



Australian Government

Assessment Requirements for SHBXCCS005 Maintain health and wellbeing in a personal services setting

Release: 1

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Modification History

No equivalent unit.

Performance Evidence

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

- undertake assessment of self and workplace to determine:
 - workplace stressors
 - causes of fatigue
 - work-life balance priorities
- develop and document a personal health and wellbeing plan that outlines techniques for:
 - achieving work-life balance
 - reducing fatigue
 - building resilience
 - maintaining stamina
- implement the above plan demonstrating techniques for improved health and wellbeing as listed in the plan
- identify signs of physical and mental health risks and appropriate responses with four clients.

Knowledge Evidence

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

- workplace causes and impacts to self of:
 - stress
 - fatigue
 - reduced resilience
- techniques for:
 - identifying personal stressors
 - responding to personal stressors
 - maintaining stamina
 - building resilience
 - achieving work-life balance
 - monitoring personal health and wellbeing
- health and wellbeing and its role in contributing to overall personal health

- role of work-life balance in maintaining personal health and wellbeing
- internal and external sources of support and assistance relevant to workplace health and wellbeing
- strategies to maintain a positive work-life balance:
 - taking regular breaks
 - having holidays
 - eating well
 - exercise
 - socialising outside of work
 - seeking support from peers and supervisors
- national and state or territory legislation relevant to own and clients' health and wellbeing:
 - anti-discrimination
 - privacy and confidentiality
 - work health and safety
 - mandatory reporting
 - duty of care
- work role boundaries:
 - responsibilities
 - limitations
- signs for recognising serious mental health conditions in clients:
 - extreme or unusual behaviour
 - illogical thinking e.g. exaggerated beliefs about personal powers to influence events
 - lack of communication or responsiveness
 - unreasonable anger
 - expressing suicidal thoughts
- circumstances in which referral to a health or other professional is appropriate or urgent:
 - signs of serious mental health conditions
 - signs of serious physical health conditions
 - signs of violence or reportable conditions
- key sources of support or referral:
 - local medical centre
 - police
 - ambulance
 - community mental health or crisis team.

Assessment Conditions

Skills must be demonstrated in a personal services environment; this can be:

- an industry workplace or

- a simulated workplace set up for the purpose of skills assessment, that provides services to paying members of the public.

Assessment must ensure access to:

- sources of information on workplace health and wellbeing
- personal health and wellbeing plans.

Assessment activities that allow the individual to:

- demonstrate competency in an environment reflective of real work situations
- manage tasks and contingencies in the context of the job role.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=255d312b-db07-48f2-b6d6-1b0b06c42898>