HLT02 Health Training Package

The contents of this publication refer only to the endorsed components of the HLT02 Health Training Package. This volume should not be read in isolation but in the context of the Training Package as a whole. The endorsed components of the Training Package are the Qualifications Framework, Assessment Guidelines and Competency Standards.

Endorsed by the NTQC on 11 December 2002 and agreed by Ministers in January 2002. This Training Package is to be reviewed by 31 January 2005.

This volume contains:

Volume 1:	Qualifications Framework
Volume 2:	Assessment Guidelines
Volume 3:	Competency Standards - Health Industry Requirements
	- Business Services

Associated volumes contain:

Volume 4	Ambulance
Volume 5	Complementary and Alternative Health Care
Volume 6	Dental Assisting, Dental Technology and Dental Prosthetics
Volume 7	General Health Services Delivery (Health Service Assistance)
Volume 8	General Health Services Delivery (Health Services Support)
Volume 9	Health Technicians
Volume 10	Population Health

Version Number: 3
Review Date: 31 January 2005

This work is the result of wide consultations with Australian industry participants. It is a collaborative view and does not necessarily represent the view of the Commonwealth or any specific body. For the sake of brevity it may omit factors which could be pertinent in particular cases.

While care has been taken in the preparation of this Training Package, the Commonwealth and the original developer do not warrant that any licensing or registration requirements specified here are either complete or up-to-date for your State or Territory. The Commonwealth and the original developer do not accept any liability for any damage or loss (including indirect and consequential loss) incurred by any person as a result of relying on the information contained in this Training Package.

This Training Package should not be regarded as professional advice and it should not be relied upon in any important matter without obtaining appropriate advice relevant to your circumstances.

Preliminary Information

Important Note to Users

Training Packages are not static documents; they are amended periodically to reflect the latest industry practices and are version controlled. It is essential that the latest version is always used.

Check the version number before commencing training or assessment
This Training Package is Version 3 – check whether this is the latest version by going to the National Training Information Service (*www.ntis.gov.au*) and locating information about the Training Package. Alternatively, contact Community Services and Health Industry Skills Council (*www.cshisc.com.au*) to confirm the latest version number.

Explanation of version number conventions
The primary release Training Package is Version 1. When changes are made to a Training Package, sometimes the version number is changed and sometimes it is not, depending on the extent of the change. When a Training Package is reviewed it is considered to be a new Training Package for the purposes of version control, and is Version 1. Do not confuse the version number with the Training Package's national code (which remains the same during its period of endorsement).

Version modification history
The version details of this endorsed Training Package are in the table below. The latest information is at the top of the table.

Version	Release Date	Comments
3	30/09/2005	Population Health National Competency Standards and Qualifications
2	4/12/2002	Health Technicians National Competency Standards and Qualifications
1	11/12/2001	Primary Release

Explanation of the review date
The review date (shown on the title page and in the footer of each page) indicates when the Training Package is expected to be reviewed in the light of changes such as changing technologies and circumstances. The review date is not an expiry date. Endorsed Training Packages and their components remain current until they are reviewed or replaced.

HLT02 Health Training Package

Volume 1 of 3

- **Introduction**
- **Qualifications Framework**

The contents of this publication refer only to the endorsed components of the HLT02 Health Training Package. This volume should not be read in isolation but in the context of the Training Package as a whole. The other endorsed components of the Training Package are the Competency Standards and the Assessment Guidelines.

Endorsed by NTQC and agreed by Ministers in January 2002. This Training Package is to be reviewed by January 2005.

Contents

Preliminary Information

Important Note to Users

Training Packages are not static documents; they are amended periodically to reflect the latest industry practices and are version controlled. It is essential that the latest version is always used.

Check the version number before commencing training or assessment
This Training Package is Version 3 – check whether this is the latest version by going to the National Training Information Service (*www.ntis.gov.au*) and locating information about the Training Package. Alternatively, contact Community Services and Health Industry Skills Council (www.cshisc.com.au) to confirm the latest version number.

Explanation of version number conventions
The primary release Training Package is Version 1. When changes are made to a Training Package, sometimes the version number is changed and sometimes it is not, depending on the extent of the change. When a Training Package is reviewed it is considered to be a new Training Package for the purposes of version control, and is Version 1. Do not confuse the version number with the Training Package's national code (which remains the same during its period of endorsement).

Version modification history
The version details of this endorsed Training Package are in the table below. The latest information is at the top of the table.

Version	Release Date	Comments
3	12/05	Population Health National Competency Standards and Qualifications
2	4/12/02	Health Technicians National Competency Standards and Qualifications
1	11/12/01	Primary Release

Explanation of the review date
The review date (shown on the title page and in the footer of each page) indicates when the Training Package is expected to be reviewed in the light of changes such as changing technologies and circumstances. The review date is not an expiry date. Endorsed Training Packages and their components remain current until they are reviewed or replaced.

Overview of Training Packages

What is a Training Package?

A Training Package is an integrated set of nationally endorsed competency standards, assessment guidelines and Australian Qualifications Framework (AQF) qualifications for a specific industry, industry sector or enterprise.

Each Training Package:
- provides a consistent and reliable set of components for training, recognising and assessing people's skills, and may also have optional support materials;
- enables nationally recognised qualifications to be awarded through direct assessment of workplace competencies;
- encourages the development and delivery of flexible training which suits individual and industry requirements; and
- encourages learning and assessment in a work-related environment which leads to verifiable workplace outcomes.

How do Training Packages fit within the National Training Framework?
The National Training Framework is made up of the nationally agreed quality arrangements for the vocational education and training sector, the Australian Quality Training Framework (AQTF), and Training Packages endorsed by the National Training Quality Council (NTQC).

How are Training Packages developed?
Training Packages are developed by Industry Skills Councils or enterprises to meet the identified training needs of specific industries or industry sectors. To gain national endorsement of Training Packages, developers must provide evidence of extensive research, consultation and support within the industry area or enterprise.

How do Training Packages encourage flexibility?
Training Packages describe the skills and knowledge needed to perform effectively in the workplace without prescribing how people should be trained.

Training Packages acknowledge that people can achieve vocational competency in many ways by emphasising what the learner can do, not how or where they learned to do it. For example, some experienced workers might be able to demonstrate competency against the units of competency, and even gain a qualification, without completing a formal training program.

With Training Packages, assessment and training may be conducted at the workplace, off-the-job, at a training organisation, during regular work, or through work experience, work placement, work simulation or any combination of these.

Who can deliver and assess using Training Packages?
Training and assessment using Training Packages must be conducted by a Registered Training Organisation (RTO) that has the qualifications or specific units of competency on its scope of registration, or that works in partnership with another RTO as specified in the AQTF *Standards for Registered Training Organisations*.

Training Package Components
Training Packages are made up of mandatory components endorsed by the NTQC, and optional support materials.

Training Package Endorsed Components
The nationally endorsed components include the Competency Standards, Assessment Guidelines and Qualifications Framework. These form the basis of training and assessment in the Training Package and, as such, they must be used.
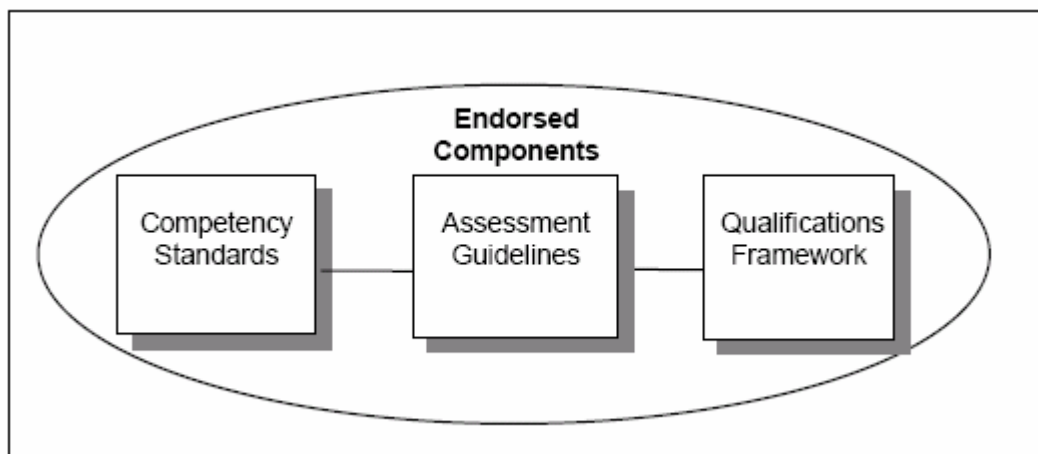
Competency Standards
Each unit of competency identifies a discrete workplace requirement and includes the knowledge and skills that underpin competency as well as language, literacy and numeracy; and occupational health and safety requirements. The units of competency must be adhered to in training and assessment to ensure consistency of outcomes.

Assessment Guidelines
The Assessment Guidelines provide an industry framework to ensure all assessments meet industry needs and nationally agreed standards as expressed in the Training Package and the *Standards for Registered Training Organisations*. The Assessment Guidelines must be followed to ensure the integrity of assessment leading to nationally recognised qualifications.

Qualifications Framework
Each Training Package provides details of those units of competency that must be achieved to award AQF qualifications. The rules around which units of competency can be combined to make up a valid AQF qualification in the Training Package are referred to as the 'packaging rules'. The packaging rules must be followed to ensure the integrity of nationally recognised qualifications issued.

Training Package Support Materials
The endorsed components of Training Packages are complemented and supported by optional support materials that provide for choice in the design of training and assessment to meet the needs of industry and learners.

Training Package support materials can relate to single or multiple units of competency, an industry sector, a qualification or the whole Training Package. They tend to fall into one or more of the categories illustrated below.
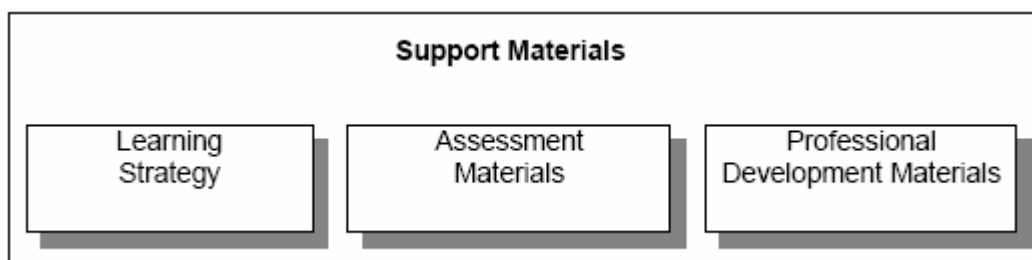
Training Package support materials are produced by a range of stakeholders such as RTOs, individual trainers and assessors, private and commercial developers and Government agencies.

Where such materials have been quality assured through a process of 'noting' by the NTQC, they display the following official logo. Noted support materials are listed on the National Training Information Service (NTIS), together with a detailed description and information on the type of product and its availability (*www.ntis.gov.au*).

It is not compulsory to submit support materials for noting; any resources that meet the requirements of the Training Package can be used.

Training Package, Qualification and Unit of Competency Codes
There are agreed conventions for the national codes used for Training Packages and their components. Always use the correct codes, exactly as they appear in the Training Package, **and with the title always following the code.**

Training Package Codes
Each Training Package has a unique five-character national code assigned when the Training Package is endorsed, for example THH97. The first three characters are letters identifying the Training Package industry coverage and the last two characters are numbers identifying the year of endorsement

Qualification Codes
Within each Training Package, each qualification has a unique eight-character code, for example ICT50302. The first three letters identify the Training Package; the first number identifies the qualification level (noting that Arabic numbers are not used in qualification titles themselves); the next two numbers identify the position in the sequence of the qualification at that level; and the last two numbers identify the year in which the qualification was endorsed. (Where qualifications are added after the initial Training Package endorsement, the last two numbers may differ from other Training Package qualifications as they identify the year in which those particular qualifications were endorsed.)

Unit of Competency Codes
Within each Training Package, each unit of competency has a unique code. The unit of competency codes are assigned when the Training Package is endorsed, or when new units of competency are added to an existing endorsed Training Package.

A typical code is made up of 12 characters, normally a mixture of uppercase letters and

numbers, as in THHBFB023A. The first three characters signify the Training Package (THH97 Hospitality Training Package in the above example) and up to eight characters, relating to an industry sector, function or skill area, follow. The last character is always a letter and identifies the unit of competency version. The 'A' in the example above indicates that this is the original unit of competency. An incremented version identifier usually means that minor changes have been made. Typically this would mean that wording has changed in the range statement or evidence guide, providing clearer intent. Where changes are made that alter the outcome, a new code is assigned and the title is changed.

Training Package, Qualification and Unit of Competency Titles
There are agreed conventions for titling Training Packages and their components. Always use the correct titles, exactly as they appear in the Training Package, and with the code always placed before the title.

Training Package Titles
The title of each endorsed Training Package is unique and relates the Training Package's broad industry coverage.

Qualification Titles
The title of each endorsed Training Package qualification is unique. Qualification titles use the following sequence:

- firstly, the qualification is identified as either Certificate I, Certificate II, Certificate III, Certificate IV, Diploma or Advanced Diploma;
- this is followed by the words 'in' for Certificates I to IV and 'of' for Diploma and Advanced Diploma;
- then the industry descriptor follows, for example Telecommunications; and
- if applicable, the occupational or functional stream follows in brackets, for example (Computer Systems).

For example:
- ICT40302 Certificate IV in Telecommunications (Computer Systems)
- FNB50802 Diploma of Financial Services (General Insurance).

Unit of Competency Titles
Each unit of competency title is unique. Unit of competency titles describe the competency outcome concisely, and are written in sentence case.

For example:
- ICTCC252A Resolve customer complaints
- FNBLIF29A Undertake risk assessment.

Health Training Package Qualifications Framework

The Health Training Package Qualifications Framework forms part of the Health Training Package. The Health Training Package has been developed by Community Services and Health Industry Skills Council Ltd produced with the assistance of funding provided by the Commonwealth Government through the Department of Education Science and Training (DEST).

This document must be used in conjunction with the following documents:

- Health Training Package Assessment Guidelines
- Industry and Organisational Requirements & Business Services and Community Services Competency Standards

And at least one of the following:

- Ambulance National Competency Standards
- Complementary and Alternative Health Care National Competency Standards
- Dental Assisting National Competency Standards
- Dental Technology and Dental Prosthetics National Competency Standards
- General Health Services Delivery National Competency Standards Volumes 1 & 2
- Health Technicians National Competency Standards
- Population Health National Competency Standards

The Health Training Package integrates national competency standards, qualifications and assessment guidelines in the following areas:

- Ambulance
- General Health Services Delivery
    - Health Service Assistance
    - Health Support Services
- Complementary and Alternative Health Care
    - Ayurveda
    - Homoeopathy
    - Remedial Massage
    - Naturopathy
    - Shiatsu Therapy
    - Traditional Chinese Medicine Remedial Massage
    - Western Herbal Medicine
- Dental Assisting
- Dental Technology and Dental Prosthetics
- Health Technicians
- Population Health

For further information relating to the Health Training Package please contact:

Community Services and Health Industry Skills Council Ltd

GPO Box 9848, Sydney NSW, 2001

Phone 02 9263 3589   Fax 02 9263 3599

Email admin@cshisc.com.au

Website http://www.cshisc.com.au

Introduction to the HLT02 Health Training Package

Work undertaken through the National Health Strategy, 1991 and under the auspices of the Council of Australian Governments identified and supported the need for major long-term reforms of health and community services in order to better meet people's needs, rather that focus on service providers and institutions. There is a need for improved health services that are flexible, equitable and accessible, and provide for continuity of care. The result is a broadening of the skill requirement and demand for specific skills for many occupations across the Health Industry. (HTP Scoping Report 1998).

The Health Industry contributed 8.5% of gross domestic product, or $42 billion in 1995-96 and this is expected to rise to as high as 16% of GDP or $79 billion by the year 2031.

Responsibility for funding of health services in Australia is shared by all levels of government and the non-government sector. In 1995-96 the government sector provided 67.7% of all funding for health services and the non-government sector provided 32.3%. The non-government sector includes services paid for by individuals, health insurance funds, worker's compensation insurance and compulsory motor vehicle third party insurance. Expenditure on health services grew at an average annual rate of 3.8% between 1989-90 and 1995-96 and it continues to grow.

The needs of the consumer will be the prime focus when determining skills required for health service provision for the (more that 200) occupational groups covered. The skills mix will also reflect work roles and contexts, modes of delivery, client profiles and regulatory requirements. Such an approach takes into account current practices and future trends and directions of health services when determining workforce requirements.

The range of roles and services include:

- Public health and health promotion

- Medical and science technicians

- Monitoring of health regulations

- Provision of direct health care

- Delivery of ancillary/system support services

- Clinical and social interventions

- Meeting specific physical and spiritual/emotional needs of clients

- Provision of alternative and complementary health care

- Provision of primary heath care

- Strengthening capacity of communities to address specific health issues

These services are delivered by:

- Public and private hospitals and institutions and agencies

- Small businesses and private practices

- Community based organisations

- Residential and non-residential service providers

- All levels of government

The majority of funding for health services is derived from the public purse either through direct government. Traditionally within the health industry occupations have had little mobility across functions or occupations. The development of a Health Training Package based on skills areas required for a range of services and settings will enable identification of gaps, along with commonalities and overlaps. This approach is consistent with both the development of Training Packages and the underlying principles of training reform, namely appropriate portability of skills; recognition of prior learning, multiple career pathways; and mobility.

The size, diversity and complexity of the industry are key issues impacting on the development of the Health Training Package.

Background

The initial research underpinning this Qualifications Framework was undertaken in the Health Training Package Scoping Project and produced a final report in September 1998. The report documented:

- Future directions for service delivery in the health industry

- Vocational education and training issues facing the health industry now and into the future

- The demand for the development of national industry benchmarks for the delivery and assessment of training and awarding of qualifications (ie Health Training Package).

- A methodology for developing the Health Training Package to maximise industry engagement and involvement.

The report identified that the development of a Health Training Package would greatly enhance vocational education and training efficiency in the industry and have a consequential effect on service delivery and industry outcomes by:

- Equipping workers in the industry with the skills and knowledge that they require for their work

- Enhancing mobility within the Health Industry, between the Health and Community Services Industries, and with other industries where cross-overs are established

- Providing a training framework that will provide for equitable access for all groups in the Health Industry, including those in rural and remote areas

- Establishing a training product that will be attractive to both employers and workers and will attract increased industry investment in training

- Creating a training framework that will provide flexible assessment and training pathways, will rationalise training effort and will provide efficiency for both public and privately funded vocational education and training expenditure

Consultation and validation of all project outcomes against implementation criteria has included ongoing feedback collection and responses from the following:

- State Training Authorities

- Professional Associations

- Licensing and regulatory authorities

- Funding bodies

- Training providers

- Health policy agencies

Representatives on the Health Training Package steering committee were:

Name	Organisation
John Birkill	Masonic Homes Inc
Margaret Darwin	Uniting Church Division of Aged Care & Domiciliary Services
Dr Rosy Warden-Chair	Territory Health Services
Rod Bishop	Department of Human Services
David Ettershank	Health Services Union of Australia
Denis Jones	Australian Nursing Federation

Observers

Gail Sanderson	Organisational Development Branch Qld Health
Anne Woodcock	DETYA
Mena Jones	NSW Board of Vocational Training & Education
Glenda Sacre	Training Package Task Force-Qld Dept Education Training & Industry Relations
Kevin Matters	Australian National Training Authority ANTA
Fran Emerson	Office of Aboriginal & Torres Strait Islander Health
Jill Gientzolis	NSW Board of Vocational Training & Education

Following is the list of organisations consulted and who provided feedback during the development of the Health Training Package.

Organisation	State
ACAUD	
ANTA	
Association of Neurophysiological Technicians of Australia (ANTA)	
Austin & Repatriation Medical Centre - Aust. & NZ Society of Respiratory Scientists	
Australasian Sleep Association	
Australian College of Vital Health	
Australian Dental Prosthetists Association	
Australian Institute of Sport	
Australian Medical Association WA	
Australian Traditional Medicine Society	
Cathay Herbal Laboratories	
Charles Sturt University	
Concord Clinical Measurement Unit	
Eventide Sandgate (Aged Care)	
HR Manager at Calvary Hospital	
Hunter Institute of Technology	
Hyperbaric Technicians and Nurses Association	
Knox Private Hospital	
Learning, Teaching and Innovation	
Office of Training and Tertiary Education	
Massage Australia	
Mayne Hospitals	
Medical Scientists Association of Victoria	
Nepean Medical Investigation Unit	
Newcastle Sleep Unit	
NSW Health	
Prince Charles Hospital	
Qld Public Sector Union	
Queenland Health Pathology Service	
Repatriation General Hospital	
St. John of God Hospital	
The Alfred Hospital	
The Cardiac Society of Australia and New Zealand	
The Prince Charles Hospital	
The Wesley Sleep Centre	
Western Sydney Area Health Service - Westmead Hospital	
ACAUD	
Association of Neurophysiological Technicians of Australia (ANTA)	
Austin & Repatriation Medical Centre - Aust. & NZ Society of Respiratory Scientists	
Australasian Sleep Association	
Charles Sturt University	
Concord Clinical Measurement Unit	
HR Manager at Calvary Hospital	
Hunter Institute of Technology	
Hyperbaric Technicians and Nurses Association	
ICTA	
Medical Scientists Association of Victoria	
Nepean Medical Investigation Unit	
Newcastle Sleep Unit	
Private Practice	
Qld Public Sector Union	
Queenland Health Pathology Service	
Southern Health	
The Cardiac Society of Australia and New Zealand	
The Wesley Sleep Centre	
Individual responses	(100)
ACT Ambulance Service	ACT
ACT Department of Health and Community Care	ACT
ACT Pathology, Canberra Hospital	ACT
ADCA	ACT
Advanced Lifecare Systems	ACT
AMWU	ACT
Association of Natural Health Practitioners	ACT
Australian College of Audiology (ACAUD)	ACT
Australian Divisions of General Practice	ACT
Australian Medical Association (AMA)	ACT
Australian Nurses Federation	ACT
Australian Physiotherapy Association	ACT

Organisation	State
Australian Psychiatric Disability Coalition Inc	ACT
Best Care Anywhere	ACT
Calvery Hospital	ACT
Canberra Hospital	ACT
Canberra Hospital, Respiratory Thoracic Lab	ACT
Canberra Institute of Technology	ACT
Capital Pathology	ACT
Capital Pathology	ACT
Catholic Health Australia	ACT
Community and Health Works	ACT
Defence Health Service Branch	ACT
Department of EducationTraining & Youth Affairs - DETYA	ACT
Department of Health & Aged Services	ACT
Department of Microbiology, Canberra Hospital	ACT
Effloressence	ACT
First Aid Australia Pty Ltd	ACT
Individual responses	ACT
Macquarie Pathaology	ACT
NACCHO - National Aboriginal Community Controlled Health Organisations	ACT
National Health and Medical Research Council (NHMRC)	ACT
Office of Hearing Services	ACT
Palliative Care Australia	ACT
Pharmacy Department, Canberra Hospital	ACT
School of Biomedical Sciences, Charles Sturt University	ACT
The Canberra Hospital	ACT
The National Capital Private Hospital	ACT
Totalcare Sterilising Services	ACT
TWU - ACT Branch	ACT
Uniting Care Australia	ACT
ACT Pathology, Canberra Hospital	ACT
AMWU	ACT
Australian College of Audiology (ACAUD)	ACT
Australian Divisions of General Practice	ACT
Australian Medical Association (AMA)	ACT
Australian Nurses Federation	ACT
Calvery Hospital	ACT
Canberra Hospital	ACT
Canberra Hospital, Respiratory Thoracic Lab	ACT
Canberra Institute of Technology	ACT
Capital Pathology	ACT
Catholic Health Australia	ACT
Community and Health Works	ACT
Department of Defence	ACT
Defence Health Service Branch	ACT
Canberra Hospital Department of Microbiology	ACT
Lorraine Wheeler & Associates	ACT
National Health and Medical Research Council (NHMRC)	ACT
Office of Hearing Services	ACT
Pharmacy Department, Canberra Hospital	ACT
RAN	ACT
School of Biomedical Sciences, Charles Sturt university	ACT
SO1 Health Training System Development, DHCD	ACT
Canberra Hospital, Staff Development Unit	ACT
Canberra Hospital	ACT
The National Capital Private Hospital	ACT
The Pharmacy Guild of Australia	ACT
Totalcare Sterilising Services	ACT
Aboriginal Medical Service - Redfern	NSW
Advanced Prosthetic Centre	NSW
Albury Area Community Dental Services	NSW
Alcohol & Other Drugs Service, Central Coast Health	NSW
Alpha Healthcare Limited	NSW
Ambulance Service of NSW	NSW
Anabinical Pathology, SWAPS	NSW
ARIGINISLE	NSW
Association of Massage Therapists NSW ltd	NSW
Austalian School of Reiki	NSW
Australasian College of Natural Therapies	NSW

Organisation	State
Australasian Dispensing Opticians Association & Guild of Dispensing Opticians (Aust) Ltd	NSW
Australian Association of Neurologists	NSW
Australian Charter of Natural Health Practitioners	NSW
Australian College of Kineseology	NSW
Australian Commercial Dental Laboraties Association	NSW
Australian Council on Healthcare Standards	NSW
Australian Dental Association	NSW
Australian Dental Prosthetists Association	NSW
Australian First Aid Specialists	NSW
Australian Homoeopathic Association	NSW
Australian Institute of Homoeopathy	NSW
Australian Liquor Hospitality Miscellaneous Workers Union	NSW
Australian Natural Therapists Association	NSW
Australian Nursing Homes and Extended Care Association	NSW
Australian Orthopaedic Association	NSW
Australian Society of Anaesthetists	NSW
Australian Traditional Medicine Society	NSW
Austrlian Medical Faculty of Homoeopaths	NSW
Ayurvedic Traditional Medicine Association	NSW
Bankstown Health Service	NSW
Benevolant Society of NSW	NSW
Blue Mountains TAFE	NSW
Brisbane Waters Private Hospital	NSW
Blacktown Hospital	NSW
Camperdown Sleep Investigation Centre	NSW
Cardiac Society of Australia and New Zealand	NSW
Central Coast Area Health Service	NSW
Central Coast Health	NSW
Central Coast Health c/- Echo Lab - Gosford Hospital	NSW
Central Coast Health Pathology	NSW
Central Coast Natural Therapists' Association Inc	NSW
Central Sydney Area Health Service c/- Orthotic Dpt. QEII IRD Building, Level A	NSW
Churches of Christ Community Care	NSW
Clinical Measurement Department - Westmead Hospital	NSW
Community & Public Sector Union CPSU	NSW
Community Nurse Audiometrists Association Inc	NSW
Concord Hospital	NSW
Croydon Remedial & Sports Massage	NSW
Cumberland College	NSW
Dental Assistants Association of Australia	NSW
Dental Assistants Education Council of Australia (DAECA)	NSW
Dental Health Branch NSW Health Department	NSW
Department of Education and Training	NSW
Dietitians Association of Australia	NSW
Education Centre Against Violence	NSW
Epilepsy Association of NSW	NSW
Epping North Naturopathic Clinic	NSW
Excalibur	NSW
Fairfield Hospital	NSW
Frontline Diagnostics Company	NSW
Gladesville Yoga Association Inc.	NSW
Greater Murray Area Health Service	NSW
Hawkesbury District Health Services	NSW
Head, Department of Audiology Northern Ku-ring-gai Hospital and Community Health Services	NSW
Health Information Management Association of Australia	NSW
Health Pacific	NSW
Healthscope Limited	NSW
Herbalist - ATMS (member)	NSW
Hills Private / St George Private	NSW
Honeywell Limited	NSW
Hornsby Sleep Disorders Centre	NSW
HREA The Health Research Employees' Association	NSW
Hunter Area Pathology Service	NSW
Hunter Institute of TAFE	NSW
Hunter Valley House With No Steps	NSW

Organisation	State
Hunters Hill Private Hospital	NSW
Hyperbaric Medicine Unit, Prince of Wales Hospital	NSW
Illawarra Area Health Service	NSW
Illawarra Private Hospital	NSW
International Association of Trichologists	NSW
International Federation of Aromatherapists	NSW
International Yoga Teachers' Association	NSW
Lismore Skills Centre	NSW
Liverpool Health Service	NSW
Liverpool Hospital	NSW
Loftus TAFE	NSW
Macquarie Area Health Services	NSW
Mansfield Pathology	NSW
Manufacturing Learning Australia	NSW
Mater Misericordiae Hospital	NSW
Mayne Pathology	NSW
Medical Benefits Fund of Australia Ltd	NSW
MegaKIdz Pty Ltd	NSW
Miller's Apothecary	NSW
Moran Health Care Group Pty Ltd	NSW
National Wholesale Retail & Associated Personal Services - WRAPS	NSW
Natural Health Society of Australia	NSW
Nature Care College of Naturopathic and Traditional Medicine	NSW
Newcastle Sleep Disorders Centre	NSW
Newcastle Sleep Unit - Royal Newcastle Hospital	NSW
Newcastle University Medical Radiation Science Faculty of Health	NSW
North Shore Private Hospital	NSW
North Sydney Institute of TAFE - Meadowbank	NSW
NSW Aboriginal Health and Medical Research Council	NSW
NSW Ambulance Serivce	NSW
NSW Association of Massage Therapists	NSW
NSW Board of Vocational Training & Education - VETAB	NSW
NSW Community Services & Health Industry Training Advisory Body	NSW
NSW Department of Community Services	NSW
NSW Health	NSW
NSW Healthcare Cleaning Managers Association	NSW
NSW Nurses Association	NSW
NSW Operating Theatre Association	NSW
NSW Optical Dispensers Licensing Board	NSW
Paramedical Services Pty Ltd	NSW
Peninsula Village Limited	NSW
Plans and Policy, Headquarters Training Command - Army	NSW
Plaster Room, Royal North Shore Hospital	NSW
Port Macquarie Base Hospital	NSW
Prince of Wales Private Hospital	NSW
Register of Acupuncture & Traditional Chinese Medicine	NSW
Relexology Association of Australia NSW Inc	NSW
Respiratory Investigation Unit, Central Coast Area Health Service	NSW
Respiratory Physician Medical Centre	NSW
Rick Lavers Remedial Massage	NSW
Royal Australasian College of Physicians	NSW
Royal Australian & New Zealand College of Opthalmologists	NSW
Royal College of Pathologists	NSW
Royal House Sydney Community Health Complex	NSW
Royal North Shore Hospital	NSW
Scholia	NSW
School of Biomedical Sciences, Charles Sturt University	NSW
SEALS Pathology	NSW
Shiatsu Therapy Association of Australia Inc	NSW
Society of Classical Homoeopaths	NSW
Sonic Pathology	NSW
Soul to Soul Reflexology	NSW

Organisation	State
South Western Area Health Service	NSW
South Western Area Pathology Service, Liverpool Hospital	NSW
South Western Sydney Area Health Service	NSW
Southern Cross University	NSW
Spastic Centre of NSW	NSW
Spotless Services Ltd	NSW
St George Private Hospital	NSW
St Lukes Hospital Complex	NSW
St Vincents Private Hospital	NSW
Strathfield Private Hospital	NSW
Sydney Adventist Hospital	NSW
Sydney Cardiology Group	NSW
Sydney Children's Hospital, Physiotherapy Dpt	NSW
Sydney Imaging Group	NSW
Sydney Institute of TAFE	NSW
Sydney IVF Pty Limited	NSW
Synchronicity Australia	NSW
TAFE NSW	NSW
The Australian College of Traditional Medicine Pty Ltd	NSW
The Australian Feldenkrais Guild	NSW
The Australian Medical Acupuncture Society	NSW
The Australian Orthotic/Prosthetic Association NSW Branch (AOPA) C/- Appliance and Limb Pty Ltd	NSW
The Australian Society of Teachers of the Alexander Technique	NSW
The Eye Institute	NSW
The Hills Private Hospital	NSW
The Hunter Reiki & Reflexology Teaching Centre	NSW
The Rainbow Health Centre	NSW
The Register of Acupuncture & Traditional Chinese Medicine Inc	NSW
The Royal Australian and New Zealand College of Radiologists	NSW
The Thoracic Society of Australia and New Zealand Inc	NSW
The Twin Lakes Medical Centre	NSW
The Way College of Oriental Therapies & Bodywork	NSW
The Yoga Place	NSW
Training Beyond 2000 Pty. Ltd.	NSW
Western Sydney Area Health Service	NSW
Westmead Hospital	NSW
Westmead Private Hospital	NSW
Wollongong Hospital	NSW
Worktrain Pty Ltd	NSW
YATAN Holistic Ayurvedic Centre	NSW
Yoga Synergy	NSW
ACAud	NSW
Advanced Prosthetic Centre	NSW
Allied Health Service Hunter Area Health Wallsend Campus	NSW
Anabinical Pathology, SWAPS	NSW
Australasian Dispensing Opticians Association & Guild of Dispensing Opticians (Aust) Ltd	NSW
Australian Association of Neurologists	NSW
Australian Council on Healthcare Standards	NSW
Australian Liquor Hospitality Miscellaneous Workers Union	NSW
Australian Orthopaedic Association	NSW
Australian Society of Anaesthetists	NSW
Bayley Consulting Pty Ltd	NSW
Brisbane Water Private Hospital	NSW
Clinical Measurement Department Blacktown Hospital	NSW
Dept. of Forensic Medicine	NSW
Camperdown Sleep Investigation Centre	NSW
Cardiac Society of Australia and New Zealand	NSW
Central Coast Area Health Service	NSW
Central Coast Health	NSW
Central Coast Health c/- Echo Lab - Gosford Hospital	NSW
Central Coast Health Pathology	NSW
Central Sydney Area Health Service c/- Orthotic Dpt. QEII IRD Building, Level A	NSW

Organisation	State
Westmead Hospital Clinical Measurement Department	NSW
Community & Public Sector Union CPSU (SPSF)	NSW
Community Nurse Audiometrists Association Inc	NSW
Concord Hospital	NSW
Cumberland College	NSW
Hawkesbury District Health Services	NSW
Northern Ku-ring-gai Hospital and Community Health Services, Department of Audiology	NSW
Health Information Management Association of Australia	NSW
Hornsby Sleep Disorders Centre	NSW
HREA The Health Research Employees' Association	NSW
Hunter Area Pathology Service	NSW
John Hunter Hospital, Hunter Area Pathology Service	NSW
Hunter Institute of TAFE	NSW
Hunters Hill Private Hospital	NSW
Hyperbaric Medicine Unit, Prince of Wales Hospital	NSW
Illawarra Private Hospital	NSW
Liverpool Hospital	NSW
Mansfield Pathology	NSW
Manufacturing Learning Australia	NSW
Mater Misericordiae Hospital	NSW
Mayne Pathology	NSW
National Wholesale Retail & Associated Personal Services - WRAPS	NSW
Newcastle Sleep Disorders Centre	NSW
Newcastle Sleep Unit - Royal Newcastle Hospital	NSW
Newcastle University	NSW
North Shore Private Hospital	NSW
NSW Community Services & Health Industry Training Advisory Body	NSW
NSW Department of Community Services	NSW
NSW Health Department	NSW
NSW Nurses Association	NSW
NSW Operating Theatre Association	NSW
NSW Optical Dispensers Licensing Board	NSW
Plans and Policy, Headquarters Training Command - Army	NSW
Plaster Room, Royal North Shore Hospital	NSW
Port Macquarie Base Hospital	NSW
Prince of Wales Private Hospital	NSW
Respiratory Investigation Unit, Central Coast Area Health Service	NSW
Respiratory Physician Medical Centre	NSW
Royal Australasian College of Physicians	NSW
Royal Australian & New Zealand College of Opthalmologists	NSW
Royal College of Pathologists	NSW
Royal College of Pathologists of Australia, Dept. Forensic Medicine	NSW
Royal House Sydney Community Health Complex	NSW
Royal North Shore Hospital	NSW
SEALS Pathology	NSW
Sonic Pathology	NSW
South Western Area Pathology Service, Liverpool Hospital	NSW
South Western Sydney Area Health Service	NSW
Spastic Centre of NSW	NSW
Spotless Services Ltd	NSW
St George Private Hospital	NSW
St Lukes Hospital Complex	NSW
St Vincents Private Hospital	NSW
Strathfield Private Hospital	NSW
Sydney Adventist Hospital	NSW
Sydney Cardiology Group	NSW
Sydney Children's Hospital, Physiotherapy Dpt	NSW
Sydney Imaging Group	NSW
Sydney Institute of TAFE	NSW
Sydney IVF Pty Limited	NSW
The Australian Orthotic/Prosthetic Association NSW Branch (AOPA)	NSW
The Eye Institute	NSW
The Hills Private Hospital	NSW

Organisation	State
The Thoracic Society of Australia and New Zealand Inc	NSW
Western Sydney Area Health Service	NSW
Westmead Hospital	NSW
Westmead Private Hospital	NSW
Wollongong Hospital	NSW
Alice Springs Hospital	NT
AMSANT	NT
Batchelor Institute College	NT
Danila Dilba Medical Service	NT
Darwin Private Hospital	NT
Dept of Health and Community Services	NT
Health & Relaxation Centre	NT
Human Services Training Advisory Council Inc	NT
Maggie Rutherford & Assoc.(NT) Pty Ltd	NT
Moondai Enterprises	NT
Northern Rehabilitation Network	NT
Northern Territory Health	NT
Pharmacy Department, Royal Darwin Hospital	NT
Royal Darwin Hospital	NT
St John Ambulance Australia (NT) Inc	NT
Territory Health	NT
THS - RDH	NT
TIWI Health Board	NT
Darwin Private Hospital	NT
Dept of Health and Community Services	NT
Human Services Training Advisory Council Inc	NT
Royal Darwin Hospital	NT
Royal Darwin Hospital, Pathology	NT
Australian Institution of Ayurvedic	NZ
CBH	OLD
Australian Society of Anaesthetic Technicians	QLD
AAPA Inc Qld	QLD
Aborigines & Islanders Alcohol Relief Service Ltd	QLD
Alcohol and Drug Service	QLD
Allamanda Private Hospital	QLD
Alumni Association of Natural Medicine Pracitioners	QLD
AOTA Nambour Hospital	QLD
Aromatherapy College of Australia	QLD
Atherton Hospital	QLD
Audiology Department	QLD
Australasian Reiki Seminars	QLD
Australian & New Zealand Society of Respiratory Science Inc. - Princess Alexandria Hospital	QLD
Australian Acupuncture & Chinese Medicine Association	QLD
Australian Aromatherpaists Association	QLD
Australian Association of Professional Homoeopaths	QLD
Australian Ayurvedic Practitioners Association Inc	QLD
Australian College of Ambulance Professionals	QLD
Australian Complementary Therapists Unite (A.C.T.U.)	QLD
Australian Institute of Advanced Homoeopathy	QLD
Australian Institute of Applied Science	QLD
Australian Institute of Kinesiologists Ltd.	QLD
Australian Institute of Medical Scientists	QLD
Australian National Training Authority - ANTA	QLD
Australian Orthopaedic Technicians Association	QLD
Australian Orthotic Prosthetic Association	QLD
Australian Pathology Services Pty limited Wesley Medical Centre	QLD
Australian Services Union	QLD
Australian Workers' Union Qld Branch	QLD
Baillie Henderson Hospital	QLD
Biloela Hospital	QLD
Blue Care	QLD
Bullivants Natural Health Products	QLD
Mortuary Prince Charles Hospital	QLD
Cairns Base Hospital	QLD
Calvary Hospital Sleep Unit	QLD
CATSIN	QLD
Central Sterile Supply Dept.Royal Children's Hospital	QLD
Clinical Measurements, Logan Hospital	QLD
Communicable Diseases Unit, Queensland Health	QLD
Community Health Service	QLD

