valve types
16. how to identify gas handling non conformances
17. how to identify gas/types/characteristics
18. how to operate equipment
19. how to use emergency and personal protective equipment

EVIDENCE GUIDE**(1) Critical Aspects of Evidence**

Evidence should include a demonstrated ability to:

- select equipment required for medical gas handling
- select emergency and personal protective equipment and fit according to manufacturers' specifications
- inspect medical gas equipment for cleanliness
- handle medical gas equipment appropriately
- store cylinders and equipment in appropriate storage locations according to organization's policies
- perform all tasks according to standard operating procedures
- perform all tasks to specification
- use accepted techniques, practices, processes and workplace procedures

(2) Method of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

(3) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate

HS00262: Handle Waste In The Peri-Operative Area

Unit Descriptor:

This unit describes the skills and knowledge required to handle waste in a safe manner within the peri-operative area. It describes the skills and knowledge required to segregate, transport and store waste.

ELEMENTS

PERFORMANCE CRITERIA

Candidates must be able to:

- | | | | |
|---|------------------------------|-----|------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Determine job requirements | 1.1 | Review work sheets to determine waste handling requirements |
| | | 1.2 | Select and obtain equipment required for waste handling tasks to maximize work effectiveness and efficiency |
| | | 1.3 | Organize and set up work areas to ensure safe, effective and efficient handling of waste according to organization's requirements and national legislation |
| | | 1.4 | Identify and manage potential risks and hazards according to occupational safety and health requirements and national legislation |
| | | 1.5 | Report identified risks according to organization approved procedures |
| | | 1.6 | Select and fit emergency and personal protective equipment according to manufacturers' specifications and occupational safety and health legislation |
| 2 | Identify and segregate waste | 2.1 | Identify and handle hazardous, dangerous and non-conforming waste according to organization policies and procedures and legislation |
| | | 2.2 | Identify, label and segregate waste according to waste types and organization policies and procedures and national legislation |
| | | 2.3 | Place sorted waste into the appropriate waste category containers to prevent litter in work areas and avoid cross contamination |
| | | 2.4 | Monitor waste containers to ensure adequate available containers and to secure containment of waste |
| | | 2.5 | Empty or replace full waste containers to minimize disruption to the workplace according to organization policies and procedures and job requirements |
| | | 2.6 | Label segregated waste according to job requirements, |

- organization policies and procedures and national legislation
- 3 Transport and store waste
- 3.1 Select transport equipment for waste transport activities to maximize work effectiveness and efficiency according to organization policies and procedure and national legislation
- 3.2 Colour code and label transport equipment according to organization policies and procedures and national legislation
- 3.3 Secure transport loads and avoid overloading according to organization requirements and national legislation
- 3.4 Perform waste collection rounds to minimize waste overflow hazards
- 3.5 Enclose and secure storage areas according to organization's requirements and national legislation
- 3.6 Store waste types according to national legislation and organization requirements
- 4 Conduct quality control activities
- 4.1 Clean waste storage sites and equipment to ensure safe and effective future operation according to organization requirements
- 4.2 Dispose of waste from cleaning activities according to organization requirements and national legislation

RANGE STATEMENT

Health care sites include:

- hospitals
- nursing homes
- clinics

Equipment includes:

- barriers and warning signs
- spill kits
- mobile garbage bins and trolleys
- waste containers

Potential risks and hazards include:

- risks and hazards that could lead to injury or illness of employees, visitors
- harm to the environment
- manual handling
- contamination
- compaction equipment

Waste categories include::

- clinical waste
- body fluids, blood, suctioned fluids, excretions
- sharps
- Cytotoxic waste
- pharmaceutical waste
- chemical waste
- radioactive waste
- organic products
- liquid waste
- general waste

Emergency and personal protective equipment includes:

- gloves
- overalls and protective clothing
- eye protection
- close-toe footwear

- gases and fumes
- hazardous waste e.g. sharps

Waste characteristics include:

- waste streams
- waste types
- waste generation
- disposal methods
- recycling
- reuse
- contamination

- fire extinguisher
- first aid kit
- spill kit
- emergency procedures guide
- material safety data sheet information
- breathing apparatus
- face shield or mask
- hearing protection

Cleaning includes:

- shovelling
- sweeping out
- vacuuming
- use of decontamination products
- water hosing
- cleaning products/fluids

UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know:

1. what are containment methods
2. what is duty of care in provision of waste handling activities
3. what are the potential risks and hazards to waste sorting and containment
4. what are relevant environmental regulations, industry standards and legislation
5. what is site waste management processes
6. what are sorting and transporting techniques
7. what are waste contaminants
8. what are waste non-conformance procedures
9. what are waste types and characteristics
10. what are the workplace waste management plans
11. how to identify potential risks, hazards to waste handling and waste non-conformances
12. how to organize work areas and waste containers
13. how to select and use emergency and personal protective equipment
14. how to apply materials handling skills
15. how to apply procedures for packaging and containment of waste
16. how to identify and handle waste non-conformances

EVIDENCE GUIDE**(1) Critical Aspects of Evidence**

Evidence should include a demonstrated ability to:

- select appropriate equipment required for waste handling tasks
- select and fit emergency and personal protective equipment according to manufacturers' specifications
- identify, label and segregate waste according to waste types, organization policies and procedures and national legislation
- select appropriate transport equipment for waste transport activities
- store waste types according to relevant legislation and workplace requirements
- dispose of waste according to organization requirements and relevant legislation
- perform all tasks according to standard operating procedures
- perform all tasks to specification
- use accepted techniques, practices, processes and workplace procedures

(2) Method of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

(3) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate

HS00263: Clean Re-usable Medical and Surgical Equipment

Unit Descriptor:

This unit of competency describes the skills and knowledge required to follow the procedures for handling reusable medical and surgical equipment including, collection of soiled items, identification, inspection, cleaning operation, and the monitoring and maintenance of associated cleaning equipment. The range of functions is prescribed around known standards, guidelines, policies and procedures, under the supervision of a qualified person.

