



Australian Government

Assessment Requirements for HLTADM002 Manage Telehealth technology

Release: 3

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Modification History

Release	Comments
Release 3	Updated: <ul style="list-style-type: none">• assessor requirements statement• foundation skills lead in statement• licensing statement• modification history to reflect 2012 standards Equivalent outcome.
Release 2	Minor changes to formatting to improve readability. Equivalent outcome.
Release 1	This new unit was released in <i>HLT Health Training Package release 1.0</i> and meets the requirements of the 2012 Standards for Training Packages.

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be evidence that the candidate has:

- managed the selection, set up and maintenance of at least one Telehealth system:
 - evaluated organisation technology needs through consultation and research
 - selected and costed options and made appropriate recommendations
 - organised technology set up
 - followed procedures to protect security of the information system and client data
 - completed routine technical maintenance and troubleshooting:
 - performed and tested back-ups
 - performed data cleaning
 - interpreted technical manuals
 - used techniques to solve minor technical problems
- completed the technical set up for at least 3 Telehealth consultation sessions

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role. This includes knowledge of:

- different contexts for Telehealth service provision, and the impacts on services provision and technology requirements:
 - physical environment limitations
 - location of technology within the organisation
 - need for privacy
- risk management considerations and approaches for Telehealth
 - sharing of digital information – who can share what with whom and how
 - ownership of digital information
 - confidentiality
 - consent
- features of computer hardware and software:
 - general differences between different computer platforms and their respective operating systems
 - requirements to support Telehealth services
- features of medical software and operating systems used by the organisation to support Telehealth services, including software copyright responsibilities
- key features of industry standards for:
 - provision of Telehealth services
 - computer and Information security
 - encryption of video data
- data security procedures:
 - back ups
 - data labelling and storage
 - password policy
 - system security settings
 - documentation requirements
- routine technology maintenance procedures:
 - functions and features of diagnostic tools
 - documentation requirements
- legislation and industry standards related to the confidentiality, privacy and security of client information
- work health and safety requirements in relation to set up and use of computer systems

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions. The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources, including:
 - computerised system (both hardware and software) capable of supporting provision of Telehealth services
 - a populated database
 - organisation policies and procedures
 - Industry Telehealth standards
- modelling of industry operating conditions, including:
 - integration of typical technical problems to which the candidate responds

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705>