Organisation	State
Cooloola Community Private Hospital	QLD
Cooroy Acupuncture & Herbal Clinic	QLD
Corporate Services Toowoomba Hospital	QLD
Creative Health Institute	QLD
Cunningham Centre	QLD
Dalby Health Service	QLD
Dept. Pathology Rockhampton Hospital	QLD
DETIR	QLD
Diversional Therapy Association of Qld Inc	QLD
Edmonton Community Health	QLD
Employee Relation Toowoomba Hospital	QLD
Ethnic Community Council of Queensland	QLD
Eventide Home - Rockhampton Health service district	QLD
Ganesh Homoeopathics / Interim Committee for Australaian Homoeopathic Standards (ICAHS)	QLD
Gladstone Hospital	QLD
Gold Coast Hospital	QLD
Gold Coast Institute of TAFE	QLD
Gold Coast Sleep Disorders Clinic	QLD
Goondiwindi Health Services	QLD
Greenslopes Private Hospital - Anaesthetics Dept.	QLD
Greenslopes Private Hospital - Neurology Dept.	QLD
Greenslopes Private Hospital - Respiratory Dept.	QLD
Greenslopes Sleep Laboratory Chest Clinic	QLD
HCoA Hospitals (Qld)	QLD
Health Schools Australia	QLD
Homoeopathic Education & Research Association	QLD
In Harmony Traders	QLD
Interim Ambulance Education Council	QLD
International Federation of Aromatherapists	QLD
International Institute for Total Mind-Body Integration	QLD
Ipswich Hospital	QLD
James Cook University	QLD
Jimboomba Child Care Centre	QLD
John Flynn Hospital & Medical Centre	QLD
John Tonge Centre	QLD
Kambu Medical Centre	QLD
Lake Weyba Centre	QLD
Learning and Development Team - Mayne Health	QLD
Logan Hospital	QLD
Lower Gulf College	QLD
Mareeba Hospital	QLD
Mater Hospitals Services Brisbane P/L Lung Function Lab	QLD
Mater Laboratory Services c/- Mater Hospital	QLD
Mater Misercordiae Public Hospital	QLD
Mater Private Sleep Unit	QLD
Monash IVF Gold Coast Fertility Centre	QLD
Neurosensory Unit	QLD
Neurosurgical Society of Australasia Inc	QLD
Noosa Hospital	QLD
North West Hospital Sleep Unit	QLD
Northside Pathology	QLD
Occupational Therapy Clinical Support Services	QLD
Office of Hearing Services	QLD
Organisational Improvement Unit	QLD
PA Hospital	QLD
Pan Harmony	QLD
Pathology Collection Dpt, Queensland Medical Laboratory	QLD
Pathology Dept. Townsville General Hospital	QLD
Physiotherapist Department Clinical Support Services	QLD
Pindara Lung Function Laboratory	QLD
Pioneer Valley Hospital Sleep Unit	QLD
Prince Charles Hospital	QLD
Prince Charles Hospital Respiratory Unit	QLD
Princess Alexandra Hospital & District Health Service	QLD
Private Hospitals Assn - Toowong Private Hospital	QLD
Private Resource Writer & Training Consultant	QLD
QAMT Qld	QLD
QEII Hospital Health Service District	QLD
QHPS Laboratory Toowoomba Base Hospital	QLD

Organisation	State
QINS Endeavour - ATMS Representative	QLD
Qld Aboriginal and Islander Health Forum	QLD
Qld Allied Health Professionals	QLD
Qld Ambulance Service	QLD
Qld Community Services and Health Industries Training Council Inc	QLD
Qld Health	QLD
Qld Health (Pathology and Scientific Services)	QLD
Qld Health Biomedical Technology Services	QLD
QLD Medical Labs.	QLD
Qld Sleep Disorders Unit	QLD
QPSU	QLD
Queensland Ambulance Service	QLD
Queensland Operating Theatre Assistants Association (QOTAA)	QLD
Queensland University of Technology QUT	QLD
Redcliff - Cabooldene Health Service District	QLD
Reiki College International	QLD
Relexology Association of Australia QLD Inc	QLD
Rockhampton Hospital	QLD
Royal Brisbane Hospital	QLD
Royal Brisbane Hospital - Central Pharmacy	QLD
Royal Brisbane Hospital - Neurology Unit/Clinic	QLD
Royal Children's Hospital Respiratory Unit	QLD
Royal Children's Hospital, Anaesthetic Department	QLD
Rural Health Traning Unit - Rockhampton District	QLD
Save Training	QLD
Sleep Investigations Unit - The Prince Charles Hospital	QLD
South Burnett Health Service District Kingaroy General Hospital	QLD
Southbank Institute of TAFE	QLD
Southern Downs Health Service District	QLD
Speech Pathology Clinical Support Services	QLD
St Andrews Hospital	QLD
St Andrews Hospital Sleep Unit Toowoomba	QLD
St Andrew's War Memorial Hospital Brisbane	QLD
St Andrews War Memorial Private Hospital	QLD
Stafford Dental Clinic	QLD
Sullivan Nicolaides Pathology	QLD
Sunnybank Private Hospital - Sleep Unit	QLD
Support Services Reform Division - Queensland Health	QLD
TAFE QLD - Product Support Unit	QLD
Talking Scents Natural Therapies	QLD
The Prince Charles Hospital	QLD
The Princess Alexandra Sleep Unit	QLD
The Royal Australian College of General Practitioners	QLD
The Wesley Centre for Hyperbaric Medicine	QLD
The Wesley Hospital	QLD
Thoraic Medicine Dpt, Royal Brisbane Hospital	QLD
Toowoomba Health Service District	QLD
Top Training Services	QLD
Training Package Taskforce - Qld DETIR	QLD
Tropical Health Program Medical School	QLD
Uniting Care	QLD
Wellness Care Australia	QLD
Wesley Hospital Sleep Unit	QLD
Workplace Education Pty Ltd	QLD
Yangula Centre Central Zone Rural Health Unit	QLD
Yoga Qld	QLD
- Aust/NZ College of Anaesthetists - Australian Society of Anaesthetists - Australian Society of Anaesthetic Technicians - South East Qld Anaesthetic Technicians Education Group	QLD
Allamanda Private Hospital	QLD
AOTA Nambour Hospital	QLD
Audiology Department	QLD
Australian & New Zealand Society of Respiratory Science Inc. - Princess Alexandria Hospital	QLD
Australian Association of Professional Homoeopaths	QLD
Australian National Training Authority - ANTA	QLD
Australian Orthopaedic Technicians Association	QLD
Australian Orthotic Prosthetic Association	QLD

Organisation	State
Australian Orthotics/Prosthetics Association	QLD
Australian Pathology Services Pty limited Wesley Medical Centre	QLD
Australian Services Union	QLD
Australian Workers' Union Qld Branch	QLD
Mortuary Prince Charles Hospital	QLD
Mortuary Prince Charles Hospital	QLD
Mark Beeman (see entry for Mark Beeman)	QLD
Calvary Hospital Sleep Unit	QLD
Logan Hospital Clinical Measurements	QLD
Rockhampton Hospital Pathology Dept.	QLD
DETIR	QLD
Gold Coast Sleep Disorders Clinic	QLD
Greenslopes Private Hospital	QLD
Greenslopes Private Hospital - Anaesthetics Dept.	QLD
Greenslopes Private Hospital - Neurology Dept.	QLD
Greenslopes Private Hospital - Respiratory Dept.	QLD
Princess Alexandra Hospital	QLD
Greenslopes Sleep Laboratory Chest Clinic	QLD
Ipswich Hospital	QLD
John Flynn Hospital & Medical Centre	QLD
John Tonge Centre	QLD
Learning and Development Team - Mayne Health	QLD
Logan Hospital	QLD
Mater Hospitals Services Brisbane P/L	QLD
Mater Laboratory Services c/- Mater Hospital	QLD
Mater Private Sleep Unit	QLD
Mater Public Hospitals	QLD
Monash IVF Gold Coast Fertility Centre	QLD
Neurosensory Unit	QLD
Neurosurgical Society of Australasia Inc	QLD
Noosa Hospital	QLD
North West Hospital Sleep Unit	QLD
Northside Pathology	QLD
Pathology Collection Dpt, Queensland Medical Laboratory	QLD
Pathology Dept. Townsville General Hospital	QLD
Pindara Lung Function Laboratory	QLD
Pioneer Valley Hospital Sleep Unit	QLD
Prince Charles Hospital	QLD
Prince Charles Hospital Respiratory Unit	QLD
Princess Alexandra Hospital	QLD
Princess Alexandra Hospital & District Health Service	QLD
Private Hospitals Assn - Toowong Private Hospital	QLD
QE II Hospital	QLD
QEII Hospital and District Health Service	QLD
QHPS Laboratory Toowoomba Base Hospital	QLD
Qld Community Services and Health Industries Training Council Inc	QLD
Qld Health	QLD
Qld Health (Pathology and Scientific Services)	QLD
Qld Health Biomedical Technology Services	QLD
Qld Health Pathology Service	QLD
QLD Health Pathology Service Anatomical Pathology	QLD
Qld Health Pathology Service	QLD
QLD Medical Labs.	QLD
Qld Sleep Disorders Unit	QLD
QPSU	QLD
Queensland Health	QLD
Gold Coast Hospital Pathology Service	QLD
Queensland Medical Laboratory	QLD
Redcliffe Hospital	QLD
Royal Brisbane Hospital - Central Pharmacy	QLD
Royal Brisbane Hospital - Neurology Unit/Clinic	QLD
Royal Children's Hospital Respiratory Unit	QLD
Royal Children's Hospital, Anaesthetic Department	QLD
Royal College of Pathologists, Sullivan Nicolaides	QLD
Sleep Investigations Unit - The Prince Charles Hospital	QLD
St Andrews Hospital Sleep Unit Toowoomba	QLD
St Andrews War Memorial Private Hospital	QLD
Stafford Dental Clinic	QLD
Sullivan Nicolaides Pathology	QLD
Sunnybank Private Hospital - Sleep Unit	QLD

Organisation	State
Support Services Reform Division - Queensland Health	QLD
TAFE QLD - Product Support Unit	QLD
The Australian National Training Authority - ANTA	QLD
The Prince Charles Hospital	QLD
The Princess Alexandra Sleep Unit	QLD
The Wesley Centre for Hyperbaric Medicine	QLD
The Wesley Hospital	QLD
Thoraic Medicine Dpt, Royal Brisbane Hospital	QLD
Toowoomba District Health Service	QLD
Toowoomba Health Service District	QLD
Uniting Care	QLD
Wesley Hospital Sleep Unit	QLD
Workplace Education Pty Ltd	QLD
Port Pirie Regional Health Service Inc	S.A
Aboriginal Health Council of South Australia	SA
Aboriginal Primary Health Care, Adelaide Institute	SA
Adelaide Clinic	SA
Adelaide Community Health Care Alliance Inc.	SA
Adelaide Community Healthcare Alliance Inc	SA
Adelaide Training College of Complementary Medicine	SA
Ambulance Employees Association (South Australia)	SA
Anaesthetics Nursing Dpt, First Floor Theatres, Queen Elizabeth Hospital	SA
Anatomical Pathology SouthPath	SA
Ashford Community Hospital	SA
Association of Traditional Health Practitioners Inc	SA
ATSIPTAC	SA
Australian Association of Exercise and Sports Science c/- Centre for Physical Activity in Ageing Hampstead Rehabilitation Centre	SA
Australian Committee of Natural Therapies Inc	SA
Australian Homoeopathic Association	SA
Australian Liquor, Hospitality and Miscellaneous Workers Union	SA
Australian National Therapists Association	SA
Australian Register of Homoeopaths	SA
Ayurveda Clinic Adelaide & Australian School of Advanced Medicine	SA
Ayurvedic Acupuncture Association	SA
Ayurvedic Health Care Centre of SA	SA
Brauer Natural Medicine	SA
Burnside War Memorial Hospital Inc	SA
c/ Orthopaedic Outpatients, Womens & childrens Hospital	SA
c/- Theatre, Lyell McEwen Health Service	SA
Calvary Hospital	SA
Calvary Hospital	SA
Community Services & Health ITAB of SA	SA
Community Services and Health ITAB of SA	SA
Crippled Children's Association - Regency Park Rehab. Engineering	SA
Crippled Children's Association - Regency Park Rehab. Engineering	SA
CT Howes Pty Ltd	SA
DASC/National Centre of Excellence in Training in Addictions	SA
Department Human Services	SA
Department of Education, Training and Employment	SA
Department of Human Services	SA
Department of Human Services	SA
Department of Human Services	SA
DETE VET Quality Branch	SA
Dietitians Association of Australia c/- Nutrition and Food Services, Royal Adelaide Hospital	SA
Dietitians Association of Australia c/- Nutrition and Food Services, Royal Adelaide Hospital	SA
Disabled People International	SA
Douglas Mawson Institute of TAFE	SA
Drug and Alcohol Nurses of Australasia	SA
Federation of Natural & Traditional Therapists	SA

Organisation	State
Flinders Medical Centre	SA
Flinders Medical Centre	SA
Flinders Medical Centre, c/- Flinders Park Medical Centre	SA
Flinders Medical Centre, Respiratory Unit	SA
Flinders Private Hospital	SA
Forensic Science Centre/Australian Forensic Mortuary Managers Assoc (AFMMA)	SA
Fullurton Luthern Nursing Home	SA
Gawler Health Service	SA
Gribbles Pathology	SA
Griffith Rehabilitation Hospital	SA
Hampstead Rehabilitation Centre	SA
Henley Grange Naturopathic Clinic	SA
Homoeopathic Industry Reference Group	SA
IMVS	SA
Institute of Medical and Veterinary Science	SA
Julia Farr Services	SA
Kaylene Kranz & Assoc.	SA
LHMU	SA
Lyell McEwin Health Service	SA
Masonic Homes Inc	SA
Mercy Hospital	SA
Modbury Public Hospital	SA
Mount Gambier & Districts Health Service	SA
Mount Gambier Private Hospital Inc.	SA
Murray Mudge Nursing Home	SA
Naturopathic Practitioners Association Inc	SA
Noarlunga Health Service	SA
North Western Adelaide Health Service	SA
Nursing Care Services	SA
NWAHS, The Queen Elilzabeth Hospital	SA
Pharmacy Board of SA	SA
Plaster Room, Orthotics Dpt, Flinders Medical Centre	SA
PMRTS SA	SA
Port Lincoln Health Service	SA
Public Service Association of SA	SA
Queen Elizabeth Hospital, Orthapaedics	SA
Repatriation General Hospital	SA
Resthaven Inc	SA
Royal Adelaide Hospital	SA
SA Ambulance Service	SA
SA Massage Therapy Association	SA
SA Reiki Healing and Teaching Centre Inc.	SA
Sole Practitioner	SA
South Australian Employers Federation	SA
South Australian Health Education Centre	SA
South Australian Optical Dispensers Registration Committee	SA
St Andrews Hospital Inc	SA
The Memorial Hospital Inc	SA
The Queen Elizabeth Hospital - Dialysis Area	SA
Thoracic Society of Australia & NZ C/- Respiratory Dpt, Queen Elizabeth Hospital	SA
Wakefield Hospital	SA
Western Dom Care	SA
Women and Children's Hospital	SA
Woodville Naturopathic Clinic	SA
Adelaide Clinic	SA
Adelaide Community Healthcare Alliance Inc	SA
Anaesthetics Nursing Dpt, First Floor Theatres, Queen Elizabeth Hospital	SA
Anatomical Pathology SouthPath	SA
Ashford Community Hospital	SA
Australian Association of Exercise and Sports Science Centre for Physical Activity in Ageing Hampstead Rehabilitation Centre	SA
Australian Liquor, Hospitality and Miscellaneous Workers Union	SA
Burnside War Memorial Hospital Inc	SA
Orthopaedic Outpatients, Womens & childrens Hospital	SA

Organisation	State
Theatre, Lyell McEwen Health Service	SA
Calvary Hospital	SA
Community Services and Health ITAB of SA	SA
Crippled Children's Association - Regency Park Rehab. Engineering	SA
Department Human Services	SA
Department of Human Services	SA
DETE VET Quality Branch	SA
Dietitians Association of Australia c/- Nutrition and Food Services, Royal Adelaide Hospital	SA
Flinders Medical Centre	SA
Flinders Medical Centre, c/- Flinders Park Medical Centre	SA
Flinders Medical Centre, Respiratory Unit	SA
Flinders Private Hospital	SA
Forensic Science Centre/Australian Forensic Mortuary Managers Assoc (AFMMA)	SA
Gribbles Pathology	SA
Griffith Rehabilitation Hospital	SA
IMVS	SA
IMVS HR Dpt.	SA
Institute of Medical and Veterinary Science	SA
Julia Farr Services	SA
LHMU	SA
Lyell McEwin Health Service	SA
Masonic Homes Inc	SA
Mercy Hospital	SA
Modbury Public Hospital	SA
Mount Gambier & Districts Health Service	SA
Mount Gambier Private Hospital Inc.	SA
Neurology 5C	SA
Pharmacy Board of SA	SA
Plaster Room, Orthotics Dpt, Flinders Medical Centre	SA
Public Service Association of SA	SA
Queen Elizabeth Hospital, Orthapaedics	SA
Repatriation General Hospital	SA
Royal Adelaide Hospital	SA
South Australian Employers Federation	SA
South Australian Optical Dispensers Registration Committee	SA
St Andrews Hospital Inc	SA
The Memorial Hospital Inc	SA
Thoracic Society of Australia & NZ	SA
Wakefield Hospital	SA
Women and Children's Hospital	SA
Womens and Childrens Hospital Cardiology Dpt	SA
Audent Pty Ltd	TAS
Australian Dental Prosthetists Association	TAS
Australian National Association for Mental Health	TAS
Australian Nursing Federation (Tas)	TAS
Australian Salaried Medical Practitioners Society (TSMPS)	TAS
Calvary Health Care Tasmania	TAS
Calvary Hospital	TAS
CPSU Tasmania	TAS
Department of Health & Human Services	TAS
HACSU (Health and Coomunity Services Union - Tas)	TAS
HACSU Ambulance Employees Sub-Branch	TAS
Health Balance Clinic	TAS
Island Group Training	TAS
Launceston General Hospital	TAS
Launceston General Hospital, Pathology Department	TAS
Marist Regional College	TAS
North West Pathology (Consultant Pathology Pty Ltd - Diagnostic Services Pty Ltd)	TAS
Office of Post Compulsory Education and Training	TAS
Organic Mechanics - Mobile Massage Therapies	TAS
Royal Hobart Hospital	TAS
Royal Hobart Hospital c/- Neurophysiology Dpt	TAS
Tasmania Massage Therapists Association	TAS
Tasmanian Aboriginal Centre	TAS
Tasmanian Ambulance Service	TAS
Tasmanian Community, Property and Health Services	TAS

Organisation	State
Training Advisory Board Inc	
Audent Pty Ltd	TAS
Australian Nursing Federation	TAS
Australian Nursing Federation (Tas)	TAS
Australian Salaried Medical Practitioners Society (TSMPS)	TAS
Calvary Health Care Tasmania	TAS
Calvary Hospital	TAS
CPSU Tasmania	TAS
Department of Health and Human Services	TAS
HACSU (Health and Coomunity Services Union - Tas)	TAS
Launceston General Hospital	TAS
North West Pathology	TAS
Royal Hobart Hospital	TAS
Royal Hobart Hospital c/- Neurophysiology Dpt	TAS
Tasmanian Community, Property and Health Services Training Advisory Board Inc	TAS
ADF Dental School	VIC
Advanced Kinesiology Association	VIC
Alfred Hospital	VIC
Alliance of Chinese Medicine Associations	VIC
ALT Health Services Training	VIC
AMTA Vic	VIC
ANF (VB)	VIC
ANPA	VIC
AORTA - Australian Operating Room Technicians Association	VIC
Army Logistic Training Centre Bandiana North	VIC
ASTA (Australian Sleep Technologists Association)	VIC
Audiological Society of Australia	VIC
Austin & Repat Medical Centre	VIC
Austin Hospital	VIC
Australasian Podiatry Council	VIC
Royal Womens and Childrens Hospital	VIC
Australian and New Zealand College of Anaesthetists	VIC
Australian Association of Occupational Therapists	VIC
Australian Association of Social Workers	VIC
Australian Ayurvedic Practitioners Association	VIC
Australian Chinese Medicine Education & Research Council Ltd	VIC
Australian College of Massage & Natural Therapies	VIC
Australian College of Natural Medicine - Melbourne	VIC
Australian Hospital Care Limited	VIC
Australian Institute of Medical and Biological Illustration c/- Royal Victorian Eye & Ear Hospital	VIC
Australian Institute of Professional Counsellors	VIC
Australian Institute of Purchasing and Materials	VIC
Australian Institute of Radiography	VIC
Australian Kinesiology Association	VIC
Australian Natural Therapists Association	VIC
Australian Nurses Acupuncture Association	VIC
Australian Orthoptic Board	VIC
Australian Orthotic and Prosthetic Association	VIC
Australian Physiotherapy Association	VIC
Australian Pilates Method Association	VIC
Australian Psychological Society Ltd	VIC
Australian Shiatsu College (Vic)	VIC
Australian Society of Anaesthetic Technicians	VIC
Barwin South Western Region	VIC
Bendigo Health Care Group	VIC
Bendigo Regional Institute of TAFE	VIC
Better Hearing Australia	VIC
Bowen Therapists Federation of Australia	VIC
Box Hill Hospital	VIC
Brotherhood of St Laurence	VIC
Central Gippsland Health Service	VIC
Centre Community Services & Health, Gordon Institute of TAFE	VIC
Centre for Ambulance and Paramedical Studies Monash University - Peninsular	VIC
City of Ballarat	VIC
College of Traditional Chinese Medicine	VIC

Organisation	State	Organisation	State
Confederation of Massage & Myotherapists Australia	VIC	Othothotic Prosthetic Centre	VIC
Consultant - WA Health Nutrition	VIC	Otway Health & community Services	VIC
CORA - Conference of Regulating and Registration Authorities of Dental Technicians and Dental Prosthetists	VIC	Peter MacCallum Institute	VIC
		Pharmacists Branch of the Association of Professional Engineers, Scientists and Managers, Australia	VIC
Council on the Ageing (Australia) National	VIC	Pharmacy Board of Vic	VIC
D.H.S Gippsland	VIC	Pharmacy, Royal Children's Hospital	VIC
Dandenong Hospital	VIC	PRN Nurses	VIC
Dental Health Services victoria	VIC	RAAF Williams Laverton	VIC
Department of Human Services Vic	VIC	RDHM/HP&R	VIC
Division of Laboratory Services Women's & Children's Health	VIC	Reflexology Association of Australia (Vic)	VIC
		Regional Training Centre for Emotional & Spiritual Wellbeing - VACCHO	VIC
Dorevitch Pathology	VIC	Return to Stillness	VIC
E.S.T.T. College of Natural Medicine	VIC	Royal Australian College of Medical Administrators c/- Corrs Chambers	VIC
Emerald Hill Clinic	VIC		
Epworth Hospital	VIC	Royal Children's Hospital	VIC
Federation Health	VIC	Royal Melbourne Hospital	VIC
Federation of Chinese Medicine & Acupuncture Societies of Australia	VIC	Royal Talbot Rehabilitation Centre	VIC
		Royal Women's Hospital	VIC
Federation of Natural and Traditional Therapists Ltd	VIC	Rural Ambulance Service Victoria	VIC
First Intervention	VIC	Shiatsu Australia Education Centre	VIC
Freemasons Hospital Medical Centre	VIC	Shiatsu Therapy Association of Australia	VIC
Gambro Pty Ltd	VIC	Society of Hospital Pharmacists of Australia	VIC
Geelong Hospital	VIC	Speech Pathology Association of Australia	VIC
Harmony Chinese Medical Centre	VIC	St John of God Health Care	VIC
Health Care of Australia (HCoA)	VIC	St Kilda Yoga School	VIC
Health Professions Council of Australia	VIC	St Vincent's and Mercy Private Hospital	VIC
Health Services Union of Australia	VIC	St. Vincent's Hospital	VIC
Healthscope Limited	VIC	Sunraysia Private Nursing Home	VIC
Hearing Aid Audiometrist Society of Australia	VIC	Swinburne University of Technology	VIC
Hitech Pathology	VIC	The Alfred Hospital	VIC
Homoeopathic Education and Research Association	VIC	The Australian Society for Microbiology Inc	VIC
HSUA Victoria	VIC	The Geelong Private Hospital	VIC
IFA - Aromatherapy	VIC	The Murray School of Massage Therapies	VIC
Industrial Relations Manager	VIC	The Society of Clinical Masseurs Inc	VIC
Input Pty Ltd	VIC	Traditional Chinese Medicine of China Society of Aus	VIC
Institute of Hospital Catering	VIC	Transformations	VIC
IRMA Vic - Myotherapy	VIC	Vic Community Services and Health ITB	VIC
John Fawkner Private Hospital	VIC	Victoria University	VIC
Kangan Batman TAFE	VIC	Victorian Association of Health & Extended Care	VIC
Knox Private Hospital	VIC	Victorian College of Healthcare Education	VIC
LHMU - Ambulance Employees Australia (Vic)	VIC	Victorian Department of Human Services	VIC
Maharishi Vedic College	VIC		
Massage Association of Australia	VIC	Victorian Hospitals Industrial Association	VIC
Mayne Hospitals	VIC	Victorian Institute of Forensic Pathology	VIC
Mayne Nickless Pathology	VIC	Warringal Private Hospital	VIC
Melbourne Diagnostic Imaging Group	VIC	Werribee Mercy Hospital	VIC
Melbourne Institute of Massage Therapy	VIC	Wesley Mission Melbourne	VIC
Melbourne IVF	VIC	Western District Health Service	VIC
Melbourne Pathology	VIC	Western Hospital	VIC
Melbourne Private Hospital	VIC	Wodonga Regional Health Service	VIC
Mental Health Foundation of Australia	VIC	Women's and Children's Health	VIC
Mercy Hospital for Women	VIC	Yoga Teachers Association Inc	VIC
Mercy Private Hospital	VIC	Alfred Hospital	VIC
Metropolitan Ambulance Service Victoria	VIC	AORTA - Australian Operating Room Technicians Association	VIC
Mountain District Private Hospital	VIC		
Murray College of Health Education	VIC	Army Logistic Training Centre Bandiana North	VIC
NASC-Traditional Chinese Medicine, Victoria Uni	VIC		
National Council of Massage and Allied Health Practitioners	VIC	ASTA (Australian Sleep Technologists Association)	VIC
National Herbalists Association of Australia	VIC	Audiological Society of Australia	VIC
Neurophysiological Sciences Society of Australia c/- Clinical Neurophysiology, St Vincents Hospital	VIC	Austin & Repat Medical Centre	VIC
		Austin Hospital	VIC
North Western Health Mental Health Program	VIC	Austin Hospital - Repat Campus	VIC
		Austin/Repat	VIC
Northern Hospital	VIC	Australasian Podiatry Council	VIC
Northern Melbourne Institute of TAFE	VIC	Australasian Society of Anaesthesia Technicians c/- Dpt Anaesthsia, Royal Womens and Childrens Hospital	VIC
Office of Hearing Services - MDP115	VIC		
Optometrists Association Australia	VIC		
Orthoptic Association of Australia Inc c/- Royal Victorian Eye and Ear Hospital	VIC	Australian and New Zealand College of Anaesthetists	VIC
		Australian Association of Social Workers Royal Talbot Rehab Centre	VIC
OT Australia c/- Hospital Support Unit Royal Children's Hospital	VIC		
		Australian Institute of Medical and Biological	VIC

Organisation	State
Illustration c/- Royal Victorian Eye & Ear Hospital	
Australian Institute of Radiography	VIC
Australian Nurses Federation (Federal Office)	VIC
Australian Orthoptic Board	VIC
Australian Orthotic and Prosthetic Association	VIC
Australian Orthotics & Prosthetics Association c/- Austin & Repatriation Medical Centre Royal Talbot Rehabilitation Centre	VIC
Australian Physiotherapy Association c/- Alfred Hospital	VIC
Australian Psychological Society Ltd c/- RMIT University School of Management	VIC
Australian Sleep Technologists Association (ASTA)	VIC
Australian Society of Anaesthetic Technicians	VIC
Better Hearing Australia	VIC
Box Hill Hospital	VIC
Central Gippsland Health Service	VIC
Dandenong Hospital	VIC
Department of Human Services Vic	VIC
Dorevitch Pathology	VIC
Epworth Hospital	VIC
Freemasons Hospital Medical Centre	VIC
Geelong Hospital	VIC
Health Professions Council of Australia	VIC
Health Services Union of Australia	VIC
Healthscope Limited	VIC
Hearing Aid Audiometrist Society of Australia	VIC
Hitech Pathology	VIC
HSUA Victoria	VIC
IFA - Aromatherapy	VIC
Industrial Relations Manager	VIC
John Fawkner Private Hospital	VIC
Kangan Batman TAFE	VIC
Knox Private Hospital	VIC
Mayne Hospitals	VIC
Mayne Nickless Pathology	VIC
Melbourne Diagnostic Imaging Group	VIC
Melbourne IVF	VIC
Melbourne Pathology	VIC
Melbourne Private Hospital	VIC
Mercy Hospital for Women	VIC
Mercy Private Hospital	VIC
Mountain District Private Hospital	VIC
Neurophysiological Sciences Society of Australia	VIC
North Western Health	VIC
Northern Hospital	VIC
Optometrists Association Australia	VIC
Orthoptic Association of Australia Inc	VIC
OT Australia	VIC
Othothotic Prosthetic Centre	VIC
Peter MacCallum Institute	VIC
Pharmacy Board of Vic	VIC
PRN Nurses	VIC
RAAF Williams Laverton	VIC
Royal Australian College of Medical Administrators	VIC
Royal Melbourne Hospital	VIC
Royal Talbot Rehabilitation Centre	VIC
Royal Women's Hospital	VIC
Society of Hospital Pharmacists of Australia	VIC
Speech Pathologists Association of Australia	VIC
St Vincent's and Mercy Private Hospital	VIC
Swinburne University of Technology	VIC
The Alfred Hospital	VIC
The Australian Institute Of Orthopaedic Technologists	VIC
The Australian Society for Microbiology Inc	VIC
The Geelong Private Hospital	VIC
Training Authority - Logistics	VIC
Vic Community Services and Health ITB	VIC
Victorian Department of Human Services	VIC
Victorian Hospitals Industrial Association	VIC
Victorian Institute of Forensic Medicine	VIC

Organisation	State
Victorian Institute of Forensic Pathology	VIC
Warringal Private Hospital	VIC
Werribee Mercy Hospital	VIC
Western District Health Service	VIC
Western Hospital	VIC
AMA Training Support	WA
ANTA - Association of Neurophysiological Technicians of Australia	WA
Armadale Health Service	WA
Arnica Holdings PL	WA
ATMS	WA
Australian Association of Clinical Biochemists	WA
Australian College of Natural Health Sciences	WA
Australian Dental Therapists Association Inc.	WA
Australian Feldenkrais Guild WA Inc	WA
Australian Institute of Holistic Medicine	WA
Australian Institute of Kinesiologists Ltd	WA
Australian Liquor Hospitality and Miscellaneous Workers Union - LHMWU	WA
Australian Massage and Myotherapy Institute	WA
Australian Medical Association.	WA
Australian Physiotherapy Association	WA
Australian Red Cross	WA
Ayurveda Awareness	WA
Barry Harwood Study Centre	WA
Beijing Acupuncture and Herbal Clinic	WA
Bethseda Hospital Inc.	WA
Brightwater Care Group Inc.	WA
Bunbury Health Service	WA
C/- Cancer Foundation of WA	WA
Cambridge Private Hospital	WA
Cancer Foundation	WA
Central Metropolitan College of TAFE	WA
Centre for Aboriginal Medical and Dental Health	WA
Challenger TAFE	WA
Chamber of Commerce and Industry WA	WA
Chinese Medical Foundation of WA	WA
Churches of Christ Homes and Community Services	WA
Community Services Health & Education Industry Training Council Inc (WA)	WA
Community Services Health & Education ITC	WA
Community Skills Training Centre	WA
Curtin University of Technology	WA
CY O'Connor College of TAFE	WA
Department of Health WA	WA
Department of Pharmacy, Royal Perth Hospital	WA
Department of Training and Employment	WA
East Pilbara Health Service	WA
Eastern Pilbara College of TAFE	WA
Family Planning Association of WA	WA
Federation of Chinese Medicine and Acupuncture Aust	WA
Freemantle Hospital	WA
Friends First	WA
Friends in Yoga Inc WA	WA
Fu's Chinese Herbal Clinic	WA
Future Fitness	WA
Geraldton Hospital	WA
Glengarry Hospital	WA
Great Southern Regional College of TAFE	WA
Gribbles Pathology, Perth Surgicentre	WA
Hands on Health	WA
HBF	WA
Health Department of WA	WA
Health Workforce Reform Division	WA
Hills Naturopath Centre	WA
Hollywood Private Hospital	WA
Homoeopathic Education Centre	WA
Hospital Salaried Officers Association	WA
J-Five Health Services	WA
Jojara Consultancy	WA
Joondalup Health Campus	WA
Kimberley Aboriginal Medical Service	WA

Organisation	State
Kimberley College of TAFE	WA
King Edward Memorial Hospital	WA
LHMU	WA
LifeCare Health Limited	WA
Mayne Health - Western Diagnostic Pathology	WA
Midwest Health Service	WA
Mount Hospital	WA
National Council of Massage & Allied Health Practitioners	WA
NMC Carine Campus	WA
Oceanic Institute of Homoeopathy	WA
Optical Dispensers Licensing, Environmental Health Branch, Department of Health	WA
PACD	WA
PathCentre	WA
Peel SW Division OF General Practice	WA
Perth Academy of Reflexology and Kinesiology	WA
Perth Hospital	WA
Perth Myotherapy Centre	WA
Perth Natural Medical Clinic	WA
Perth Naturopathic Clinic	WA
Perth Surgicentre	WA
POLLY Clinic - House of Natural Therapies	WA
Princess Margaret Hospital	WA
R.P.H. (Physio Dept.)	WA
Reflexology Association of Australia (WA) Inc	WA
Revesco Limited	WA
Royal Perth Hospital - Department of Anaesthesia	WA
Royal Perth Hospital - Shenton Park Campus	WA
Royal Perth Hospital Rehabilitation Engineering	WA
SCGH	WA
Sir Charles Gairdner Hospital	WA
Sir James McCusker Training Foundation	WA
South East Metropolitan College of TAFE	WA
South Metropolitan College of TAFE	WA
South Perth Naturopethic Clinic	WA
South West Regional College of TAFE	WA
Springmount House	WA
St John of God Health Care	WA
St John of God Pathology	WA
St Johns Ambulance Australia, WA Ambulance Service	WA
Sun Medical Equipment Centre	WA
Swan Healther Service	WA
The Society of Chinese Medicine and Acupuncture	WA
Undercliffe Hospital Complex	WA
WA AIDS Council	WA
WA School of Languages and Communication Studies	WA
WAACCHO	WA
West Australian School of Reflexology	WA
West Coast Bowen Clinic	WA
West Coast College of TAFE	WA
Western Diagnostic Pathology	WA
Women's and Children's Hospital	WA
Woodvale Private Hospital for Women	WA
Yerralla	WA
Youthfully Yours	WA
AMA Training Services	WA
ANTA - Association of Neurophysiological Technicians of Australia	WA
Armadale Health Service	WA
Australian Liquor Hospitality and Miscellaneous Workers Union - LHMWU	WA
Australian Massage and Myotherapy Institute	WA
Bethseda Hospital Inc.	WA
Cambridge Private Hospital	WA
Clinical Coders Society of Australia c/- St John of God Healthcare, Subiaco	WA
Community Services Health & Education Industry Training Council Inc (WA)	WA
Department of Health WA	WA
Royal Perth Hospital Department of Pharmacy	WA
Freemantle Hospital	WA

Organisation	State
Geraldton Hospital	WA
Glengarry Hospital	WA
Health Department of WA	WA
Health Workforce Reform Division	WA
Hollywood Private Hospital	WA
Hospital Salaried Officers Association	WA
Joondalup Health Campus	WA
King Edward Memorial Hospital	WA
LifeCare Health Limited	WA
Mayne Health - Western Diagnostic Pathology	WA
Mount Hospital	WA
Optical Dispensers Licensing, Environmental Health Branch, Department of Health	WA
Pathcentre	WA
Perth Hospital	WA
Perth Surgicentre	WA
Princess Margaret Hospital	WA
Revesco Limited	WA
Royal Perth Hospital - Department of Anaesthesia	WA
Royal Perth Hospital - Shenton Park Campus	WA
Royal Perth Hospital - Rehabilitation Engineering	WA
Royal Perth Hospital - Rehabilitation Engineering	WA
Royal Perth Hospital - Rehabilitation Engineering	WA
Sir Charles Gairdner Hospital	WA
St John of God Health Care	WA
St John of God Hospital, Murdoch	WA
St John of God Pathology	WA
Undercliffe Hospital Complex	WA
Western Diagnostic Pathology	WA
Woodvale Private Hospital for Women	WA
Therapeutic Clinic, Indian Board of Alternative Medicines	WEST BENGAL

Population Health

Organisation	State
Community Services	
Health Services Union of Australia (HSUA)	
Office of Fair Trading, Residential Services Accreditation Branch	
St Vincent's Hospital	
Tackling Business	
ACT Hepatitis C Council	ACT
Australian Divisions of General Practice	ACT
Sexual Health & Family Planning ACT	ACT
ACT Health	ACT
ACT Office of Training and Adult Education [ACT STA]	ACT
ANF	ACT
Australian Nursing Federation (ANF)	ACT
Commonwealth Dept. Health and Aged Care	ACT
Community and Education Training Council Inc	ACT
Community and Health Works ACT ITAB	ACT
Community Education & Training Relationship Australia	ACT
Community Health Promotion, ACT Community Care	ACT
Deakin University	ACT
Executive Officer Australian Hep C Council	ACT
Population Health, ACT Health	ACT
Workforce Information and Policy Branch, OATSIH	ACT
Workforce Policy & Planning Section OATSIH	ACT
Depart of Health & Ageing	Nat
Department of Health & Ageing - Office of Aboriginal and Torres Strait Islander Health (OATSIH)	Nat