ELEMENTS		PERFORMANCE CRITERIA	
Candidates must be able to:			
1	Follow procedures for safe practice	1.1	Use cleaning procedures according to manufacturers recommendations and organization policies, procedures and guidelines
		1.2	Identify and use personal protection equipment according to occupational safety and health policies and procedures
		1.3	Identify infection risks and implement an appropriate response or report to designated personnel according to organization policies and procedures
		1.4	Identify different methods for safe handling of sharp instruments and improperly disposed sharps
		1.5	Identify the organization protocol for care following exposure to blood or other body fluids
		1.6	Manage spills of blood and body fluids according to organization policies and procedures
2	Collect contaminated items and equipment	2.1	Prepare and stock designated collection equipment according to organization policies and procedures
		2.2	Follow the designated route and timetable for collecting contaminated items and equipment
		2.3	Confine and contain contaminated items prior to transport according to occupational, health and safety requirements
		2.4	Transport used items and equipment to the cleaning area according to organization policies and procedures and transport protocols
		2.5	Clean, dry and store collection equipment after each use according to organization policies and procedures
3	Sort and process contaminated	3.1	Identify and sort contaminated items according to

	items and equipment		organization policies and procedures
		3.2	Prepare and clean items according to organization policies and procedures
		3.3	Remove and dispose of disposable sharps and report according to organization policies and procedures
		3.4	Remove and dispose of waste at point of use, and report variances according to national regulatory and policy requirements
		3.5	Identify, prepare and give priority to specialized items requiring specific cleaning procedures and processing
		3.6	Segregate and process delicate items according to organization policies and procedures
		3.7	Identify faulty and damaged items and report to organization approved personnel
		3.8	Lubricate instruments according to organization policies and procedures
		3.9	Dry items according to organization policies and procedures
4	Follow required work flow processes	4.1	Segregate and identify designated work areas clearly to allow for workflows in one direction from dirty to clean
		4.2	Identify and report interruptions to work flow according to organization requirements
5	Load and operate cleaning equipment	5.1	Clean and stock cleaning equipment according to manufacturer's recommendations and organization policies and procedures
		5.2	Test, check and prepare equipment according to manufacturers' recommendations and organization policies and procedures
		5.3	Identify, select, store and use chemical products according to manufacturer's instructions and occupational safety and health guidelines
		5.4	Identify faulty and damaged cleaning equipment and report to the organization approved personnel for repair
		5.5	Check processed items for cleanliness, dryness and need for reprocessing if necessary
6	Monitor cleaning process	6.1	Complete monitoring and test procedures according to environmental standards and organization policies and

- procedures
- 6.2 Monitor and document physical parameter according to environmental standards and organization policies and procedures
- 6.3 Interpret and report variances of procedures and physical parameter to the organization approved personnel
- 6.4 Complete and archive quality management documentation according to organization policies and procedures

RANGE STATEMENT

Cleaning equipment includes:

- collection equipment
 - trolleys
 - containers
 - case carts
- batch-type washer/disinfectors
- rack conveyor washers/tunnel washer
- load retaining devices
- ultrasonic cleaners
- manual cleaning sinks, hand washing sink, hot and cold running water supply
- cleaning accessories (brushes, non-linting cloths)
- high pressure water equipment
- drying cabinets
- compressed air gun
- detergent dispensing systems

Personal protective equipment includes:

- gloves
- aprons
- goggles
- face shields
- masks
- gowns
- ear muffs
- shoe covers
- hair cover

Specific cleaning chemicals include:

- detergents
- enzymatic cleaners
- rinse aid
- stain remover

Reusable medical equipment includes:

- surgical and medical instrumentation and equipment
- anaesthetic/respiratory equipment
- hollow ware
- specialist surgical instruments
 - flexible and rigid endoscopic equipment
 - insulated instruments
 - laparoscopic instruments
 - microscopic instruments
- conventional
- hand pieces
- power tools
- fibre optic equipment

Cleaning includes:

- disassembly solutions
 - soaking
 - enzymatic
 - lubrication
 - stainless steel stain remover
- brushing of lumen/cannulated items
- non-immersible items
- complex specialized instrumentation
- leak testing of flexible endoscope
- mechanical lubrication

Separate processing requirements include:

- initial cleaning
- definitive cleaning
 - mechanical
 - ultrasonic and manual cleaning
 - anaesthetic/respiratory

Monitoring and test procedures include:

- water quality
- detergent residue
- chemical
- soil removal efficacy

Physical parameters include:

- time
- temperature
- concentration

UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know:

1. what are the basic principles and practices of cleaning and disinfection, including thermal and chemical disinfection
2. what are the infection control principles as it affects the sterilization work environment
3. what are the microorganisms as it affects the sterilization work environment, including protists, viruses and prions and their relationship to disease
4. what are the general categories of instruments and associated cleaning requirements
5. what are hazard identification and risk control
6. what are manual handling requirements for cleaning reusable medical devices
7. what are monitoring and maintenance requirements of cleaning and drying equipment
8. what are the OSH policies, guidelines and symbols and their relevance to working in the sterilization area
9. what are the national guidelines for sterilizing services
10. what are the standards, and all relevant infection prevention guidelines and ISO 155883 parts 1 and 2
11. what is the work flow process and the reasons for design of work area
12. how to use of chemicals in the cleaning process, including knowledge of detergency action
13. how to comply with approved standards for sterilization purposes
14. how to ensure documentation is complete and accurate
15. how to apply cleaning processes
16. how to collect, sort and process contaminated items and equipment
17. how to operate machines and equipment
18. how select and use personal protection equipment

EVIDENCE GUIDE**(1) Critical Aspects of Evidence**

Evidence should include a demonstrated ability to:

- use cleaning procedures that comply with approved guidelines, manufacturers recommendations
- identify infection risks and implement an appropriate response
- identify different methods for safe handling of sharp instruments
- transport used items and equipment according to organization policies and procedures
- identify, sort and clean contaminated items according to organization policies and procedures
- segregate and identify designated work areas clearly
- clean and stock cleaning equipment according to manufacturer's recommendations
- identify, select, store and use chemical products according to manufacturer's instructions
- complete monitoring and test procedures according organization policies and procedures
- perform all tasks according to standard operating procedures
- perform all tasks to specification
- use accepted engineering techniques, practices, processes and workplace procedures

(2) Method of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

(3) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate

HS00264: Communicate with Patients and Colleagues to Support Health Care

Unit Descriptor:

This unit covers the skills required to exercise effective communication skills with patients and colleagues to support the delivery of patient care services within the health industry. This unit applies to work in a range of health settings where direct patient contact is involved.

