



Australian Government

Department of Education, Employment and Workplace Relations

HLTCSD208C Transport clients

Release: 1

HLTCSD208C Transport clients

Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit of competency describes the skills and knowledge required for the safe, timely and efficient transport of clients from one location to another at a particular site, or to other sites

Application of the Unit

Application

Work will be performed within a prescribed range of functions involving a defined range of skills and known routines and procedures

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills

This unit contains Employability Skills

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

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

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1. Prepare for transport

- 1.1 Confirm transport with relevant personnel
- 1.2 Explain procedure to client or relevant personnel and answer any questions as required
- 1.3 Prepare for the safe and timely transportation of the client
- 1.4 Select equipment and check to ensure that it is clean, complete and correctly functioning for transportation according to *transportation requirements*
- 1.5 Check any *other equipment* to ensure that it is attached correctly and safely to *transportation equipment*

2. Transport client

- 2.1 Transport client to designated location in accordance with *transportation requirements* and organisation policy
- 2.2 Manoeuvre equipment to ensure client comfort and safety and minimise risk to self

ELEMENT**PERFORMANCE CRITERIA****3. Deliver client**

- 3.1 Deliver client to designated location and inform relevant personnel of client's arrival as required
- 3.2 Inform relevant personnel of *client's needs* as required
- 3.3 Return equipment as required
- 3.4 Carry out reporting requirements as appropriate

Required Skills and Knowledge**REQUIRED SKILLS AND KNOWLEDGE**

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

Essential knowledge:

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes knowledge of:

- Client confidentiality and privacy requirements
- Client handling procedures
- Infection control procedures
- Procedures for securing a client
- When client issues need to be referred to an appropriate health professional

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Follow instructions in accordance with organisation procedures
- Transport and deliver client to correct destination according to safe working practices
- Communicate effectively with clients

In addition, the candidate must be able to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of

REQUIRED SKILLS AND KNOWLEDGE

the identified work role

This includes the ability to:

- Apply safe working practices, including manual handling techniques
- Interpret and follow the instructions and guidance of health professionals involved with the care of clients
- Solve problems including the ability to use available resources and prioritise workload
- Use numeracy skills ranging from the ability to complete basic arithmetic calculations such as addition, subtraction, multiplication, division to recording numbers
- Use oral communication skills required to fulfil job roles in a safe manner and as specified by the organisation, including skills in:
 - asking questions
 - providing clear information
 - listening to and understanding workplace instructions
 - clarifying workplace instructions when necessary
 - competence in English or a community language, depending on client group and organisation requirements
- Use reading and writing skills required to fulfil job roles in a safe manner and as specified by the organisation
 - the level of skill may range from the ability to understand symbols used in OHS signs, to reading workplace safety pamphlets or procedure manuals, to reading labels and manufacturers' specifications for equipment use
 - literacy support available in the workplace may range from having access to support or assistance from expert/mentor/supervisor, to having no communication supports available
 - literacy may be required in English or a community language
- Work with others and display empathy with client and relatives

Evidence Guide

EVIDENCE GUIDE

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

Critical aspects for assessment

- The individual being assessed must provide evidence

EVIDENCE GUIDE

and evidence required to demonstrate this competency unit:

- of specified essential knowledge as well as skills
- Consistency of performance should be demonstrated over the required range of situations relevant to the workplace
- Where, for reasons of safety, space, or access to equipment and resources, assessment takes place away from the workplace, the assessment environment should represent workplace conditions as closely as possible

Context of and specific resources for assessment:

- Access to equipment used for transporting clients
- Relevant policies and procedures manuals
- Organisation charts
- Instructions for the use of equipment

EVIDENCE GUIDE

Method of assessment:

- Observation of work activities in transporting clients
- Observation of simulation and/or role play involving transporting clients
- Discussion of physical and/or behavioural contingency scenarios involving duty of care
- Authenticated transcripts of relevant education/training courses
- Recognition of relevant life/work experience
- Written assignments/projects or questioning should be used to assess knowledge
- Authenticated reports of experience in transporting clients (Documentation associated with performance reviews, client feedback forms, supervisor/co-ordinator evaluations of work performance)
- Training records associated with OH Safety training, Orientation/Induction Training, Safe Manual Handling
- Case study and scenario as a basis for discussion of issues and strategies to contribute to best practice

Access and equity considerations:

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

Related unit:

This unit can be assessed independently, however it may be assessed wholly or partly with:

- HLTCSD305C Assist with client movement

Range Statement

RANGE STATEMENT

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

Transportation requirements may include:

- Mode of transport
- Destination
- Information specific to the client
- Transportation of deceased persons
- Accompaniment by health professionals eg nurse or medical officer
- Client clothing requirements
- Documentation requirements

Transportation equipment may include but is not limited to:

- Wheelchair
- Stretcher
- Trolley
- Bed
- Motor vehicle

Other equipment may include but is not limited to:

- IV stand
- Monitors
- Humidicrib
- Oxygen

Client needs may include:

- Appropriate escort eg registered nurse, medical officer, parent, carer, attendant
- Nutritional requirements
- Comfort requirements

Unit Sector(s)

Not Applicable