Organisation	State
AHPA (National)	Nat
ANAPHI	Nat
Australian Association of Health Promotion Professionals	Nat
Australian Federation of AIDS Organisations	Nat
Australian Hepatitis C Council	Nat
Australian Indigenous Doctors' Association (AIDA)	Nat
Australian Institute of Environmental Health	Nat
Australian Local Government Training Ltd	Nat
Australian National Council on AIDS, Hep C & Related Diseases	Nat
Australian National Training Authority (ANTA)	Nat
Business Services Training Australia Ltd	Nat
Cancer Council	Nat
Cultural Research Education & Training Enterprise (CREATE) Australia	Nat
Department of Health and Ageing, Office of Aboriginal & Torres Strait Islander Health (OATSIH)	Nat
Health and Community Services Ministerial Advisory Council Secretariat	Nat
National Aboriginal Community Controlled Health Organisation (NACCHO)	Nat
National Breast Cancer Centre	Nat
National Centre for Health Promotion, Dept of Public Health & Community Medicine	Nat
National Food Industry Training Council Ltd	Nat
National Indigenous Environmental Health Forum	Nat
National Public Health Partnership Sub-Committee - SIGNAL	Nat
Nutrition Australia	Nat
Public Safety Industry Training Advisory Body	Nat
Public Service Education Training Australia	Nat
Rural Training Council of Australia Inc	Nat
Secretariat - National Expert Advisory Committee on Tobacco (NEACT)	Nat
Strategic Inter-Governmental Nutrition Alliance (SIGNAL)	Nat
VET Quality Branch	Nat
Action on Smoking and Health	NSW
AIDS/Infectious Diseases Branch	NSW
Diagnosis Pty Ltd	NSW
Far West Area Health Service	NSW
Greater Murray Area Health Service	NSW
Health Improvement, Population Health, Wentworth Area Health Service	NSW
Hughes-Castell Pty Ltd	NSW
Merryn Crawford Consulting	NSW
Northern Rivers Area Health Service	NSW
NSW Centre for Health Promotion - Health Promotion Strategies and Settings Branch, NSW Health	NSW
NSW Centre for Health Promotion - Tobacco and Health Branch, NSW Health	NSW
NSW Quitline	NSW
South West Population Health Unit, South West Area Health Service	NSW
Southern Area Health Service	NSW
Southern Cross University	NSW
Transcultural Mental Health Centre	NSW
Wentworth Area Health Service	NSW
Workforce Development, Mid North Coast Area Health Service	NSW

Organisation	State
Alliance of NSW Divisions	NSW
Aboriginal Health South Western Sydney AHS - Dept Community Paediatrics	NSW
Central Coast Area Health Service	NSW
Central Sydney Area Health Service	NSW
Centre for Epidemiology and Research NSW Health	NSW
Centre for Health Promotion - NSW Health	NSW
Centre for Health Promotion - Strategies & Settings	NSW
Centre for Research & Development NSW Health	NSW
CSAHS, Health Promotion	NSW
Department of Health & Ageing	NSW
Dept of Rural Health Broken Hill	NSW
Director Public Health Unit SAHS	NSW
Director, Health Promotion	NSW
Director, Population Health, Macquarie AHS	NSW
Faculty of Environmental Management	NSW
GMAHS Mental Health Promotion, Prevention and Early Intervention, South Western Sydney Area Health Service	NSW
Health Centre for Health Advancement	NSW
Health Promotion Unit, CSAHS	NSW
Health Promotion Unit, SWSAHS	NSW
Health Promotion, Illawarra Area Health Service	NSW
Health Promotion, New England Area Health Service	NSW
Hepatitis C Council of NSW	NSW
Human Capital Alliance Pty Ltd	NSW
Hunter Centre for Health Advancement	NSW
Illawarra Area Health Service	NSW
Macquarie Area Health Service	NSW
Manager, Workforce Development	NSW
Mid Western Area Health Service	NSW
National Population Health Partnership	NSW
Nepean Hospital - NSW	NSW
North Sydney Public Health Unit	NSW
Northern Sydney Public Health Unit	NSW
NSW Cancer Council	NSW
NSW Community Services & Health Industry Training Advisory Body	NSW
NSW Department of Education & Training	NSW
NSW Health	NSW
Population Health, Wentworth Area Health Service; Chair, NSW Health Promotion Directors' Network	NSW
Public Health Association Australia	NSW
Senior Health Promotion Officer	NSW
Senior Policy Analyst	NSW
South East Sydney Area Health Service	NSW
South West Sydney Area Health Service; President, NSW Branch - Australian Health Promotion Association	NSW
Southern NSW Public Health Unit	NSW
SWSAHS, University of NSW, Dept of General Practice	NSW
Sydney University	NSW
TAFE NSW	NSW
The Cancer Council NSW	NSW
University of NSW	NSW
University of Western Sydney	NSW
USQ	NSW
Western Sydney Area Health Service	NSW
Australasian Epidemiological Association	NT

Organisation	State
Batchelor Institute of Indigenous Tertiary Education	NT
Danila Dilba Aboriginal Health Centre	NT
Department of Health & Community Services (NT)	NT
HR Training & Consultancy	NT
Ngaanyatjarra Health Service	NT
NT Department of Health and Community Services	NT
Alice Springs Town Council	NT
Batchelor Institute	NT
Centre for Remote Health	NT
DEET	NT
Department of Employment, Education and Training (DEET) [NT STA]	NT
Department of Health - NT	NT
Department of Health and Community Services - NT	NT
Department of Health and Community Services (DHACS)	NT
Heart Foundation	NT
Human Services Training Advisory Council Inc (NT)	NT
Menzies School of Health	NT
Mt Isa Centre for Rural and Remote Health, Northern Territory University	NT
National Review of Indigenous Environmental Health Workers (on behalf of Environment Health Branch, Commonwealth Department of Health and Aged Care)	NT
NT Human Services Training Advisory Council	NT
Department of Employment, Education and Training (DEET)	NT/SA
Aboriginal and Torres Strait Islander Centre for Health Education and Training (ATSICHET)	QLD
Aboriginal Corporation (QATSIHWEPAC)	QLD
Department of Training and Employment	QLD
DETIR	QLD
Medical Missionary Training Institute	QLD
TAFE Queensland Research Development Unit	QLD
Townsville Health Service District	QLD
Australian Health Promotion Association	QLD
Australian Health Promotion Association/ Heart Foundation	QLD
Central Public Health Unit Network; Chair, National Indigenous Environmental Health Forum	QLD
Cooloola Sunshine Institute TAFE	QLD
Department of Employment & Training	QLD
Director QUT Queensland Centre for P.H.	QLD
Diversicare	QLD
Environmental Health Services Queensland	QLD
Ethnic Communities Council Queensland	QLD
Family Planning Queensland	QLD
Gold Coast Division of General Practice	QLD
Health Department QLD	QLD
Indigenous Product Support Unit TAFE	QLD
Institute for Healthy Community Aust Ltd.	QLD
Moreton TAFE QLD	QLD
National Heart Foundation	QLD
Public Health Services Queensland Health	QLD
Public Health Services Queensland Health	QLD
Public Health Services, QLD Health	QLD
QATSIWEPAC	QLD
QCS & H ITC	QLD
QLD ATSI Health Worker Education Program Aboriginal Corp	QLD

Organisation	State
Qld Centre for Public Health - QUT	QLD
Qld Community Services and Health Industries Training Council Inc	QLD
QLD Dept of Edn Training & Industrial Relations	QLD
QLD Health	QLD
Queensland Aboriginal & Islander Health Federation (QAIHF)	QLD
Queensland Aboriginal and Islander Health Forum	QLD
Queensland Aboriginal and Torres Strait Islander Health Worker Education Program	QLD
Queensland ATSI Health Workers Education Program Aboriginal Cooperation	QLD
Queensland Cancer Fund	QLD
Queensland Centre for Public Health	QLD
Queensland Divisions of General Practice	QLD
Queensland Health	QLD
Queensland University of Technology	QLD
TAFE Qld Research Development Unit	QLD
Tropical North Queensland Institute of TAFE	QLD
Tropical Public Health Unit	QLD
University of Queensland-School of Population Health	QLD
Dept Education & Children's Services - VET Quality Branch [SA STA]	SA
DETE SA	SA
Drug and Alcohol Service Council - SA	SA
Flinders University Department of Public Health (PHERP)	SA
Interim ITAB Chairs Forum/CSH - SA ITAB	SA
Noarlunga Health Service	SA
Women's and Children's Hospital - Centre for Health Promotion	SA
Aboriginal Drug & Alcohol Council (SA)	SA
Adelaide Central Community Health Service	SA
Community Service & Health ITAB (SA) - Consultant	SA
CS & H ITAB	SA
Department Human Services, Environmental Health Branch, Strategic Plan & Pop Health, Environmental Health - Regional Services, Health Promotion SA, Tertiary & VET Sector Liaison	SA
Department of Further Education - SA	SA
Department of Public Health University of Adelaide	SA
Dept Human Services	SA
Dept of Further Education, Employment, Science & Technology VET Quality, Office of Vocational Education & Training	SA
Dept of Public Health Flinders University	SA
EH Branch Regional Scientific Officer	SA
Health & Community Services Ministerial Council Secretariat	SA
Hepatitis C Council of SA Inc	SA
HHARP Unit, Communicable Diseases - HIV HCV & Related Programs	SA
Individual (SA)	SA
Innovations & Development Team, , SA DHS	SA
Murray Institute TAFE	SA
National Liaison Officer - ITAB	SA
Professional Education & Resource Team Shine SA	SA
Quit SA	SA
Royal Adelaide Hospital	SA
SA Department of Human Services	SA
SA: Interim ITAB Chairs Forum/CSH	SA
SAHS	SA

Organisation	State
SAVIVE	SA
Scientific Officer DHS/EH Branch	SA
SpencerInstitute TAFE	SA
University of Adelaide	SA
Department of Rural Health	Tas
Dept Health & Human Services	Tas
Office of Post Compulsory Education & Training, Department of Education	Tas
Tasmanian Aboriginal Health Services	Tas
Women Tasmania	Tas
Cancer Screening & Control, Population Health, Department of Health and Human Services - TAS	TAS
Department Health & Human Services	TAS
Department of Health and Human Services (Tas)	TAS
HCC	TAS
Health Promotion Policy, Strategic Development, Department of Health and Human Services (Tas)	TAS
Institute of TAFE Tasmania	TAS
Office of Aboriginal Affairs, Department of Premier & Cabinet Tas	TAS
OPCET [Tas STA]	TAS
Population Health, Department of Health and Human Services (Tas)	TAS
Statewide Coordination of Women's Health, Department of Health and Human Services (Tas)	TAS
Cancer Control Research Inst, VIC Smoking & Health Program	VIC
Office of Employment, Training and Tertiary Education [VIC STA]	VIC
RAAF Laverton	VIC
Richmond Health Service	VIC
Victoria University of Technology VUT	VIC
Ballarat Council	VIC
Cancer Council Victoria; Chair, National Expert Advisory Committee on Tobacco (NEACT)	VIC
City of Ballarat EHU	VIC
Department of Human Services - VIC	VIC
DHS - Public Health	VIC
Glenelg Council	VIC
Health & Community Services Union	VIC
Hepatitis C Council of Victoria	VIC
Immunisation Coordinator	VIC
John B Clarke & Associates	VIC
Kangan Batman TAFE	VIC
La Trobe University, Australian Institute for Primary Care	VIC
La Trobe University, School of Public Health	VIC
Melbourne University, School of Population Health	VIC
Moonee Valley Council	VIC
Office of Training & Tertiary Education	VIC
School of Population Health Melb Uni	VIC
School of Public Health La Trobe University	VIC
University of Melbourne	VIC
University of Melbourne / PHERP	VIC
Vic Community Services and Health ITB	VIC
Warrnambool Council	VIC
C.Y. O'Connor College of TAFE	WA
Challenger TAFE, Community Services	WA
Communicable Disease Control Branch, Population Health Division	WA

Organisation	State
Dept of Health - Country Services, Kimberley Population Health Unit (WA)	WA
Mandurah Senior College	WA
Marr Mooditj Foundation	WA
Mirabooka Community Health Centre	WA
North Metro Health Service Population Health Program	WA
Peel SW Division of General Practice	WA
Sir Charles Gardiner Hospital	WA
South West Mental Health Services	WA
AEH Branch Dept of Health	WA
AHPA & SMPHU	WA
Central TAFE	WA
City of Geraldton - WA	WA
Clinical Pathways in Psychogeriatrics Project, Boronia House, James Fletcher Hospital	WA
Community Services Health & Education Industry Training Council Inc (WA) - ITAB	WA
CSH&E ITAB	WA
Department of Health - WA	WA
Department of Health WA	WA
DOH WA Pop Health Training Program	WA
Eastern Perth Public & Community Health Unit	WA
Executive Officer AHPA (National)	WA
FPWA	WA
Genomics Directorate, Population Health Division, Department of Health Western Australia	WA
Hepatitis Council of Western Australia	WA
Individual (WA) - Community Services, Population Health	WA
Institute for Child Health Research & Health Promotion Directorate Pop Health DOH WA	WA
Kimberly Population Health	WA
National Heart Foundation	WA
North Metro Health Service Pop Health Program	WA
Paramedical Services Central TAFE	WA
Peel and Rockingham Kwinana Health Service	WA
Pilbara Meta Maya RAC	WA
Population Health - Department of Health - WA	WA
Principal Environmental Health Officer	WA
Royal Perth Hospital	WA
Silverchain	WA
South Metro Public Health Unit (SMPHU)	WA
South Metropolitan Public Health Unit, Health Dept WA	WA
South West Area Health Service	WA
WA AIDS Council	WA
Western Australian Department of Education and Training	WA

Qualifications Framework

The Australian Qualifications Framework

What is the Australian Qualifications Framework?

A brief overview of the Australian Qualifications Framework (AQF) follows. For a full explanation of the AQF see the *AQF Implementation Handbook, 3rd Edition 2002*. You can download it from the Australian Qualifications- Framework Advisory Board (AQFAB) website (*www.aqf.edu.au*) or obtain a hard copy by contacting AQFAB on phone 03 9639 1606 or by emailing AQFAB on aqfab@curriculum.edu.au.

The AQF provides a comprehensive, nationally consistent framework for all qualifications in postcompulsory education and training in Australia. In the vocational education and training (VET) sector it assists national consistency for all trainees, learners, employers and providers by enabling national recognition of qualifications and Statements of Attainment.

Training Package qualifications in the VET sector must comply with the titles and guidelines of the
AQF. Endorsed Training Packages provide a unique title for each AQF qualification which must always be reproduced accurately.

Qualifications

Training Packages can incorporate the following six AQF qualifications.
- Certificate I in …
- Certificate II in …
- Certificate III in …
- Certificate IV in …
- Diploma of …
- Advanced Diploma of …

Graduate Certificates and Graduate Diplomas can also be awarded in the vocational education and training sector under certain conditions – see the *AQF Implementation Handbook* for details.

On completion of the requirements defined in the Training Package, a Registered Training Organisation (RTO) may issue a nationally recognised AQF qualification. Issuance of AQF qualifications must comply with the advice provided in the *AQF Implementation Handbook* and the Australian Quality Training Framework *Standards for Registered Training Organisations*, particularly Standard 10.

Statement of Attainment

Where an AQF qualification is partially achieved through the achievement of one or more endorsed units of competency, an RTO may issue a Statement of Attainment. Issuance of Statements of Attainment must comply with the advice provided in the *AQF Implementation Handbook* and the Australian Quality Training Framework *Standards for Registered Training Organisations*, particularly Standard 10.

Under the *Standards for Registered Training Organisations*, RTOs must recognise the

achievement of competencies as recorded on a qualification or Statement of Attainment issued by other RTOs. Given this, recognised competencies can progressively build towards a full AQF qualification.

AQF Guidelines and Learning Outcomes

The *AQF Implementation Handbook* provides a comprehensive guideline for each AQF qualification. A summary of the learning outcome characteristics and their distinguishing features for each VET related AQF qualification is provided below.

Certificate I

Characteristics of Learning Outcomes

Breadth, depth and complexity of knowledge and skills would prepare a person to perform a defined range of activities most of which may be routine and predictable.

Applications may include a variety of employment related skills including preparatory access and participation skills, broad-based induction skills and/or specific workplace skills.
They may also include participation in a team or work group.

Distinguishing Features of Learning Outcomes

Do the competencies enable an individual with this qualification to:
• demonstrate knowledge by recall in a narrow range of areas;
• demonstrate basic practical skills, such as the use of relevant tools;
• perform a sequence of routine tasks given clear direction; and
• receive and pass on messages/information.

Certificate II

Characteristics of Learning Outcomes

Breadth, depth and complexity of knowledge and skills would prepare a person to perform in a range of varied activities or knowledge application where there is a clearly defined range of contexts in which the choice of actions required is usually clear and there is limited complexity in the range of operations to be applied.

Performance of a prescribed range of functions involving known routines and procedures and some accountability for the quality of outcomes.

Applications may include some complex or non-routine activities involving individual responsibility or autonomy and/or collaboration with others as part of a group or team.

Distinguishing Features of Learning Outcomes

Do the competencies enable an individual with this qualification to:
• demonstrate basic operational knowledge in a moderate range of areas;
• apply a defined range of skills;
• apply known solutions to a limited range of predictable problems;

- perform a range of tasks where choice between a limited range of options is required;
- assess and record information from varied sources; and
- take limited responsibility for own outputs in work and learning.

Certificate III

Characteristics of Learning Outcomes

Breadth, depth and complexity of knowledge and competencies would cover selecting, adapting and transferring skills and knowledge to new environments and providing technical advice and some leadership in resolution of specified problems. This would be applied across a range of roles in a variety of contexts with some complexity in the extent and choice of options available.

Performance of a defined range of skilled operations, usually within a range of broader related activities involving known routines, methods and procedures, where some discretion and judgement is required in the section of equipment, services or contingency measures and within known time constraints.

Applications may involve some responsibility for others. Participation in teams including group or team co-ordination may be involved.

Distinguishing Features of Learning Outcomes

Do the competencies enable an individual with this qualification to:
- demonstrate some relevant theoretical knowledge;
- apply a range of well-developed skills;
- apply known solutions to a variety of predictable problems;
- perform processes that require a range of well-developed skills where some discretion and judgement is required;
- interpret available information, using discretion and judgement;
- take responsibility for own outputs in work and learning; and
- take limited responsibility for the output of others.

Certificate IV

Characteristics of Learning Outcomes

Breadth, depth and complexity of knowledge and competencies would cover a broad range of varied activities or application in a wider variety of contexts most of which are complex and non-routine. Leadership and guidance are involved when organising activities of self and others as well as contributing to technical solutions of a non-routine or contingency nature.

Performance of a broad range of skilled applications including the requirement to evaluate and analyse current practices, develop new criteria and procedures for performing current practices and provision of some leadership and guidance to others in the application and planning of the skills.

Applications involve responsibility for, and limited organisation of, others.

Distinguishing Features of Learning Outcomes

Do the competencies enable an individual with this qualification to:
- demonstrate understanding of a broad knowledge base incorporating some theoretical concepts;
- apply solutions to a defined range of unpredictable problems;
- identify and apply skill and knowledge areas to a wide variety of contexts, with depth in some areas;
- identify, analyse and evaluate information from a variety of sources;
- take responsibility for own outputs in relation to specified quality standards; and
- take limited responsibility for the quantity and quality of the output of others.

Diploma

Characteristics of Learning Outcomes

Breadth, depth and complexity covering planning and initiation of alternative approaches to skills or knowledge applications across a broad range of technical and/or management requirements, evaluation and co-ordination.

The self directed application of knowledge and skills, with substantial depth in some areas where judgement is required in planning and selecting appropriate equipment, services and techniques for self and others.

Applications involve participation in development of strategic initiatives as well as personal responsibility and autonomy in performing complex technical operations or organizing others. It may include participation in teams including teams concerned with planning and evaluation functions. Group or team co-ordination may be involved. The degree of emphasis on breadth as against depth of knowledge and skills may vary between qualifications granted at this level.

Distinguishing Features of Learning Outcomes

Do the competencies or learning outcomes enable an individual with this qualification to:
- demonstrate understanding of a broad knowledge base incorporating theoretical concepts, with substantial depth in some areas;
- analyse and plan approaches to technical problems or management requirements;
- transfer and apply theoretical concepts and/or technical or creative skills to a range of situations;
- evaluate information, using it to forecast for planning or research purposes;
- take responsibility for own outputs in relation to broad quantity and quality parameters; and
- take some responsibility for the achievement of group outcomes.

Advanced Diploma

Characteristics of Learning Outcomes

Breadth, depth and complexity involving analysis, design, planning, execution and evaluation across a range of technical and/or management functions including development of new criteria or applications or knowledge or procedures.

The application of a significant range of fundamental principles and complex techniques across a wide and often unpredictable variety of contexts in relation to either varied or highly specific functions. Contribution to the development of a broad plan, budget or strategy is involved and accountability and responsibility for self and others in achieving the outcomes is involved.

Applications involve significant judgement in planning, design, technical or leadership/guidance functions related to products, services, operations or procedures.

The degree of emphasis on breadth as against depth of knowledge and skills may vary between qualifications granted at this level.

Distinguishing Features of Learning Outcomes

Do the competencies or learning outcomes enable an individual with this qualification to:

- demonstrate understanding of specialised knowledge with depth in some areas;
- analyse, diagnose, design and execute judgements across a broad range of technical or management functions;
- generate ideas through the analysis of information and concepts at an abstract level;
- demonstrate a command of wide-ranging, highly specialised technical, creative or conceptual skills;
- demonstrate accountability for personal outputs within broad parameters; and
- demonstrate accountability for personal and group outcomes within broad parameters.

Principles underpinning the Qualifications Framework

A set of principles was developed from the outcomes of the extensive research of the Health Training Package Scoping project. These principles will underpin the development of the qualifications and are as follows:

1. Contribute to the delivery of high quality services to the full range of clients in the health industry

2. Contribute to effective industry workforce planning and management by:
   - Maximising the potential for career pathways:
     - Between occupational groups within the health industry
     - Between the community services and health fields
     - From outside the industry into the health industry
     - Between the professional and VET areas
   - Providing opportunities for traineeships and New Apprenticeships
   - Addressing the skill requirements of the existing workforce
   - Encompassing changing and emerging work roles and functions
   - Addressing the need for both generic/ transferable skills and specialist skills within the industry

3. Address relevant regulatory requirements

4. Include relevant existing national competency standards:
   - Within the health industry (such as those for Ancillary / Support work, Aboriginal Health Worker & Torres Strait Islander health work, Clinical Coders, Homoeopathy, Dental Health areas, Ambulance)
   - Other relevant Training Packages (ie Community Services, Property Services, Hospitality etc)

5. Include qualifications for the major areas of alternative health

6. Provide a framework for including additional areas such as:
   - Health Technical
   - Population Health

Coverage of the Qualifications Framework

The Qualifications Framework included in this document covers Health Service Delivery workers in the vocational sector in the full range of health industry settings throughout Australia.

Health Service Delivery workers include:

- Ambulance
- Complementary and Alternative Health Care
- Dental Assisting
- Dental Prosthetics
- Dental Technology
- General Health Services Delivery
- Health Technicians
- Population Health

See the qualifications for further details of broad coverage of these areas and more details about coverage of individual qualifications.

Competencies and qualifications for Aboriginal and Torres Strait Islander health work were initially intended for inclusion in the Health Training Package in 2001 however this area is now anticipated for inclusion in 2006.

This version of the Health Training Package Qualifications DOES NOT include:

- Areas where training usually occurs in higher education qualifications
- Enrolled nursing (standards for this work are administered by the Australian Nursing and Midwifery Council).

Special considerations in implementing Health Training Package qualifications

Due to the interaction with health professional registration legislation, consumer protection and health complaints legislation, public health legislation and the common law principles applicable to a treating practitioner/patient relationship, it is essential that a student completing a course of training by a RTO, based on the Training Package, has a sound understanding of the complex regulatory environment in which he/she will be working. The Training Package has been constructed to ensure coverage of this essential component but the primary responsibility for these lies with the RTO and the course assessor.

Trainers and assessors will need to ensure for students to have a sound understanding of the following medico legal issues:

(a)   Duty of care, consent and the principles of negligence

(b)   Principles of contract

(c)   Duty of confidentiality and privacy legislation

(d)   Acceptance of limits of personal competence and the need for appropriate referral of clients to other health care practitioners

(e)   Ethical practice issues, particularly inappropriate client relationships

(f)   Limits on practice and boundary/licensing/registration issues with other practitioners and health professions

(g)   Regulation of advertising and promotion of medical and health services under consumer protection legislation including the Trade Practices Act and State/Territory Fair Trading Acts – particularly the provisions relating to misleading and deceptive conduct and regulation of advertising and promotion of medical and health services

(h)   Regulation of poisons and therapeutic goods

(i)   Regulation of infection control and public health legislation

(j)   Food standards and labelling regulations

(k)   Complaints resolution and applicability of health complaints legislation

(l)   Compliance, risk management and insurance

(m)   GST compliance

(n)   General business and corporate governance principles (as many students will be setting up a business and trading as such)

The Qualifications Framework Model

Research in developing the Health Training Package has taken advantage of a significant number of units of competency developed in other industries' Training Packages. Support Services roles in the health industry are often substantially made up of these units. To this extent a number of qualifications from other national Training Packages may be appropriate for implementation in the health industry.

The skill requirements for workers in the health industry can be broadly defined in three categories:

1. Workers in the health industry who access skill development and assessment from another industry area. The competencies and qualifications for this group of workers would be encompassed by Training Packages other than the Health Training Package. Units of competency relating to infection control and effective work in the health industry may be used as orientation/induction units for this group of workers.

2. Workers whose skills are mostly related to health services. Most units of competency required would be defined as "health-specific" and would be contained in the Health Training Package. These workers are specific to the health industry.

3. Workers who require a combination of health-specific competencies which would be added to competencies from another Training Package. Packaging for this group will include defined health specific unit(s) combined with units from another industry's training package.
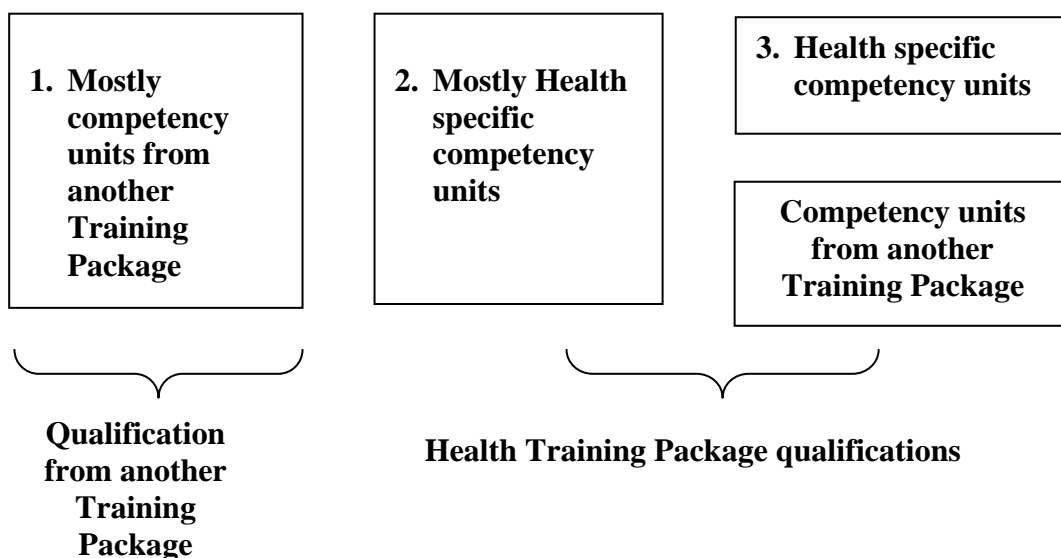
1. **Mostly competency units from another Training Package**	2. **Mostly Health specific competency units**	3. **Health specific competency units**
		Competency units from another Training Package

Qualification from another Training Package

Health Training Package qualifications

Relationship with other Training Packages

The Health Training Package includes units from other Training Packages. This takes account of the possible career pathways which may exist between the health industry and other industries. The qualifications within this Training Package relate to health industry job roles as defined in validated qualification descriptors.

Note regarding Community Services Training Package CHC02

There may be an overlap between the occupational titles of some workers currently covered by the Community Services Training package and now covered by the Health Training Package (e.g. Patient Carer). The individual workplace requirements will define the competency profile and therefore determine the relevant qualification and units of competency to be applied. It should be noted that delivery of health services in a community setting does not equate to a community services worker and vice versa.

Note regarding Business Services Training Package BSB01

Business Services Training Package units of competency have been developed to apply across a number of industries. They are "very broad in nature; they gain in depth and meaning by being placed in the context of an actual business, or being applied in different industries" (*Business Services Training Package Volume 1*).

Note regarding Tourism and Hospitality Training Package

The role of a qualified cook across industries is reflected by the Certificate III in Hospitality (Commercial Cookery). This qualification is appropriate for implementation in the health industry when packaged with the following Health Training Package units:

- HLTHIR1A Work effectively in the health industry
- HLTIN1A Comply with infection control policies and procedures

Note regarding Transport and Distribution Training Package

A number of roles in the Health Training Package relate to store/supplies maintenance in specific environments such as a pharmacy department in a hospital at the Certificate II level. When career pathways lead to roles relating to general storage or warehousing at the Certificate III level Training Package users should access the Certificate III in Transport and Distribution (Warehousing). The following units of competency would be appropriate elective for that qualification when implemented in a health care setting:

- HLTHIR1A Work effectively in the health industry
- HLTIN1A Comply with infection control policies and procedures

Qualification Titles

There are three components to qualification names:

- Level

- Broad area

- Specialisation area (not used for all qualifications)

eg *Certificate III in Health Service Assistance (Client/Patient Services)*

    ↑   ↑   ↑

   Level   *Broad*   *Specialisation Area*

New Apprenticeships

The Health Training Package has been designed to facilitate implementation of New Apprenticeships.

It is expected that the Certificate II and III qualifications in General Health Services Delivery and the Certificates III and IV in Dental Assisting will be the most commonly applied New Apprenticeships. The Certificate IV qualifications in Complementary and Alternative Health Care are the only ones which have been considered suitable in that sector.

New Apprenticeships qualifications have been marked with a "New Apprenticeships pathway" tag. A set of model training programs have been developed by Community Services and Health Industry Skills Council Ltd to assist in implementing New Apprenticeships.

Competency Standards

What is competency?

The broad concept of industry competency concerns the ability to perform particular tasks and duties to the standard of performance expected in the workplace. Competency requires the application of specified skills, knowledge and attitudes relevant to effective participation in an industry, industry sector or enterprise.

Competency covers all aspects of workplace performance and involves performing individual tasks; managing a range of different tasks; responding to contingencies or breakdowns; and, dealing with the responsibilities of the workplace, including working with others. Workplace competency requires the ability to apply relevant skills, knowledge and attitudes consistently over time and in the required workplace situations and environments. In line with this concept of competency Training Packages focus on what is expected of a competent individual in the workplace as an outcome of learning, rather than focussing on the learning process itself.

Competency standards in Training Packages are determined by industry to meet identified industry skill needs. Competency standards are made up of a number of units of competency each of which describes a key function or role in a particular job function or occupation. Each unit of competency within a Training Package is linked to one or more AQF qualifications.

Groupings of units for each qualification and Australian Qualifications Framework (AQF) level

Qualifications comprise units drawn from particular groups in the Health Training Package or from other endorsed Training Packages. Units are identified as *compulsory* or *elective*. The intent of identifying *elective* units is to provide enterprises with the flexibility to select units that match their specific workplace needs within identified boundaries.

Compulsory Units

Compulsory units represent the work requirements in the range of settings covered by the qualification title.

Elective Units

Elective units allow for variations and differences between areas, roles or functions in the health industry. These units are usually selected from a diverse range of areas and other Training Packages.

Numbers of units and how they are grouped to form qualifications is based on:

- Advice from industry about defined work requirements

- Guidance from DEST about packaging of competencies at different levels. Higher level qualifications would generally indicate an increase in complexity of knowledge and skill, more autonomous operation, application of judgement and management of work teams and strategic processes.

A number of competency units occur consistently across qualifications and may be considered fundamental to work in the health industry. These units usually include in areas such as:

- Effective work in the Health Industry (duty of Care, Ethics, regulatory environment, etc)
- Infection Control
- Occupational Health and Safety; or
- Other areas critical to a sector or type of work.

These units are often *compulsory* in Health Training Package qualifications.

Other units define specific work areas, roles or function in the health industry. These units will be variously elective or compulsory depending on the work role, area or function.

Prerequisite units of competency

Any unit of competency requiring prerequisite assessment of another (non-compulsory) unit of competency will be identified within the packaging of the qualifications and in the evidence guide of the unit.

Customisation Guidelines

When might customisation be required?

The Health Training Package has been developed with flexibility to address variations within individual workplaces. The *packaging rules* in qualifications are designed to cover the majority of scenarios.

However there are other ways that Training Packages can be flexibly applied to workplaces:

- *Customisation* of qualifications

- *Contextualisation* of units of competency.

Customisation and contextualisation may be required to suit individual:

- Enterprises

- Regions

- Jurisdictions

- Settings

- Work roles

- Client needs

Who customises?

Registered Training Organisations (RTOs) delivering training and assessment have the responsibility for making the final decision on customisation to be undertaken. This would be done in consultation with enterprises and in accordance with the following guidelines.

Customisation of qualifications

Applying the packaging rules (as defined in the Qualifications Framework) will be the basis for customising the qualification to individual workplaces.

Adding units of competency to a qualification

The number of units of competency required for the awarding of a qualification has been set for each qualification (see Qualifications Framework). Any delivery and assessment of additional unit(s) of competency would be expected to result in a Statement of Attainment for these additional unit(s). Statements of Attainment may contribute to the acquisition of an additional qualification.

Substitution of units of competency

Where substitution of one unit of competency with an alternative unit of competency is possible (eg from other parts of the Health Training Package or from another Training Package), this is defined within the packaging rules for each qualification (see Qualifications Framework).

Community Services Health Training Australia (CS&H ISC) will provide an update of Training Packages which have been reviewed and which may impact on the selection of units of competency. Where a revised version of the Training Package is required, this will be provided by CS&H ISC in accordance with DEST guidelines.

Units of competency have been deemed 'compulsory' or 'elective'. This allocation can only by changed by CS&H ISC following agreement by DEST.

Some units of competency may be deemed equivalent to other units of competency. Where this is the case the equivalence will be defined in the unit itself.

Titles of qualifications

The titles of qualifications are defined in the Health Training Package, coded according to DEST guidelines and cannot be changed. Any explanatory or additional descriptor which may be added is not part of the nationally recognised qualification.

Contextualisation of units of competency

Registered Training Organisation (RTOs) may contextualise units of competency to reflect local outcomes required. Contextualisation could involve additions or amendments to the unit of competency to suit particular delivery methods, learner profiles, specific enterprise equipment requirements, or to otherwise meet local needs. However, the integrity of the overall intended outcome of the unit of competency must be maintained, and contextualisation should not alter the content and intent of the unit.

Any contextualisation of units of competency in this endorsed Training Package must be within the bounds of the following advice. In contextualising units of competency, RTOs:

- must not remove or add to the number and content of elements and performance criteria;
- may add specific industry terminology to performance criteria where this does not distort or narrow the competency outcomes;
- may make amendments and additions to the range statement as long as such changes do not diminish the breadth of application of the competency and reduce its portability, and/or;
- may add detail to the evidence guide in areas such as the critical aspects of evidence or resources and infrastructure required where these expand the breadth of the competency but do not limit its use.

More specifically, the following information may also assist:

Range of Variables

The Range of Variables defines the context within which the unit of competency is to be demonstrated. The Range of Variables typically contains two types of information which may be of interest for contextualisation:

- **Indicative** lists (statements or other information) which are intended to provide information but not be exclusive or restrictive
- **Prescriptive** lists (statements or other information) which must be complied with.

Indicative lists typically may be added to and/or have only certain items chosen. The only restriction to this is that it must not change the overall outcome of the unit. Typically this is the most fertile field for contextualisation.

Prescriptive lists will require all things on the list to remain part of the unit of competency and so are not suitable for variation.

The wording in the Range of Variables will indicate whether the list (or other) is indicative or prescriptive.

Apart from these two areas, things generally may be added to the Range of Variables, provided the unit remains of similar breadth, complexity and size and the overall outcome of the unit has not changed. Where changes beyond these are required, then Community Services Health Training Australia is to be advised so that they may consider it as part of the continuous quality improvement process.

Evidence Guide

The Evidence Guide contains (among other things) statements about essential knowledge and critical aspects of assessment. Apart from the general provision for replacing general terms with specific ones, variation to the Evidence Guide should be approached with caution.

Where information contained in the Evidence Guide is clearly indicative in its nature, then it may be varied as appropriate.

It is generally not regarded as desirable to add significantly to the lists of knowledge required in the Evidence Guide as part of a contextualising process although minor additions to suit specific workplace applications or minor changes to adapt the unit of competency for a change in technology or similar may be considered appropriate.

Where changes beyond these are required, then Community Services Health Training Australia is to be advised so that they may consider it as part of the continuous quality improvement process.

Elements and Performance Criteria

Generally it is not advisable to consider any variation of either Elements or Performance Criteria. While it is allowable to replace general terms with relevant specific ones, care must be taken to ensure that the unit remains of similar level and rigour and the outcome of the unit is not changed. Inclusion of additional elements and performance criteria may have a cost implication for training.

Enterprise units

Where an enterprise develops a new unit of competency to suit local needs the following steps may lead to its national recognition:

1. Map the new unit, and identify its equivalence, to an existing nationally recognised unit
2. Where the mapping exercise does not indicate an equivalence between the new unit and an existing recognised unit, the new unit may be submitted through CSHISC for national endorsement and inclusion in the Health Training Package according to ANTA guidelines.

   NOTE: Enterprises may nominate to have those units endorsed as enterprise specific elective units within the qualifications framework.

Changes to Version 3

Below is a list of changes reflected in Version 3 of the Health Training Package HLT02.

Qualifications	
HLT42202 Certificate IV in Health Services (Supervision)	**Equivalent to and supersedes** HLT40402 Certificate IV in Health Support Services (Supervision); HLT42202 was previously placed in the Health Technicians sector and has been relocated to the General Health Services Delivery sector
HLT20905 Certificate II in Population Health	**New Qualification** in Population Health
HLT32205 Certificate III in Population Health	**New Qualification** in Population Health
HLT42305 Certificate IV in Population Health	**New Qualification** in Population Health
HLT51005 Diploma of Population Health	**New Qualification** in Population Health
HLT21005 Certificate II in Indigenous Environmental Health	**New Qualification** in Indigenous Environmental Health
HLT32305 Certificate III in Indigenous Environmental Health	**New Qualification** in Indigenous Environmental Health
HLT42405 Certificate IV in Indigenous Environmental Health	**New Qualification** in Indigenous Environmental Health
HLT51105 Diploma of Indigenous Environmental Health	**New Qualification** in Indigenous Environmental Health
HLT60302 Advanced Diploma of Paramedical Science (Ambulance)	**Packaging rules rectified** - remains 26 competencies to be selected; this includes only 1 elective competency unit
HLT50502 Diploma of Dental Technology	**Packaging rules rectified** - 28 competencies must be selected for this qualification, including all compulsory units (remains 26) and 2 elective competencies
HLT41702 Certificate IV in Neurophysiology Technology	**Compulsory competency rectified**; HLTHSE3A replaced by HLTHSE2A Implement and monitor occupational health and safety policies, procedures and programs

Competency Units	
HLTHIR3A and HLTHIR4A	These 2 units are sometimes listed without the second "H" (ie. HLTIR3A).
CHCDIS1B Orientation to disability work	**Rectified to** CHCDIS1C Orientation to disability work

Assessment Guidelines	
New standard text for Training Package Assessment Guidelines, Overview of Training Packages, Qualifications Framework and Competency Standards information.	New Standard Text for Training Packages inserted – see **'Assessment System Overview', 'Overview of Training Packages', 'Qualifications Framework' and 'Competency Standards'**.
Licensing/registration requirements apply to Population Health competencies HLTPOP14A- 18A	See Assessment Guidelines Volume, **Licensing/Registration requirements**

General Health Services Delivery

General Health Service Delivery qualifications cover two broadly defined groups:

- Health Service Assistance

- Health Support Services

Health Service Assistance units mainly include competencies relating to the range of client/patient services roles and functions including personal care and allied health.