ELEMENTS

PERFORMANCE CRITERIA

Candidates must be able to:

- | | | |
|---|----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Use effective communication techniques | 1.1 Use verbal and non-verbal communication techniques to achieve planned work outcomes |
| | | 1.2 Communicate with patients and colleagues in a manner that reflects an understanding and respect for individual differences and needs |
| | | 1.3 Identify and confirm work and patient requirements using interviewing and active listening techniques where needed |
| | | 1.4 Communicate information clearly and according to the situation, context and activities undertaken |
| | | 1.5 Seek advice about communication difficulties with patients or colleagues from supervisor or other appropriate person and implement corrective action as required |
| | | 1.6 Seek advice and assistance from appropriate sources as required to maintain and develop effective communication skills |
| 2 | Convey and receive information | 2.1 Convey and receive information using communication codes and equipment |
| | | 2.2 Acknowledge and clarify information received using active listening techniques |
| | | 2.3 Check to ensure information conveyed has been received and understood by the relevant personnel |
| 3 | Follow routine instructions | 3.1 Interpret and carry out workplace instructions within the agreed time frames |
| | | 3.2 Seek clarification of work instructions from supervisor when required to ensure understanding |
| | | 3.3 Refer difficulties in carrying out instructions to supervisor or appropriate person to ensure required work outcomes |

- | | | | |
|---|----------------------------------------------|-----|---------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 4 | Communicate with patients | 4.1 | Inform patient about patient care procedures in a manner, and at a time consistent with the overall needs of the patient |
| | | 4.2 | Obtain information from patient or others showing the firmness, sensitivity and respect for confidentiality demanded by the situation |
| | | 4.3 | Recognise and respect religious, social and cultural differences between individuals that may require special communication skills or patient care procedures |
| 5 | Complete reports | 5.1 | Complete reports and records according to standard organization procedures |
| | | 5.2 | Complete reports within identified time frames and according to organization procedures |
| 6 | Present a positive image of the organisation | 6.1 | Conduct communication with the public in a courteous manner and respecting privacy |
| | | 6.2 | Maintain standards of personal presentation according to the organization policy |

RANGE STATEMENT

Individual differences and needs include:

- developmental
- cultural
- physical
- emotional
- behavioural
- intellectual

Communication relating to patient care procedures include:

- life threatening conditions
- duty of care
- contract of care
- medico-legal implications
- nature of illness/injury
- identifying, preventing and managing adverse events and near misses

Communication includes:

- verbal
- non-verbal

Exercising effective communication skills includes:

- being non judgmental
- active listening
- using culturally appropriate communication methods
- non-verbal behaviour to indicate understanding of what is being said
- clarifying what is said
- responses that are culturally appropriate

Reports include:

- notes
- records
- memos
- letters
- patient records
- verbal 'hand overs' at the end of a shift

Communication equipment includes:

- radio
- telephone
- computer
- fax
- pager
- mobile data terminal

Instructions include

- manufacturer/operating written instructions
- work unit guidelines, procedures and protocols including OSH procedures and protocols for using interpreters
- supervisor or management instructions
- written
- verbal

UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know:

1. what are the principles of effective communication
2. how to deal with cultural diversity
3. what is the effect of sensory loss and cognitive impairment
4. what are relevant guidelines and procedures, and a range of written information relevant to the job role
5. how to communicate with both patients and colleagues in a range of workplace situations and adjust communication to meet differing needs
6. how to use a range of communication methods used in the workplace e.g. oral, written notes, memos, letters, charts, diagrams
7. how to use oral communication skills (language competence) required to fulfil job roles as specified by the organization
8. how to use written communication skills (literacy competence) required to fulfil job roles as specified by organization
9. how to use interpersonal skills, including working with others; showing empathy with patient and relatives and relating to persons from differing cultural, social and religious backgrounds

EVIDENCE GUIDE

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- use verbal and non-verbal communication techniques constructively and carefully
- interpret and follow workplace instructions
- inform patient of patient care procedures
- obtain information from patient whilst maintaining confidentiality
- complete record and reports according to standard workplace practices
- perform all tasks according to standard operating procedures
- perform all tasks to specification
- use accepted techniques, practices, processes and workplace procedures

(2) Method of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

(3) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate

HS00265: Respond To Difficult Or Challenging Behaviour

Unit Descriptor:

This unit of competency describes the skills and knowledge required to respond effectively to difficult or challenging behaviour of patients and others. These skills are associated with handling difficult incidents rather than managing ongoing behaviour difficulties

ELEMENTS

PERFORMANCE CRITERIA

Candidates must be able to:

- | | | |
|---|-----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Plan response | 1.1 Identify response to potential instances of difficult or challenging behaviour according to work role and organization policies and procedures |
| | | 1.2 Use planned responses to difficult or challenging behaviour which maximize the availability of other staff members and resources |
| | | 1.3 Give priority to personal safety and the safety of others in responding to difficult or challenging behaviour |
| 2 | Apply response | 2.1 Apply response to instances of difficult or challenging behaviour according to organization policies and procedures and seek assistance as required |
| | | 2.2 Deal with difficult or challenging behaviour promptly, firmly and diplomatically according to organization policy and procedure |
| | | 2.3 Select and use communication strategies to achieve the desired outcomes in responding to difficult or challenging behaviour |
| 3 | Report and review incidents | 3.1 Report incidents according to organization policies and procedures |
| | | 3.2 Review incidents with other staff members and offer suggestions appropriate to area of responsibility |
| | | 3.3 Access and participate in available debriefing mechanisms and associated support and development activities |
| | | 3.4 Seek advice and assistance from legitimate sources according to organization procedures |

RANGE STATEMENT

Planned responses include:

- established organization procedures
- knowledge of individual persons and underlying causes
- personal ability and experience

Strategies for dealing with challenging behaviours include:

- diversional activities
- following established emergency response procedures
- referring to appropriate personnel e.g. supervisor, security officer

Organization policies and procedures include:

- debriefing of staff involved in incident
- incident reporting and documentation
- operational guidelines for handling incidents involving difficult and challenging behaviour

Difficult or challenging behaviours include:

