



Australian Government

Assessment Requirements for HLTADM003 Facilitate a coordinated approach to client care

Release: 1

Assessment Requirements for HLTADM003 Facilitate a coordinated approach to client care

Modification History

Release	Comments
Release 1	This version was released in <i>HLT Health Training Package release 2.0</i> and meets the requirements of the 2012 Standards for Training Packages. Significant changes to the elements and performance criteria. New evidence requirements for assessment, including volume and frequency.

Performance Evidence

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

- identified at least 3 different clients for whom follow up is required in the case of appointment non-attendance
- provided accurate information or instruction to at least 3 clients with different medical needs.

Knowledge Evidence

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

- legal and ethical considerations for information exchange and provision (national, state/territory, local):
 - duty of care
 - informed consent
 - records management
 - privacy, confidentiality and disclosure
 - industry standards
 - work role boundaries – responsibilities and limitations, including limitations around types of information to be provided by non-professionals
- types of information provision that may be delegated by health professionals:

- provision of educational material – preventative, promotional, self-management
- instructions for use of medical equipment or supplies
- information about procedures
- preparation procedures for diagnostic testing
- where to go for certain tests or treatment
- key requirements of systems and procedures for effective management of reminder systems
- scope and availability of other health services and programs, including:
 - eligibility
 - access and referral requirements
 - costs and funding mechanisms
 - home and community care (HACC)
 - Medical Benefits Schedule (MBS)
 - Pharmaceutical Benefits Scheme (PBS)
 - typical private health insurance provisions
 - Department of Veterans Affairs, (DVA)
 - WorkCover
 - key features of how they operate
- methods to ensure currency of information
- ways in which information is exchanged and services are organised between different health providers:
 - key information
 - documentation requirements

Assessment Conditions

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

- use of suitable resources including:
 - online or hard copy provider directories
 - client information materials
 - client record keeping systems
- modelling of industry operating conditions, including:
 - interaction with clients
 - integration of situations requiring problem solving

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

Links

Companion Volume implementation guides are found in VETNet -

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