Support Services mainly include competencies relating to the range of ancillary and general workers across a range of care settings.

The Qualifications are as follows:

Certificate II in Health Support Services (Cleaning Support Services)

Certificate II in Health Support Services (Laundry Support Services)

Certificate II in Health Support Services (Food Support Services)

Certificate II in Health Support Services (Grounds Maintenance)

Certificate II in Health Support Services (General Maintenance)

Certificate II in Health Support Services (Client/Patient Support Services)

Certificate II in Health Support Services (Stores)

Certificate II in Health Support Services (General Transport Support)

Certificate III in Health Support Services (Cleaning Support Services)

Certificate III in Health Support Services (Laundry Support Services)

Certificate III in Health Support Services (Grounds Maintenance)

Certificate III in Health Support Services (General Maintenance)

Certificate III in Health Support Services (Client/Patient Support Services)

Certificate III in Health Support Services

Certificate III in Health Service Assistance (Client/Patient Services)

Certificate III in Health Service Assistance (Allied Health Assistance)

Certificate III in Health Service Assistance (Hospital and Community Health Pharmacy Assistance)

Certificate III in Pathology Specimen Collection

Certificate III in Health Service Assistance (Pathology Assistance)

Certificate III in Health Service Assistance (Operating Theatre Support)

Certificate III in Health Service Assistance (Nutrition and Dietetic Support)

Certificate III in Health Service Assistance (Sterilisation Services)

Certificate IV in Health Service Assistance (Hospital and Community Health Pharmacy Technician)

Certificate IV in Health Services (Supervision)

HLT20802 Certificate II in Health Support Services (Cleaning Support Services)

This qualification covers workers who undertake routine internal and external cleaning tasks in healthcare settings. Work may be undertaken across a range of routine cleaning tasks. The qualification includes requirements for effective work in the health industry, compliance with infection control policy and working safely. A number of units in this qualification have been drawn from the *Asset Maintenance Training Package.* Where relevant cleaning work roles are undertaken predominantly outside of a health care setting then Training Package users may wish to access qualifications from that Training Package.

Occupational titles for these workers may include cleaner, domestic assistant, hospital assistant and housekeeping assistant. This qualification is suited to New Apprenticeships pathways.

PACKAGING RULES

12 units must be selected for this qualification:

* All **compulsory** units

* 8 **elective units** to make up a total of 12 units

Compulsory Units

HLTHIR1A	Work effectively in the health industry
HLTIN1A	Comply with infection control policies and procedures
HLTHSE1A	Follow the organisation's occupational health and safety policies
BSBCMN204A	Work effectively with others

Elective Units

Cleaning Services

A minimum of 4 units should be selected from the following:

PRMCL01A	Maintain hard floor surfaces
PRMCL02A	Restore hard floor finish
PRMCL04A	Maintain soft floor
PRMCL05A	Remove stains and spillages from soft floors
PRMCL08A	Bonnet buff soft floor to achieve a clean surface appearance
PRMCL09A	Wash and squeegee glass surfaces to remove all visible dirt and grime
PRMCL10A	Maintain ceiling surfaces and fittings
PRMCL11A	Spot clean external surfaces to remove all visible marks
PRMCL12A	Wash external surfaces to remove all visible dirt and grime
PRMCL13A	Undertake detail cleaning of window coverings to remove all dirt and grime
PRMCL15A	Maintain furniture and fittings and dress an area or room
PRMCL16A	Wash furniture and fittings to remove grime

PRMCL17A	Maintain wet area in an odour free, soil and hazard free condition
PRMCL19A	Remove waste to maintain a tidy environment/area
PRMCL21A	Maintain industrial machinery in a soil free condition
PRMCL33A	Plan for safe and efficient cleaning activities
PRMCL35A	Maintain a cleaning storage area

Other Elective Units may be selected from:

- Health Training Package units available at Certificate II

- Community Services Training Package units available at Certificate II

- Other national Training Package units available at Certificate II

The following units are recommended where Technology, information management and administration functions are required:

BSBCMN105A	Use business equipment
BSBCMN205A	Use business technology
BSBCMN203A	Communicate in the workplace
BSBCMN206A	Process and maintain workplace information

HLT20302 Certificate II in Health Support Services (Laundry Support Services)

This qualification covers workers who undertake a range of routine laundry tasks that may include linen sorting, operation of washing machines, finishing of linen, inspection and repair of linen and preparation of linen for dispatch. The qualification includes requirements for effective work in the health industry, compliance with infection control policy and working safely. A number of units have been drawn from the *Textiles, Clothing and Footwear Training Package.* Where relevant laundry work roles are undertaken predominantly outside of a health care setting then Training Package users may wish to access qualifications from that Training Package. This qualification is suited to New Apprenticeships pathways.

PACKAGING RULES

12 units must be selected for this qualification:

- All **compulsory** units

- 8 **elective units** to make up a total of 12 units

Compulsory Units

HLTHIR1A	Work effectively in the health industry
HLTIN1A	Comply with infection control policies and procedures
HLTHSE1A	Follow the organisation's occupational health and safety policies
BSBCMN204A	Work effectively with others

Elective Units

Laundry Services

A minimum of 4 units should be selected from the following:

LMTPRLA01A	Collect, receive and sort product
LMTPRLA02A	Operate washing machines
LMTPRLA03A	Control washing machine operation
LMTPRLA04A	Perform linen rewash
LMTPRLA05A	Operate hydro extractor
LMTPRLA06A	Perform conditioning and/or drying process
LMTPRLA07A	Operate finishing equipment
LMTPRLA08A	Repair damaged products
LMTPRLA09A	Inspect, fold and pack theatre
LMTPRLA10A	Prepare products for storage or dispatch
LMTPRLA11A	Coordinate and process products for storage or dispatch
LMTPRGN15A	Coordinate work of team / section
LMTPRGN16A	Organise and plan own work to achieve planned outcomes
LMTEMGN08A	Perform minor maintenance

Other Elective Units may be selected from:

- Health Training Package units available at Certificate II

- Community Services Training Package units available at Certificate II

- Other national Training Package units available at Certificate II

The following units are recommended where Technology, information management and administration functions are required:

BSBCMN105A	Use business equipment
BSBCMN205A	Use business technology
BSBCMN203A	Communicate in the workplace
BSBCMN206A	Process and maintain workplace information

HLT20602 Certificate II in Health Support Services (Food Support Services)

This qualification covers workers who undertake a range of routine tasks related to food production, meal assembly, and food distribution; and a range of other tasks in the kitchen environment. The qualification includes requirements for effective work in the health industry, compliance with infection control policy and working safely. A number of units have been drawn from the *Hospitality Training Package*. Where relevant food services work roles are undertaken predominantly outside of a health care setting then Training Package users may wish to access qualifications from that Training Package.

Occupational titles for these workers may include kitchen hand, food service worker, assistant cook or food service assistant.

The qualification does not cover the role of Cooks and Chefs. This qualification is suited to New Apprenticeships pathways.

PACKAGING RULES

12 units must be selected for this qualification:

- All **compulsory** units
- 8 **elective units** to make up a total of 12 units

Compulsory Units

HLTHIR1A	Work effectively in the health industry
HLTIN1A	Comply with infection control policies and procedures
HLTHSE1A	Follow the organisation's occupational health and safety policies
BSBCMN204A	Work effectively with others

Elective Units

Food Services

A minimum of 4 units should be selected from the following:

HLTFS7A	Follow basic food safety practices
HLTFS8A	Transport food
HLTFS1A	Distribute meals and refreshments to clients
HLTFS4A	Provide ward or unit-based food preparation and distribution services
HLTFS5A	Perform kitchenware washing
HLTFS3A	Apply cook-freeze production processes
HLTNA5A	Support food services in menu meal order processing
THHBCAT05B	Apply cook-chill production processes
THHBCC01B	Use basic methods of cookery
THHBCC02B	Prepare appetisers and salads

THHBCC00B	Prepare sandwiches
THHBCC03B	Prepare stocks sauces and soups
THHBKA03B	Receive and store kitchen supplies
THHBKA04B	Clean and maintain kitchen premises
HLTFS6A	Carry out cafeteria operations

Other Elective Units may be selected from:

- Health Training Package units available at Certificate II

- Community Services Training Package units available at Certificate II

- Other national Training Package units available at Certificate II

The following units are recommended where Technology, information management and administration functions are required:

BSBCMN105A	Use business equipment
BSBCMN205A	Use business technology
BSBCMN203A	Communicate in the workplace
BSBCMN206A	Process and maintain workplace information

HLT20402 Certificate II in Health Support Services (Grounds Maintenance)

This qualification covers workers who undertake a range of routine grounds maintenance tasks. The qualification includes requirements for effective work in the health industry, compliance with infection control policy and working safely. A number of units have been drawn from the *Horticulture Training Package.* Where relevant grounds maintenance work roles are undertaken predominantly outside of a health care setting then Training Package users may wish to access qualifications from that Training Package.

Occupational titles for these workers may include assistant gardener and groundsperson. This qualification is suited to New Apprenticeships pathways.

PACKAGING RULES

12 units must be selected for this qualification:

- All **compulsory** units

- 4 **elective units** to make up a total of 12 units

Compulsory Units

HLTHIR1A	Work effectively in the health industry
HLTIN1A	Comply with infection control policies and procedures
HLTHSE1A	Follow the organisation's occupational health and safety policies
BSBCMN204A	Work effectively with others

A minimum of 4 units should be selected from the following:

RUHHRT201A	Treat weeds
RUHHRT202A	Treat pests and diseases
RUHHRT206A	Operate tractors
RUHHRT207A	Operate equipment and machinery
RUHHRT208A	Prune shrubs and small trees
RUHHRT212A	Apply chemicals and biological agents
RUHHRT216A	Maintain supplies of chemicals & biological agents
RUHHRT225A	Maintain drainage systems
RUHHRT226A	Maintain irrigation systems
RUHHRT104A	Provide turf care
RUHHRT107A	Provide nursery plant care

Elective Units

Other Elective Units may be selected from:

- Health Training Package units available at Certificate II

- Community Services Training Package units available at Certificate II

- Other national Training Package units available at Certificate II

The following units are recommended where Technology, information management and administration functions are required:

BSBCMN105A	Use business equipment
BSBCMN205A	Use business technology
BSBCMN203A	Communicate in the workplace
BSBCMN206A	Process and maintain workplace information

HLT20502 Certificate II in Health Support Services (General Maintenance)

This qualification covers workers who undertake a range of routine general maintenance tasks. The qualification includes requirements for effective work in the health industry, compliance with infection control policy and working safely.

Occupational titles for these workers may include handyperson or maintenance assistant. This qualification is suited to New Apprenticeships pathways.

PACKAGING RULES

12 units must be selected for this qualification:

- All **compulsory** units

- 3 **elective units** to make up a total of 12 units

Compulsory Units

HLTHIR1A	Work effectively in the health industry
HLTIN1A	Comply with infection control policies and procedures
HLTHSE1A	Follow the organisation's occupational health and safety policies
BSBCMN204A	Work effectively with others

5 units should be selected from the following:

HLTGM1A	Perform routine servicing of plant, equipment and machinery
HLTGM2A	Use hand and power tools
HLTGM3A	Perform minor general maintenance
HLTGM6A	Operate an incinerator
PRMCL21A	Maintain industrial machinery in a soil free condition
PRMCL19A	Remove waste to maintain a tidy environment
HLTGM7A	Carry out work in a food handling area

Elective Units

3 other Elective Units may be selected from:

- Health Training Package units available at Certificate II

- Community Services Training Package units available at Certificate II

- Other national Training Package units available at Certificate II

The following units are recommended where Technology, information management and administration functions are required:

BSBCMN105A	Use business equipment
BSBCMN205A	Use business technology
BSBCMN203A	Communicate in the workplace
BSBCMN206A	Process and maintain workplace information

HLT20702 Certificate II in Health Support Services (Client/Patient Support Services)

This qualification covers workers who undertake a range of routine tasks to support the provision of patient or client care. These routine tasks do not involve direct care assistance tasks such as assisting other staff with the care of patients and clients.

Common occupational titles may include porter, ward assistant, hospital assistant or support service worker.

Workers covered by this qualification may undertake a range of routine functions such as portering, food distribution, waste handling, and handling of linen and other stock. This qualification is suited to New Apprenticeships pathways.

PACKAGING RULES

12 units must be selected for this qualification:

- All **compulsory** units

- 2 **elective units** to make up a total of 12 units

Compulsory Units

HLTHIR1A	Work effectively in the health industry
HLTIN1A	Comply with infection control policies and procedures
HLTHSE1A	Follow the organisation's occupational health and safety policies
BSBCMN204A	Work effectively with others

6 units should be selected from the following:

HLTCSD3A	Prepare and maintain beds
HLTMS1A	Collect and manage linen stock at user-locations
HLTMS3A	Undertake routine inventory maintenance
HLTMS4A	Handle and move equipment goods, mail and furniture
HLTMS6A	Perform general cleaning tasks in a clinical setting
HLTFS4A	Provide ward or unit-based food preparation and distribution services
HLTMS7A	Handle medical gases safely
HLTMS8A	Handle waste in a health care environment
HLTCSD6A	Respond effectively to difficult or challenging behaviour
HLTHSE4A	Follow safe manual handling practice
HLTCSD8A	Transport clients/patients

Elective Units

Up to 2 Elective Units may be selected from:

- Health Training Package units available at Certificate II

- Community Services Training Package units available at Certificate II

- Other national Training Package units available at Certificate II

The following units are recommended where Technology, information management and administration functions are required:

BSBCMN105A	Use business equipment
BSBCMN205A	Use business technology
BSBCMN203A	Communicate in the workplace
BSBCMN206A	Process and maintain workplace information

HLT20102 Certificate II in Health Support Services (Stores)

This qualification covers workers who undertake storage, handling and movement of stock and supplies. The qualification includes requirements for effective work in the health industry, compliance with infection control policy and working safely. A number of units have been drawn from the *Transport and Distribution Training Package.* Where relevant warehousing work roles are undertaken then Training Package users should access qualifications from that Training Package.

They may be undertaken across a range of routine checking or store operational tasks, and common occupational titles include stores assistant, storeperson or pharmacy aide. This qualification is suited to New Apprenticeships pathways.

PACKAGING RULES

12 units must be selected for this qualification:

- All **compulsory** units

- 8 **elective units** to make up a total of 12 units

Compulsory Units

HLTHIR1A	Work effectively in the health industry
HLTIN1A	Comply with infection control policies and procedures
HLTHSE1A	Follow the organisation's occupational health and safety policies
BSBCMN204A	Work effectively with others

8 units should be selected from the following:

TDTD297A	Use Manual Handling Equipment
TDTD1097A	Operate a Forklift
HLTPH2A	Procure and store pharmaceutical products
HLTPH3A	Distribute pharmaceutical products
HLTMS3A	Undertake routine inventory maintenance
BSBCMN105A	Use business equipment
BSBCMN205A	Use business technology
BSBCMN203A	Communicate in the workplace
BSBCMN206A	Process and maintain workplace information

Elective Units

Up to 4 elective units may be selected from the following:

- Health Training Package units available at Certificate II

- Community Services Training Package units available at Certificate II

- Other national Training Package units available at Certificate II

- Units from the *Transport and Distribution Training Package* (commencing with the code TDT) are excluded as elective units

The following units are recommended where Technology, information management and administration functions are required:

BSBCMN105A	Use business equipment
BSBCMN205A	Use business technology
BSBCMN203A	Communicate in the workplace
BSBCMN206A	Process and maintain workplace information

HLT20202 Certificate II in Health Support Services (General Transport Support)

This qualification covers workers who undertake routine driving of vehicles carrying pathology specimens and items found in a hospital or health care setting such as medical gas cylinders and/or the transfer of non-emergency ambulatory clients/patients. Work is undertaken in the context of key requirements in hospital or health care settings including requirements for effective work in the health industry, compliance with infection control policy and working safely. A number of units have been drawn from the *Transport and Distribution Training Package.* Where relevant road transport work roles are undertaken Training Package users should access qualifications from that Training Package. This qualification is suited to New Apprenticeships pathways.

Occupational titles may include pathology courier, patient transport officer or driver.

PACKAGING RULES

12 units must be selected for this qualification:

- All **compulsory** units
- 5 **elective units** to make up a total of 12 units

Compulsory Units

HLTHIR1A	Work effectively in the health industry
HLTIN1A	Comply with infection control policies and procedures
HLTHSE1A	Follow the organisation's occupational health and safety policies
BSBCMN204A	Work effectively with others

5 units should be selected from the following list of units.

HLTPAT3A	Transport specimens and blood products
HLTPAT5A	Operate efficiently within a pathology and specimen collection environment
HLTCSD8A	Transport clients/patients
HLTCSD6A	Respond effectively to difficult or challenging behaviour
BSBCMN205A	Use business technology
BSBCMN206A	Process and maintain workplace information
BSBCMN203A	Communicate in the workplace
HLTMS7A	Handle medical gases safely
HLTMS4A	Handle and move equipment goods, mail and furniture

Elective Units

Up to 3 elective units may be selected from the following:

- Health Training Package units available at Certificate II
- Community Services Training Package units available at Certificate II
- Other national Training Package units available at Certificate II

The following units are recommended where Technology, information management and administration functions are required:

BSBCMN105A	Use business equipment
BSBCMN205A	Use business technology
BSBCMN203A	Communicate in the workplace
BSBCMN206A	Process and maintain workplace information

HLT31602 Certificate III in Health Service Assistance (Client/Patient Services)

This qualification covers workers who provide assistance to health professional staff with the care of patients and clients. The care assistance tasks are performed under supervision and may include assisting with movement and personal care of patients and clients.

These workers may also undertake additional tasks that may include food distribution, cleaning, portering, inventory maintenance, linen handling, waste handling and handling of medical gas cylinders.

Common occupational titles may include wardsperson, orderly, medical orderly, patient services assistant or personal care worker. This qualification is suited to New Apprenticeships pathways.

PACKAGING RULES

13 units must be selected for this qualification including:

- All **compulsory** units
- 2 **elective** units

Compulsory Units

HLTHIR2A	Contribute to organisational effectiveness in the health industry
BSBCMN203A	Communicate in the workplace
BSBCMN204A	Work effectively with others
BSBCMN302A	Organise personal work priorities and development
HLTIN1A	Comply with infection control policies and procedures
HLTHSE1A	Follow the organisation's occupational health and safety policies
HLTCSD4A	Support the care of clients and/or patients
HLTCSD5A	Assist with client/patient movement
HLTCSD1A	Maintain high standards of patient and client services

2 units from the *Health Services Assistance* and/or *Health Support Services* group with nominal AQF III alignment according to that listed in this document:

- Allied Health Assistance
- Client/Patient Service Delivery
- Operating Theatre Support
- Pathology
- Pharmacy
- Nutrition and Dietetic Support

Elective Units

2 elective units may be selected from:

- Health Training Package units available at Certificate III

- Community Services Training Package units available at Certificate III

- Other national Training Package units available at Certificate III

Depending on client profile selection of the following elective units may be appropriate:

CHCAC3C   Orientation to aged care work

CHCDIS1C   Orientation to disability work

HLTHIR3A   Work effectively with culturally diverse patients, clients, customers and co-workers

HLTHIR4A   Work effectively in a cross cultural context with Aboriginal and Torres Strait Islander, colleagues, clients and organisations

HLT31702 Certificate III in Health Service Assistance (Allied Health Assistance)

This qualification covers workers who provide assistance to allied health professional staff; and common occupational titles include therapy assistant, occupational therapy aide, physiotherapy aide, speech pathology aide, nutrition assistant or allied health assistant. This qualification is suited to New Apprenticeships pathways.

PACKAGING RULES

13 units must be selected for this qualification including:

- all **compulsory** units
- 1 **elective** unit

Compulsory Units

HLTHIR2A	Contribute to organisational effectiveness in the health industry
BSBCMN203A	Communicate in the workplace
BSBCMN204A	Work effectively with others
BSBCMN302A	Organise personal work priorities and development
HLTIN1A	Comply with infection control policies and procedures
HLTHSE1A	Follow the organisation's occupational health and safety policies
HLTAH1A	Assist with the provision of an Allied Health Therapy program

3 units from the following:

HLTCSD4A	Support the care of clients and/or patient
HLTCSD5A	Assist with client/patient movement
CHCAC3C	Orientation to aged care work
CHCDIS1C	Orientation to disability work

Plus at least 2 units from the *Health Services Assistance* group with nominal AQF III alignment according to that listed in this document.

- Allied Health Assistance
- Client/Patient Service Delivery
- Operating Theatre Support
- Pathology
- Pharmacy
- Nutrition and Dietetic Support

Elective Units

1 elective unit may be selected from:

- Health Training Package units available at Certificate III
- Community Services Training Package units available at Certificate III
- Other national Training Package units available at Certificate III

Depending on client profile selection of the following units as elective may be appropriate:

HLTHIR3A   Work effectively with culturally diverse patients, clients, customers and co-workers

HLTHIR4A   Work effectively in a cross cultural context with Aboriginal and Torres Strait Islander, colleagues, clients and organisations

HLT31402 Certificate III in Health Service Assistance (Hospital/Community Health Pharmacy Assistance)

This qualification covers workers who provide a range of varied assistance tasks to Pharmacists in hospital and community health settings, and the common occupational title is pharmacy assistant. This qualification is not applicable to retail pharmacy workers. This qualification is suited to New Apprenticeships pathways.

PACKAGING RULES

15 **compulsory** units comprise this qualification.

Compulsory Units

BSBCMN203A	Communicate in the workplace
BSBCMN204A	Work effectively with others
BSBCMN205A	Use business technology
BSBCMN302A	Organise personal work priorities and development
BSBMED201A	Use basic medical terminology
HLTHIR2A	Contribute to organisational effectiveness in the health industry
HLTHSE1A	Follow the organisation's occupational health and safety policies
HLTIN1A	Comply with infection control policies and procedures
HLTPH1A	Orientation to hospital pharmacy services and hospital pharmacy assistant practices
HLTPH2A	Procure and store pharmaceutical products
HLTPH3A	Distribute pharmaceutical products
HLTPH4A	Maintain pharmaceutical imprest/ward stock
HLTPH5A	Assist with prescription preparation
HLTPH6A	Package and/or pre-pack pharmaceutical products
HLTPH7A	Small scale compound/manufacture pharmaceutical products

HLT30102 Certificate III in Pathology Specimen Collection

This qualification covers workers who undertake the collection of blood and other pathology specimens. It should be noted that this qualification does not cover collection of a range of specimens for specialised testing, collection of arterial blood gases or team leadership and training.

PACKAGING RULES

13 units must be selected for this qualification including:

- All **compulsory** units
- 1 **elective** unit

Compulsory Units

BSBCMN203A	Communicate in the workplace
BSBCMN204A	Work effectively with others
BSBCMN302A	Organise personal work priorities and development
BSBCMN305A	Organise workplace information
HLTHIR1A	Work effectively in the health industry
HLTHSE1A	Follow the organisation's occupational health and safety policies
HLTIN1A	Comply with infection control policies and procedures
HLTPAT1A	Receive and prepare pathology specimens
HLTPAT4A	Collect pathology specimens other than blood
HLTPAT5A	Operate efficiently within a pathology and specimen collection environment
HLTPAT6A	Perform blood collection
HLTPAT8A	Identify and respond to clinical risks associated with pathology specimen collection

Elective Units

HLTFA1A	Apply basic first aid
BSBMED201A	Use basic medical terminology
BSBCMN205A	Use business technology
BSBCMN208A	Deliver a service to customers
HLTPAT7A	Perform electrocardiography (ECG)
HLTPAT14A	Measure spirometry/flow volume loop

HLT31202 Certificate III in Health Service Assistance (Pathology Assistance)

This qualification covers workers who provide a range of varied assistance tasks to professional staff in pathology laboratories. Common occupation titles include pathology assistant, laboratory aide and specimen reception assistant. This qualification is suited to New Apprenticeships pathways.

PACKAGING RULES

13 units must be selected for this qualification including:

- All **compulsory** units
- 2 **elective** units

Compulsory Units

BSBCMN203A	Communicate in the workplace
BSBCMN204A	Work effectively with others
BSBCMN302A	Organise personal work priorities and development
BSBCMN305A	Organise workplace information
HLTHIR2A	Contribute to organisational effectiveness in the health industry
HLTHSE1A	Follow the organisation's occupational health and safety policies
HLTIN1A	Comply with infection control policies and procedures
HLTPAT5A	Operate efficiently within a pathology and specimen collection environment

Plus at least 3 units from the following:

BSBCMN310A	Deliver and monitor a service to customers *
HLTPAT2A	Assist with microbiology testing
HLTPAT3A	Transport specimens and blood products
PMLSAMP301A	Receive and process a range of samples for pathology testing *
PMLTEST300A	Perform basic tests
PMLTEST301A	Perform biological laboratory procedures
PMLTEST303A	Prepare working solutions
PMLTEST304A	Prepare Culture Media
PMLTEST305A	Perform aseptic techniques

*** PMLSAMP301A and BSBCMN310A are compulsory for specimen reception workers.**

Elective Units

2 units may be selected from:

- Health Training Package units available at Certificate III
- Community Services Training Package units available at Certificate III
- Other national Training Package units available at Certificate III

HLT31302 Certificate III in Health Service Assistance (Operating Theatre Support)

This qualification covers workers who provide a range of varied assistance tasks to operating theatre personnel. Common occupational titles may include theatre orderly, theatre wardsperson, operations assistant or surgical dresser. This qualification is suited to New Apprenticeships pathways.

PACKAGING RULES

13 units must be selected for this qualification including:

- All **compulsory** units
- 1 **elective** unit

Compulsory Units

BSBCMN203A	Communicate in the workplace
BSBCMN204A	Work effectively with others
BSBCMN302A	Organise personal work priorities and development
HLTHIR2A	Contribute to organisational effectiveness in the health industry
HLTHSE1A	Follow the organisation's occupational health and safety policies
HLTIN1A	Comply with infection control policies and procedures
HLTTH1A	Provide theatre support services
HLTTH2A	Provide equipment support in an operating theatre environment
HLTTH3A	Identify and move to maintain a sterile field
PRMCL18A	Clean a unit or location to achieve a low bacteria condition

Plus at least 2 units from the *Health Services Assistance* and/or *Health Support Services* group with nominal AQF III alignment according to that listed in this document.

- Allied Health Assistance
- Client/Patient Service Delivery

Elective Units

1 elective unit may be selected from:

- Health Training Package units available at Certificate III
- Community Services Training Package units available at Certificate III
- Other national Training Package units available at Certificate III

Depending on client profile selection of the following units as elective may be appropriate:

CHCAC3C	Orientation to aged care work
CHCDIS1C	Orientation to disability work
HLTHIR3A	Work effectively with culturally diverse patients, clients, customers and co-workers
HLTHIR4A	Work effectively in a cross cultural context with Aboriginal and Torres Strait Islander, colleagues, clients and organisations

HLT31502   Certificate III in Health Service Assistance (Nutrition and Dietetic Support)

This qualification covers workers who provide a range of varied assistance tasks to Dietitians and Food Service Managers. Common occupational titles include diet aide or nutrition assistant. This qualification is suited to New Apprenticeships pathways.

PACKAGING RULES

14 units must be selected for this qualification including:

- All **compulsory** units
- 2 **elective** units

Compulsory Units

BSBCMN203A	Communicate in the workplace
BSBCMN204A	Work effectively with others
BSBCMN302A	Organise personal work priorities and development
HLTFS7A	Follow basic food safety practices
HLTHIR2A	Contribute to organisational effectiveness in the health industry
HLTHSE1A	Follow the organisation's occupational health and safety policies
HLTIN1A	Comply with infection control policies and procedures
HLTNA1A	Provide assistance to nutrition and dietetic services
HLTNA2A	Plan and evaluate meals and menus to meet recommended dietary guidelines
HLTNA3A	Plan and/or modify menus according to nutrition dietary plans
HLTNA4A	Plan meals and menus to meet cultural and religious needs
HLTNA5A	Support food services in menu meal order processing

Elective Units

2 units may be selected from the following areas to make a total of 14 units:

- Allied Health Assistance
- Client/Patient Service Delivery
- Operating Theatre Support
- Pathology
- Pharmacy
- Nutrition and Dietetic Support

OR

- Health Training Package units available at Certificate III
- Community Services Training Package units available at Certificate III
- Other national Training Package units available at Certificate III

Depending on client profile selection of the following units as elective may be appropriate:

CHCDIS1C   Orientation to disability work

HLTHIR3A   Work effectively with culturally diverse patients, clients, customers and co-workers

HLTHIR4A   Work effectively in a cross cultural context with Aboriginal and Torres Strait Islander, colleagues, clients and organisations

HLT31102 Certificate III in Health Service Assistance (Sterilisation Services)

This qualification covers workers who provide a range of varied tasks in a sterilizing service or department, and common occupational titles may include sterilizing assistant or sterilizing aide. This qualification is suited to New Apprenticeships pathways.

PACKAGING RULES

13 units must be selected for this qualification including:

- All **compulsory** units
- 2 **elective**

Compulsory Units

BSBCMN203A	Communicate in the workplace
BSBCMN204A	Work effectively with others
BSBCMN302A	Organise personal work priorities and development
HLTHIR2A	Contribute to organisational effectiveness in the health industry
HLTHSE1A	Follow the organisation's occupational health and safety policies
HLTIN1A	Comply with infection control policies and procedures
HLTSTE1A	Cleaning of reusable medical devices
HLTSTE2A	Prepare and pack items
HLTSTE3A	Sterilise loads
HLTSTE4A	Control sterile stock
HLTSTE5A	Provide sterilisation support services

Elective Units

2 units may be selected from:

- Health Training Package units available at Certificate III
- Community Services Training Package units available at Certificate III
- Other national Training Package units available at Certificate III

HLT30902 Certificate III in Health Support Services (Cleaning Support Services)

This qualification covers workers who undertake a range of varied cleaning tasks requiring discretion and judgment. These workers may also provide a team leadership, workplace training or leading hand role. The qualification includes requirements for effective work in the health industry, compliance with infection control policy and working safely.

A number of units have been drawn from the *Asset Maintenance Training Package.* Where relevant cleaning work roles are undertaken predominantly outside of a health care setting then Training Package users should access qualifications from that Training Package. This qualification is suited to New Apprenticeships pathways.

PREREQUISITE REQUIREMENT

Certificate II in Health Support Services (Cleaning Support Services) is prerequisite to this qualification.

PACKAGING RULES

15 units must be selected for this qualification:

- All **compulsory** units

- 3 **elective** units

Compulsory Units

BSBCMN203A	Communicate in the workplace
BSBCMN204A	Work effectively with others
BSBCMN302A	Organise personal work priorities and development
HLTHIR2A	Contribute to organisational effectiveness in the health industry
HLTHSE1A	Follow the organisation's occupational health and safety policies
HLTIN1A	Comply with infection control policies and procedures

6 units must be selected from the following:

PRMCL03A	Replace hard floor finish
PRMCL06A	Dry foam shampoo carpet to remove in-ground dirt and soil from upper layer
PRMCL07A	Remove dirt and soil from soft floors or fabric upholstery using a water extraction method
PRMCL14A	Maintain a clean room environment with no traces of visible dust.
PRMCL18A	Clean a unit or location to achieve a low bacteria condition
PRMCL20A	Undertake pressure wash to remove excessive or oil based soil
PRMCL22A	Organise and monitor work to maximise resource effectiveness
PRMCL36A	Carry out high level cleaning

Elective Units

3 units may be selected from:

Front Line Management units available at Certificate III

BSBFLM302A	Support leadership in the workplace
BSBFLM303A	Contribute to effective workplace relationships
BSBFLM305A	Support operational plan
BSBFLM309A	Support continuous improvement systems and processes

Workplace Training and Assessment

BSZ401A	Plan assessment
BSZ402A	Conduct assessment
BSZ403A	Review assessment
BSZ404A	Train small groups

- Health Training Package units available at Certificate III
- Community Services Training Package units available at Certificate III
- Other national Training Package units available at Certificate III

HLT30402 Certificate III in Health Support Services (Laundry Support Services)

This qualification covers workers who undertake a range of varied laundry tasks requiring discretion and judgment. These workers may also provide a team leadership, workplace training or leading hand role.

A number of units have been drawn from the *Textiles, Clothing and Footwear Training Package*. Where relevant laundry work roles are undertaken predominantly outside of a health care setting then Training Package users may wish to access qualifications from that Training Package. This qualification is suited to New Apprenticeships pathways.

PREREQUISITE REQUIREMENT

Certificate II in Health Support Services (Laundry Support Services) is prerequisite to this qualification.

PACKAGING RULES

15 units must be selected for this qualification:

- All **compulsory** units
- 3 **elective** units

Compulsory Units

BSBCMN203A	Communicate in the workplace
BSBCMN204A	Work effectively with others
BSBCMN302A	Organise personal work priorities and development
HLTHIR2A	Contribute to organisational effectiveness in the health industry
HLTHSE1A	Follow the organisation's occupational health and safety policies
HLTIN1A	Comply with infection control policies and procedures
LMTPRGN12A	Control Production

5 units must be selected from the following:

LMTEMGN08A	Perform minor maintenance
LMTPRGN15A	Coordinate work of team / section
LMTPRLA01A	Collect, receive and sort product
LMTPRLA02A	Operate washing machines
LMTPRLA03A	Control washing machine operation
LMTPRLA04A	Perform linen rewash
LMTPRLA05A	Operate hydro extractor
LMTPRLA06A	Perform conditioning and/or drying process
LMTPRLA07A	Operate finishing equipment
LMTPRLA08A	Repair damaged products
LMTPRLA09A	Inspect, fold and pack theatre
LMTPRLA10A	Prepare products for storage or dispatch

LMTPRLA11A   Coordinate and process products for storage or dispatch

Elective Units

3 units may be selected from:

Front Line Management units available at Certificate III

BSBFLM302A   Support leadership in the workplace

BSBFLM303A   Contribute to effective workplace relationships

BSBFLM305A   Support operational plan

BSBFLM309A   Support continuous improvement systems and processes

Workplace Training and Assessment

BSZ401A   Plan assessment

BSZ402A   Conduct assessment

BSZ403A   Review assessment

BSZ404A   Train small groups

- Health Training Package units available at Certificate III
- Community Services Training Package units available at Certificate III
- Other national Training Package units available at Certificate III

HLT30502 Certificate III in Health Support Services (Grounds Maintenance)

This qualification covers workers who undertake a range of varied grounds maintenance tasks requiring discretion and judgment such as trades assistants and gardeners. These workers may also provide a team leadership, workplace training or leading hand role.

A number of units have been drawn from the *Horticulture Training Package.* Where relevant grounds maintenance work roles are undertaken predominantly outside of a health care setting then Training Package users may wish to access qualifications from that Training Package. This qualification is suited to New Apprenticeships pathways.

PRERQUISITE REQUIREMENT

Certificate II in Health Support Services (Grounds Maintenance) is prerequisite to this qualification.

PACKAGING RULES

15 units must be selected for this qualification:

- All **compulsory** units
- 2 **elective** units

Compulsory Units

BSBCMN203A	Communicate in the workplace
BSBCMN204A	Work effectively with others
BSBCMN302A	Organise personal work priorities and development
HLTHIR2A	Contribute to organisational effectiveness in the health industry
HLTHSE1A	Follow the organisation's occupational health and safety policies
HLTIN1A	Comply with infection control policies and procedures
RUHHRT302A	Cultivate turf
RUHHRT306A	Establish planted area
RUHHRT312A	Install drainage systems
RUHHRT316A	Control weeds
RUHHRT317A	Control pests and diseases
RUHHRT318A	Undertake operational maintenance of machinery
RUHHRT324A	Propagate plants

Elective Units

2 elective units may be selected from:

- General Maintenance units available at Certificate III in the Health Training Package
- Health Training Package units available at Certificate III
- Community Services Training Package units available at Certificate III
- Other national Training Package units available at Certificate III

HLT30602 Certificate III in Health Support Services (General Maintenance)

This qualification covers workers who undertake a range of general maintenance tasks requiring discretion and judgment such as trades assistants. These workers may also provide a team leadership, workplace training or leading hand role. This qualification is suited to New Apprenticeships pathways.

PREREQUISITE REQUIREMENT

Certificate II in Health Support Services (General Maintenance) is prerequisite to this qualification.

PACKAGING RULES

15 units must be selected for this qualification:

- All **compulsory** units
- 1 **elective** units

Compulsory Units

BSBCMN203A	Communicate in the workplace
BSBCMN204A	Work effectively with others
BSBCMN302A	Organise personal work priorities and development
HLTGM1A	Perform routine servicing of plant, equipment and machinery
HLTGM2A	Use hand and power tools
HLTGM3A	Perform minor general maintenance
HLTGM4A	Assist tradespersons with construction and maintenance
HLTGM5A	Maintain pool environments
HLTHIR2A	Contribute to organisational effectiveness in the health industry
HLTHSE1A	Follow the organisation's occupational health and safety policies
HLTIN1A	Comply with infection control policies and procedures
HLTMS7A	Handle medical gases safely

2 units should be selected from the following:

HLTGM7A	Carry out work in a food handling area
HLTGM6A	Operate an incinerator
PRMCL19A	Remove waste to maintain a tidy environment
PRMCL21A	Maintain industrial machinery in a soil free condition

Elective Units

1 unit may be selected from:

- Grounds Maintenance units available at Certificate III in the Health Training Package
- Health Training Package units available at Certificate III
- Community Services Training Package units available at Certificate III
- Other national Training Package units available at Certificate III

HLT30802 Certificate III in Health Support Services (Client/Patient Support Services)

This qualification covers workers who undertake a range of varied tasks requiring discretion and judgment in a client/patient support services environment. These workers may also provide a team leadership, workplace training or leading hand role.

The client/patient support services environment does not involve direct care assistance tasks such as assisting other staff with the care of patients and clients. This qualification is suited to New Apprenticeships pathways.

PREREQUISITE REQUIREMENT

Certificate II in Health Support Services (Client/Patient Support Services) is prerequisite to this qualification.

PACKAGING RULES

15 units must be selected for this qualification:

- All **compulsory** units
- 3 **elective** units

Compulsory Units

BSBCMN203A	Communicate in the workplace
BSBCMN204A	Work effectively with others
BSBCMN302A	Organise personal work priorities and development
HLTHIR2A	Contribute to organisational effectiveness in the health industry
HLTHSE1A	Follow the organisation's occupational health and safety policies
HLTIN1A	Comply with infection control policies and procedures

6 units must be selected from the following:

HLTCSD3A	Prepare and maintain beds
HLTCSD6A	Respond effectively to difficult or challenging behaviour
HLTCSD8A	Transport clients/patients
HLTFS4A	Provide ward or unit-based food preparation and distribution services
HLTHSE4A	Follow safe manual handling practice
HLTMS1A	Collect and manage linen stock at user-locations
HLTMS3A	Undertake routine inventory maintenance
HLTMS4A	Handle and move equipment goods, mail and furniture
HLTMS6A	Perform general cleaning tasks in a clinical setting
HLTMS7A	Handle medical gases safely
HLTMS8A	Handle waste in a health care environment

Elective Units

3 units may be selected from:

Front Line Management units available at Certificate III

BSBFLM302A   Support leadership in the workplace

BSBFLM303A   Contribute to effective workplace relationships

BSBFLM305A   Support operational plan

BSBFLM309A   Support continuous improvement systems and processes

Workplace Training and Assessment

BSZ401A   Plan assessment

BSZ402A   Conduct assessment

BSZ403A   Review assessment

BSZ404A   Train small groups

- Health Training Package units available at Certificate III
- Community Services Training Package units available at Certificate III
- Other national Training Package units available at Certificate III

HLT31002 Certificate III in Health Support Services

This qualification covers workers who undertake a range of varied support service functions and tasks requiring discretion and judgment. These workers may also provide a team leadership, workplace training or leading hand role. This qualification is suited to New Apprenticeships pathways.