- aggression
- confusion or other cognitive impairment
- intoxication
- intrusive behaviour
- manipulation
- noisiness
- self-destructive
- verbal offensiveness
- wandering

Selection of strategies for dealing with challenging behaviours include:

- established procedures and guidelines
- potential effect on different parties, patients, staff and others
- nature of the incident

UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know:

1. what are the patient issues needing to be referred to an appropriate health professional
2. what are the OSH issues relating to difficult and challenging behaviour
3. what are organization's reporting processes
4. how to foresee and respond quickly and effectively to contingencies
5. how to identify when assistance is required
6. how to interpret and follow the instructions and guidance of health professionals involved with the care of patient
7. how to maintain duty of care
8. how to maintain personal safety and the safety of others
9. how to remain alert to potential incidents of difficult or challenging behaviour
10. how to remain calm and positive in adversity
11. how to speak in a firm, diplomatic and culturally appropriate manner
12. how to think and respond quickly and strategically
13. how to display empathy with patient and relatives

EVIDENCE GUIDE**(1) Critical Aspects of Evidence**

Evidence should include a demonstrated ability to:

- identify response to challenging and difficult behaviour whilst maintaining the safety of all individuals involved
- deal with difficult and challenging behaviour according to organizational procedures
- report incidents of challenging and difficult behaviour according to organizational policies
- perform all tasks according to standard operating procedures
- perform all tasks to specification
- use accepted engineering techniques, practices, processes and workplace procedures

(2) Method of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

(3) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate

HS00266: Provide Equipment Support in a Peri-Operative Environment

Unit Descriptor:

This unit of competency describes the skills and knowledge required for the provision of equipment support to meet the needs of the patient and surgical team in an operating suite. Work will be performed within a prescribed range of functions, generally within a team environment, involving known routines and procedures. All activities are carried out in accordance with organization policies, procedures and infection control guidelines.

ELEMENTS		PERFORMANCE CRITERIA	
Candidates must be able to:			
1	Determine equipment requirements of the operating list	1.1	Consult with relevant operating team members and reference material to determine the equipment needed
		1.2	Use basic knowledge of surgical procedures to assist and identify the needs of operating teams
2	Select and use appropriate equipment	2.1	Locate relevant equipment and check to ensure it is complete, clean and ready for use
		2.2	Position equipment according to manufacture's set-up procedures
		2.3	Notify appropriate staff of basic equipment faults according to organization policy and procedure
		2.4	Clean and store equipment safely according to organization's cleaning procedures

RANGE STATEMENT

Equipment requirements include:

- personal preference of medical staff
- availability of equipment
- patient assessment
- case complexity and speciality area e.g. general, vascular, ophthalmic, gynaecology
- manual handling requirements

Reference material includes:

- operating list
- preference cards
- manuals

Operating teams include:

- nursing staff
- anaesthetists
- surgeons
- other support staff

Equipment includes:

- positioning aids
- cylinders
- operating tables
- positioning accessories
- electro-surgical equipment
- lasers
- gas cylinders/regulators
- microscopes
- endoscopic monitors and tower systems
- suction units
- monitoring devices
- warming equipment
- audio visual equipment
- lights
- orthopaedic equipment
- tourniquet
- mechanical lifter

UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know:

1. what are the operating room policy and procedures guidelines
2. what are the operating room protocols
3. what are types of operating room attire and purpose of personal protective clothing
4. how to complete correct set-up and positioning of operating room equipment for a variety of surgical procedures
5. how to ensure work is completed systematically with attention to detail without damage to equipment
6. how to liaise effectively with operating room staff and provide appropriate equipment as requested
7. how to use correct operating room handling equipment procedures
8. how to carry out work according to safe working guidelines
9. how to handle equipment safely
10. how to solve problems including the ability to use available resources and prioritize workload
11. how to undertake specialist cleaning processes for operating room equipment
12. how to read and interpret manufacturers' instructions for equipment and safety pamphlets or procedure manuals for handling chemicals such as cleaning fluids

EVIDENCE GUIDE**(1) Critical Aspects of Evidence**

Evidence should include a demonstrated ability to:

- identify the equipment needs of the surgical team
- inspect equipment for cleanliness, completeness and ready for use
- position equipment according to set up procedures
- clean and store equipment safely
- perform all tasks according to standard operating procedures
- perform all tasks to specification
- use accepted engineering techniques, practices, processes and workplace procedures

(2) Method of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

(3) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate

HS00267: Provide Basic Emergency Life Support

Unit Descriptor:

This unit of competency describes the skills and knowledge required to recognize and respond to life threatening emergencies using basic life support measures only. The skills and knowledge described here enable a first aider to provide an initial response to an emergency in line with national regulations, legislation and policies and accepted industry guidelines

ELEMENTS		PERFORMANCE CRITERIA	
Candidates must be able to:			
1	Respond in an emergency situation	1.1	Recognize emergency situations and identify hazards to health and safety of self and others
		1.2	Isolate hazards to minimize immediate risk to health and safety of self, casualty and others according to health and safety procedures
		1.3	Assess casualty, identify injuries, illnesses and conditions and determine the need for assistance
2	Apply identified first aid procedures	2.1	Reassure casualty in a caring and calm manner and make comfortable using available resources
		2.2	Determine and explain the nature of the casualty's injury and first aid procedures to provide comfort
		2.3	Seek consent from casualty or significant other prior to applying first aid management
		2.4	Respond to the casualty in a culturally aware, sensitive and respectful manner
		2.5	Use identified first aid procedures according to established first aid principles, policies and procedures, guidelines and national regulations, legislation and policies and industry requirements
		2.6	Use safe manual handling techniques if required according to organization policies and procedures
3	Communicate details of the incident	3.1	Request ambulance support and medical assistance according to relevant circumstances and using available means of communication
		3.2	Convey assessment of casualty's condition and first aid procedures undertaken to emergency services and relieving personnel

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|---|-------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|
| | 3.3 | Provide information to reassure casualty, adopting a communication style to match the casualty's level of consciousness |
| | 3.4 | Provide reports, where applicable, in a timely manner, presenting all relevant facts according to organization approved procedures |
| | 3.5 | Maintain confidentiality of records and information in line with privacy principles and according to statutory and organization policies |
| 4 | Evaluate personal performance | 4.1 Seek feedback on performance from appropriate staff members and implement corrective action if necessary |
| | 4.2 | Recognize the possible psychological impacts on rescuers of involvement in critical incidents |
| | 4.2 | Participate in debriefing and evaluation exercises as appropriate to improve future response and address individual needs |

