



Australian Government

**Assessment Requirements for
HLTAHW002 Support clients to obtain
access to health services**

Release: 3

Assessment Requirements for HLT AHW002 Support clients to obtain access to health services

Modification History

Release	Comments
Release 3	<p>Updated:</p> <ul style="list-style-type: none"> • assessor requirements statement • foundation skills lead in statement • licensing statement • modification history to reflect 2012 standards <p>Equivalent outcome.</p>
Release 2	<p>Corrections to metadata and mapping. Equivalent outcome.</p>
Release 1	<p>This version was released in <i>HLT Health Training Package release 1.0</i> and meets the requirements of the 2012 Standards for Training Packages.</p> <p>Significant changes to elements and performance criteria. New evidence requirements for assessment, including volume and environment requirements.</p>

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:

- under supervision, supported at least three individual Aboriginal and/or Torres Strait Islander clients to access health services by:
 - encouraging each client to use their preferred language, visual aids and other resources to support understanding
 - explaining and clarifying basic health information and services to the client
 - ensuring the client has understood the services available
 - ensuring service providers understand client and community health needs, values and beliefs
 - arranging the time, attendance and follow up for the client to attend health services and appointments, including organising travel arrangements.

Knowledge Evidence

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:

- language or languages, as spoken within the community and the workplace (verbal skills essential, written not essential)
- interpreter and/or translation services available to assist clients and the service provider
- terminology relevant to specific aspects of care provided and the workplace
- the culture of the client, caregiver and health service provider
- the communication style of the client, caregiver or health service provider
- organisation policies, guidelines and procedures, including reporting procedures appropriate to the role.

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Assessment Conditions

Skills must be demonstrated working:

- in a health service or centre
- under supervision, as part of a primary health care team
- with Aboriginal and/or Torres Strait Islander clients and communities.

In addition, simulations and scenarios must be used where the full range of contexts and situations cannot be provided in the workplace or may occur only rarely. These are situations relating to emergency or unplanned procedures where assessment in these circumstances would be unsafe or is impractical.

Simulated assessment environments must simulate the real-life working environment where these skills and knowledge would be performed, with all the relevant equipment and resources of that working environment.

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

Assessment must be undertaken by a workplace assessor who has expertise in this unit of competency and who is:

an Aboriginal and/or Torres Strait Islander Health Worker or:

- accompanied by an Aboriginal and/or Torres Strait Islander person who is a recognised member of the community with experience in primary health care.

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Links

Companion Volume implementation guides are found in VETNet -

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