PREREQUISITE REQUIREMENT

Any of the Certificate II in Health Support Services qualifications are prerequisite to this qualification.

PACKAGING RULES

15 units must be selected for this qualification:

- All **compulsory** units
- 3 **elective** units

Compulsory Units

BSBCMN203A	Communicate in the workplace
BSBCMN204A	Work effectively with others
BSBCMN302A	Organise personal work priorities and development
HLTHIR2A	Contribute to organisational effectiveness in the health industry
HLTHSE1A	Follow the organisation's occupational health and safety policies
HLTIN1A	Comply with infection control policies and procedures

6 units should be selected from the following groups. No more than 3 units should be selected from a particular group.

- Client/Patient and Miscellaneous Health Support
- General Transport Support
- Stores
- Grounds Maintenance Support Services
- General Maintenance Support Services
- Cleaning Services Support Services
- Food Services Support Services
- Laundry Services Support Services

Elective Units

3 units may be selected from:

Front Line Management units available at Certificate III

BSBFLM302A	Support leadership in the workplace
BSBFLM303A	Contribute to effective workplace relationships
BSBFLM305A	Support operational plan
BSBFLM309A	Support continuous improvement systems and processes

Workplace Training and Assessment

BSZ401A	Plan assessment
BSZ402A	Conduct assessment
BSZ403A	Review assessment
BSZ404A	Train small groups

- Health Training Package units available at Certificate III
- Community Services Training Package units available at Certificate III
- Other national Training Package units available at Certificate III

HLT40502 Certificate IV in Health Service Assistance (Hospital/Community Health Pharmacy Technician)

This qualification covers workers who provide a range of technical tasks under the supervision of a pharmacist in a hospital or community health setting. These workers may also have a role in co-ordinating the work of pharmacy assistants or aides.

Common occupational titles may include Pharmacy Technician.

The qualification is not applicable to retail pharmacy workers.

PREREQUISITE REQUIREMNTS

Certificate III in Health Service Assistance (Hospital/Community Health Pharmacy) is prerequisite to this qualification.

PACKAGING RULES

11 units must be selected for this qualification including:

- All **compulsory** units
- 3 **Elective Units** units

Compulsory Units

HLTPH10A	Prepare batch and extemporaneous product master work sheets and labels
HLTPH11A	Small scale compound/manufacture aseptic pharmaceutical products
HLTPH8A	Maintain the procurement and storage of pharmaceutical products
HLTPH9A	Maintain the distribution of pharmaceutical products
HLTHSE2A	Implement and monitor occupational health and safety policies, procedures and programs
BSBMED301A	Use advanced medical terminology

Plus 2 units from either (with at least 1 from Front Line Management):

- Front Line Management units available at Certificate III or IV *
- Workplace Training and Assessment **

The following units are not compulsory but are recommended:

* BSBFLM303A	Contribute to effective workplace relationships
** BSZ404A	Train small groups

Elective Units

3 elective units available may be selected from the following areas:

- Health Training Package units available at Certificate IV
- Community Services Training Package units available at Certificate IV
- Other national Training Package units available at Certificate IV

HLT42202 Certificate IV in Health Services (Supervision)

This qualification covers the role of a supervisor or senior workplace trainer in a functional or operational unit/service in a healthcare setting, providing health support services and some health technical services.

This role does not include health service assistance areas where supervisory roles are undertaken by health professionals. The role may however include a supervisor in a sterilization service. This qualification is equivalent to and supersedes HLT40402 Certificate IV in Health Support Services (Supervision).

PREREQUISITE REQUIREMENT

Any of the following or equivalent are prerequisite to this qualification:

- Certificate III in Health Support Services qualifications
- Certificate III in Health Service Assistance (Sterilization Services)

PACKAGING RULES

15 units must be selected for this qualification including:

- All **compulsory** units
- 5 **elective** units

Compulsory Units

BSBFLM402A	Show leadership in the workplace
BSBFLM403A	Manage effective workplace relationships
HLTHIR2A	Contribute to organisational effectiveness in the health industry
HLTIN3A	Implement and monitor infection control policy and procedures
HLTHSE2A	Implement and monitor occupational health and safety policies, procedures and programs

Plus 5 units from Front Line Management or Workplace Training Assessment (Note: At least 3 units from Front Line Management must be selected):

Front Line Management

BSBFLM404A	Lead work teams
BSBFLM405A	Implement operational plan
BSBFLM409A	Implement continuous improvement
BSBCMN412A	Promote innovation and change
BSBHR402A	Recruit and select personnel

Workplace Training and Assessment

BSZ401A	Plan assessment
BSZ402A	Conduct assessment
BSZ403A	Review assessment
BSZ404A	Train small groups
BSZ405A	Plan and promote a training program
BSZ406A	Plan a series of training sessions
BSZ407A	Deliver training sessions
BSZ408A	Review training

Elective Units

5 elective units must be selected from the following:

- Certificate IV may be selected from other nationally endorsed Training Packages

- Certificate III or above from the Health Training Package

Packaging rules for elective units in General Health Services Delivery

The following pages provide units of competency with nominal alignment available as electives for General Health Services Delivery. The units are grouped under the following four headings:

Industry and organisational requirements units will generally be cross industry (eg. taken from the Business Services Training Package) or apply to all areas in the HTP (eg. Work effectively in the health industry).

Health, Safety and Environment units relate to areas of occupational and environmental safety within the industry. These units may be applicable to all areas of the HTP (eg. Contribute to the control of infection) or cross industry (eg. First Aid Guideline Competency Standards).

Health Service Assistance units mainly include competencies relating to the range of client/patient services roles and functions including personal care and allied health.

Support Services mainly include competencies relating to the range of ancillary and general workers across a range of care settings.

Industry and Organisational Requirements

Unless otherwise specified:

- Certificate II qualifications should include units from the Certificate II column only
- Certificate III and IV qualifications may include units from either Certificate II, III or IV

Health Industry Requirements

Certificate II	Certificate III
HLTHIR1A Work effectively in the health industry	BSBMED201A Use basic medical terminology
HLTHIR3A Work effectively with culturally diverse patients, clients, customers and co-workers	BSBMED301A Use advanced medical terminology
HLTHIR4A Work effectively in a cross cultural context with Aboriginal and Torres Strait Islander colleagues, clients and organisations	HLTHIR2A Contribute to organisational effectiveness in the health industry

Technology, information management and administration

Certificate II	Certificate III
BSBCMN105A Use business equipment	BSBCMN205A Use business technology
BSBCMN205A Use business technology	BSBCMN305A Organise workplace information
BSBCMN206A Process and maintain workplace information	

Teamwork, flexibility and communication

Certificate II	Certificate III
BSBCMN204A Work effectively with others	BSBCMN203A Communicate in the workplace
	BSBCMN302A Organise personal work priorities

Front Line Management/Human Resources

Certificate III	Certificate IV
BSBFLM302A Support leadership in the workplace	BSBCMN402A Develop work priorities
BSBFLM303A Contribute to effective workplace relationships	BSBFLM402A Show leadership in the workplace
BSBFLM304A Participate in work teams	BSBFLM403A Manage effective workplace relationships
BSBFLM305A Support operational plan	BSBFLM404A Lead work teams
BSBFLM309A Support continuous improvement systems and processes	BSBFLM405A Implement operational plan
BSBCMN312A Support innovation and change	BSBFLM409A Implement continuous improvement
	BSBCMN412A Promote innovation and change
	BSXFMI411A Contribute to the development of a workplace learning environment
	BSBHR401A Administer human resources policy
	BSBHR402A Recruit and select personnel

Customer Service

Certificate II	Certificate III
BSBCMN208A Deliver a service to customers	BSBCMN310A Deliver and monitor service to customers

Workplace Training and Assessment

Certificate III	Certificate IV
BSZ404A Train small groups	BSZ405A Plan and promote a training program
BSZ401A Plan assessment	BSZ406A Plan a series of training programs
BSZ402A Conduct assessment	BSZ407A Deliver training sessions
BSZ403A Review assessment	BSZ408A Review training

Health, Safety and Environment

Unless otherwise specified:

- Certificate II qualifications should include units from the Certificate II column only
- Certificate III and IV qualifications may include units from either Certificate II, III or IV

Infection control

Certificate II	Certificate III
HLTIN1A Comply with infection control policy and procedures	HLTIN2A Maintain infection control in standards in office practice settings HLTIN3A Implement and monitor infection control policy and procedures

Occupational Health and Safety

Certificate II	Certificate III	Certificate IV
HLTHSE1A Follow the organisation's occupational health and safety policies HLTHSE4A Follow safe manual handling practice	HLTHSE2A Implement and monitor occupational health and safety policies, procedures and programs HLTHSE4A Follow safe manual handling practice	HLTHSE3A Establish, maintain and evaluate the organisation's occupational health and safety system

First Aid Guideline Competency Standards

Certificate II	Certificate III	Certificate IV
HLTFA1A Apply basic First Aid	HLTFA2A Apply advanced First Aid HLTFA3A Maintain First Aid equipment and resources	HLTFA4A Manage First Aid policy

Remote Area Health

Certificate II
HLTRAH1A Undertake visits to remote communities

Health Service Assistance

Unless otherwise specified:

- Certificate II qualifications should include units from the Certificate II column only
- Certificate III and IV qualifications may include units from either Certificate II, III or IV

Allied Health Assistance

Certificate III
HLTAH1A Assist with provision of an Allied Health therapy program
HLTAH2A Assist in the application / removal of plaster cast

Client/Patient Service Delivery

Certificate II	Certificate III	
HLTCSD3A Prepare and maintain beds	HLTCSD1A	Maintain high standard of patient and client services
HLTCSD6A Respond effectively to difficult or challenging behaviour	HLTCSD2A	Assist with lifestyle and social support needs
HLTCSD7A Care for home environment of clients	HLTCSD4A	Support the care of clients and/or patients
HLTCSD8A Transport clients/patients	HLTCSD5A	Assist with client/patient movement
	HLTCSD6A	Respond effectively to difficult or challenging behaviour
	HLTAMBT1A	Transport non-emergency clients and patients
	HLTMT1A	Provide assistance to a mortuary service

Community Services Training Package

Certificate II		Certificate III	
CHCAC3C	Orientation to aged care work	CHCAOD2C	Orientation to work in the alcohol and other drugs sector
CHCDIS1C	Orientation to disability work	CHCMH1B	Orientation to work in the mental health sector (non clinical)
CHCAOD1C	Introduction to work in the alcohol and other drugs sector	CHCAC3C	Orientation to aged care work
		CHCDIS1C	Orientation to disability work

Operating Theatre Support

Certificate III
HLTTH1A   Provide theatre support services
HLTTH2A   Provide equipment support in an operating theatre environment
HLTTH3A   Identify and move to maintain a sterile field

Pathology

Certificate II	Certificate III	Certificate IV
HLTPAT3ATransport specimens and blood products HLTPAT5A Operate efficiently within a pathology and specimen collection environment	HLTPAT1A Receive and process pathology specimens HLTPAT2A Assist with microbiology testing PMLTEST305A Perform aseptic techniques PMLSAMP301A Receive and prepare a range of samples for pathology testing PMLTEST300A Perform basic tests PMLTEST304A Prepare culture media	HLTPAT4A Collect pathology specimens other than blood PMLTEST301A Perform biological laboratory procedures PMLTEST303A Prepare working solutions HLTPAT6A Perform blood collection (Phlebotomy) HLTPAT7A Perform electrocardiograms (ECG)

Pharmacy

Certificate II	Certificate III	Certificate IV
HLTPH2A Procure and store pharmaceutical products HLTPH3A Distribute pharmaceutical products	HLTPH1A Orientation to hospital pharmacy services and hospital pharmacy assistant practices HLTPH4A Maintain pharmaceutical imprest/ward stock HLTPH5A Assist with Prescription preparation HLTPH6A Packaging and/or pre-pack pharmaceutical products HLTPH7A Small scale compound/manufacture pharmaceutical products	HLTPH8A Maintain the procurement and storage of pharmaceutical products HLTPH9A Maintain the distribution of pharmaceutical products HLTPH10A Prepare batch and extemporaneous product master work sheets and labels HLTPH11A Small scale compound/manufacture aseptic pharmaceutical products

Nutrition and Dietetic Support

Certificate III	
HLTNA1A	Provide assistance to nutrition and dietetic services
HLTNA2A	Plan and evaluate meals and menus to meet recommended dietary guidelines
HLTNA3A	Plan and/or modify menus according to nutrition dietary plans
HLTNA4A	Plan meals and menus to meet cultural and religious needs
HLTNA5A	Support food services in menu meal order processing

Licensed X-ray Operation (non-Radiographer)

Certificate II	Certificate III
HLTTEC2A Use X-Ray Support Equipment	HLTTEC1A Operate an X-Ray machine
HLTTEC3A Operate an X-Ray film processor	HLTTEC4A Perform an X-Ray examination
HLTTEC5A Maintain records	

Sterilisation

Certificate III
HLTSTE1A Clean reusable medical devices
HLTSTE2A Prepare and pack items
HLTSTE3A Sterilise loads
HLTSTE4A Control sterile stock
HLTSTE5A Provide sterilisation support services

Support Services

Unless otherwise specified:

- Certificate II qualifications should include units from the Certificate II column only
- Certificate III and IV qualifications may include units from either Certificate II, III or IV

Miscellaneous Support

Certificate II	Certificate III
HLTMS1A Collect and maintain linen stocks at user-locations	HLTMS7A Handle medical gases safely
HLTMS2A Provide personal laundry service to clients, patients and others	
HLTMS3A Undertake routine inventory maintenance	
HLTMS4A Handle and move equipment and goods	
HLTMS5A Perform general housekeeping to maintain clean environment	
HLTMS6A Perform general cleaning tasks in a clinical setting	
HLTMS8A Handle waste in a health care environment	

Cleaning Services

Certificate II	Certificate III
PRMCL01A Maintain hard floor surfaces	PRMCL03A Replace hard floor finish
PRMCL02A Restore hard floor finish	PRMCL06A Dry foam shampoo carpet to remove in-ground dirt and soil from upper layer
PRMCL04A Maintain soft floor	
PRMCL05A Remove stains and spillages from soft floors	PRMCL07A Remove dirt and soil from soft floors or fabric upholstery using a water extraction method
PRMCL08A Bonnet buff soft floor to achieve a clean surface appearance	PRMCL14A Maintain a clean room environment with no traces of visible dust
PRMCL09A Wash and squeegee glass surfaces to remove all visible dirt and grime	PRMCL18A Clean a unit or location to achieve a low bacteria condition
PRMCL10A Maintain ceiling surfaces and fittings	PRMCL20A Undertake pressure wash to remove excessive or oil based soil
PRMCL11A Spot clean external surfaces to remove all visible marks	
PRMCL12A Wash external surfaces to remove all visible dirt and grime	PRMCL22A Organise and monitor work to maximise resource effectiveness

Certificate II	Certificate III
PRMCL13A Undertake detail cleaning of window coverings to remove all dirt and grime	PRMCL36A Carry out high level cleaning
PRMCL15A Maintain furniture and fittings and dress an area or room	
PRMCL16A Wash furniture and fittings to remove grime	
PRMCL17A Maintain wet area in an odour free, soil and hazard free condition	
PRMCL19A Remove waste to maintain a tidy environment/area	
PRMCL21A Maintain industrial machinery in a soil free condition	
PRMCL33A Plan for safe and efficient cleaning activities	
PRMCL35A Maintain a cleaning storage area	

Laundry Services

Certificate II		Certificate III	
LMTPRLA01A	Collect, receive and sort product	LMTPRGN16A	Organise and plan own work to achieve planned outcomes
LMTPRLA02A	Operate washing machines		
LMTPRLA03A	Control washing machine operation	LMTPRGN12A	Control production
LMTPRLA04A	Perform linen rewash		
LMTPRLA05A	Operate hydro extractor		
LMTPRLA06A	Perform conditioning and/or drying process		
LMTPRLA07A	Operate finishing equipment		
LMTPRLA08A	Repair damaged products		
LMTPRLA09A	Inspect, fold and pack theatre		
LMTPRLA10A	Prepare products for storage or dispatch		
LMTPRLA11A	Coordinate and process products for storage or dispatch		
LMTPRGN15A	Coordinate work of team/section		
LMTEMGN08A	Perform minor maintenance		

Food Services

Certificate II		Certificate III	
HLTFS7A	Follow basic food safety practices	HLTFS12A	Conduct food safety audits
HLTFS8A	Transport food	HLTFS11A	Develop food safety programs
HLTFS1A	Distribute meals and refreshments to clients	HLTFS10A	Apply and monitor food safety requirements
HLTFS3A	Apply cook-freeze production processes	HLTFS9A	Oversee the day-to-day implementation of Food safety in the workplace
HLTFS4A	Provide ward or unit-based food preparation and distribution services	HLTFS2A	Prepare foods suitable for a range of food service settings
HLTFS5A	Perform kitchenware washing		
HLTFS6A	Carry out cafeteria operations		
THHBCAT05B	Apply cook-chill production processes		
THHBCC01B	Use basic methods of cookery		
THHBCC02B	Prepare appetisers and salads		
THHBCC00B	Prepare sandwiches		
THHBCC03B	Prepare stocks sauces and soups		
THHBKA03B	Receive and store kitchen supplies		
THHBKA04B	Clean and maintain kitchen premises		

Grounds Maintenance

Certificate II		Certificate III	
RUHHRT201A	Treat weeds	RUHHRT302A	Cultivate turf
RUHHRT208A	Prune shrubs and small trees	RUHHRT306A	Establish planted area
RUHHRT212A	Apply chemicals and biological agents	RUHHRT312A	Install drainage systems
		RUHHRT316A	Control weeds
RUHHRT216A	Maintain supplies of chemicals & biological agents	RUHHRT317A	Control pests and diseases
		RUHHRT318A	Undertake operational maintenance of machinery
RUHHRT225A	Maintain drainage systems	RUHHRT324A	Propagate plants
RUHHRT226A	Maintain irrigation systems		
RUHHRT104A	Provide turf care		
RUHHRT107A	Provide nursery plant care		

General Maintenance

Certificate II		Certificate III	
HLTGM1A	Perform routine servicing of plant, equipment and machinery	HLTGM4A	Assist tradespersons with construction and maintenance
HLTGM2A	Use hand and power tools	HLTGM5A	Maintain pool environments
HLTGM3A	Perform minor general maintenance		
HLTGM6A	Operate an incinerator		

Asset Security

Certificate II	
PRSSG01A	Maintain the security of premises and property
PRSSG02A	Control access to and exit from premises
PRSSG03A	Maintain safety of premises and personnel

Stores

AQF 2	
TDTD297A	Use Manual Handling Equipment
TDTD1097A	Operate a Forklift

Ambulance

Relationship to non-Ambulance "first response" roles

The qualifications identified for the Ambulance industry cover the defined roles and work levels within the industry across Australia.

These qualifications do not cover personnel who may be tasked to provide an emergency response at a scene as part of an organised Emergency Medical System (EMS) until ambulance or other specialist health services can be provided. It would be expected that these people would have first aid competency to a minimum standard of national First Aid Guideline Competency Standard B but would not be regarded as Ambulance workers.

HLT30202 Certificate III in Non-Emergency Patient Transport

This qualification covers workers who provide non-emergency transport of patients. Transport services of this kind are usually pre-arranged/booked and time of response is not given a high priority in comparison to emergency transport. Patients are those requiring transport and/or patient care for non-acute or chronic illness or disability. Some occupational titles for this role may include ambulance transport officer, patient transport officer or patient transport attendant. This qualification is suited to New Apprenticeships pathways.

PACKAGING RULES

13 units must be selected for this qualification:

- All **compulsory** units
- 2 **elective** units

Compulsory Units

BSBMED201A	Use basic medical terminology
BSBCMN204A	Work effectively with others
CHCAC3C	Orientation to aged care work
CHCDIS1C	Orientation to disability work
HLTAMBFC1A	Communicate within an ambulance environment
HLTAMBT1A	Transport non-emergency patients
HLTFA2A	Apply advanced first aid *
HLTHIR1A	Work effectively in the health industry
HLTHSE1A	Follow the organisation's occupational health and safety policies
HLTIN1A	Comply with infection control policies and procedures
PUAVEH001A	Drive vehicles under operational conditions

Elective Units

Elective units may be selected from:

- Health Training Package units available at Certificate III
- Other endorsed industry Training Packages available at Certificate III

The following units are recommended as electives when working with cultural diversity and Indigenous communities:

HLTHIR3A	Work effectively with culturally diverse patients, clients, customers and co-workers
HLTHIR4A	Work effectively in a cross cultural context with Aboriginal and Torres Strait Islander, colleagues, clients and organisations

* HLTFA1A   Apply basic First Aid is a prerequisite for this unit

HLT31902   Certificate III in Ambulance Communications (Call Taking)

This qualification covers the role of call taking in an ambulance communication/co-ordination environment. This qualification is suited to New Apprenticeships pathways.

PACKAGING RULES

13 units must be selected for this qualification:

- All **compulsory** units

- 2 **elective** units

Compulsory Units

BSBCMN204A	Work effectively with others
BSBCMN205A	Use business technology
BSBMED301A	Use advanced medical terminology
HLTAMBC1A	Receive a request for service
HLTAMBFC1A	Communicate within an ambulance environment
HLTAMBFC2A	Communicate in complex or difficult situations
HLTAMBPD1A	Manage personal stressors in the work environment
HLTFA2A	Apply advanced first aid *
HLTHIR1A	Work effectively in the health industry
HLTHSE1A	Follow the organisation's occupational health and safety policies
HLTIN1A	Comply with infection control policies and procedures

Elective Units

Elective units may be selected from:

- Health Training Package units available at Certificate III

- Other endorsed industry Training Packages available at Certificate III

The following units are recommended as electives when working with cultural diversity and Indigenous communities:

HLTHIR3A	Work effectively with culturally diverse patients, clients, customers and co-workers
HLTHIR4A	Work effectively in a cross cultural context with Aboriginal and Torres Strait Islander, colleagues, clients and organisations

* HLTFA1A   Apply basic First Aid is a prerequisite for this unit

HLT41102 Certificate IV in Ambulance Communications (Despatch)

This qualification covers the role of call taking in an ambulance communication/co-ordination environment. This qualification is suited to New Apprenticeships pathways.

PRERQUISITE REQUIREMENT

Certificate III in Ambulance Communications (Call Taking) is prerequisite to this qualification.

PACKAGING RULES

15 units must be selected for this qualification:

- All **compulsory** units
- 2 **elective** units

Compulsory Units

BSBCMN204A	Work effectively with others
BSBCMN205A	Use business technology
BSBMED301A	Use advanced medical terminology
HLTAMBC1A	Receive a request for service
HLTAMBC2A	Assign ambulance service resources
HLTAMBC3A	Coordinate resources
HLTAMBFC1A	Communicate within an ambulance environment
HLTAMBFC2A	Communicate in complex or difficult situations
HLTAMBPD1A	Manage personal stressors in the work environment
HLTFA2A	Apply advanced first aid *
HLTHIR1A	Work effectively in the health industry
HLTHSE1A	Follow the organisation's occupational health and safety policies
HLTIN1A	Comply with infection control policies and procedures

Elective Units

Elective units may be selected from:

- Health Training Package units available at Certificate IV
- Other endorsed industry Training Packages available at Certificate IV

The following units are recommended as electives when working with cultural diversity and Indigenous communities:

HLTHIR3A	Work effectively with culturally diverse patients, clients, customers and co-workers
HLTHIR4A	Work effectively in a cross cultural context with Aboriginal and Torres Strait Islander, colleagues, clients and organisations

Relationship to prerequisite qualification

Certificate IV in Ambulance Communications (Despatch) may be awarded via assessment against Certificate III in Ambulance Communications with the addition the following:

Compulsory Units

HLTAMBC1A	Receive a request for service
HLTAMBC2A	Assign ambulance service resources

Elective Units

Elective units from the Health and other Training Packages should include those available at Certificate IV.

* HLTFA1A   Apply basic First Aid is a prerequisite for this unit

HLT41002 Certificate IV in Basic Emergency Care

This qualification covers volunteer or similar type workers who operate within a State ambulance authority and provide a basic emergency response and transport role in isolated or low workload areas. Occupational titles for this role may include Volunteer Ambulance Officer and Community Ambulance Officer. This qualification is suited to New Apprenticeships pathways.

PACKAGING RULES

19 units must be selected for this qualification:

- All **compulsory** units
- 1 **elective** unit

Compulsory Units

BSBFLM303A	Contribute to effective workplace relationships
HLTAMBAE1A	Enable safe access and egress in an emergency
HLTAMBAE2A	Implement specialist access and egress procedures
HLTAMBAE3A	Follow procedures for routine safe extrication of patient
HLTAMBAE4A	Follow procedures for safe extrication of patient in a life threatening situation
HLTAMBCR1A	Deliver basic patient care
HLTAMBFC1A	Communicate within an ambulance environment
HLTAMBFC2A	Communicate in complex or difficult situations
HLTAMBPD1A	Manage personal stressors in the work environment
HLTAMBSC1A	Manage routine scene
HLTAMBSC3A	Manage the scene of an emergency
HLTAMBT1A	Transport non-emergency patients
HLTAMBT2A	Transport emergency patients
HLTHIR1A	Work effectively in the health industry
HLTHSE1A	Follow the organisation's occupational health and safety policies
HLTIN1A	Comply with infection control policies and procedures
PUACOM005A	Foster a positive organisational image in the community
PUAVEH001A	Drive vehicles under operational conditions

Elective Units

1 elective unit may be selected from:

- Health Training Package units available at Certificate IV
- Other endorsed industry Training Packages available at Certificate IV

The following units are recommended as electives when working with cultural diversity and Indigenous communities:

HLTHIR3A	Work effectively with culturally diverse patients, clients, customers and co-workers
HLTHIR4A	Work effectively in a cross cultural context with Aboriginal and Torres Strait Islander, colleagues, clients and organisations

HLT50402 Diploma of Paramedical Science (Ambulance)

This qualification covers workers employed by State Ambulance authorities and non-emergency transport companies to provide emergency and non-emergency patient care and transport services. Occupational titles for this role may include Ambulance Officer, Ambulance Paramedic and Ambulance Attendant.

PACKAGING RULES

22 units must be selected for this qualification

- All **compulsory** units
- 2 **elective** units

Compulsory Units

BSBFLM303A	Contribute to effective workplace relationships
BSBCMN204A	Work effectively with others
HLTAMBAE1A	Enable safe access and egress in an emergency
HLTAMBAE2A	Implement specialist access and egress procedures
HLTAMBAE3A	Follow procedures for routine safe extrication of patient
HLTAMBAE4A	Follow procedures for safe extrication of patient in a life threatening situation
HLTAMBCR2A	Deliver standard pre-hospital patient care *
HLTAMBFC1A	Communicate within an ambulance environment
HLTAMBFC2A	Communicate in complex or difficult situations
HLTAMBPD1A	Manage personal stressors in the work environment
HLTAMBSC1A	Manage routine scene
HLTAMBSC2A	Manage scene of special event
HLTAMBSC3A	Manage the scene of an emergency
HLTAMBT1A	Transport non-emergency patients
HLTAMBT2A	Transport emergency patients
HLTHIR2A	Contribute to organisational effectiveness in the health industry
HLTIN1A	Comply with infection control policies and procedures
PUACOM005A	Foster a positive organisational image in the community
PUAOHS003A	Implement and monitor the organisation's occupational health and safety policies, procedures and programs
PUAVEH001A	Drive vehicles under operational conditions

Elective Units

2 units may be selected from:

HLTAMBCR4A	Clinical mentoring in the work environment *
BSBCMN305A	Organise workplace information
BSBCMN306A	Produce business documents
HLTHIR3A	Work effectively with culturally diverse patients, clients, customers and co-workers
HLTHIR4A	Work effectively in a cross cultural context with Aboriginal and Torres Strait Islander, colleagues, clients and organisations
BSZ401A	Plan assessment
BSZ402A	Conduct assessment
BSZ403A	Review assessment
BSZ404A	Train small groups

- Health Training Package units available at Diploma

- Other endorsed industry Training Packages available at Diploma

* HLTAMBCR1A   Deliver Basic Patient Care is prerequisite to this unit.

HLT60302   Advanced Diploma of Paramedical Science (Ambulance)

This qualification covers workers employed by State Ambulance authorities to provide advanced emergency care and transport services. Occupational titles for this role may include Intensive Care Paramedic and Mobile Intensive Care Ambulance Paramedic.

PREREQUISITE REQUIREMENT

The Diploma of Paramedical Science (Ambulance) is prerequisite to this qualification.

PACKAGING RULES

26 units must be selected for this qualification

- All **compulsory** units
- 1 **elective** unit

Compulsory Units

BSBCMN204A	Work effectively with others
BSBFLM303A	Contribute to effective workplace relationships
BSZ401A	Plan assessment
BSZ402A	Conduct assessment
BSZ403A	Review assessment
BSZ404A	Train small groups
HLTAMBAE1A	Enable safe access and egress in an emergency
HLTAMBAE2A	Implement specialist access and egress procedures
HLTAMBAE3A	Follow procedures for routine safe extrication of patient
HLTAMBAE4A	Follow procedures for safe extrication of patient in a life threatening situation
HLTAMBCR3A	Deliver intensive pre-hospital patient care
HLTAMBCR4A	Clinical mentoring in the work environment *
HLTAMBFC1A	Communicate within an ambulance environment
HLTAMBFC2A	Communicate in complex or difficult situations
HLTAMBPD1A	Manage personal stressors in the work environment
HLTAMBSC1A	Manage routine scene
HLTAMBSC2A	Manage scene of special event
HLTAMBSC3A	Manage the scene of an emergency
HLTAMBT1A	Transport non-emergency patients
HLTAMBT2A	Transport emergency patients
HLTHIR2A	Contribute to organisational effectiveness in the health industry
HLTIN1A	Comply with infection control policies and procedures
PUACOM005A	Foster a positive organisational image in the community
PUAOHS003A	Implement and monitor the organisation's occupational health and safety policies, procedures and programs

PUAVEH001A   Drive vehicles under operational conditions

Elective Units

1 Elective unit should be selected from:

- Health Training Package units available at Advanced Diploma

- Other endorsed industry Training Packages available at Advanced Diploma

Selection for the following units is recommended when working with cultural diversity and Indigenous communities:

HLTHIR3A   Work effectively with culturally diverse patients, clients, customers and co-workers

HLTHIR4A   Work effectively in a cross cultural context with Aboriginal and Torres Strait Islander, colleagues, clients and organisations

Relationship to prerequisite qualification

The Advanced Diploma Paramedical Science (Ambulance) may be awarded via assessment against Diploma Paramedical Science (Ambulance) with the addition of the following:

Compulsory Units

HLTAMBCR3A   Deliver intensive pre-hospital patient care

HLTAMBCR4A   Clinical mentoring in the work environment *

Elective Units

Elective units from the Health and other Training Packages should include those available at Advanced Diploma.

* HLTAMBCR1A   Deliver Basic Patient Care is prerequisite to this unit.

HLT60202 Advanced Diploma of Paramedical Science (Supervision)

This qualification covers workers employed by State Ambulance authorities to manage an ambulance branch station or ambulance team. Occupational titles for this role may include Station Officer, Station Supervisor, Branch Manager, Team Leader, Team Manager and Clinical Team Leader. The qualification also covers workers employed by State ambulance authorities to perform a range of supervisory and/or dispatch/call taking duties with an ambulance communications or co-ordination centre, including determining priorities for allocation of ambulance resources and controlling the work of ambulance crews. Occupational titles for this role may include Communications Officer.

PREREQUISITE REQUIREMENT

The Diploma of Paramedical Science (Ambulance) is prerequisite to this qualification.

PACKAGING RULES

20 units must be selected for this qualification

- All **compulsory** units
- 2 **elective** units

The Diploma of Paramedical Science (Ambulance) is prerequisite to this qualification.

Compulsory Units

BSBFLM501A	Manage personal work priorities and professional development
BSBFLM502A	Provide leadership in the workplace
BSBFLM503A	Establish effective workplace relationships
BSBFLM504A	Facilitate work teams
BSBFLM505A	Manage operational plan
BSBFLM506A	Manage workplace information system
BSBFLM507A	Manage quality customer service
BSBMGT505A	Ensure a safe workplace
HLTAMBC3A	Coordinate resources
HLTAMBMA1A	Manage ambulance operations
HLTAMBMA2A	Supervise on-road operations
HLTHIR3A	Work effectively with culturally diverse patients, clients, customers and co-workers
HLTHIR4A	Work effectively in a cross cultural context with Aboriginal and Torres Strait Islander, colleagues, clients and organisations
PUAOHS004A	Establish and maintain the occupational health and safety system

4 additional compulsory units must be selected from the following:

BSBFLM509A	Promote continuous improvement
BSBFLM510A	Facilitate and capitalise on change and innovation
BSBFLM511A	Develop a workplace learning environment
HLTAMBC1A	Receive a request for service
HLTAMBC2A	Assign ambulance service resources
HLTAMBCR4A	Clinical mentoring in the work environment *

* These units are recommended for assessment when supervision occurs in a communications/co-ordination environment.

Elective

2 elective units should be selected from:

- Health Training Package units available at Advanced Diploma

- Other endorsed industry Training Packages available at Advanced Diploma. Recommended elective units from other Training Packages include those from Workplace Training and Assessment (listed below) and Management groups in the *Business Services Training Package*.

Workplace Training and Assessment units

BSZ401A	Plan assessment
BSZ402A	Conduct assessment
BSZ403A	Review assessment
BSZ405A	Plan and promote a training program
BSZ404A	Train small groups
BSZ406A	Plan a series of training sessions
BSZ407A	Deliver training sessions
BSZ408A	Review training

* HLTAMBCR1A   Deliver Basic Patient Care is prerequisite to this unit.

HLT50502   Diploma of Dental Technology

This qualification provides the skills needed to work as registered Dental Technician. It covers the construction of dentures, bridges, crowns and other dental appliances and the repair and modification of these appliances.   Depending on particular state/territory legislation and regulations the qualification may need to be combined with specified periods of clinical practice before the graduate can work as a Dental Technician. This qualification is suited to New Apprenticeships pathways.

PACKAGING RULES

28 units must be selected for this qualification:

- All **compulsory** units
- 2 **Elective** units

Compulsory Units

BSBCMN203A	Communicate in the workplace
BSBCMN204A	Work effectively with others
BSBCMN302A	Organise personal work priorities and development
BSBCMN305A	Organise workplace information
HLTDT10A	Construct metal, crown and bridge structures
HLTDT11A	Join alloy structures
HLTDT13A	Construct ceramic restorations
HLTDT14A	Construct orthodontic appliances
HLTDT15A	Construct thermoformed bases and appliances
HLTDT16A	Construct indirect composite/polymer fixed restorations
HLTDT17A	Construct oral splints
HLTDT18A	Repair and modify dentures and appliance
HLTDT1A	Construct models
HLTDT2A	Construct custom impression trays
HLTDT3A	Construct registration rims
HLTDT4A	Articulate models and transfer records
HLTDT5A	Arrange artificial teeth for complete dentures
HLTDT6A	Wax, process and finish acrylic dentures and appliances
HLTDT7A	Construct immediate dentures
HLTDT8A	Set up and wax removable partial dentures
HLTDT9A	Cast metal alloy removable partial denture framework
HLTFA1A	Apply basic first aid
HLTHIR1A	Work effectively in the health industry
HLTHSE1A	Follow the organisation's occupational health and safety policies
HLTIN1A	Comply with infection control policies and procedures
HLTHSE2A	Implement and monitor occupational health and safety policies, procedures and programs

Elective Units

BSBCMN205A	Use business technology
BSBCMN307A	Maintain business resources
BSBCMN308A	Maintain financial records
BSBCMN310A	Deliver and monitor a service to customers
BSBFLM303A	Contribute to effective workplace relationships
HLTDT12A	Take tooth shades

HLT60402   Advanced Diploma of Dental Prosthetics

This qualification provides the skills needed to work as a registered Dental Prosthetist. Entry is only open to students who already possess the Diploma of Dental Technology or equivalent. It includes the skills of dental prosthetic examination, taking of impressions, dental prosthesis try–in and inserting, issuing and maintenance of dental prostheses. Depending on particular state/territory legislation and regulations the qualification may need to be combined with specified periods of clinical practice before the graduate can work as a Dental Prosthetist.

PREREQUISITE REQUIREMENT

The Diploma of Dental Technology is prerequisite to this qualification

---

PACKAGING RULES

This qualification is made up of 18 **compulsory** units.

BSBCMN307A	Maintain business resources
BSBCMN308A	Maintain financial records
BSBCMN310A	Deliver and monitor a service to customers
BSBCMN405A	Analyse and present workplace information
HLTDP9A	Manage the delivery of quality patient service
HLTHIR1A	Work effectively in the health industry
HLTDP1A	Identify, select and prepare instruments, equipment, materials as required
HLTDP2A	Gather data, history, conduct dental prosthetic examination and develop a treatment plan
HLTDP3A	Take impressions
HLTDP4A	Measure and record jaw relationships and select artificial teeth
HLTDP5A	Evaluate a dental prosthesis at try-in stage
HLTDP6A	Perform maintenance treatment for patients with removable dental prosthesis
HLTDP7A	Insert and issue a completed dental prosthesis
HLTDP8A	Insert and issue a protective mouthguard
HLTDT12A	Take tooth shades
HLTFA1A	Apply basic first aid
HLTIN2A	Maintain infection control in small to medium sized health care establishments
HLTHSE3A	Establish, maintain and evaluate the organisation's occupational health and safety system

HLT31802 Certificate III in Dental Assisting

This qualification provides the skills needed to work as a Dental Assistant. It covers the skills needed to assist a Dentist, Dental Hygienist or Dental Therapist in their work with patients as well as providing skills to assist with practice administration. This qualification is suited to New Apprenticeships pathways.

PACKAGING RULES

- 7 units must be selected for these qualifications

Compulsory Units

HLTDA1A	Maintain infection control in dental practice
HLTDA2A	Follow occupational health and safety policies in dental practice
HLTDA3A	Prepare for and assist during oral health care procedures
HLTDA4A	Assist with dental radiography
HLTDA5A	Maintain and store instruments, equipment, materials and medicaments
HLTDA6A	Assist in administration in dental practice
HLTFA1A	Apply basic first aid

HLT40702 Certificate IV in Dental Assisting (Dental Radiography)

This qualification provides the skills needed to interpret a request from a dental operator for a radiographic image and to produce the image in those States where Dental Assistants are allowed to undertake these tasks under State Dental Acts and Regulations. The qualification includes patient preparation and positioning and selection of equipment requirements. This qualification is suited to New Apprenticeships pathways.

PREREQUISITE REQUIREMENT

Certificate III in Dental Assisting is prerequisite to this qualification. NB. units assessed at Certificate III in Dental Assisting do not need to be reassessed in this qualification.