RANGE STATEMENT

Condition of the casualty includes:

- severe bleeding
- absence of signs of life:
 - unconscious
 - unresponsive
 - not moving
 - not breathing normally
- choking/airway obstruction
- severe allergic reaction

First aid procedures include:

- Cardiopulmonary Resuscitation (CPR)
- control severe bleeding
- airway management
- provide assistance with self-administered medications, such as auto-injector, puffer/inhaler
- care of the unconscious person

Appropriate staff member includes:

- supervisor/manager
- ambulance officer/paramedic
- other medical/health worker

Resources and equipment include:

- first aid kit
- resuscitation mask or barrier
- casualty's medication
- Manikin
- AED (if available)
- auto-injector
- puffer/inhaler

UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know:

1. what is the basic anatomy and physiology relating to absence of signs of life; unconscious; unresponsive; not moving; not breathing normally; choking/airway obstruction; severe bleeding and shock
2. what is the chain of survival
3. what are first aid procedures for airway management; bleeding control ; care of unconscious; casualty with no signs of life; chest pain; infection control; respiratory distress, including asthma; severe allergic reaction and shock
4. how to access emergency response support services/personnel
5. what are the relevant workplace hazards
6. how to use an Automated External Defibrillator (AED), including when to use and when not to
7. how to assess vital signs and responses of casualty
8. when to call an ambulance and/or medical assistance, according to circumstances and report casualty's condition
9. how to demonstrate first aid casualty management principles to assess and minimize danger; check for response and maintain casualty's airway, breathing and circulation
10. how to demonstrate consideration of the welfare of the casualty; correct procedures for CPR on a resuscitation manikin; implementation of standard precautions and safe manual handling of casualty
11. how to report details of emergency incident and first aid provided

EVIDENCE GUIDE**(1) Critical Aspects of Evidence**

Evidence should include a demonstrated ability to:

- assess casualty and identify injuries, illnesses and conditions
- assess the need for assistance
- use first aid procedures according to nationally and internationally approved first aid principles, policies and procedures
- use safe manual handling techniques
- provide reports according to established procedures
- perform all tasks according to standard operating procedures
- perform all tasks to specification
- use accepted techniques, practices, processes and workplace procedures

(2) Method of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

(3) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate

HS00268: Support the Medical Imaging Professional

Unit Descriptor:

This unit of competency describes the skills and knowledge required by the worker to conduct activities essential for the functioning of a medical imaging environment, including, specialist cleaning, stock maintenance and set-up requirements. The skills and knowledge in this unit of competency are implemented under the supervision of a medical imaging professional, including radiographer, radiologist, sonographer, radiology registrar or medical imaging nurse. The skills and knowledge of this unit of competency are implemented to assist the medical imaging professional and do not equip a worker to perform medical imaging.

ELEMENTS		PERFORMANCE CRITERIA	
Candidates must be able to:			
1	Contribute to the set-up for medical imaging	1.1	Assist medical imaging staff with examination room set up and tidiness in preparation for medical imaging
		1.2	Refill medical imaging paper printer and film printer according to manufacturer's specifications
		1.3	Assist with the maintenance of hard copy film processor according to supervisor's instructions
		1.4	Transport mobile X-ray and ultrasound equipment safely according to manufacturer's specifications
		1.5	Identify and report perceived equipment issues to the organization's approved personnel
2	Clean medical imaging equipment and environment	2.1	Clean medical imaging equipment using appropriate materials and according to manufacturer's requirements and medical imaging professional instructions
		2.2	Cleaning examination room and medical imaging environment according to infection control requirements
		2.3	Document cleaning processes according to organization protocols
		2.4	Use and dispose of cleaning materials and other waste according to manufacturer and organization guidelines
3	Maintain medical imaging stock	3.1	Maintain levels of disposable stock according to organization protocols
		3.2	Monitor medical imaging supplies and order where required according to organization procedures

- | | | |
|---|-------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|
| | 3.3 | Maintain adequate stocks of clean linen to support the proper functioning of a medical imaging environment |
| | 3.4 | Monitor oxygen cylinders and order when required according health and safety procedures |
| 4 | Provide patient support for the imaging process | 4.1 Transfer and move patient according to safety and medical imaging requirements and instructions from a medical imaging professional |
| | 4.2 | Provide support to the patient during the medical imaging process according to the medical imaging professional instructions |
| | 4.3 | Perform actions according to infection control policies and procedures to maintain a sterile field |
| 5 | Work safely in a medical radiation environment | 5.1 Wear personal protective equipment for the medical imaging environment according to occupational health and safety requirements |
| | 5.2 | Work in the medical radiation environment in a manner consistent with radiation protection principles |
| | 5.3 | Perform duties according to the organization's radiation management plan |
| | 5.4 | Report concerns about radiation safety according to organization protocols |

RANGE STATEMENT

Medical imaging equipment includes:

- general radiography
- mammography
- fluoroscopy
- CT scanning
- MRI scanning
- ultrasound
- angiography
- bone densitometry
- darkroom facilities
- work stations and digitisers

Organization protocols include:

- stock requisition protocols
- stock rotation protocols
- nature of stock appropriate for handling by

Infection control requirements include:

- use of appropriate cleaning chemicals
- use of appropriate personal protective equipment
- appropriate handling of sharps
- appropriate handling of body products
- effective personal protection, such as hand washing

Medical imaging supplies include:

- film supplies
- chemistry supplies
- radiographic stocks

medical imaging assistants, e.g. general supplies rather than interventional radiology supplies

Radiation protection principles include:

Patient and process needs include:

- awareness of drainage lines during transfer and movement
- awareness of intravenous lines during transfer and movement
- dealing with sharps
- dealing with biological waste

- avoidance of exposure
- adoption of safe work practices (e.g. closing doors)
- use of personal protective equipment
- awareness of 'controlled' or 'supervised' areas with appropriate working rules

Personal protective equipment in a medical imaging environment includes:

