



Australian Government

**Assessment Requirements for
HLTAHCS001 Provide basic health service
information to clients**

Release: 1

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Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- provide basic health service information to three different Aboriginal and/or Torres Strait Islander clients and consistently communicate in culturally safe ways
- for each client, source and provide information that meets their individual needs
- across the three clients collectively:
 - explain two different types of services offered by own organisation and advise clients how they can access these
 - provide overview information about the services offered by two different external health care service providers
 - explain the key features of two different types of support services for people with specific conditions or diseases and use consumer based information resources to assist client understanding
- record details of each client interaction above.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- organisational procedures for recording details of client interactions
- own role and limitations in providing information about health care and support services to clients:
 - scope of information that can be provided
 - risks of working outside scope of own role and of providing inappropriate advice to clients
- types of general health information that clients typically seek and how to access current and credible consumer based information resources:
 - information on prevention and treatment of specific conditions and diseases
 - support services and groups for people with specific conditions or diseases
 - vaccinations
 - screening programs
 - nutrition and physical activity

- health and support services typically provided by an Aboriginal and/or Torres Strait Islander primary health care service
- health care services provided by own organisation
- overview knowledge of external health care and support services available in the community, state or territory to include:
 - types of providers
 - general and specialist services they offer
 - specialist services available to people of different genders and ages, and to Aboriginal and/or Torres Strait Islander people
 - how to access information about the types of services they provide.

Assessment Conditions

Skills must be demonstrated in a health service workplace within a multidisciplinary primary health care team.

Evidence of performance must be gathered:

- during on-the-job assessments in the workplace under live conditions while interacting with Aboriginal and/or Torres Strait Islander people, or
- during off-the-job assessments in the workplace, not under live conditions, using simulated activities while interacting with Aboriginal and/or Torres Strait Islander people.

Evidence of workplace performance can be gathered and reported through third party report processes. (Refer to the Companion Volume Implementation Guide for information on third party reporting.)

Evidence can be supplemented by assessments in a simulated workplace environment using simulated activities, scenarios or case studies only when:

- the full range of situations covered by the unit cannot be provided in the individual's workplace, or
- situations covered by the unit occur only rarely in the individual's workplace.

Assessment must ensure the use of:

- consumer based information resources from credible sources about health support services for different conditions and diseases
- information about different types of health care and other support services offered in the community, state or territory
- organisational procedures for recording details of client interactions.

Assessors must satisfy the Standards for Registered Training Organisations requirements for assessors, and:

- be an Aboriginal and/or Torres Strait Islander person who has applied the skills and knowledge covered in this unit of competency through experience working as an Aboriginal and/or Torres Strait Islander health worker or practitioner, or
- be a registered health practitioner with experience relevant to this unit of competency and be accompanied by, or have assessments validated by, an Aboriginal and/or Torres Strait Islander person.

Links

Companion Volume implementation guides are found in VETNet -

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