PACKAGING RULES

10 units must be selected for these qualifications including:

- 10 **compulsory** common units

Compulsory Units

HLTDA10A	Apply the principles of radiation biology and protection in dental practice
HLTDA11A	Prepare to expose a prescribed dental radiographic image
HLTDA12A	Produce a dental radiographic image
HLTDA1A	Maintain infection control in dental practice
HLTDA2A	Follow occupational health and safety policies in dental practice
HLTDA3A	Prepare for and assist during oral health care procedures
HLTDA4A	Assist with dental radiography
HLTDA5A	Maintain and store instruments, equipment, materials and medicaments
HLTDA6A	Assist in administration in dental practice
HLTFA1A	Apply basic first aid

HLT40602   Certificate IV in Dental Assisting (Oral Health Education)

This qualification provides additional training for Dental Assistants in oral health education. It covers the knowledge and skills required for dental assistants to provide advice on and demonstration of effective oral hygiene techniques and practices to aid in the prevention of oral diseases, including non carious tooth wear. This qualification is suited to New Apprenticeships pathways.

PRERQUISITE REQUIREMENT

Certificate III in Dental Assisting is prerequisite to this qualification. NB. units assessed at Certificate III in Dental Assisting do not need to be reassessed in this qualification.

PACKAGING RULES

10 units must be selected for these qualifications including:

- 10 **compulsory** common units

Compulsory Units

BSBMKG407A	Make a presentation
BSZ404A	Train small groups
HLTDA1A	Maintain infection control in dental practice
HLTDA2A	Follow occupational health and safety policies in dental practice
HLTDA3A	Prepare for and assist during oral health care procedures
HLTDA4A	Assist with dental radiography
HLTDA5A	Maintain and store instruments, equipment, materials and medicaments
HLTDA6A	Assist in administration in dental practice
HLTDA7A	Implement an oral health education program
HLTFA1A	Apply basic first aid

HLT40802 Certificate IV in Dental Assisting (Assistance during General Anaesthesia and Conscious Sedation)

The qualification provides the skills and knowledge required for dental assistants to assist the dentist or dental specialist in carrying out oral health care procedures on patients under general anaesthesia and conscious sedation. This qualification is suited to New Apprenticeships pathways.

PRERQUISITE REQUIREMENT

Certificate III in Dental Assisting is prerequisite to this qualification. NB. units assessed at Certificate III in Dental Assisting do not need to be reassessed in this qualification.

PACKAGING RULES

9 units must be selected for these qualifications including:

- 9 **compulsory** common units

Compulsory Units

HLTDA1A	Maintain infection control in dental practice
HLTDA2A	Follow occupational health and safety policies in dental practice
HLTDA3A	Prepare for and assist during oral health care procedures
HLTDA4A	Assist with dental radiography
HLTDA5A	Maintain and store instruments, equipment, materials and medicaments
HLTDA6A	Assist in administration in dental practice
HLTDA8A	Assist in oral health care procedures during general anaesthesia
HLTDA9A	Assist in oral health care procedures during conscious sedation
HLTFA1A	Apply basic first aid

Introduction to Complementary and Alternative Health Care qualifications

Unit Groupings – Seven areas of practice

Units of competency have been grouped into seven areas of practice within the Complementary and Alternative Health Care industry. They represent the first round of development of units in this industry. The seven areas are:

- Ayurveda
- Homœopathy
- Massage
- Naturopathy
- Shiatsu
- Traditional Chinese Medicine (TCM) Remedial Massage (An Mo Tui Na)
- Western Herbal Medicine

Each area of practice is clearly defined so that it is differentiated from other areas while including a number of compulsory common units to ensure that all areas of practice are clearly seen to be part of the Health Industry. The packaging allows for some articulation from one area of practice into another, but it is considered that each area requires competency in the full range of specialist units.

Qualifications Packaging Model

Qualifications comprise units which are grouped or packaged in the following categories:

- Common
- Specialisation
- Elective

Common Units

Common units are generally the same across qualifications and may be considered fundamental to work in the complementary and alternative health industry. Common units include areas such as:

- Effective work in the Health Industry (Duty of Care, Ethics, Regulatory Environment, etc)
- Infection Control
- Occupational Health and Safety
- Communication
- Practice Management

These units are usually compulsory in qualifications.

Common units also contain units that are compulsory across the Health Training Package. These include:

HLTHIR1A	Work effectively in the health industry
HLTHSE1A	Follow the organisation's occupational health and safety policies
HLTIN1A	Comply with infection control policies and procedures

Specialisation Units

Each area of practice contains specialisation units that define the specific requirements for competency in that practice. Specialisation units include functions such as:

- Work within the practice specific framework

- Perform practice specific health assessment

- Assess health

- Plan practice specific treatment

- Provide practice specific treatment

Elective Units

Most areas of practice comprise required common and specialised units only. Naturopathy and Complementary and Alternative Health Care Assistance includes electives to allow for variations and differences between specialist functions. These electives include options from other Training Packages.

The electives identified show the range of options available to complete the qualification. However, training providers can stipulate which electives will be required to receive qualification through their organisations.

HLT40902 Certificate IV in Complementary and Alternative Health Care Assistance

This qualification covers complementary and alternative health care workers who are working the practice areas of Homoeopathy, Western Herbal Medicine or Naturopathy. The qualification will enable the delivery of assistance within the area of practice of the supervisory practitioner. Students must undertake a range of common units and then select one specialisation area of study from Homoeopathy, Western Herbal Medicine or Naturopathy. This qualification does not offer a level of skill for independent practice in Homoeopathy, Western Herbal Medicine or Naturopathy. This qualification is suited to New Apprenticeships pathways.

PACKAGING RULES

15 units must be selected for this qualification including:

- All 7 **compulsory common** units

- All units from one **specialisation** area

- A number of **elective** units required to reach a total of 15 for the qualification (these may also come from other nationally endorsed training packages)

Common

BSBCMN204A	Work effectively with others
HLTCOM1A	Provide specific information to clients/patients
HLTCOM8A	Use specific/medical terminology to communicate with client/patients, fellow workers and health professionals
HLTFA1A	Apply basic first aid
HLTHIR1A	Work effectively in the health industry
HLTHSE1A	Follow the organisation's occupational health and safety policies
HLTIN1A	Comply with infection control policies and procedures

Specialisation

Complementary and Alternative Health Care Assistant (Homœopathy)	Complementary and Alternative Health Care Assistant (Western Herbal Medicine)	Complementary and Alternative Health Care Assistant (Naturopathy)
HLTCOM7A Provide reception services for a practice	HLTCOM7A Provide reception services for a practice	HLTCOM7A Provide reception services for a practice
HLTHOM12A Work within a Homœopathic framework	HLTHER10A Work within a Western Herbal Medicine framework	HLTNAT9A Work within a Naturopathic framework
HLTHOM6A Prepare and dispense Homœopathic medicine	HLTHER6A Prepare and dispense Western Herbal Medicine	HLTNAT10A Prepare and dispense Western Herbal and nutritional medicine
HLTHOM11A Use and maintain medical	HLTHOM11A Use and maintain medical	HLTHOM11A Use and maintain medical

Complementary and Alternative Health Care Assistant (Homœopathy)	Complementary and Alternative Health Care Assistant (Western Herbal Medicine)	Complementary and Alternative Health Care Assistant (Naturopathy)
equipment	equipment	equipment
HLTHOM7A Provide assistance to a Homœopathic practitioner		
Plus 3 electives	Plus 4 electives	Plus 4 electives

Elective Units

BSBRKG301A	Control records
BSBADM307A	Organise schedules
BSBCMN202A	Organise and complete daily work activities
BSBCMN203A	Communicate in the workplace
BSBCMN205A	Use business technology
BSBCMN206A	Process and maintain workplace information
BSBCMN208A	Deliver a service to customers
BSBCMN310A	Deliver and monitor a service to customers
BSBCMN308A	Maintain financial records
BSZ404A	Train small groups

HLT40302 Certificate IV in Massage

The intent and application of this qualification is defined within the content of the units themselves. RTO's should examine this content when determining the appropriateness of this qualification. This qualification is suited to New Apprenticeships pathways.

PACKAGING RULES

14 units must be selected for this qualification including:

- All **common** units

- All **specialisation** units

Common

BSBCMN204A	Work effectively with others
HLTCOM4A	Communicate effectively with clients/patients
HLTCOM5A	Administer a practice
HLTCOM6A	Make referrals to other health care professionals when appropriate
HLTCOM8A	Use specific/medical terminology to communicate with client/patients, fellow workers and health professionals
HLTFA2A	Apply advanced first aid * or HLTFA1A Apply basic first aid
HLTHIR1A	Work effectively in the health industry
HLTHSE1A	Follow the organisation's occupational health and safety policies
HLTIN1A	Comply with infection control policies and procedures

Specialisation

HLTREM1A	Work within a massage framework
HLTREM6A	Provide the massage treatment
HLTREM7A	Plan the massage treatment
HLTREM8A	Apply massage assessment framework
HLTREM9A	Perform massage health assessment

* HLTFA1A   Apply basic First Aid is a prerequisite for this unit

HLT41202 Certificate IV in Ayurvedic Lifestyle Consultation

This qualification covers the skills needed to be an Ayurvedic Lifestyle Consultant. An Ayurvedic Lifestyle Consultant provides advice and assistance on living according to Ayurvedic principles. This qualification does not cover Ayurvedic remedial or therapeutic care. This qualification is suited to New Apprenticeships pathways.

PACKAGING RULES

13 units must be selected for this qualification including:

- All **common** units

- All **specialisation** units

Common

BSBCMN204A	Work effectively with others
HLTCOM4A	Communicate effectively with clients/patients
HLTCOM5A	Administer a practice
HLTCOM6A	Make referrals to other health care professionals when appropriate
HLTCOM8A	Use specific/medical terminology to communicate with client/patients, fellow workers and health professionals
HLTFA2A	Apply advanced first aid * or HLTFA1A Apply basic first aid
HLTHIR1A	Work effectively in the health industry
HLTHSE1A	Follow the organisation's occupational health and safety policies
HLTIN1A	Comply with infection control policies and procedures

Specialisation

HLTAYV12A	Provide Ayurvedic lifestyle consultation
HLTAYV14A	Work within an Ayurvedic framework for lifestyle consultation
HLTAYV4A	Provide Ayurvedic advice on nutrition
HLTAYV6A	Provide Ayurvedic relaxation massage treatment

* HLTFA1A   Apply basic First Aid is a prerequisite for this unit

HLT40202 Certificate IV in Shiatsu

This qualification covers the skills needed to be a basic level Shiatsu practitioner. It provides skills in Shiatsu health assessment and treatment as well as awareness and understanding of the Shiatsu philosophy and framework and their relationship to personal health. This qualification is suited to New Apprenticeships pathways.

PACKAGING RULES

15 units must be selected for this qualification including:

- All **common** units

- All **specialisation** units

Common

BSBCMN204A	Work effectively with others
HLTCOM4A	Communicate effectively with clients/patients
HLTCOM5A	Administer a practice
HLTCOM6A	Make referrals to other health care professionals when appropriate
HLTCOM8A	Use specific/medical terminology to communicate with client/patients, fellow workers and health professionals
HLTFA2A	Apply advanced first aid * or HLTFA1A Apply basic first aid
HLTHIR1A	Work effectively in the health industry
HLTHSE1A	Follow the organisation's occupational health and safety policies
HLTIN1A	Comply with infection control policies and procedures

Specialisation

HLTSHU2A	Apply Shiatsu assessment framework
HLTSHU3A	Perform Shiatsu health assessment
HLTSHU4A	Plan the Shiatsu Therapy treatment
HLTSHU7A	Provide Shiatsu Therapy treatment
HLTSHU8A	Work within Shiatsu framework
HLTSHU9A	Maintain personal health and awareness and fulfil professional responsibilities

* HLTFA1A   Apply basic First Aid is a prerequisite for this unit

HLT40102 Certificate IV in Traditional Chinese Medicine Remedial Massage (An Mo Tui Na)

This qualification covers the basic level of skill in An Mo Tui Na or Traditional Chinese Medicine Remedial Massage. The skills are taught within an overall TCM framework and holders of this qualification would usually work in conjunction with practitioners of other TCM areas of practice. This qualification is suited to New Apprenticeships pathways.

PACKAGING RULES

14 units must be selected for this qualification including:

- All **common** units
- All **specialisation** units

Common

BSBCMN204A	Work effectively with others
HLTCOM4A	Communicate effectively with clients/patients
HLTCOM5A	Administer a practice
HLTCOM6A	Make referrals to other health care professionals when appropriate
HLTCOM8A	Use specific/medical terminology to communicate with client/patients, fellow workers and health professionals
HLTFA2A	Apply advanced first aid * or HLTFA1A Apply basic first aid
HLTHIR1A	Work effectively in the health industry
HLTHSE1A	Follow the organisation's occupational health and safety policies
HLTIN1A	Comply with infection control policies and procedures

Specialisation

HLTTCM1A	Apply TCM Remedial Massage (An Mo Tui Na) assessment framework
HLTTCM2A	Perform TCM Remedial Massage (An Mo Tui Na) health assessment
HLTTCM3A	Provide TCM Remedial Massage (An Mo Tui Na) treatment
HLTTCM6A	Work within TCM Remedial Massage (An Mo Tui Na) framework
HLTTCM7A	Plan the TCM Remedial Massage (An Mo Tui Na) treatment strategy

* HLTFA1A   Apply basic First Aid is a prerequisite for this unit

HLT50102 Diploma of Traditional Chinese Medicine Remedial Massage (An Mo Tui Na)

This qualification covers the same skills as in the Certificate IV in TCM Remedial Massage (An Mo Tui Na) as well as providing specialist skills in TCM Remedial Massage (An Mo Tui Na) treatment for women and children and in traumatology treatment. Holders of this qualification may also work in conjunction with practitioners qualified in other TCM areas of practice.

PACKAGING RULES

16 units must be selected for this qualification including:

- All **common** units

- All **specialisation** units

Common

BSBCMN204A	Work effectively with others
HLTCOM2A	Develop professional expertise
HLTCOM4A	Communicate effectively with clients/patients
HLTCOM5A	Administer a practice
HLTCOM6A	Make referrals to other health care professionals when appropriate
HLTFA2A	Apply advanced first aid * or HLTFA1A Apply basic first aid
HLTHIR1A	Work effectively in the health industry
HLTHSE1A	Follow the organisation's occupational health and safety policies
HLTIN1A	Comply with infection control policies and procedures

Specialisation Units

HLTTCM1A	Apply TCM Remedial Massage (An Mo Tui Na) assessment framework
HLTTCM2A	Perform TCM Remedial Massage (An Mo Tui Na) health assessment
HLTTCM3A	Provide TCM Remedial Massage (An Mo Tui Na) treatment
HLTTCM4A	Provide Traumatology Treatment within an TCM Remedial Massage (An Mo Tui Na) framework
HLTTCM5A	Provide TCM Remedial Massage (An Mo Tui Na) treatment for women and children
HLTTCM6A	Work within TCM Remedial Massage (An Mo Tui Na) framework
HLTTCM7A	Plan the TCM Remedial Massage (An Mo Tui Na) treatment strategy

* HLTFA1A   Apply basic First Aid is a prerequisite for this unit

HLT50202 Diploma of Shiatsu and Oriental Therapies

This qualification provides competence in Shiatsu Therapeutic skills and links these skills to the wider Oriental therapies framework. It also covers the provision of Shiatsu treatment to clients with specific needs such as women and children.

PACKAGING RULES

18 units must be selected for this qualification including:

- All **common** units

- All **specialisation** units

Common

BSBCMN204A	Work effectively with others
HLTCOM2A	Develop professional expertise
HLTCOM4A	Communicate effectively with clients/patients
HLTCOM5A	Administer a practice
HLTCOM6A	Make referrals to other health care professionals when appropriate
HLTFA2A	Apply advanced first aid * or HLTFA1A Apply basic first aid
HLTHIR1A	Work effectively in the health industry
HLTHSE1A	Follow the organisation's occupational health and safety policies
HLTIN1A	Comply with infection control policies and procedures

Specialisation

HLTSHU8A	Work Within Shiatsu Therapy framework
HLTSHU10A	Perform Shiatsu Therapy health assessment
HLTSHU11A	Apply Shiatsu Therapy assessment framework
HLTSHU1A	Apply oriental therapies assessment framework
HLTSHU4A	Plan the Shiatsu Treatment strategy
HLTSHU5A	Provide Oriental Therapies treatment
HLTSHU6A	Provide specific Shiatsu assessment and care
HLTSHU7A	Provide Shiatsu Therapy treatment
HLTSHU9A	Maintain personal health and awareness and fulfil professional responsibilities

* HLTFA1A   Apply basic First Aid is a prerequisite for this unit

HLT50302 Diploma of Remedial Massage

The intent and application of this qualification is defined within the content of the units themselves. RTO's should examine this content when determining the appropriateness of this qualification.

PACKAGING RULES

14 units must be selected for this qualification including:

- All **common** units
- All **specialisation** units

Common

BSBCMN204A	Work effectively with others
HLTCOM2A	Develop professional expertise
HLTCOM4A	Communicate effectively with clients/patients
HLTCOM5A	Administer a practice
HLTCOM6A	Make referrals to other health care professionals when appropriate
HLTFA2A	Apply advanced first aid * or HLTFA1A Apply basic first aid
HLTHIR1A	Work effectively in the health industry
HLTHSE1A	Follow the organisation's occupational health and safety policies
HLTIN1A	Comply with infection control policies and procedures

Specialisation

HLTREM1A	Work within a massage framework
HLTREM2A	Provide Remedial Massage treatment
HLTREM3A	Plan the Remedial Massage treatment strategy
HLTREM4A	Apply Remedial Massage assessment framework
HLTREM5A	Perform Remedial Massage health assessment

HLTFA1A   Apply basic First Aid is a prerequisite for this unit

HLT60102 Advanced Diploma of Western Herbal Medicine

This qualification covers the skills needed to work at practitioner level in Western Herbal Medicine. A substantial range of herbal medicine is included (a minimum of 130 herbs) as well as the skills required to operate a herbal dispensary.

PACKAGING RULES

18 units must be selected for this qualification including:

- All **common** units
- All **specialisation** units

Common

BSBFLM303A	Contribute to effective workplace relationships
HLTCOM2A	Develop professional expertise
HLTCOM3A	Manage a practice
HLTCOM4A	Communicate effectively with clients/patients
HLTCOM6A	Make referrals to other health care professionals when appropriate
HLTFA2A	Apply advanced first aid * or HLTFA1A Apply basic first aid
HLTHIR2A	Contribute to organisational effectiveness in the health industry
HLTIN4A	Manage the control of infection
HLTHSE2A	Implement and monitor occupational health and safety policies, procedures and programs

Specialisation

HLTHER1A	Apply Western Herbal Medicine diagnostic framework
HLTHER2A	Manage work within the Western Herbal Medicine framework
HLTHER3A	Operate a Western Herbal dispensary
HLTHER4A	Perform Western Herbal Medicine health assessment
HLTHER5A	Plan the Western Herbal Medicine treatment strategy
HLTHER6A	Prepare and dispense Western Herbal Medicine
HLTHER7A	Provide dietary advice
HLTHER8A	Provide specialised Western Herbal Medicine treatment
HLTHER9A	Provide Western Herbal Medicine treatment

* HLTFA1A   Apply basic First Aid is a prerequisite for this unit

HLT60602 Advanced Diploma of Homoeopathy

This qualification covers the skills needed to work at practitioner level in Homoeopathy including the delivery of Homoeopathic treatment and care. It also includes skills needed for basic Homoeopathic research.

PACKAGING RULES

18 units must be selected for this qualification including:

- all **common** units

- all **specialisation** units

Common

BSBFLM303A	Contribute to effective workplace relationships
HLTCOM2A	Develop professional expertise
HLTCOM3A	Manage a practice
HLTCOM4A	Communicate effectively with clients/patients
HLTCOM6A	Make referrals to other health care professionals when appropriate
HLTFA2A	Apply advanced first aid * or HLTFA1A Apply basic first aid
HLTHIR2A	Contribute to organisational effectiveness in the health industry
HLTIN4A	Manage the control of infection
HLTHSE2A	Implement and monitor occupational health and safety policies, procedures and programs

Specialisation

HLTHOM10A	Take the Homœopathic case
HLTHOM1A	Apply Homœopathic diagnostic framework
HLTHOM2A	Conduct basic Homœopathic research
HLTHOM3A	Manage work within the Homœopathic framework
HLTHOM4A	Perform clinical screening examination and assessment
HLTHOM5A	Plan the Homœopathic treatment strategy
HLTHOM6A	Prepare and dispense Homœopathic medicine
HLTHOM8A	Provide Homœopathic treatment and manage the case
HLTHOM9A	Provide specific Homeopathic assessment and care

* HLTFA1A   Apply basic First Aid is a prerequisite for this unit

HLT60502 Advanced Diploma of Naturopathy

This qualification covers the skills needed to practice as a Naturopath. Besides compulsory common and specialisation units, a choice of four elective streams are offered. Students must select two of the four streams. The streams are: Homoeopathy, Herbal Medicine, Massage Therapy or a general "other" category which includes nutrition as well as other endorsed Training Package units.

PACKAGING RULES

A minimum of 21 units must be selected for this qualification including:

- All **common** units

- All **specialisation** units

- All units from two streams of **electives** required

Common

BSBFLM303A	Contribute to effective workplace relationships
HLTCOM2A	Develop professional expertise
HLTCOM3A	Manage a practice
HLTCOM4A	Communicate effectively with clients/patients
HLTCOM6A	Make referrals to other health care professionals when appropriate
HLTFA2A	Apply advanced first aid * or HLTFA1A Apply basic first aid
HLTHIR2A	Contribute to organisational effectiveness in the health industry
HLTIN4A	Manage the control of infection
HLTHSE2A	Implement and monitor occupational health and safety policies, procedures and programs

Specialisation

HLTNAT1A	Provide Naturopathic treatment
HLTNAT2A	Provide the Western Herbal Medicine treatment
HLTNAT3A	Provide Naturopathic Nutritional treatment
HLTNAT5A	Plan the Naturopathic treatment strategy
HLTNAT6A	Perform Naturopathic health assessment
HLTNAT7A	Manage work within the Naturopathic framework
HLTNAT8A	Apply Naturopathic diagnostic framework
HLTNAT9A	Work within a Naturopathic framework

* HLTFA1A   Apply basic First Aid is a prerequisite for this unit

Elective Units

All units from two streams are required. Selection must include either Massage or Homœopathy. Elective choices can be determined by individual training providers.

Homœopathy	Herbs	Massage	Nutrition	Other
HLTHOM12A Work within a Homœopathic framework HLTNAT4A Provide acute Homœopathic treatment	HLTHER8A Provide Specialised Western Herbal Medicine Treatment HLTHER3A Operate a Western Herbal Medicine dispensary	HLTREM1A Work within a Massage framework HLTREM9A Perform Massage health assessment HLTREM8A Apply Massage assessment framework HLTREM7A Plan the Massage treatment HLTREM6A Provide the Massage treatment	HLTNUT1A Apply literature research findings to clinical Nutritional practice HLTNUT2A - Provide Specialised Nutritional Care	Other units which may be selected as elective choices include: Endorsed Units which may be developed at a later stage and which are consistent with the practice of naturopathy (eg. aromatherapy)
Selection of these units would result in a statement of attainment to be credited towards further studies in Hom∉opathy	Articulation from Naturopathy to Advanced Diploma of Western Herbal Medicine will be on the basis of credit for common units and RPL assessments by RTO's for other units.	Selection of these units would result in an additional qualification: Certificate IV in Massage	Selection of these units would result in a statement of attainment to be credited towards further studies in Nutrition when developed	

HLT60702 Advanced Diploma of Ayurveda

This qualification covers the skills needed to work as a practitioner in Ayurvedic Therapeutic and remedial treatments including Ayurvedic herbal medicine, Ayurvedic massage and Ayurvedic nutrition advice.

PACKAGING RULES

22 units must be selected for this qualification including:

- All **common** units

- All **specialisation** units

Common

BSBFLM303A	Contribute to effective workplace relationships
HLTCOM2A	Develop professional expertise
HLTCOM4A	Communicate effectively with clients/patients
HLTCOM6A	Make referrals to other health care professionals when appropriate
HLTFA2A	Apply advanced first aid * or HLTFA1A Apply basic first aid
HLTHIR2A	Contribute to organisational effectiveness in the health industry
HLTIN4A	Manage the control of infection
HLTHSE2A	Implement and monitor occupational health and safety policies, procedures and programs

Specialisation Units

HLTAYV10A	Perform Ayurvedic Remedial Massage health assessment
HLTAYV11A	Provide Ayurvedic Remedial Massage treatment
HLTAYV12A	Provide Ayurvedic lifestyle consultation
HLTAYV13A	Provide Ayurvedic treatment
HLTAYV15A	Apply Ayurvedic diagnostic framework
HLTAYV1A	Plan the Ayurvedic Western Herbal Medicine treatment strategy
HLTAYV2A	Plan the Ayurvedic treatment strategy
HLTAYV3A	Prepare and dispense Ayurvedic Herbal Medicine
HLTAYV4A	Provide Ayurvedic advice on nutrition
HLTAYV5A	Provide the Ayurvedic Herbal Medicine treatment
HLTAYV7A	Plan the Ayurvedic Remedial Massage treatment strategy
HLTAYV8A	Manage work within the Ayurvedic framework
HLTAYV9A	Perform Ayurvedic health assessment

* HLTFA1A   Apply basic First Aid is a prerequisite for this unit

Health Technicians

Qualifications and competency standards for Health Technical workers were added to the Health Training Package in 2002.

Health Technician is a broad term to describe work roles involved in the provision of, or support to, client/patient health care services through either one or more of the following:

- Clinical application of technology and/or materials

- Clinical measurement and/or recording

- Assistance to health professionals

Health Technicians are generally non-degree qualified and skills recognition and training is undertaken in the vocational education and training (VET) sector. Other terms for work roles may include technologist, associate professional or para-professional.

The qualifications covering Health Technical areas include:

- Diploma of Anaesthetic Technology

- Certificate IV in Theatre Technology

- Certificate IV in Audiometry

- Certificate IV in Hyperbaric Technology

- Diploma of Hyperbaric Technology

- Certificate IV in Cast Technology

- Certificate III in Prosthetic/Orthotic Technology

- Diploma of Prosthetic/Orthotic Technology

- Certificate III in Mortuary Practice

- Certificate IV in Mortuary Practice

- Certificate IV of Cardiac Technology

- Certificate IV in Sleep Technology

- Diploma of Sleep Technology

- Certificate IV in Pathology Collection

- Certificate IV in Neurophysiology Technology

- Advanced Diploma of Neurophysiology Technology

HLT50602 Diploma of Anaesthetic Technology

This qualification covers workers who provide assistance to anaesthetists with the safe operation of equipment during induction, maintenance and completion of anaesthesia.

Common occupational titles may include anaesthetic or anaesthesia technician, anaesthetic assistant.

PACKAGING RULES

15 units must be selected for this qualification including:

All **compulsory** units

5 **elective** units

Compulsory Units

HLTHIR2A	Contribute to organisational effectiveness in the health industry
HLTIN3A	Implement and monitor infection control policy and procedures
HLTHSE3A	Establish, maintain and evaluate the organisation's occupational health and safety system
HLTAN1A	Prepare the anaesthetic environment
HLTAN2A	Prepare and assist with the preparation of the patient for anaesthesia
HLTAN3A	Provide assistance during the induction and maintenance of anaesthesia
HLTAN4A	Provide assistance during emergence phase of anaesthesia
HLTAN5A	Provide assistance during an emergency
HLTAN6A	Provide care and maintenance of anaesthetic and monitoring equipment
HLTAN7A	Provide assistance in anaesthetic related procedures

Elective Units

5 **elective** units may be selected from the following:

BSBCMN302A	Organise personal work priorities and development
BSBCMN305A	Organise workplace information
BSBCMN310A	Deliver and monitor a service to customers
BSBCMN402A	Develop work priorities
BSBFLM303A	Contribute to effective workplace relationships
BSBFLM404A	Lead work teams
BSBCMN405A	Analyse and present research information
BSBCMN409A	Promote products and services
BSBCMN412A	Promote innovation and change
HLTTH3A	Identify and move to maintain a sterile field
HLTSTE1A	Cleaning of reusable medical devices
HLTHIR3A	Work effectively with culturally diverse patients, clients, customers and co-workers
HLTHIR4A	Work effectively in a cross cultural context with Aboriginal and Torres Strait Islander, colleagues, clients and organisations

Units may also be selected from the following:

- Health Training Package units available at Certificate IV or Diploma
- Other national Training Package units available at Certificate IV or Diploma

HLT41302 Certificate IV in Audiometry

This qualification covers workers who perform hearing assessments to identify hearing impairment and to take appropriate action. This action may include referral for further audiological or medical assessment; prescribing and dispensing hearing aids; coordinating programs for the prevention of hearing loss; and/or care management and education programs.

Common occupational titles may include audiometrist, hearing aid audiometrist.

PACKAGING RULES

13 units must be selected for this qualification including:

All **compulsory** units

5 **elective** units

Compulsory Units

HLTHIR2A	Contribute to organisational effectiveness in the health industry
HLTHSE3A	Establish, maintain and evaluate the organisation's occupational health and safety system
HLTHIR6A	Implement and monitor compliance with legal and ethical requirements
HLTAU1A	Conduct screening hearing tests for children
HLTAU2A	Conduct screening hearing tests for adults
HLTAU3A	Conduct hearing assessments
HLTAU4A	Dispense hearing aids

1 unit must be selected from the following:

HLTIN3A	Implement and monitor infection control policy and procedures
HLTIN2A	Maintain infection control standards in office practice settings

Elective Units

5 elective units may be selected from the following:

HLTFA1A	Apply basic first aid
BSBCMN302A	Organise personal work priorities and development
BSBCMN305A	Organise workplace information
BSBCMN310A	Deliver and monitor a service to customers
BSBCMN312A	Support innovation and change
BSBFLM303A	Contribute to effective workplace relationships
BSBFLM404A	Lead work teams
BSBCMN409A	Promote products and services
HLTSTE1A	Cleaning of reusable medical devices
HLTHIR3A	Work effectively with culturally diverse patients, clients, customers and co-workers
HLTHIR4A	Work effectively in a cross cultural context with Aboriginal and Torres Strait Islander, colleagues, clients and organisations

Units may also be selected from the following:

- Health Training Package units available at Certificate III or IV

- Other national Training Package units available at Certificate III or IV

HLT42102 Certificate IV in Cardiac Technology

This qualification covers workers who undertake a range of cardiac physiological measurements, including electrocardiography, holter monitoring, and exercise stress testing.

Common occupational titles may include cardiac technicians.

PACKAGING RULES

13 units must be selected for this qualification including:

- All **compulsory** units
- 6 **elective** units

Compulsory Units

HLTHIR2A	Contribute to organisational effectiveness in the health industry
HLTHSE1A	Follow the organisation's occupational health and safety policies
HLTCA1A	Perform electrocardiography (ECG)
HLTCA2A	Perform holter monitoring
HLTCA3A	Perform stress testing
HLTCA4A	Perform basic cardiopulmonary resuscitation in a cardiac testing environment

1 unit must be selected from the following:

HLTIN1A	Comply with infection control policies and procedures
HLTIN2A	Maintain infection control standards in office practice settings

Elective Units

6 elective units may be selected from the following:

BSBCMN302A	Organise personal work priorities and development
BSBCMN305A	Organise workplace information
BSBCMN310A	Deliver and monitor a service to customers
BSBCMN312A	Support innovation and change
BSBCMN402A	Develop work priorities
BSBFLM303A	Contribute to effective workplace relationships
BSBFLM404A	Lead work teams
BSBCMN409A	Promote products and services
HLTHIR3A	Work effectively with culturally diverse patients, clients, customers and co-workers
HLTHIR4A	Work effectively in a cross cultural context with Aboriginal and Torres Strait Islander, colleagues, clients and organisations

Units may also be selected from the following:

- Health Training Package units available at Certificate IV or Diploma
- Other national Training Package units available at Certificate IV or Diploma

HLT41502 Certificate IV in Hyperbaric Technology

This qualification covers workers who maintain the safe function and operation of the hyperbaric chamber and related equipment during patient treatments and testing procedures.

Common occupational titles may include Hyperbaric Technician, Hyperbaric Technical Officer and Hyperbaric Technical Officer Grade One.

PREREQUISITE REQUIREMENT

- Certification by the International Marine Contractors Association (IMCA) as a Life Support Technician; or

- Certification (Part 3) of Competency for Diving Supervisors by Australian Diver Accreditation Scheme (ADAS); or

- Attainment of rank of Petty Officer Clearance Diver

PACKAGING RULES

12 units must be selected for this qualification including:

- All **compulsory** units
- 4 **elective** units

Compulsory Units

HLTHIR2A	Contribute to organisational effectiveness in the health industry
HLTIN1A	Comply with infection control policies and procedures
HLTHSE1A	Follow the organisation's occupational health and safety policies
HLTHSE4A	Follow safe manual handling practice
HLTHY1A	Prepare multi-place hyperbaric chamber
HLTHY2A	Operate multi-place hyperbaric chamber
HLTHY3A	Conduct post compression routines
HLTHY4A	Implement emergency procedures for hyperbaric chamber

Elective Units

A minimum of 2 units must be selected from the following:

BSBCMN302A	Organise personal work priorities and development
BSBFLM402A	Show leadership in the workplace
BSBFLM403A	Manage effective workplace relationships
BSBCMN405A	Analyse and present research information
BSBCMN310A	Deliver and monitor a service to customers
BSBCMN412A	Promote innovation and change
BSBMED201A	Use basic medical terminology
HLTAMBPD1A	Manage personal stressors in the work environment
HLTSTE1A	Cleaning of reusable medical devices

PRMCL18A	Clean a unit or location to achieve a low bacteria condition
HLTHIR3A	Work effectively with culturally diverse patients, clients, customers and co-workers
HLTHIR4A	Work effectively in a cross cultural context with Aboriginal and Torres Strait Islander, colleagues, clients and organisations

2 units may also be selected from the following:

- Health Training Package units available at Certificate IV
- Other national Training Package units available at Certificate IV

HLT50702 Diploma of Hyperbaric Technology

This qualification covers workers who manage, supervise and operate a hyperbaric therapy system and assume responsibility for the safe operation of the compression chamber.

Common occupational titles may include, but are not limited to, Technical Facility Manager, Senior Hyperbaric Technical Officer, Hyperbaric Technical Officer Grade Two or Hyperbaric System Maintenance Manager.

Desirable prerequisite courses are:

- The American Society of Testing Materials Fire Hazards in Oxygen Systems and Oxygen Systems Course

- The American Society of Testing Materials Operation and Maintenance (oxygen) Course.

PREREQUISITE REQUIREMENT

Certificate IV in Hyperbaric Technology is a prerequisite for this qualification.

PACKAGING RULES

10 units must be selected for this qualification including:

- All **compulsory** units
- 4 **elective** units

Compulsory Units

HLTHIR2A	Contribute to organisational effectiveness in the health industry
HLTIN3A	Implement and monitor infection control policy and procedures
HLTHSE3A	Establish, maintain and evaluate the organisation's occupational health and safety system
HLTHY5A	Manage the maintenance of hyperbaric systems
HLTHY6A	Identify and respond to risks associated with hyperbaric therapy
BSZ404A	Train small groups

Elective Units

A minimum of 3 elective units must be selected from the following:

HLTHIR6A	Implement and monitor compliance with legal and ethical requirements
BSBFLM501A	Manage personal work priorities and professional development
BSBFLM502A	Provide leadership in the workplace
BSBFLM503A	Establish effective workplace relationships
BSBFLM504A	Facilitate work teams
BSBFLM505A	Manage operational plan
BSBFLM506A	Manage workplace information systems
BSBFLM509A	Promote continuous improvement
BSBCMN405A	Analyse and present research information

BSZ401A	Plan assessment *
BSZ402A	Conduct assessment *
BSZ403A	Review assessment *
HLTHIR3A	Work effectively with culturally diverse patients, clients, customers and co-workers
HLTHIR4A	Work effectively in a cross cultural context with Aboriginal and Torres Strait Islander, colleagues, clients and organisations

3 units marked * are co-requisites ie. if one unit is selected then all 3 must be selected.

1 unit may also be selected from the following:

- Health Training Package units available at Certificate IV or Diploma
- Other national Training Package units available at Certificate IV or Diploma

HLT32002 Certificate III in Mortuary Practice

This qualification covers workers who maintain a mortuary service and assist in autopsies.

Common occupational titles may include Mortuary Technician, Mortuary Assistant, Pathology Technician, Post Mortem Assistant or Mortuary Attendant.

PACKAGING RULES

14 units must be selected for this qualification including:

- 12 **compulsory** units
- 2 **elective** units

Compulsory Units

BSBFLM303A	Contribute to effective workplace relationships
HLTHIR1A	Work effectively in the health industry
HLTHSE1A	Follow the organisation's occupational health and safety policies
HLTIN1A	Comply with infection control policies and procedures
HLTMT3A	Maintain a mortuary service
HLTMT4A	Assist with autopsy
HLTMT10A	Collect, preserve and store post mortem samples
HLTMT6A	Maintain, clean and store autopsy equipment
PRMCL18A	Clean a unit or location to achieve a low bacteria condition
HLTMS8A	Handle waste in a health care environment
HLTAMBPD1A	Manage personal stressors in the work environment
HLTHIR3A	Work effectively with culturally diverse patients, clients, customers and co-workers

OR

HLTHIR4A	Work effectively in a cross cultural context with Aboriginal and Torres Strait Islander, colleagues, clients and organisations

Elective Units

Two (2) relevant elective units at Certificate III level from the Health Training Package, Laboratory Operations Training Package, Funeral Services Training Package, Business Services Training Package or the Public Service Training Package.

HLTMT5A "Maintain and record tissue sample collection" is recommended for Mortuary Technicians who are required to undertake pathology museum duties.

Unit WFSMWK205A "Sterilise mortuary items and equipment" from the Funeral Services Training Package is recommended for Mortuary Technicians who are required to operate sterilisers.

HLT41602 Certificate IV in Mortuary Practice

This qualification covers workers who undertake a senior mortuary assistant or technician role in a hospital mortuary or who maintain a forensic mortuary.

Common occupational titles may include Mortuary Technician, Mortuary Assistant, Pathology Technician, Post Mortem Assistant or Mortuary Attendant.

PREREQUISITE REQUIREMENTS

Certificate III in Mortuary Practice is prerequisite for this qualification.

PACKAGING RULES

- Nine (9) units must be selected from the following 10 units for this qualification

---

Compulsory Units

Nine (9) units to be selected from the following:

HLTSE2A	Implement and monitor occupational health and safety policies, procedures and programs
HLTIN3A	Implement and monitor infection control policy and procedures
HLTHIR6A	Implement and monitor compliance with legal and ethical requirements
HLTHIR2A	Contribute to organisational effectiveness in the health industry
HLTMT7A	Assist with special autopsy techniques
HLTMT8A	Assist with forensic autopsy techniques
HLTMT9A	Assist in the development of procedures for mortuary services
BSBFLM404A	Lead work teams
BSBCMN405A	Analyse and present research information
BSZ404A	Train small groups

Note: Mortuary Workers in a forensic setting must undertake HLTMT8A "Assist with forensic autopsy techniques".

HLT41702 Certificate IV in Neurophysiology Technology

This qualification covers workers who undertake a range of neurological diagnostic investigations and provide assistance to neurologists for specialized procedures.