- personal radiation monitor and dosimeter
- lead/rubber apron
- lead thyroid collars
- lead gloves
- face shielding
- gloves and gowns

UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know:

1. what are the range and uses of medical imaging processes
2. what are the procedures and length of time to undertake the procedure and the images produced by each procedure, including general radiography; mammography; fluoroscopy; CT scanning; MRI scanning; ultrasound; angiography; bone densitometry
3. how to use and care for personal protective equipment and monitoring equipment
4. what are the safety signs and their meanings
5. what are the occupational health and safety (OSH) requirements within the medical imaging environment, including personal safety requirements in an MRI environment; hierarchy of MRI field control measures; radiation protection principles and relevant regulations and codes
6. what are the quality requirements associated with the maintenance of a medical imaging environment
7. what are the relevant policies and protocols of the organization in relation to aspects of medical imaging personal work role, including stock maintenance; specialist cleaning etc
8. what are the stock requirements for medical imaging
9. what are the set-up requirements in a medical imaging environment
10. how to apply appropriate medical and radiology terminology to medical imaging processes and in communication with patients and colleagues
11. how to apply communication skills required to provide information about equipment issues; understanding instructions and asking questions; completing checklists or forms with regard to

- cleaning processes; reading and interpreting manufacturer requirements and organizational procedures
12. how to use and care for personal protective equipment and personal monitoring equipment
 13. how to set up equipment according to scope of responsibility
 14. how to undertake specialist cleaning of medical imaging equipment and environment according to manufacturer's requirements, infection control requirements and other OSH requirements
 15. how to undertake maintenance of stock and stock levels in medical imaging

EVIDENCE GUIDE

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- prepare to set up for medical imaging
- clean medical imaging equipment according to manufacturer's instructions
- clean examination rooms as required
- monitor medical imaging supplies and order where required
- provide support to medical imaging professional with patient transfers
- work safely in a medical radiation environment
- perform all tasks according to standard operating procedures
- perform all tasks to specification
- use accepted engineering techniques, practices, processes and workplace procedures

(2) Method of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

(3) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate

HS00269: Work with Intoxicated Patients

Unit Descriptor:

This unit describes the knowledge and skills required to work with alcohol and other drug affected patients in a range of settings including night patrols, detoxification and withdrawal units

ELEMENTS

PERFORMANCE CRITERIA

Candidates must be able to:

- | | | | |
|---|--------------------------------------------|-----|---------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Provide a service to intoxicated patients | 1.1 | Assess level of intoxication, nature and extent of drug use according to organization policy and procedure |
| | | 1.2 | Report behaviour or physical status inconsistent with alcohol and drug use to the organization's approved personnel |
| | | 1.3 | Provide first aid and seek assistance from a health professional, as required according to the organization's procedures |
| | | 1.4 | Provide patient with a safe and secure environment in which to sober up |
| | | 1.5 | Monitor patient's physical state according to organization policies and procedures to ensure health and safety |
| | | 1.6 | Document services provided to patient according to the organization reporting requirements |
| 2 | Assist patient with longer term needs | 2.1 | Provide information to patient on alcohol and other drugs issues including services available |
| | | 2.2 | Contact families and support networks upon request of the patient and according to organization policies |
| | | 2.3 | Assess patient according to the organization policy and procedures to determine the risk to themselves or others if allowed to leave the facility |
| 3 | Apply strategies to reduce harm and injury | 3.1 | Use strategies to reduce harm or injury to self and others according to the organization's response plan |
| | | 3.2 | Provide services to patient in a manner consistent with organization infection control guidelines |

RANGE STATEMENT

Assessment includes:

- immediate drug history
- orientation to person, place, time
- level of consciousness
- breath analysis

Providing information includes:

- contact information for services
 - sobering-up services
 - withdrawal services
- harm minimization information

Behaviour or physical state inconsistent with alcohol and other drugs include:

- evidence of physical illness or injury
- evidence of mental illness
- behaviour inconsistent with drug use history obtained from patient
- assessment of personal risk to patient

UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know:

1. what are alcohol and drug use symptoms
2. what are protective/risk management strategies
3. what are strategies for dealing with patients affected by alcohol and other drugs
4. what are statutory and organization requirements for dealing with patients affected by alcohol and other drugs
5. what are the other relevant agencies and services provided
6. what are recent and relevant information on alcohol and other drugs issues
7. how to use breath analysis equipment
8. what are concurrent medical illnesses which may mimic or mask withdrawal
9. how to work with intoxicated patients in a manner that ensures personal safety and that of others
10. how to apply a non-judgemental approach to patients regardless of alcohol and/or other drug use
11. how and when to use conflict resolution; negotiation and self-protection skills
12. how to communicate with intoxicated people
13. how to maintain documentation as required, including effective use of relevant information technology in line with occupational health and safety (OSH) guidelines

EVIDENCE GUIDE**(1) Critical Aspects of Evidence**

Evidence should include a demonstrated ability to:

- assess level of intoxication and extent of drug use according to organization policy and procedure
- document services provided to patient according to organization reporting requirements
- provide information to patient on alcohol and other drugs issues
- apply strategies to reduce harm or injury to self and others
- perform all tasks according to standard operating procedures
- perform all tasks to specification
- use accepted techniques, practices, processes and workplace procedures

(2) Method of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

(3) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate

HS00270: Facilitate Responsible Behaviour

Unit Descriptor:

This unit describes the knowledge and skills required to respond to unacceptable behaviour and support responsibility for behaviour management and change.