Common occupational titles may include neurophysiology technician and neurophysiology technologist.

PACKAGING RULES

10 units must be selected for this qualification including:

- All **compulsory** units
- 5 **elective** units

Compulsory Units

HLTHIR2A	Contribute to organisational effectiveness in the health industry
HLTIN3A	Implement and monitor infection control policy and procedures
HLTHSE3A	Establish, maintain and evaluate the organisation's occupational health and safety system
HLTNE1A	Perform electroencephalography (EEG)
HLTNE5A	Provide care and maintenance of neurophysiology equipment

Elective Units

5 elective units may be selected from the following:

HLTHIR6A	Implement and monitor compliance with legal and ethical requirements
BSBCMN302A	Organise personal work priorities and development
BSBCMN305A	Organise workplace information
BSBCMN310A	Deliver and monitor a service to customers
BSBFLM402A	Show leadership in the workplace
BSBFLM403A	Manage effective workplace relationships
BSBFLM404A	Lead work teams
BSBFLM406A	Implement workplace information system
BSBCMN412A	Promote innovation and change
HLTHIR3A	Work effectively with culturally diverse patients, clients, customers and co-workers
HLTHIR4A	Work effectively in a cross cultural context with Aboriginal and Torres Strait Islander, colleagues, clients and organisations

Units may also be selected from the following:

- Health Training Package units available at Certificate IV
- Other national Training Package units available at Certificate IV

HLT60802 Advanced Diploma of Neurophysiology Technology

This qualification covers workers who undertake a range of neurological diagnostic investigations and provide assistance to neurologists for specialized procedures.

Common occupational titles may include neurophysiology technician and neurophysiology technologist.

PACKAGING RULES

12 units must be selected for this qualification including:

- All **compulsory** units
- 4 **elective** units

Compulsory Units

HLTHIR2A	Contribute to organisational effectiveness in the health industry
HLTIN3A	Implement and monitor infection control policy and procedures
HLTHSE3A	Establish, maintain and evaluate the organisation's occupational health and safety system
HLTHIR6A	Implement and monitor compliance with legal and ethical requirements
HLTNE2A	Perform evoked potentials recording
HLTNE4A	Assist in performance of nerve conduction studies and electromyography (EMG)
HLTNE1A	Perform electroencephalography (EEG)
HLTNE5A	Provide care and maintenance of neurophysiology equipment

Elective Units

4 elective units may be selected from the following with at least 2 of the 4 from the clinical stream:

Clinical stream

HLTNE6A	Perform intra-operative neurophysiology testing
HLTNE7A	Perform long term electroencephalography (EEG) monitoring
HLTNE8A	Perform polysomnographic recording

Management stream

BSBFLM501A	Manage personal work priorities and development
BSBFLM502A	Provide leadership in the workplace
BSBFLM503A	Establish effective workplace relationships
BSBFLM504A	Facilitate work teams
BSBFLM505A	Manage operational plan
BSBFLM506A	Manage workplace information systems
BSBFLM509A	Promote continuous improvement
BSBCMN405A	Analyse and present research information

BSZ404A	Train small groups
HLTHIR3A	Work effectively with culturally diverse patients, clients, customers and co-workers
HLTHIR4A	Work effectively in a cross cultural context with Aboriginal and Torres Strait Islander, colleagues, clients and organisations

Units may also be selected from the following:

- Health Training Package units available at Diploma or Advanced Diploma
- Other national Training Package units available at Diploma or Advanced Diploma

BSZ404A   Train small groups

HLT41802 Certificate IV in Pathology Specimen Collection

This qualification covers workers who undertake the collection of blood and other pathology specimens for routine and specialised testing.

PREREQUISITE REQUIREMENTS

Certificate III in Pathology Specimen Collection is a prerequisite for this qualification.

PACKAGING RULES

9 units must be selected for this qualification including:

- All **compulsory** units
- 2 **elective** units

Compulsory Units

HLTHIR2A	Contribute to organisational effectiveness in the health industry
HLTPAT10A	Collect pathology specimens other than blood for specialised testing
HLTPAT11A	Perform blood collection for specialised testing
HLTPAT13A	Assist with pathology procedures
HLTHIR6A	Implement and monitor compliance with legal and ethical requirements

Plus

2 units from one of the following four Streams:

- Supervision/Team Leadership Stream
- Workplace Training Stream
- Quality Assurance/Occupational Health and Safety Stream
- Clinical Stream

Supervision/Team Leadership Stream

BSBFLM404A	Lead work teams
BSBFLM403A	Manage effective workplace relationships
BSBCMN412A	Promote innovation and change
HLTIN3A	Implement and monitor infection control policy and procedures

Workplace Training Stream

BSZ401A	Plan assessment
BSZ402A	Conduct assessment
BSZ403A	Review assessment
BSZ404A	Train small groups

Quality Assurance/Occupational Health and Safety Stream

BSBCMN410A	Coordinate implementation of customer service strategies
BSBFLM409A	Implement continuous improvement
PMLQUAL401A	Apply quality systems and continuous improvement processes
HLTSE2A	Implement and monitor occupational health and safety policies, procedures and programs
HLTIN3A	Implement and monitor infection control policy and procedures

Clinical Stream

HLTPAT9A	Perform intravenous cannulation for sample collection
HLTPAT12A	Collect arterial blood samples
HLTCA1A	Perform electrocardiography (ECG)
HLTPAT14A	Measure spirometry/flow volume loop

Elective Units

2 units relevant to the work role may be selected from the Health Training Package, Laboratory Operations Training Package or other National Training Package at Certificate IV level.

HLT41402 Certificate IV in Cast Technology

This qualification covers workers who undertake a range of tasks related to the application, modification, and removal of various orthopaedic devices.

Common occupational titles may include cast technicians and plaster orderlies.

PACKAGING RULES

15 units must be selected for this qualification including:

- All **compulsory** units

- 5 **elective** units

Compulsory Units

HLTHIR2A	Contribute to organisational effectiveness in the health industry
HLTIN1A	Comply with infection control policies and procedures
HLTHSE1A	Follow the organisation's occupational health and safety policies
HLTHIR6A	Implement and monitor compliance with legal and ethical requirements
HLTCT1A	Apply casts
HLTCT2A	Modify casts
HLTCT3A	Remove casts
HLTCT5A	Apply orthopaedic devices
HLTCT6A	Modify orthopaedic devices
HLTCT7A	Remove orthopaedic devices

Elective Units

5 elective units may be selected from the following:

BSBFLM303A	Contribute to effective workplace relationships
HLTCT4A	Apply and remove traction
HLTSTE1A	Cleaning of reusable medical devices
BSBCMN302A	Organise personal work priorities and development
BSBCMN305A	Organise workplace information
BSBCMN310A	Deliver and monitor a service to customers
BSBCMN409A	Promote products and services
BSBCMN412A	Promote innovation and change
HLTHIR3A	Work effectively with culturally diverse patients, clients, customers and co-workers
HLTHIR4A	Work effectively in a cross cultural context with Aboriginal and Torres Strait Islander, colleagues, clients and organisations

Units may also be selected from the following:

- Health Training Package units available at Certificate III or IV

- Other national Training Package units available at Certificate III or IV

HLT32102 Certificate III in Prosthetic/Orthotic Technology

The qualification covers workers who work as technical assistants under direction or supervision in the manufacture, repair and maintenance of prostheses and orthoses.

The qualification is mostly made up of units of competency from the Metal and Engineering Training Package with other relevant units imported from the Health Training Package and the Plastics, Rubber and Cablemaking Training Package.

The qualification is largely equivalent to the Certificate III in Engineering Fabrication Trade however assessment against that qualification will be required if dual recognition is to be sought.

PACKAGING RULES

ALL Compulsory units must be selected for this qualification

Compulsory Units

Health Training Package units of competency

HLTHIR1A	Work effectively in the health industry
HLTIN1A	Comply with infection control policies and procedures
HLTPO1A	Orientation to prosthetics and orthotics

Metal and Engineering Training Package units of competency

MEM1.1F A	Undertake interactive workplace communication
MEM1.2F A	Apply principles of Occupational Health & Safety in work environment **(a)**
MEM1.3F A	Apply quality procedures
MEM1.4F A	Plan to undertake a routine task
MEM2.1C12A	Apply quality systems
MEM2.2C11A	Organise and analyse information
MEM2.3C11B	Operate in a work based team environment **(b)**
MEM2.4C11A	Assist in the provision of on-the-job training
MEM2.5C11A	Measure with graduated devices
MEM2.6C10A	Plan a complete activity
MEM2.7C10A	Perform computations - basic
MEM2.8C10A	Perform computations
MEM2.9C10A	Perform computer operations
MEM4.11AA	Produce polymer patterns
MEM5.4AB	Perform routine oxy-acetylene welding
MEM5.5AA	Carry out mechanical cutting
MEM5.6AA	Perform brazing and/or silver soldering
MEM5.7AB	Manual heating and thermal cutting

MEM5.49AA	Perform routine gas tungsten arc welding
MEM5.50AA	Perform routine gas metal arc welding
MEM8.10AA	Manually finish/polish materials
MEM9.1AA	Draw and interpret sketch
MEM9.2AA	Interpret technical drawing
MEM12.7AA	Mark off/out structural fabrications and shapes
MEM18.1AB	Use hand tools
MEM18.2AA	Use power tools/hand-held operations
MEM6.7AA	Perform basic incidental heat/quenching, tempering and annealing
MEM7.3AA	Setting machines (routine)
MEM7.5AA	Perform general machining
MEM7.24AA	Operate and monitor machine/process
MEM8.2AA	Pre-treat work for subsequent surface coating
MEM8.4AA	Finish work using wet, dry and vapour deposition methods
MEM11.7AA	Administer inventory procedures **(c)**
MEM11.11AA	Manual handling
MEM13.3AA	Work safely with industrial chemicals and materials
MEM18.3AB	Use tools for precision work

Plastics, Rubber and Cablemaking Training Package

PMB FIN 202B	Fit attachments to products
PMBFIN203B	Repair product imperfections
PMBPREP201A	Prepare moulds for composites production
PMBPREP205B	Assemble materials and equipment for production
PMBPREP206B	Prepare materials to formulae
PMBPROD212A	Operate thermoforming equipment
PMBPROD235B	Use materials and process knowledge to complete work operations
PMBPROD282A	Assemble mould
PMBPROD283A	Demould product

Notes:

MEM1.2F A may be substituted with HLTHSE1A "Follow the organisation's occupational health and safety policies"

MEM2.3C11B may be substituted with BSBFLM303A "Contribute to effective workplace relationships"

MEM11.7A A may be substituted with HLTMS3A "Undertake routine inventory maintenance"

HLT50802 Diploma of Health Technology (Prosthetics/Orthotics)

This qualification covers workers commonly called Prosthetic/Orthotic Technicians who make, repair and maintain a range of prostheses and orthoses.

PREREQUISITE REQUIREMENTS

Certificate III or IV (to be determined) in Health Technology (Prosthetics/Orthotics) is a prerequisite for this qualification.

PACKAGING RULES

11 units must be selected for this qualification including:

- All **compulsory** units
- 2 **elective** units

Compulsory Units

HLTHIR2A	Contribute to organisational effectiveness in the health industry
HLTIN3A	Implement and monitor infection control policy and procedures
HLTSE2A	Implement and monitor occupational health and safety policies, procedures and programs
BSBFLM507A	Manage quality customer service
BSBFLM511A	Develop a workplace learning environment
BSBFLM503A	Establish effective workplace relationships
HLTPO3A	Fabricate upper and lower extremity prostheses
HLTPO4A	Fabricate spinal, upper and lower extremity orthoses
HLTPO5A	Modify footwear

Elective Units

A minimum of 2 elective units must be selected from the following:

HLTPO6A	Participate in prosthetic and orthotic service provision

Relevant units from the Health Training Package, Metals and Engineering Training Package (Core Units Band 2 or Specialisation Units), Plastics Rubber and Cablemaking Training Package, Business Services Training Package, or the Public Service Training Package.

HLT41902 Certificate IV in Sleep Technology

This qualification covers workers who undertake a range studies related to sleep disturbances.

Common occupational titles may include sleep technicians.

PACKAGING RULES

12 units must be selected for this qualification including:

- All **compulsory** units

- 4 **elective** units

Compulsory Units

HLTHIR2A	Contribute to organisational effectiveness in the health industry
HLTHSE1A	Follow the organisation's occupational health and safety policies
HLTSL1A	Prepare environment to perform sleep studies
HLTSL2A	Prepare patient for sleep study procedure
HLTSL3A	Perform diagnostic sleep study
HLTSL4A	Perform treatment sleep study
HLTSL8A	Perform home based assessments for sleep studies

1 unit must be selected from the following:

HLTIN1A	Comply with infection control policies and procedures
HLTIN2A	Maintain infection control standards in office practice settings

Elective Units

4 elective units may be selected from the following:

BSBCMN302A	Organise personal work priorities and development
BSBCMN305A	Organise workplace information
BSBCMN310A	Deliver and monitor a service to customers
BSBCMN312A	Support innovation and change
BSBCMN409A	Promote products and services
BSBFLM303A	Contribute to effective workplace relationships
HLTSTE1A	Cleaning of reusable medical devices
HLTHIR3A	Work effectively with culturally diverse patients, clients, customers and co-workers
HLTHIR4A	Work effectively in a cross cultural context with Aboriginal and Torres Strait Islander, colleagues, clients and organisations

Units may also be selected from the following:

- Health Training Package units available at Certificate III or IV

- Other national Training Package units available at Certificate III or IV

HLT50902 Diploma of Sleep Technology

This qualification covers workers who undertake specialized procedures related to sleep disturbances, and analyse and interpret sleep study recordings to provide a report for diagnostic purposes.

Common occupational titles may include sleep technician.

PREREQUISITE REQUIREMENT

Certificate IV in Sleep Technology is prerequisite to this qualification.

PACKAGING RULES

14 units must be selected for this qualification including:

- All **compulsory** units
- 7 **elective** units

Compulsory Units

HLTHIR2A	Contribute to organisational effectiveness in the health industry
HLTIN3A	Implement and monitor infection control policy and procedures
HLTHSE3A	Establish, maintain and evaluate the organisation's occupational health and safety system
HLTHIR6A	Implement and monitor compliance with legal and ethical requirements
HLTSL5A	Analyse and interpret recording of sleep study
HLTSL6A	Perform specialized procedures eg multiple sleep latency test (MSLT), multiple wakefulness test (MWT)
HLTSL7A	Provide care and maintenance of sleep study equipment

Elective Units

7 elective units may be selected from the following:

BSB FLM404A	Lead work teams
BSBCMN405A	Analyse and present research information
BSBFLM406A	Implement workplace information system
BSBCMN409A	Promote products and services
BSBCMN412A	Promote innovation and change
BSBFLM501A	Manage personal work priorities and development
BSBFLM503A	Establish effective workplace relationships
BSBFLM506A	Manage workplace information systems
HLTHIR3A	Work effectively with culturally diverse patients, clients, customers and co-workers
HLTHIR4A	Work effectively in a cross cultural context with Aboriginal and Torres Strait Islander, colleagues, clients and organisations

Units may also be selected from the following:

- Health Training Package units available at Certificate IV or Diploma
- Other national Training Package units available at Certificate IV or Diploma

HLT42002 Certificate IV in Health Service Assistance (Operating Theatre Technical Support)

This qualification covers senior operating room workers who provide a range of varied assistance tasks to operating theatre personnel. Common occupational titles may include Senior Theatre Technician.

This qualification relates to Theatre Technician roles which are predominately located in Victoria.

PREREQUISITE REQUIREMENTS

Certificate III in Health Service Assistance (Operating Theatre Support) is a prerequisite for this qualification.

PACKAGING RULES

11 units must be selected for this qualification including:

- All 9 **compulsory** units

- 2 **elective** units

Compulsory Units

HLTIN3A	Implement and monitor infection control policy and procedures
BSBFLM403A	Manage effective workplace relationships
BSBFLM404A	Lead work teams
BSZ404A	Train small groups
HLTTH4A	Provide routine care and handling of equipment within the operating suite
HLTTH5A	Assist with preparation of patients for operative procedures
HLTTH6A	Provide intra-operative equipment and technical support
HLTMS7A	Handle medical gases safely
HLTSTE1A	Cleaning of reusable medical devices

Elective Units

2 elective units must be selected from the following:

HLTHSE4A	Follow safe manual handling practice
HLTCSD8A	Transport clients/patients
HLTAH2A	Assist in the application/removal of plaster cast
HLTMS3A	Undertake routine inventory maintenance
BSBCMN105A	Use business equipment
	or
BSBCMN205A	Use business technology
BSBCMN412A	Promote innovation and change

BSBFLM409A	Implement continuous improvement
HLTMS8A	Handle waste in a health care environment
HLTSE2A	Implement and monitor occupational health and safety policies, procedures and programs

Note:

Electives undertaken as part of the prerequisite Certificate III in Health Service Assistance (Operating Theatre Support) are not to be credited towards electives for the Certificate IV in Health Service Assistance (Operating Theatre Technical Support).

Population Health Work

Qualifications and competency standards for Population Health Workers were added to the Health Training Package in 2005.

The eight (8) qualifications are:

HLT Code	Qualifications	Units Required
HLT20905	Certificate II in Population Health	12
HLT21005	Certificate II in Indigenous Environmental Health	12
HLT32205	Certificate III in Population Health	15
HLT32305	Certificate III in Indigenous Environmental Health	15
HLT42305	Certificate IV in Population Health	18
HLT42405	Certificate IV in Indigenous Environmental Health	18
HLT51005	Diploma of Population Health	21
HLT51105	Diploma of Indigenous Environmental Health	21

Relationship with Other Training Packages

The Health Training Package includes units from other Training Packages. This takes account of the possible career pathways which may exist between the health industry and other industries. The qualifications within the Training Package relate to health industry job roles as defined in validated qualification descriptors.

Note regarding Community Services Training Package CHC02

A significant number of units have been imported from the *Community Services Training Package (CHC02)*. This attests to the close alliance of Population Health work to Community Services work. A great number of the units being imported from that package are generic units of competency – eg 4 OHS units, 4 Communication units and 13 Organisation units. There are existing units of competency in the Health Training Package on areas such as these. However, many were deemed unsuitable as they were written for workers involved in one-to-one health care.

There may be an overlap between the occupational titles of some workers currently covered by the Community Services Training package and now covered by the Health Training Package – Population Health stream. The individual workplace requirements will define the competency profile and therefore determine the relevant qualification and units of competency to be applied. It should be noted that delivery of health services in a community setting does not equate to a community services worker and vice versa.

Note regarding Business Services Training Package BSB01

Business Services Training Package units of competency have been developed to apply across a number of industries. They are "very broad in nature; they gain in depth and meaning by being placed in the context of an actual business, or being applied in different industries" (*Business Services Training Package Volume 1*).

Note regarding Local Government Training Package

A total of 11 competencies have been imported from the *Local Government Training Package (LGTP)*. It is acknowledged that an overlap exists in terms of the Environmental Health qualifications in the LGTP. The majority of these units have mainly been used for environmental health work at Certificate IV and Diploma levels. It should be noted that the Environmental Health qualifications in the LGTP are not supported by the Australian Institute of Environmental Health. The Institute has however in past consultations expressed strong support for the Indigenous Environmental Health qualifications.

New Apprenticeships

The Health Training Package has been designed to facilitate implementation of New Apprenticeships.

A set of model training programs has been developed by Community Services and Health Industry Skills Council Ltd to assist in implementing New Apprenticeships.

HLT20905 Certificate II in Population Health

This qualification covers workers who provide basic support in Population Health work. Workers at this qualification level apply competencies within a limited scope of operation and highly defined range of contexts, where the choice of actions required is clear. These workers implement directives of superiors and work under routine guidance with intermittent checking. This qualification is suited to New Apprenticeships pathways.

Examples of occupational titles include:

- Indigenous Support Worker
- Support Officer
- Peer Educators

PACKAGING RULES

12 units must be selected for this qualification including:

- 3 **compulsory** units
- 9 **elective** units

Compulsory Units

HLTPOP301A	Work effectively in the Population Health sector
CHCOHS201A	Follow OHS procedures
CHCORG1B	Follow the organisation's policies, procedures and programs

Elective Units

At least 3 from the following:

No more than two (2) from this selection of cultural competencies

CHCCD13C	Work within specific communities
RTD4802A	Develop approaches to include cultural and human diversity
HLTHIR4A	Work effectively in a cross cultural context with Aboriginal and Torres Strait Islander, colleagues, clients and organisations

And from the following:

CHCNET1C	Participate in networks
CHCHPROM1A	Share health information
HLTPOP06A	Utilise an interpreter
HLTPOP306A	Establish agent of disease transmission and mode of control
HLTPOP307A	Provide information and support on environmental health issues
HLTPOP13A	Support community processes for the provision of ongoing repairs and maintenance to health hardware
HLTPOP14A	Provide basic repairs and maintenance to health hardware and fixtures
HLTPOP16A	Monitor and maintain septic or on-site systems
HLTPOP17A	Monitor and maintain sewerage or effluent systems

HLTPOP18A   Monitor and maintain water supply

HLTPOP20A   Monitor and maintain rubbish collection and disposal systems

Units may also be selected from:

–   The other elective units of competency in this qualification

–   Other Health Training Package or National Training Package units; following are some recommendations:

CHCAOD1C   Introduction to alcohol and other drugs work

CHCCH25A   Introduction to work in social housing

CHCDIS20A   Introduction to disability work

CHCCD1B   Support community participation

CHCCOM1B   Communicate with people accessing the services of the organisation

CHCCOM2B   Communicate appropriately with clients and colleagues

CHCORG25B   Recruit and coordinate volunteers

CHCGROUP1B   Support the activities of existing groups

–   Enterprise specific units

Note 1: Where national enterprise units are included as options, these must be nationally endorsed (please refer to *Customisation Guidelines* and *Contextualisation of units*).

HLT21005 Certificate II in Indigenous Environmental Health

This qualification covers workers who provide basic support in Population Health work specifically relating to Indigenous Environmental Health. Workers at this qualification level apply competencies within a limited scope of operation and highly defined range of contexts, where the choice of actions required is clear. These workers implement directives of superiors and work under routine guidance with intermittent checking. This qualification is suited to New Apprenticeships pathways.

Examples of job outcomes:

- Indigenous Environmental Health Worker
- Healthy Housing Worker
- Environmental Health Worker

PACKAGING RULES

12 units must be selected for this qualification including:

- 5 **compulsory** units
- 7 **elective** units

Compulsory Units

HLTPOP301A	Work effectively in the Population Health sector
HLTPOP306A	Establish agent of disease transmission and mode of control
HLTPOP307A	Provide information and support on environmental health issues
CHCOHS201A	Follow OHS procedures
CHCORG1B	Follow the organisation's policies, procedures and programs

Elective Units

At least 3 from the following:

HLTPOP13A	Support community processes for the provision of ongoing repairs and maintenance to health hardware
HLTPOP14A	Provide basic repairs and maintenance to health hardware and fixtures
HLTPOP16A	Monitor and maintain septic or on-site systems
HLTPOP17A	Monitor and maintain sewerage or effluent systems
HLTPOP18A	Monitor and maintain water supply
HLTPOP20A	Monitor and maintain rubbish collection and disposal systems

Units may also be selected from:

- The other elective units of competency in this qualification
- Other Health Training Package or National Training Package units
- Any of the units of competency listed below:

CHCNET1C	Participate in networks

CHCHPROM1A	Share health information
HLTPOP06A	Utilise an interpreter
CHCCH25A	Introduction to work in social housing
CHCCD1B	Support community participation
CHCCOM1B	Communicate with people accessing the services of the organisation
CHCCOM2B	Communicate appropriately with clients and colleagues
CHCORG25B	Recruit and coordinate volunteers
CHCGROUP1B	Support the activities of existing groups

– Enterprise specific units

Note 1: Where national enterprise units are included as options, these must be nationally endorsed (please refer to *Customisation Guidelines* and *Contextualisation of units*).

HLT32205 Certificate III in Population Health

This qualification covers workers who are operational in a range of Population Health projects/programs. Workers at this qualification level apply competencies normally used within established routines, methods and procedures in the fulfilment of work likely to be allocated by a Population Health professional. These workers contribute to the work of others through teamwork and coordination. This qualification is suited to New Apprenticeships pathways.

Examples of occupational titles include:

- Registry Officer, Cancer Surveillance
- Disease Control Officer
- Assistant Project Officer
- Team Support Worker
- Indigenous Support Worker
- Outreach worker, Needle & Syringe Exchange Program
- Allied Health Assistant/Community Worker

PACKAGING RULES

15 units must be selected for this qualification including:

- 6 **compulsory** units
- 9 **elective** units

Compulsory Units

HLTPOP301A	Work effectively in the Population Health sector
HLTPOP302A	Contribute to working with the community to identify health needs
HLTPOP303A	Contribute to Population Health project planning
HLTPOP304A	Contribute to evaluating a Population Health project
CHCOHS301A	Participate in workplace safety procedures
CHCORG3B	Participate in the work environment

Elective Units

At least 5 from the following:

No more than two (2) from this selection of cultural competencies:

CHCCD13C	Work within specific communities
RTD4802A	Develop approaches to include cultural and human diversity
HLTHIR4A	Work effectively in a cross cultural context with Aboriginal and Torres Strait Islander, colleagues, clients and organisations

And from the following:

PSPPM402A	Implement projects
CHCNET1C	Participate in networks
HLTPOP306A	Establish agent of disease transmission and mode of control
HLTPOP307A	Provide information and support on environmental health issues
HLTPOP01A	Maintain a Population Health database
HLTPOP02A	Assess readiness for and effect behaviour change
HLTPOP03A	Provide information on smoking and smoking cessation
HLTPOP04A	Provide interventions to clients who are nicotine dependent
HLTPOP06A	Utilise an interpreter
HLTPOP10A	Monitor and maintain dog health in the community
HLTPOP11A	Identify land care issues as they relate to health
HLTPOP15A	Ensure the provision of functional and durable health hardware items in the home and community
HLTPOP19A	Conduct testing and interpretation of results of community water supply
HLTPOP21A	Assist with monitoring food storage and handling procedures in the community
HLTPOP22A	Implement a disaster plan
CULMS410A	Provide research assistance
CHCHPROM1A	Share health information
CUFWRT04A	Write presentation material
CUFWRT05A	Write content and/or copy
CUFWRT08A	Write narration

Units may also be selected from:

– The other elective units of competency in this qualification

– Other Health Training Package or National Training Package units; following are some recommendations:

CHCAOD2C	Orientation to the alcohol and other drugs sector
CHCAC3C	Orientation to aged care work
CHCCH1C	Orientation to work in social housing
CHCDIS1C	Orientation to disability work
CHCMH1B	Orientation to mental health work
CHCCD7B	Support community resources
CHCCD1B	Support community participation
CHCCOM3C	Utilise specialist communication skills to build strong relationships
CHCORG25B	Recruit and coordinate volunteers
CHCGROUP2C	Support group activities
CHCGROUP3C	Plan and conduct group activities
CHCTC2A	Undertake telephone counselling
CHCCS403A	Provide brief intervention
CHCORG22A	Contribute to service delivery strategy

– Enterprise specific units

Note 1: Where national enterprise units are included as options, these must be nationally endorsed (please refer to *Customisation Guidelines* and *Contextualisation of units*).

HLT32305 Certificate III in Indigenous Environmental Health

This qualification covers workers who are operational in a range of Population Health projects/programs particularly relating to Indigenous Environmental Health. Workers at this qualification level apply competencies normally used within established routines, methods and procedures in the fulfilment of work likely to be allocated by a Population Health professional. These workers contribute to the work of others through teamwork and coordination. This qualification is suited to New Apprenticeships pathways.

Examples of job outcomes:

- Indigenous Environmental Health Worker

- Healthy Housing Worker

- Indigenous Public Health Officer

- Environmental Health Officer

- Environmental Health Worker

- Environmental Health Field Support Officer – Aboriginal Communities

---

PACKAGING RULES

15 units must be selected for this qualification including:

- 6 **compulsory** units

- 9 **elective** units

Compulsory Units

HLTPOP301A	Work effectively in the Population Health sector
HLTPOP302A	Contribute to working with the community to identify health needs
CHCOHS301A	Participate in workplace safety procedures
CHCORG3B	Participate in the work environment
HLTPOP306A	Establish agent of disease transmission and mode of control
HLTPOP307A	Provide information and support on environmental health issues

Elective Units

At least 3 electives from the following:

HLTPOP10A	Monitor and maintain dog health in the community
HLTPOP11A	Identify land care issues as they relate to health
HLTPOP15A	Ensure the provision of functional and durable health hardware items in the home and community
HLTPOP19A	Conduct testing and interpretation of results of community water supply
HLTPOP21A	Assist with monitoring food storage and handling procedures in the community
HLTPOP22A	Implement a disaster plan

Units may also be selected from:

- The other elective units of competency in this qualification
- Other Health Training Package or National Training Package units
- Any of the units of competency listed below:

PSPPM402A	Implement projects
CHCNET1C	Participate in networks
HLTPOP303A	Contribute to Population Health project planning
HLTPOP304A	Contribute to evaluating a Population Health project
HLTPOP01A	Maintain a Population Health database
HLTPOP02A	Assess readiness for and effect behaviour change
HLTPOP06A	Utilise an interpreter
CULMS410A	Provide research assistance
CHCHPROM1A	Share health information
CUFWRT04A	Write presentation material
CUFWRT05A	Write content and/or copy
CUFWRT08A	Write narration
CHCCH1C	Orientation to work in social housing
CHCCD7B	Support community resources
CHCCD1B	Support community participation
CHCCOM3C	Utilise specialist communication skills to build strong relationships
CHCORG25B	Recruit and coordinate volunteers
CHCGROUP2C	Support group activities
CHCGROUP3C	Plan and conduct group activities
CHCTC2A	Undertake telephone counselling
CHCCS403A	Provide brief intervention
CHCORG22A	Contribute to service delivery strategy

- Enterprise specific units

Note 1: Where national enterprise units are included as options, these must be nationally endorsed (please refer to *Customisation Guidelines* and *Contextualisation of units*).

HLT42305 Certificate IV in Population Health

This qualification covers workers who are operational in a range of Population Health projects/programs. Workers at this qualification level apply competencies within routines, methods and procedures where discretion and judgement would be required under very broad guidance in the fulfilment of work likely to be allocated by a Population Health professional. These workers may be responsible for limited organisation of the work of others.

Examples of occupational titles include:

- Data Entry Supervisor
- Registry Officer, Cancer Surveillance
- Health Sponsorship Coordinator
- Team Support Worker
- Outreach Worker
- Health Liaison Worker
- Assistant Community Health Worker
- Gay Education Services Officer
- Gay Education & Outreach Officer
- Area Health Education Officer
- Health Promotion Officer
- Health Promotion Project Officer
- Schools Program Officer
- EdNet Community Educator
- Women's Health Educator
- Aboriginal Health Education Officer
- Assistant Aboriginal Community Health Worker
- Assistant Community Health Worker, Women's Health
- Co-ordinator Aboriginal Neighbourhood House
- Team Manager
- Assistant Project Officer

PACKAGING RULES

18 units must be selected for this qualification including:

- 9 **compulsory** units
- 9 **elective** units

Compulsory Units

HLTPOP501A	Apply a Population Health Framework
HLTPOP502A	Work with the community to identify health needs
HLTPOP503A	Plan a Population Health Project
HLTPOP504A	Evaluate a Population Health Project
CHCCD19A	Establish and maintain community, government and business partnerships
HLTPOP505A	Build capacity to promote health
CHCAD3A	Undertake systems advocacy
CHCOHS401A	Implement and monitor OHS policies and procedures for a workplace
CHCORG5B	Maintain an effective work environment

Elective Units

At least 5 from the following:

No more than two (2) from this selection of cultural competencies:

CHCCD13C	Work within specific communities
RTD4802A	Develop approaches to include cultural and human diversity
HLTHIR4A	Work effectively in a cross cultural context with Aboriginal and Torres Strait Islander, colleagues, clients and organisations

And from the following:

PSPPM402A	Implement projects
CHCNET2B	Maintain effective networks
CHCPOL1A	Participate in policy development
HLTPOP01A	Maintain a Population Health database
HLTPOP02A	Assess readiness for and effect behaviour change
HLTPOP03A	Provide information on smoking and smoking cessation
HLTPOP04A	Provide interventions to clients who are nicotine dependent
HLTPOP05A	Use media to disseminate information
HLTPOP06A	Utilise an interpreter
HLTPOP07A	Develop Population Health competencies in other people
HLTPOP09A	Identify pest control strategies
HLTPOP12A	Develop a plan of action to address land care issues in the community
HLTPOP22A	Implement a disaster plan
LGAEHRW505B	Implement strategies to minimise the impact of waste on the environment
CHCPOL3A	Undertake research activities
CHCCD2B	Provide community education projects
CHCHPROM1A	Share health information
CUFWRT04A	Write presentation material

CUFWRT05A	Write content and/or copy
CUFWRT08A	Write narration

Units may also be selected from:

– The other elective units of competency in this qualification

– Other Health Training Package or National Training Package units. Following are some recommendations:

CHCAOD2C	Orientation to the alcohol and other drugs sector
CHCAC3C	Orientation to aged care work
CHCCH1C	Orientation to work in social housing
CHCDIS1C	Orientation to disability work
CHCMH1B	Orientation to mental health work
CHCCD12D	Apply a community development framework
CHCCD14B	Implement a community development strategy
CHCCD5C	Develop community resources
CHCCD8B	Support community action
CHCCD9B	Support community leadership
CHCCOM3C	Utilise specialist communication skills to build strong relationships
CHCCOM4B	Develop, implement and promote effective communication techniques
CHCORG20B	Promote and represent the service
CHCORG21B	Act as a resource to other services
CHCORG23B	Co-ordinate work
CHCORG27A	Provide mentoring support to colleagues
CHCORG29A	Provide coaching and motivation
CHCGROUP3C	Plan and conduct group activities
CHCTC2A	Undertake telephone counselling
CHCCS403A	Provide brief intervention
LGACOM503B	Prepare a budget
LGACOM407B	Manage finances within a budget

– Enterprise specific units

Note 1: Where national enterprise units are included as options, these must be nationally endorsed (please refer to *Customisation Guidelines* and *Contextualisation of units*).

HLT42405 Certificate IV in Indigenous Environmental Health

This qualification covers workers who are operational in a range of Population Health projects/programs particularly in relation to Indigenous Environmental Health. Workers at this qualification level apply competencies within routines, methods and procedures where discretion and judgement would be required under very broad guidance in the fulfilment of work likely to be allocated by a Population Health professional. These workers may be responsible for limited organisation of the work of others.

Examples of job outcomes:

- Indigenous Environmental Health Worker
- Indigenous Public Health Officer
- Environmental Health Officer
- Environmental Health Worker
- Environmental Field Support Officer – Aboriginal Community

Packaging Rules

18 units must be selected for this qualification including:

- 7 **compulsory** units
- 11 **elective** units

Compulsory Units

HLTPOP501A	Apply a Population Health Framework
HLTPOP502A	Work with the community to identify health needs
HLTPOP503A	Plan a Population Health Project
HLTPOP504A	Evaluate a Population Health Project
CHCCD19A	Establish and maintain community, government and business partnerships
CHCOHS401A	Implement and monitor OHS policies and procedures for a workplace
CHCORG5B	Maintain an effective work environment

Elective Units

At least 3 from the following:

HLTPOP22A	Implement a disaster plan
HLTPOP09A	Identify pest control strategies
HLTPOP12A	Develop a plan of action to address land care issues in the community
LGAEHRW505B	Implement strategies to minimise the impact of waste on the environment

Units may also be selected from:
- The other elective units of competency in this qualification
- Other Health Training Package or National Training Package units
- Any of the units of competency listed below:

No more than two from this selection of cultural competencies:

CHCCD13C	Work within specific communities
RTD4802A	Develop approaches to include cultural and human diversity
HLTHIR4A	Work effectively in a cross cultural context with Aboriginal and Torres Strait Islander, colleagues, clients and organisations

And from the following:

HLTPOP505A	Build capacity to promote health
HLTPOP05A	Use media to disseminate information
HLTPOP06A	Utilise an interpreter
CHCAD3A	Undertake systems advocacy
PSPPM402A	Implement projects
CHCNET2B	Maintain effective networks
CHCPOL1A	Participate in policy development
HLTPOP01A	Maintain a Population Health database
HLTPOP02A	Assess readiness for and effect behaviour change
HLTPOP07A	Develop Population Health competencies in other people
CHCCD2B	Provide community education projects
CHCHPROM1A	Share health information
CHCPOL3A	Undertake research activities
CUFWRT04A	Write presentation material
CUFWRT05A	Write content and/or copy
CUFWRT08A	Write narration
CHCCH1C	Orientation to work in social housing
CHCCD12D	Apply a community development framework
CHCCD14B	Implement a community development strategy
CHCCD5C	Develop community resources
CHCCD8B	Support community action
CHCCD9B	Support community leadership
CHCCOM3C	Utilise specialist communication skills to build strong relationships
CHCCOM4B	Develop, implement and promote effective communication techniques
CHCORG20B	Promote and represent the service
CHCORG21B	Act as a resource to other services
CHCORG23B	Co-ordinate work
CHCORG27A	Provide mentoring support to colleagues
CHCORG29A	Provide coaching and motivation

CHCGROUP3C	Plan and conduct group activities
CHCTC2A	Undertake telephone counselling
CHCCS403A	Provide brief intervention
LGACOM503B	Prepare a budget
LGACOM407B	Manage finances within a budget

– Enterprise specific units

Note 1: Where national enterprise units are included as options, these must be nationally endorsed (please refer to *Customisation Guidelines* and *Contextualisation of units*).

HLT51005 Diploma of Population Health

This qualification provides an entry level for Population Health work or as an additional qualification to those with existing specialist/clinical health qualifications. It covers workers who would contribute to the implementation of Population Health projects/programs by applying significant judgement in carrying out broad plans set out by Population Health professionals. These workers may be responsible for managing the work of others.