ELEMENTS

PERFORMANCE CRITERIA

Candidates must be able to:

- | | | | |
|---|------------------------------------------------------|-----|----------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Monitor behaviour of the patient | 1.1 | Observe and monitor patient behaviour using formal and informal methods |
| | | 1.2 | Assess behaviour for potential conflict and use a range of preventative and defusing strategies |
| | | 1.3 | Evaluate patient behaviour and interactions in a fair, objective and consistent manner and seek specialist advice where required |
| | | 1.4 | Make decisions based on available evidence and according to organization practices and procedures |
| 2 | Use communication strategies to de-escalate conflict | 2.1 | Use communication strategies with individuals for effective interaction and problem solving |
| | | 2.2 | Adapt communication style and language to accommodate different cultural values and practices |
| | | 2.3 | Identify potential causes of conflict and use a range of appropriate and effective defusing responses |
| | | 2.4 | Minimize and divert aggressive behaviour in patients using negotiation techniques |
| | | 2.5 | Use negotiation techniques to examine cause and effect of conflict and encourage appropriate responsibility and accountability for behaviour |
| 3 | Respond to unacceptable behaviour | 3.1 | Challenge unacceptable behaviour and outline options and opportunities for positive change |
| | | 3.2 | Use techniques according to organization's procedures to ensure personal safety and safety of patients and colleagues |
| | | 3.3 | Apply the minimum level of physical force if it must be used to ensure safety and report according to organization policies and procedures |

- 3.5 Select strategies to address aggressive and unacceptable behaviour, that are accurate, clear and comply with organization procedures
- 3.6 Perform intervention strategies according to an analysis of the situation and organization policies and procedures
- 3.7 Report incidents according to organization policy, procedures and legislation

RANGE STATEMENT

Behaviour includes:

- changing behaviour patterns
- personal friction
- expressions of anxiety and high level concern
- serious and chronic complaints
- provocative/threatening behaviour
- intent to harm self
- intent to harm others
- forceful refusal to cooperate
- abusive language
- apathy, loss of interest, withdrawal
- rejection of family, friends, support networks
- threatened suicide
- irrational behaviour
- hyperactivity/depression
- racism
- bullying behaviour
- behaviour consistent with mental health conditions

Communication strategies include:

- use of positive assertive language
- non-verbal gestures / body language
- constructive questioning/listening
- tone of voice
- defusing verbal aggression
- negotiating agreements

Reports include:

- incident reports
- case notes
- special reports
- inquiries
- reports required by or used by courts and judicial processes

UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know:

1. what is the organization's policies, guidelines and procedures relating to responses to behaviour, safety and security, delegations, duty of care, including dealing with conflict and critical incidents
2. what are the principles of effective communication for conflict management
3. what are defusing and negotiation strategies
4. what are the reporting procedures and practice, internal and external
5. what are the principles of responding to human behaviour relating to violence, aggression and suicide
6. what are the principal cultural practices and customs of the patient population and their impact on behaviour in the particular environment
7. how to identify the causes of aggression/violence
8. how to use a range of conflict management strategies
9. how to apply communication and negotiation skills under pressure

EVIDENCE GUIDE

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- use formal and informal methods to observe and monitor patient behaviour
- assess behaviour for potential conflict
- use communication strategies for effective interaction and problem solving
- use negotiation techniques to divert and minimize aggressive behaviour
- select strategies to address aggressive and unacceptable behaviour
- perform all tasks according to standard operating procedures
- perform all tasks to specification
- use accepted techniques, practices, processes and workplace procedures

(2) Method of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

(3) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual

working alone or as part of a team. The assessment environment should not disadvantage the candidate

HS00271: Work Effectively In Mental Health

Unit Descriptor:

This unit describes the knowledge and skills required to develop knowledge of mental health issues, understand the underpinning values and philosophy of mental health and to work with patients with specific cultural and linguistic differences.

ELEMENTS		PERFORMANCE CRITERIA	
Candidates must be able to:			
1	Develop knowledge of mental health issues	1.1	Apply basic knowledge of the current issues and different models of work which impact on mental health
		1.2	Collect and use views of key stakeholders and representatives from relevant target groups when collecting information about mental health
2	Commit to the central philosophies and standards of mental health	2.1	Demonstrate consideration and understanding of the underpinning values and philosophy of mental health
		2.2	Demonstrate commitment to access and equity principles in the performance of work regarding mental health
		2.3	Allow patients to participate in service planning and support activities
		2.4	Identify and take into account personal values and attitudes regarding mental health and illness when planning and implementing work activities
		2.5	Focus on a recovery model and restore people to optimal potential
3	Work with people from culturally and linguistically diverse backgrounds	3.1	Demonstrate consideration and understanding of cultural and linguistic differences in patients
		3.2	Adapt work according to the specific cultural and linguistic needs of mental health patients

RANGE STATEMENT

Stakeholders and representatives include:

- care givers
- clinical mental health services
- community
- organizations
- consumers
- families
- friends, peers and target group
- government representatives and service providers
- management, colleagues, supervisor, team members

Commitment to access and equity principles includes:

- a non-discriminatory approach to people using the service, family members, care givers, the general public and co-workers
- creation of a consumer oriented culture
- ensuring the work caters for differences including: cultural, physical, religious, economic, social

Culturally and linguistically diverse include:

- different cultural and social contexts
- social variables such as social attitudes to mental illness
- the needs of people from non-English speaking backgrounds

Different models of work include:

- acute, continuing and rehabilitation models
- clinical mental health services
- community development and education
- consumer run models
- crisis situation responses
- early intervention/prevention
- mental health promotion
- peer support/self help
- psychosocial rehabilitation
- respite care
- supported employment
- working with families and care givers

Underpinning values and philosophy of the sector include:

- a holistic and consumer-centred approach
- commitment to empowering the consumer
- commitment to meeting the needs and upholding the rights of consumers
- community education
- delivery of appropriate services
- early intervention
- personal growth and development toward recovery and wellness
- family sensitive approaches
- promotion of mental health and well being

UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know:

1. what are the mental health acts, if any
2. what is the national mental health policy and plan
3. what is the national mental health service standards
4. what is the national practice standards for the mental health workforce
5. what are the current issues facing patients and existing services to address their needs and rights
6. what is early intervention
7. what are the facts and myths about mental illness and psychiatric disability
8. what is holistic and patient-centred care
9. what is the impact of stigma
10. what is involuntary and voluntary admission to hospital
11. how to work with people at risk of self-harm
12. how to work with people from culturally and linguistically diverse backgrounds
13. what are the major psychiatric illnesses
14. what are the principles and practice of duty of care
15. what are the principles and practices of ethics and values
16. what are the principles of access and equity
17. what are the principles of clinical governance
18. what are the principles of disability

EVIDENCE GUIDE

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- apply basic knowledge of the current issues which impact on the sector
- collect and use views of key stakeholders and representatives from relevant target groups
- identify and take into account personal values and attitudes regarding mental health and illness
- adapt work to meet the cultural and linguistic needs of patients
- perform all tasks according to standard operating procedures
- perform all tasks to specification
- use accepted techniques, practices, processes and workplace procedures

(2) Method of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The

candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

(3) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate

HS01004

Perform Basic Cardiopulmonary Resuscitation

Unit Descriptor:

This unit deals with the skills and knowledge required for performing basic cardiopulmonary resuscitation. It describes the work expectations associated with identifying the need for cardiopulmonary resuscitation and performing CPR on a patient.

ELEMENTS**PERFORMANCE CRITERIA**

Candidates must be able to:

- | | | | |
|---|-----------------------------------------------------------|-----|----------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Identify the need for cardiopulmonary resuscitation (CPR) | 1.1 | Identify that the patient is in cardiopulmonary distress, following standard operating procedures |
| | | 1.2 | Assess patient's responsiveness accurately following standard operating procedures |
| | | 1.3 | Summon personnel assistance immediately, in accordance with standard operating procedures |
| | | 1.4 | Utilize personal protective clothing in accordance with standard operating procedures |
| | | 1.5 | Open patient's airway and clear any obstruction according to standard operating procedures |
| | | 1.6 | Use techniques to maintain patency of patient's airway, according to standard operating procedures |
| | | 1.7 | Assess patient's breathing and circulation following standard operating procedures |
| | | 1.8 | Position patient correctly according to standard operating procedures |
| | | 1.9 | Request emergency equipment promptly and prepare for use according to standard operating procedures |
| 2 | Perform CPR | 2.1 | Perform mouth to mask breathing correctly, following standard operating procedures |
| | | 2.2 | Check patient's pulse according to standard operating procedures |
| | | 2.3 | Perform external cardiac compression according to standard procedures, until assistance arrives or patient recovers |
| | | 2.4 | Assess patient regularly, according to standard operating procedures, checking for the return of spontaneous breathing and circulation |

- 2.5 Report incident to medical personnel accurately, following standard operating procedures
- 2.6 Record actions taken in accordance with organizational policies and procedures
- 2.7 Provide patient with appropriate care and support during the immediate recovery period

RANGE STATEMENT

Protective clothing includes:

- gloves
- disposable gown
- resuscitation mask
- goggles

Techniques include:

- head tilt – chin lift
- trauma jaw thrust

Emergency equipment includes:

- equipment for oxygen therapy
- suction equipment
- equipment for airway management
- electro cardiograph monitor
- cardiac monitor
- blood pressure apparatus
- pulse oximeter

UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know:

1. what is cardio pulmonary resuscitation
2. how to determine when to perform cardio pulmonary resuscitation
3. what are the current techniques of CPR
4. how to assess and maintain a patient's cardio pulmonary status
5. what is the critical information to communicate to medical personnel
6. what are the steps to follow before, during and after performing CPR
7. how to perform CPR on a patient

EVIDENCE GUIDE

(1) Critical Aspects of Evidence

Evidence should include the ability to:

- identify the need for cardiopulmonary resuscitation
- understand and implement current techniques of CPR
- perform external cardiac compression according to standard procedures
- record and report incident according to organizational procedures

(2) Method of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

(3) Context of Assessment

This unit may be assessed on or off the job. The competencies covered by this unit would be demonstrated by an individual working individually. The assessment environment should not disadvantage the candidate.

THHGHS0172A: Provide first aid

Competency Descriptor:

This unit deals with the skills and knowledge required to provide first aid. It complies with standards, practices and procedures of St John Ambulance Association and equivalent first aid bodies.

Competency Field: Hospitality

ELEMENT OF COMPETENCY		PERFORMANCE CRITERIA	
1.	Assess and respond to emergency first aid situations	1.1	Emergency situations are quickly and correctly recognised.
		1.2	The situation is assessed and a decision promptly made regarding action required.
		1.3	Assistance from emergency services/colleagues/customers is organised where appropriate.
2.	Provide appropriate treatment	2.1	Patient's physical condition is assessed from visible vital signs.
		2.2	First Aid is provided to stabilise the patient's physical and mental condition in accordance with organisation policy on provision of first aid and recognised first aid procedures.
3.	Monitor the situation	3.1	Back up services appropriate to the situation are identified and notified.
		3.2	Information on the victim's condition is accurately and clearly conveyed to emergency services personnel.
4.	Prepare an incident report	4.1	Emergency situations are documented according to company procedures.
		4.2	Reports provided are clear, accurate and timely.

RANGE STATEMENTS

First aid treatment is that defined in Common

Law as emergency assistance provided to a second party in the absence of medical or paramedical care.

Factors which affect the provision of first aid are:

legal issues that affect the provision of first aid in different industry sectors:

- the type of site where the injury occurs
- the nature of the injury and its cause
- availability of first aid equipment, medications and kits or other suitable alternative aids
- proximity and availability of trained paramedical and medical assistance
- the patient's cardio-vascular condition as indicated by body temperature, pulse rate and breathing rates
- chemical contamination

Injuries may include:

- cardio-vascular failure
- wounds and infections
- bone and joint injuries
- eye injuries
- burns
- external bleeding
- unconsciousness
- effects of heat or cold temperatures
- pre-existing illness
- bites

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to provide first aid in accordance with the performance criteria and the range listed within the range of variables statement.

(1) Critical Aspects and Evidence

Look for:

- ability to correctly apply a range of first aid techniques for all situations described in the Range of Variables

(2) Pre-requisite Relationship of Units

This unit should be assessed alone

(3) Underpinning Knowledge and Skills

To demonstrate competence, attendance at and successful completion of an accredited First Aid course is required.

(4) Method of Assessment

Competency shall be assessed while work is undertaken under direct supervision with regular checks, but may include some autonomy when working as part of a team. Competencies in this unit may be determined concurrently. Assessment must be in accordance with the performance criteria.

(6) Context of Assessment

This unit will generally be assessed off-the-job.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
<ul style="list-style-type: none"> Carries out established processes Makes judgement of quality using given criteria 	<ul style="list-style-type: none"> Manages process Selects the criteria for the evaluation process 	<ul style="list-style-type: none"> Establishes principles and procedures Evaluates and reshapes process Establishes criteria for evaluation

Collect, analyse and organise information	Level 2	
Communicate ideas and information	Level 2	
Plan and organise activities	Level 2	
Work with others and in team	Level 2	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 2	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.