Examples of occupational titles include:

- Cancer Notifications Coordinator
- Immunisation Officer
- Immunisation and TB Coordinator
- Gay Men's Education Support Officer
- Peer Education Officer
- Health Sponsorship Coordinator
- Community Development Worker
- Community Health Worker
- Coordinator, Aboriginal Neighbourhood House
- Coordinator, Needle & Syringe Exchange Program
- Coordinator, Regional Women's Health
- Health Promotion Coordinator
- Area Manager, Health Promotions
- Regional Coordinator
- Regional Programs Coordinator
- Manager, Migrant Health Services
- Senior Project Officer
- Project Manager
- Environmental Technical Officer
- Environmental Health Worker

PACKAGING RULES

21 units must be selected for this qualification including:

- 9 **compulsory** units
- 12 **elective** units

Compulsory Units

HLTPOP501A	Apply a Population Health Framework
HLTPOP502A	Work with the community to identify health needs
HLTPOP503A	Plan a Population Health Project
HLTPOP504A	Evaluate a Population Health Project
CHCCD19A	Establish and maintain community, government and business partnerships
HLTPOP505A	Build capacity to promote health
CHCAD3A	Undertake systems advocacy
CHCOHS501A	Manage workplace OHS management system
CHCORG6B	Coordinate the work environment

Elective Units[1]

At least 7 from the following:

No more than two (2) from this selection of cultural competencies:

CHCCD13C	Work within specific communities
RTD4802A	Develop approaches to include cultural and human diversity
HLTHIR4A	Work effectively in a cross cultural context with Aboriginal and Torres Strait Islander, colleagues, clients and organisations

And from the following:

CHCAD4A	Provide advocacy and representation
CHCNET3B	Develop new networks
CHCNET4A	Work with other services
LGACOM502B	Devise and conduct community consultations
CHCPOL2A	Contribute to policy development
BSBATSIW515A	Secure funding
HLTPOP05A	Use media to disseminate information
HLTPOP06A	Utilise an interpreter
HLTPOP08A	Write a grant application
HLTPOP23A	Develop a disaster plan
CHCAOD7C	Provide needle and syringe services
LGAEHRH606A	Develop programs to minimise the spread of infectious diseases
LGAEHRH502B	Implement immunisation programs

---

[1] During the consultations, a unit called *SRXMKT006A Initiate and maintain communication with sponsors/funding organisations* from the Sports and Recreation Training Package was proposed to be imported into the Health Training Package. The developer has been advised that this unit, however, no longer exists. This unit has been replaced by a suite of marketing units from the Business Services Training Package. Relevant units for Population Health workers would include *BSBMKG302A Identify marketing opportunities*, *BSBMKG3051A Evaluate marketing opportunities, BSBMKG406A Build client relationships* and *BSBMKG407A Make a presentation.* As the Population Health Qualifications Framework enables access to electives from other Training Packages, one or several of the following units could replace *SRXMKT006A*: **BSBMKG302A, BSBMKG3051A, BSBMKG406A and/or BSBMKG407A.**

LGAEHRW607A	Plan for the controlled disposal and containment of residual waste
LGAEHRW601B	Conduct waste management audits and assess needs
LGAEHRW507A	Plan and coordinate a waste collection / recycling service
LGAEHRW605A	Develop council's waste management strategy
LGAEHRR501B	Implement council's responsibilities in food safety
CHCPOL5A	Manage research activities
CHCCD2B	Provide community education projects
CHCHPROM1A	Share health information
CUFWRT04A	Write presentation material
CUFWRT05A	Write content and/or copy
CUFWRT08A	Write narration

Units may also be selected from:

- The other elective units of competency in this qualification
- Other Health Training Package or National Training Package units; following are some recommendations:

CHCCD12D	Apply a community development framework
CHCCD14B	Implement a community development strategy
CHCCD6B	Establish and develop community organisations
CHCCD5C	Develop community resources
CHCCD8B	Support community action
CHCCD9B	Support community leadership
CHCCOM4B	Develop, implement and promote effective communication techniques
CHCORG7B	Manage workplace issues
CHCORG20B	Promote and represent the service
CHCORG21B	Act as a resource to other services
CHCORG23B	Co-ordinate work
CHCORG26A	Manage a service level agreement
CHCORG27A	Provide mentoring support to colleagues
CHCORG29A	Provide coaching and motivation
LGACOM503B	Prepare a budget
LGACOM407B	Manage finances within a budget

- Enterprise specific units

Note 1: Where national enterprise units are included as options, these must be nationally endorsed (please refer to *Customisation Guidelines* and *Contextualisation of units*).

HLT51105 Diploma of Indigenous Environmental Health

This qualification provides an entry level for Population Health work or as an additional qualification to those with existing specialist/clinical health qualifications. It covers workers who would contribute to the implementation of Population Health projects/programs, particularly in Indigenous Environmental Health by applying significant judgement in carrying out broad plans set out by Population Health professionals. These workers may be responsible for managing the work of others.

Examples of job outcomes may include:

- Indigenous Environmental Health Worker
- Environmental Health Worker

PACKAGING RULES

21 units must be selected for this qualification including:

- 8 **compulsory** units
- 13 **elective** units

Compulsory Units

HLTPOP501A	Apply a Population Health Framework
HLTPOP502A	Work with the community to identify health needs
HLTPOP503A	Plan a Population Health Project
HLTPOP504A	Evaluate a Population Health Project
CHCCD19A	Establish and maintain community, government and business partnerships
CHCAD3A	Undertake systems advocacy
CHCOHS501A	Manage workplace OHS management system
CHCORG6B	Coordinate the work environment

Elective Units

At least 5 from the following:

HLTPOP23A	Develop a disaster plan
LGAEHRH606A	Develop programs to minimise the spread of infectious diseases
LGAEHRH502B	Implement immunisation programs
LGAEHRW607A	Plan for the controlled disposal and containment of residual waste
LGAEHRW601B	Conduct waste management audits and assess needs
LGAEHRW507A	Plan and coordinate a waste collection / recycling service
LGAEHRW605A	Develop council's waste management strategy
LGAEHRR501B	Implement council's responsibilities in food safety

Units may also be selected from:
- – The other elective units of competency in this qualification
- – Other Health Training Package or National Training Package units
- – Any of the units of competency listed below[2]:

No more than two from this selection of cultural competencies:

CHCCD13C	Work within specific communities
RTD4802A	Develop approaches to include cultural and human diversity
HLTHIR4A	Work effectively in a cross cultural context with Aboriginal and Torres Strait Islander, colleagues, clients and organisations

And from the following:

CHCAD4A	Provide advocacy and representation
CHCNET3B	Develop new networks
CHCNET4A	Work with other services
CHCPOL2A	Contribute to policy development
BSBATSIW515A	Secure funding
HLTPOP505A	Build capacity to promote health
HLTPOP05A	Use media to disseminate information
HLTPOP08A	Write a grant application
LGACOM502B	Devise and conduct community consultations
CHCPOL5A	Manage research activities
CHCCD2B	Provide community education projects
CHCHPROM1A	Share health information
HLTPOP06A	Utilise an interpreter
CUFWRT04A	Write presentation material
CUFWRT05A	Write content and/or copy
CUFWRT08A	Write narration
CHCCD12D	Apply a community development framework
CHCCD14B	Implement a community development strategy
CHCCD6B	Establish and develop community organisations
CHCCD5C	Develop community resources
CHCCD8B	Support community action
CHCCD9B	Support community leadership
CHCCOM4B	Develop, implement and promote effective communication techniques
CHCORG7B	Manage workplace issues

---

[2] During the consultations, a unit called *SRXMKT006A Initiate and maintain communication with sponsors/funding organisations* from the Sports and Recreation Training Package was proposed to be imported into the Health Training Package. The developer has been advised that this unit, however, no longer exists. This unit has been replaced by a suite of marketing units from the Business Services Training Package. Relevant units for Population Health workers would include *BSBMKG302A Identify marketing opportunities*, *BSBMKG3051A Evaluate marketing opportunities, BSBMKG406A Build client relationships* and *BSBMKG407A Make a presentation.* As the Population Health Qualifications Framework enables access to electives from other Training Packages, one or several of the following units could replace *SRXMKT006A*: **BSBMKG302A, BSBMKG3051A, BSBMKG406A and/or BSBMKG407A.**

CHCORG20B	Promote and represent the service
CHCORG21B	Act as a resource to other services
CHCORG23B	Co-ordinate work
CHCORG26A	Manage a service level agreement
CHCORG27A	Provide mentoring support to colleagues
CHCORG29A	Provide coaching and motivation
LGACOM503B	Prepare a budget
LGACOM407B	Manage finances within a budget

– Enterprise specific units

Note 1: Where national enterprise units are included as options, these must be nationally endorsed (please refer to *Customisation Guidelines* and *Contextualisation of units*).

Appendix 1 - Key Competencies and the Health Training Package

Overview of the Key Competencies

Training Packages are required to identify how Key Competencies are included in competency standards. *Putting Education to Work: The Key Competencies report* (Mayer 1992) describes abilities which are commonly used as key selection criteria by employers and which underpin the ability of employees to adapt to technological, organisational, societal and functional change.

Key Competencies are embedded within the Health Training Package units of competency and qualifications. The following information is designed for employers and Registered Training Organisations seeking to implement the Health Training Package in the context of the Key Competencies.

The following overview of each Key Competency indicates how they can be applied, particularly in work settings. It also explains the major ideas underpinning the Key Competency and provides a basis for establishing the Key Competency Performance Levels.

There are seven Key Competencies. These are:

1. Collecting, analysing and organising information

The capacity to locate information, sift and sort information in order to select what is required and to present it in a useful way, and evaluate both the information itself and the sources and methods used to collect it.

2. Communicating ideas and information

The capacity to communicate effectively with others using the range of spoken, written, graphic and other non-verbal means of expression.

3. Planning and organising activities

The capacity to plan and organise one's own work activities, including making good use of time and resources, sorting out priorities and monitoring one's own performance.

4. Working with others and in teams

The capacity to interact effectively with other people both on a one-to-one basis and in groups, including understanding and responding to the needs of a client and working effectively as a member of a team to achieve a shared goal.

5. Using mathematical ideas and techniques

The capacity to use mathematical ideas, such as number and space, and techniques such as estimation and approximation, for practical purposes.

6. Solving problems

The capacity to apply problem solving strategies in purposeful ways both in situations where the problem and the solution are clearly evident and in situations requiring creative thinking and a creative approach to achieve an outcome.

7. Using technology

The capacity to apply technology, combining the physical and sensory skills needed to operate equipment with the understanding of scientific and technological principles needed to explore and adapt systems.

The description of each Key Competency at three Performance Levels is followed by some examples of application. These examples present situations in which the Key Competency, at the given Performance Level, is needed in order for the activity to be completed successfully.

While the Key Competencies have a future orientation, the descriptions presented convey a sense of 'present'. This is to simplify the language used in the descriptions and present them as goals for people currently in education and training.

Identifying the Key Competencies in the Health Training Package

Key Competencies describe more general skills and the level to which it they are applied. The Health Training Package units of competency and qualifications go beyond this generality and describe skills required for work in the health industry, as well as the level at which work is performed.

The Key Competencies therefore are easily identifiable in a health industry context. The following statements within Health Training Package competency standards particularly reveal the presence of the Key Competencies:

- Performance Criteria

- Critical Aspects of Evidence

- Essential Knowledge and Skills

- Specific Language and Literacy Skills

The AQF level of a qualification, within which units of competency are packaged, may also contribute to the determination of Key Competency levels (see AQF Descriptors in this document). Not all Key Competency areas are present in every unit of competency.

Description of the Key Competencies

1. Collecting, Analysing and Organising Information

One of the catchphrases to emerge in recent years refers to an 'information explosion'. This represents much more than a catchy cliché, for it is firmly rooted in reality. It underscores the dominance that information has across the spectrum of work and life more generally. Much of this information is contained in oral communication and it is conventional to think of information as being contained in text. But information is also presented in statistical, graphical, pictorial and tabular forms, in spreadsheets, databases, diagrams, formulae and equations, and ledgers.

Growth in the capacities to store and access information, to collect and present it in many and varied forms, and to apply to it techniques of analysis and research has led to work practices and organisational structures which now depend on these capacities. Many organisations use a structure based on a network of small units, perhaps in separate locations. This structure must be underpinned by the effective use and management of information. Further, as technology becomes more sophisticated greater proportions of the total work effort are being devoted to generating, managing and using information. Similarly, learning in further and higher education requires the ability to sift, select and present information as a critical part of the educative process.

Collecting, Analysing and Organising Information focuses on the capacity to locate information, sift and sort information in order to select what is required and present it in a useful way, and evaluate both the information itself and the sources and methods used to obtain it. It is based on four main ideas.

Responsiveness to purposes of the information, the nature of the sources and the audience

This involves being responsive to the nature and expectations of those who might receive the information, those who might be affected by the information and the purposes to which the information might be put. It includes the notion of social, cultural and ethical responsibility in the use and management of information. At lower levels this might mean clarifying the nature and expectations of the audience and the purpose of the information, or fulfilling responsibilities for maintaining the integrity of the information source. It might involve following guidelines on the format and protocols specific to the organisation. At higher levels it might mean reflecting upon and evaluating the processes by which information is collected, analysed and organised or identifying and using principles for the responsible use and management of information.

Application of access and retrieval techniques and principles

This can be as straightforward as accessing a library book which is known to contain the factual information sought, asking someone for directions or taking data from a graph. But it can also be more complex, perhaps drawing on the investigative skills of searching and researching.

Analysis and organisation of information

In the simplest sense, analysis and organisation of information amounts to extracting factual information and organising it into a predetermined format. In the more complex sense, the variety of theoretical approaches to some information gives rise to many different themes, categories and ways of viewing the information. This may require the creation of categories or organising structures which are unique to that information.

Evaluation of quality and validity of information

At lower levels this might mean checking that factual information is as complete as can be expected, has been correctly allocated to categories and is free of error. At higher levels it might mean establishing or clarifying criteria for judging the validity, quality and salience of information, and using those criteria judiciously.

The primary focus of Performance Level 1 is the retrieval and reporting of specific information. Performance Level 2 moves beyond this to the management of information within a broader work process. It includes the selection of management techniques and identification of relevant sources. At Performance Level 3 the emphasis broadens again to the establishment and application of principles that underpin information retrieval and organisation. It requires the capacity to create ways of organising information for new situations.

Performance Level 1

At this level a person: follows existing guidelines for the collection, analysis and organisation of information, and accesses and records information from given sources; and organises information into predetermined categories, and checks information for completeness and accuracy.

Some applications of Collecting, Analysing and Organising Information at this level are: accessing routine personnel information from a computerised database; filing invoices using file numbers and names; determining tolerances from a book of technical specifications; updating a telephone and address index; determining from committee members an optimum meeting date; finding examples of the music of a particular composer.

Performance Level 2

At this level a person: clarifies the needs of the audience and the purposes of the information, and accesses and records information from a variety of sources; and selects categories or structures by which to organise information; and assesses information for relevance, accuracy and completeness.

Some applications of Collecting, Analysing and Organising Information at this level are: establishing requirements of members of a group tour, preparing a training plan; establishing an information base for selecting a child car restraint; establishing requirements for materials and equipment from building specifications.

Performance Level 3

At this level a person: defines the needs of the audiences and the purposes of the information; and critically investigates sources to identify and distil relevant information, and identifies within information the main organising categories and structures; and evaluates the quality and validity of information.

Some applications of Collecting, Analysing and Organising Information at this level are: establishing a database of decisions, agenda papers and information for a committee which meets regularly; using records such as profitability, consumer demand and seasonal variations to plan offerings in a cafe; establishing an information base of travel services in an overseas location; undertaking a literature search on family patterns in Australian society.

2. Communicating Ideas and Information

Being able to communicate ideas and information is essential to all forms of work and human activity. It may involve spoken, written or visual language and may involve sign or gesture. Young people entering adult life and work need access to all forms of communicative competence, from the most ordinary and everyday, such as simple requests for advice, to the most prestigious, such as formal speeches.

How people apply the competency in paid work can be part of the work process and its goal.Knowing how to explain, describe, respond to questions, justify and argue assists the worker's confidence and efficiency. Being able to explain or recommend prices, services or goods to acustomer underlies a productive approach and tailors communication to the perceived needs and interests of the customer. In unpaid, community or voluntary work, communicating ideas and information to others in speech, writing and visual language is the basis of ongoing activity between and among participants. Explaining the rules of a game, recording and presenting minutes of a meeting, filling in forms, making speeches or reports, formulating suggestions, responding to requests call on this competency in all its forms. This competency is the foundation for lifelong learning. Being able to explain, argue and discuss with others enables a person to clarify, build on and share ideas and exchange information and consequently enlarge their knowledge and understanding.

Communicating Ideas and Information focuses on the capacity to communicate with others using the range of spoken, written, graphic and other non-verbal means of expression. It is based on four main ideas.

Identification of and response to audience and purpose of communication

The first idea involves the identification of the function of a communication and of its recipients. This will determine the choice of mode and style of the communication. Thus, the communicator needs to know what forms and styles to choose from and how to choose combinations that will achieve the best effect for a particular purpose. In some cases the communicator will need to use technology to communicate effectively.

Selection of forms and styles

This includes the communicator's response to the social and cultural dimensions of the context and audience. These may affect the purpose, function, form and mode of communication. In modem workplaces, for example, effectiveness of the communication could be diminished by telling racist and sexist jokes. An important feature here is the emphasis placed on the communicator's flexibility in communicating across a variety of social and cultural contexts.

Carriage of intended meaning

The third idea relates to the effectiveness with which the intended communication is conveyed, and involves the clarity and coherence of the communication. Clarity of communication depends on the use and adaptation of conventions particular to the mode of communication. In writing, for example, effective communicators not only know how to use formal grammatical conventions, but when to apply them and when not to. In oral communication, knowing how to modulate the voice is an important part of communication, and in visual communication, knowing how to place charts or diagrams will increase the effectiveness of the communication. Coherence of communication depends on putting ideas and information into formats that are appropriate to the contexts and the audience.

Revision and correction of communication

This involves checking for accuracy and appropriateness and revising where necessary. It may take place in response to feedback from others or require the communicator to change course during composition or presentation. For instance, a speaker, sensing that an audience is becoming bored, may introduce an anecdote or shorten the talk.

At Performance Level 1, the emphasis of is on communicating certain established and predetermined forms and styles, and in single modes, such as speech or writing. At Performance Level 2 the emphasis is on communicating in situations and to audiences where there are a number of choices of form and style. Performance Level 3 focuses on the ability to use, adapt and transfer communicative forms and modes to meet a variety of demands.

Performance Level 1

At this level a person: adapts the form of the communication to the anticipated contexts and audiences, and communicates using prescribed forms and styles; and communicates clearly and coherently so that prescribed information is organised for the purpose, and checks the communication for accuracy and effectiveness.

Some applications of Communicating Ideas and Information at this level are: interviewing a person and filling out a structured form on his or her behalf; explaining a procedure so that others can carry it out successfully; suggesting items for a meeting agenda; sketching a seating plan.

Performance Level 2

At this level a person: adapts ideas and information to anticipated contexts and audiences; and communicates by choosing from set alternative modes and styles the most appropriate to a particular context and audience; and establishes and conveys coherence between disparate ideas and information; and revises communication in the light of feedback.

Some applications of Communicating Ideas and Information at this level are: giving directions on the best ways to get to a meeting venue; writing an accident report; preparing a maintenance report for a piece of equipment; communicating a hazardous situation on a building site; making cross-sectional sketches to describe internal structures.

Performance Level 3

At this level a person: chooses the mode and form appropriate to a context and audience, and revises and evaluates the communication in the light of feedback; and varies style of presentation to suit a variety of contexts; and uses ideas to interpret and represent information in a variety of contexts, and adapts ideas and information to unanticipated responses from audiences.

Some applications of Communicating Ideas and Information at this level are: using and adapting appropriate technologies to enhance communication; writing a critique of a concert; answering questions put by an audience at the end of a speech or talk; revising a leaflet to remove sexist or racist language; demonstrating a recipe to an audience from different cultural backgrounds; translating an idea into another language.

3. Planning and Organising Activities

In work, whether it is paid, unpaid or voluntary, individuals are expected to accept responsibility for planning and organising their own work activities. All organisations rely on their members to carry out functions and tasks in a way that contributes to defined and desired outcomes. In some cases, this means responding to a clear and simple instruction to complete a routine task. In others, it includes initiating, planning and monitoring the activity, and evaluating one's own performance.

Some work settings are highly structured with lines of responsibility, authority positions and supervisory roles. Organisational structures of other settings are much less formal and are determined by continuing processes of negotiation and collaboration between participants. However, across this range of settings individuals must accept responsibility for the management of their work. The capacities encompassed by this Key Competency are particularly applicable in further and higher education. Being able to plan and organise one's own study, undertake tasks independently and maintain the integrity of one's own work among competing demands are likely to lead to enriched and satisfying learning experiences.

Planning and Organising Activities focuses on the capacity to plan and organise one's own work activities, including making good use of time and resources, sorting out priorities and monitoring one's own performance. It is based on three main ideas.

Management of priorities and process

This involves managing an activity with a degree of independence. The term 'independence' is not used to mean 'alone'. It relates to the capacity for autonomy of thought and action, a capacity which is applied when working alone or in team or group settings. Managing an activity includes being able to clarify the purpose and objectives, set up the conditions for effective work, maintain focus on the task and complete it. It usually involves determining priorities and appropriate process. In some instances what constitutes a well managed activity, effective work practices or a complete activity is reasonably explicit and tangible. In others this is not the case, and the individual is responsible for monitoring work flow within more broadly established boundaries.

Evaluation of performance and process in planning and organising activities

In some instances this means checking the quality of work against predetermined criteria. But it also includes evaluation of the use of time and self in relation to completing an activity. For example, in manufacturing, tolerances, rate of production and error rates are some of the criteria by which outcomes are judged. In other instances it means the capacity to reflect on what constitutes 'good work' and to establish criteria by which it is to be judged. Included here is the ability to cope with contingencies. In some instances this means recognising when the limit of the process has been reached. In others it may mean maximising the outcomes within the given circumstances.

Responsiveness to factors affecting priorities

This includes the personal responsibilities which apply to self and self management. In some instances, such as occupational health and safety, there are guidelines which may be applicable. More specifically, within a corporation, the requirements of strategic plans and mission statements need to be translated into work priorities. Other instances require the capacity to establish or interpret the principles which underpin these broader aspects of work and to use them to determine how work should be planned, conducted and evaluated. For example, in the emerging context of work, accommodation of differing perspectives arising from cultural background forms an essential component of planning and organising activities.

Performance Level 1 focuses on the completion of activities which are guided by explicit instructions or by procedures for which common usage provides strong guidance. It includes the full process of planning and organising for effective completion. Performance Level 2 focuses on the completion of work processes which incorporate several related activities and require co-ordination and management. It includes taking action to enhance the effectiveness of the processes and the quality of the outcomes. Performance Level 3 focuses on the establishment and use of principles of effective work organisation. Underpinning all levels is the management of self in relation to the activity, its planning and its organisation.

Performance Level 1

At this level a person: establishes and maintains focus in completing a defined activity, and checks process and outcomes against predetermined criteria for quality and completion, and clarifies and uses established priorities.

Some applications of Planning and Organising Activities at this level are: undertaking piecework production in clothing manufacture; undertaking routine maintenance on a boundary fence; maintaining the stocks in a brochure rack; establishing and maintaining a personal study schedule.

Performance Level 2

At this level a person: co-ordinates and manages processes to achieve defined objectives, and maximises quality of outcomes and process, and establishes effective work priorities.

Some applications of Planning and Organising Activities at this level are: managing a variety of clerical responsibilities; installing a ducted vacuum system; organising the rehearsal schedule for a band; establishing family and caregiving schedules; preparing a series of ticket stock payments; planning and maintaining a personal daily work schedule.

Performance Level 3

At this level a person: incorporates strategic goals into the planning and organisation of own work, and incorporates criteria for quality and efficacy of outcome into the planning and organisation of own work, and incorporates goals, plans and priorities of a strategic nature into planning and organisation of own work.

Some applications of Planning and Organising Activities at this level are: managing competing demands when working for several people; designing and installing curtains to enhance energy efficiency; establishing and reviewing routines for home-based care for children; establishing a distribution system for promotional information about a resort.

4. Working With Others and in Teams

Working with Others and in Teams is essential to all aspects of work and adult life. It includes working with another individual, working with groups or in teams, and working with clients or customers.

Efficient, productive and smoothly functioning workplaces of the 1990s are relying increasingly on individuals' thoughtful and co-operative contributions at staff and work meetings and in formally structured teams. Similarly, a customer or client orientation, whether the client is external to the enterprise in counter or sales service or a member of another section of the same organisation, is central to achieving the competitive edge. These contexts require the skills to work with others to ensure that interactions are consistent with the goals of the organisation and that individuals are able to make appropriate judgements and apply an appropriate mix of courtesy and assertiveness in their workplace and service interactions. In

all cases, the needs and aspirations of others as well as one's own contribution need to be considered to achieve the desired outcomes.

In unpaid, voluntary and community work the focus may be on less formal applications. The skills developed through domestic, voluntary and community work are of growing importance in client--oriented and service employment and team-based work structures. In further and higher education, including lifelong learning, working with others and in teams is also valued. These skills characterise the emerging patterns of work and work organisation.

Working with Others and in Teams focuses on the capacity to interact effectively with other people both on a one-to-one basis and in groups, including understanding and responding to the needs of a client and working effectively as a member of a team to achieve a shared goal. It is based on three main ideas.

Clarification of the purpose and objectives of working with others

Sometimes this will take the form of a simple transaction, such as selling a product over the counter, with someone who specifies what they want. Sometimes it will be involve a complex collaborative process, with outcomes negotiated and subject to compromise over time, in which the ability to represent a certain interest or point of view effectively is an essential component.

Identification and taking account of different roles and perspectives

These roles and perspectives may derive from social, gender or cultural differences, or from the nature and structure of workplaces. The capacity to see a product or service from the perspective of the client is vital to customer satisfaction, whether that customer is within or outside the organisation. In community, voluntary and domestic work there is an equivalent need to be able to step into another's shoes' in order to achieve shared objectives or to assert a point of view.

Achievement of objectives

This involves working towards agreed timeframes and objectives. In one situation it could mean working with others where objectives are clearly defined. In another, it may mean negotiating objectives at the start and monitoring tasks to ensure their continued relevance.

At Performance Level 1 the emphasis is on interactions that have established roles and follow established patterns of procedure. Performance Level 2 focuses on collaborative planning and completion of processes to achieve agreed results. This may involve agreeing on the processes, procedures and objectives that the people in the pair, group or team are going to use. Performance Level 3 focuses on defining and redefining interactions, processes and objectives.

Performance Level 1

At this level a person: clarifies defined purposes and objectives to be achieved by working with others, and identifies and responds to defined roles and perspectives; and works with others to achieve agreed objectives within agreed timeframes.

Some applications of Working with Others and in Teams at this level are: selling pastries in a cake shop; working with a partner to improve goal shooting in netball; working as a member of a team in a fast food outlet; working as a chaser in conjunction with a crane driver.

Performance Level 2

At this level a person: interprets purposes and objectives to be achieved by working with others; and organises procedures and timeframes to take account of different roles and perspectives; and works with others to achieve agreed objectives.

Some applications of Working with Others and in Teams at this level are: assisting with caregiving for children; recognising and including the abilities of fellow workers, including those who have disabilities; preparing tables and waiter stations for service; establishing improved morale in a team after serious defeat or disappointment.

Performance Level 3

At this level a person: defines purposes and objectives to be achieved by working with others, and establishes roles, procedures and timeframes taking into account different perspectives, and negotiates with others to define objectives and, where necessary, to monitor and redefine them.

Some applications of Working with Others and in Teams at this level are: directing a play, working in a sales representative team for travel firms; leading a work team on a building site; representing a point of view in a debate.

5. Using Mathematical Ideas and Techniques

Mathematical ideas and techniques are used in a wide variety of work activities and in everyday life. In some instances their use is explicit and requires deliberate and considered selection and application. For example, installing a ducted heating system in a house requires the explicit application of mathematical ideas and techniques to specifications and costs so that comparisons can be drawn between alternative systems. But in other instances the extent to which mathematical ideas and techniques are involved may be obscure. In part, this arises because of the common perception that mathematical ideas and techniques are about basic number skills. Although basic number skills and operations are essential, mathematical ideas and techniques also involves the 'know-how' of being able to choose efficient ways of doing things or judging when a particular outcome represents an appropriate answer or solution.

In the contemporary world the use of mathematical ideas and techniques is an important part of the functioning of organisations. It is integral to the process of making judgements and ensuring the quality of a product or service. Many organisations rely on careful analysis of market trends, projections of growth and feedback from customers or clients. Analysing work flows and pinpointing areas for more efficient production techniques also draw on the use of mathematical ideas and techniques. As work organisation changes, there is a demand for the use of mathematical ideas and techniques by a broader range of people. Using Mathematical Ideas and Techniques focuses on the capacity to use mathematical ideas, such as number and space, and techniques, such as estimation and approximation, for practical purposes. It is based on five main ideas.

Clarification of the purposes and objectives of the activity

This is necessary so that the most appropriate mathematical ideas and techniques may be selected. A shop assistant needs to be clear about the kind of account a customer requires before selecting say, addition as the appropriate mathematical process. At a more complex level it may involve selecting the appropriate ideas and techniques to identify the factors involved in designing a container, including measuring and comparing lengths and calculating costs and quantities.

Selection of mathematical ideas and techniques

In making a garment, for example, mathematical procedures and techniques underpin the laying and cutting of the fabric. At another level, mathematical procedures and techniques are needed to adapt a pattern to incorporate the design requirements of a client.

Application of mathematical procedures and techniques

This involves making judgements about precision and accuracy. It can be demonstrated by the way in which a store hand will comply with the instructions to complete a stocktake.

Judgement of level of precision and accuracy needed

This involves judging when an estimate is sufficient for the situation. When estimating materials, a fencing contractor only needs to be accurate to the nearest two or three metres. But the estimate must be on the upper limit to allow for losses due to cutting and attaching and shaping.

Interpretation and evaluation of solutions

This means, for example, checking that the bill is reasonable for the order taken in a restaurant. It also involves evaluating the methods used in achieving a solution.

At Performance Level 1, the primary focus is on the efficient and reliable use of mathematical techniques in everyday situations which are clearly defined. Performance Level 2 focuses on the sequencing and application of mathematical ideas and techniques in situations which require the selection of appropriate methods. Performance Level 3 focuses on the selection, sequencing and application of mathematical ideas and techniques in situations where the best strategy requires evaluation and adaptation of the method and the solution.

Performance Level 1

At this level a person: clarifies the nature of the outcomes sought; and selects the ideas and techniques for a task. and uses mathematical ideas and techniques reliably and efficiently; and meets accuracy requirements; and checks that the answer makes sense in the context.

Some applications of Using Mathematical Ideas and Techniques at this level are: preparing an itemised account in a retail shop; extracting data from a specifications chart or spreadsheet; estimating the amount of cement required for a bricklaying task; using a street directory to establish a delivery route; managing own Austudy finances, calculating and measuring medicine doses.

Performance Level 2

At this level a person: clarifies the purposes of the activity and the nature of the outcomes sought; and identifies the mathematical ideas and techniques which are applicable; and selects, sequences and applies the mathematical ideas and techniques reliably and efficiently; and judges the level of accuracy required, and checks that the answer makes sense in the context.

Some applications of Using Mathematical Ideas and Techniques at this level are: providing a quote for construction of a fence given the types of materials to be used and a regular area to be enclosed; calculating the number of bars of music required to provide backing for a film sequence; making a garment from a commercial pattern; estimating the amount and cost per annum of fertiliser for a garden; managing food quantities and nutritional balance in a childcare centre.

Performance Level 3

At this level a person: defines the purposes and objectives of the activity, and recognises the assumptions which need to be made in order to apply an idea and technique; and adapts the idea and technique to fit the constraints of the situation; and makes decisions about the level of accuracy needed to resolve competing demands; and interprets and evaluates methods and solutions.

Some applications of Using Mathematical Ideas and Techniques at this level are: designing and making a feed container to hold a specified amount and fit in a given location; making a piece of furniture having produced a design brief which includes the working drawings and a summary of the quantities and costs; constructing a spreadsheet to calculate wages, tax, and the required denominations of notes and coins for pay packets based on the input of hours worked and rate of pay; designing the lighting plan for a play; modifying a commercial pattern to the design requirements of a client; managing household finances.

6. Solving Problems

Some of the essential attributes for successful participation in work are the capacities to frame questions, to identify the sources and contexts in which problems arise and to work through dilemmas and ideas in a coherent way. Solving Problems captures these capacities. It is not only about the capacity to respond to problems as they present themselves, but also the capacity to anticipate problems and devise suitable response strategies. It is about the nature of solving problems as a process, including the control that is exerted over the process.

The term 'problem' is used generally, encompassing several interpretations including a practical difficulty or a social situation where something is obviously wrong, a challenge to accomplish a specific result, perhaps under prescribed conditions, an invitation to investigate something and a situation in which there is no obvious problem requiring immediate attention, only a perception that something could be improved. It can involve capitalising on opportunities to explore ideas.

Applications of Solving Problems may be found in work, whether it is paid, unpaid or voluntary work, where processes rarely operate without the need for continuous anticipation and resolution of problems. Problems arise which require judgements and decisions. Some applications entail routine and known issues which have standardised responses. Others include unusual or less predictable problems which require initiative and innovation to identify the problem and find possible responses. These also apply to participation in further and higher education settings.

Solving Problems focuses on the capacity to apply problem-solving strategies in purposeful ways, both in situations where the problem and the desired outcomes are clearly evident and in situations requiring critical thinking and a creative approach to achieve an outcome. It has four main ideas.

Clarification and framing of problems

At lower levels this might involve locating the source of a problem by matching symptoms against known sources. At higher levels the links between symptoms and conditions are much less defined, and require clarification of the major factors involved. For example, frequent and unexplained weariness in a colleague or friend is a problem for which there is no 'routine maintenance' style of solution. It requires the framing of the problem in developmental and exploratory terms.

Achievement of appropriate completion

In some instances completion means that the outcome sought is achieved. In others, a decision might be made to refer the problem elsewhere, a cost-benefit assessment may indicate that the process should cease or the need for a solution to the problem may have passed. Under all of these conditions, it is essential that focused effort be expended until appropriate achievement has been attained. At one level this may involve using a recognised strategy to resolve a problem. At another level it may mean drawing on a range of processes, and adapting them to achieve the outcome.

Anticipation of problems, sources and contexts

At lower levels anticipating problems amounts to accepting that problems can arise and that they must be addressed and resolved. This applies as much to technical faults in machines as to issues and difficulties which arise personally or for colleagues. At higher levels, being able to anticipate problems means also being able to anticipate the conditions which generate problems.

Evaluation of outcomes and processes

At lower levels this means checking that outcomes are accurate and in accord with what was intended. It also means checking that the process used is efficient and is socially responsible. At higher levels it involves reflecting on and making judgements about efficiency of process and validity and usefulness of outcomes.

At Performance Level 1, the focus is on responsiveness to problems as they arise. Performance Level 2 focuses on the selection of appropriate processes, clarification of the relationship between the processes available and the desired outcomes, and the effective use of those processes to achieve completion. Performance Level 3 focuses on anticipation of

conditions under which problems arise and the use of judgement in the approach to problem solving.

Performance Level 1

At this level a person: clarifies desired outcomes and processes, and maintains focus through to appropriate completion; and responds to faults and difficulties as they arise; and checks the accuracy of outcomes and utility of the process.

Some applications of Solving Problems at this level are: following procedures to have a photocopier repaired; arranging food for a group's overnight hike; receiving a complaint from a guest in a hotel; creating access up steps for concrete delivery.

Performance Level 2

At this level a person: clarifies the desired outcomes, and the relationship between those outcomes and the available processes for solving the problem; and draws on a range of processes to achieve appropriate completion; and takes opportunities to improve or enhance processes and outcomes, and assesses efficiency of processes and outcomes.

Some applications of Solving Problems at this level are: monitoring the repair rate of a photocopier and providing alternative solutions; generating alternatives in the provision of food for a group's overnight hike; establishing a route for cabling a concrete wall; identifying options for a client in resolving a complaint; reducing hazards on a worksite.

Performance Level 3

At this level a person: establishes major factors affecting processes and outcomes; and adapts and manipulates processes to achieve appropriate completion; and anticipates problems and opportunities, and the conditions under which they arise; and establishes and uses criteria for judging effectiveness of processes and outcomes.

Some applications of Solving Problems at this level are: investigating photocopying needs and developing alternative proposals and action plans; achieving innovations in the provision of food for a group on an overnight hike; resolving continued quarrelling between two children in a pre-school; designing sets for a stage that has limited depth; adapting work priorities to accommodate new orders; generating teamwork among work colleagues; creating options for street beautification.

7. Using Technology

The structures of workplace settings, and the ways in which people interact and outcomes are achieved, are affected profoundly by technology. Effective participation in work and in society depends, at least in part, on the capacities involved in managing technological systems, processes and equipment. Applications of Using Technology can be found in the workplace where production and service depend on the proficient use of technology, where practices such as multi-skilling require unprecedented levels of use of technology, and where market advantage depends on the ability to use technology to customise products and services. It is applied in further and higher education where access to learning and the

learning process itself require technological competence. In personal daily life competence in the use of technology reflects some of the basics of living independently.

Using Technology focuses on the capacity to use technology, combining physical and sensory skills needed to operate equipment with the understanding of scientific and technological principles needed to explore and adapt systems.

At one extreme technology is defined simply as equipment or "high tech" equipment. At the other, the definition extends so widely that its significance as a definition becomes lost. The position adopted here draws on three dominant interpretations of 'technology': technology as equipment and materials; technology as a pattern of operations forming a process; technology as a system of principles and ideas.

The notion of 'using technology' extends from the manipulative and sensory skills required to operate basic hand tools through to the scientific and technological principles required to explore, to innovate, and to adapt. Using Technology draws on knowledge and skills from a variety of areas, but particularly from scientific and technological understanding and problem solving. The focus of this knowledge and skills lies more in how technology is used than in how it is made. Competent performance in Using Technology relates to the ability to use appropriate technology, including the foundation knowledge and understanding, in a given context and the capacity to apply that technology to a new situation or task. It does not imply that competence in using a particular technology necessarily translates into competence in using a completely different technology.

Much of the demand for competence in this area relates to the capacity to have a feel for the application of technology - confidence in approaching and using technology. This is related to success in the use of technology - even if it is in basic forms - awareness of the extent to which technology is in use and the ability to form generalised understanding about the use of technology. Using Technology involves: interpretation and use of the goals of using technology, use of scientific and technological principles and practices, social and ethical responsibility in the use of technology, accommodation to surrounding environs and personal physical capacity.

At Performance Level 1, the primary focus is the use of technological equipment and materials, and application of the related knowledge base. At Performance Level 2 the focus broadens to include being able to configure and manage a series of operations into a process. It includes selecting technology, using technologies in combination and enacting plans to achieve given objectives. At Performance Level 3, the primary focus of Using Technology broadens again to include being able to adapt a system of technological principles and ideas to a new situation.

Performance Level 1

At this level a person: clarifies the objectives for the use of technology, and uses technological practices within the guidelines for health and safety, environmental impact and ethical practice, and uses technological equipment and materials proficiently for the prevailing environs and physical capacity.

Some applications of Using Technology at this level are: entering and retrieving data from a computer software package; using an overlocker to close and finish straight seams; using hand tools to sharpen a plane blade; sorting waste materials by their second-use capacity; using a pre-timer system on a microwave oven.

Performance Level 2

At this level a person: interprets the purposes and objectives for the use of technology, and configures and manages a series of operations as a process, and selects technological practices to conform with the guidelines for health and safety, environmental impact and ethical practice, and uses them within those guidelines, and uses technological equipment and material proficiently for the prevailing environs and physical capacity.

Some applications of Using Technology at this level are: assembling a kit-form fitness machine to full operating condition; constructing a fitted, panel line skirt using a commercial pattern; monitoring the safety and operating condition of equipment and facilities; using electronic databases to conduct a literature search for a given area of investigation; making repairs to a windmill using on-site materials.

Performance Level 3

At this level a person: defines the purposes and objectives for the use of technology, and transfers technological principles to a new situation; and configures and manages a series of operations as a process, and selects technological practices to maximise socially and ethically responsible use of technology, and uses technological principles to reduce constraints presented by environs and physical capacity.

Some applications of Using Technology at this level are:

- Customising applications software for the financial management of a community group acting as client;
- Preparing clothing design options for the technical and management staff of a city restaurant;
- Designing constructing and trialing a prototype for a system to manage the complex of cables emanating from a cluster of electronic stage entertainment equipment;
- Preparing options, organised by cost-benefit outcomes, for upgrading the energy efficiency of a dwelling of simple design;
- Preparing design options for the modification of a house to accommodate a person with a wheelchair.