



Australian Government

HLTAIN002 Provide non-client contact support in an acute care environment

Release: 1

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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 requirements. Significant change to knowledge evidence.

Application

This unit describes the skills and knowledge required to provide a range of non-client contact support to a nursing team delivering nursing care in an acute care environment.

This unit applies to workers who support the nursing care team under the direction and supervision of a registered nurse in an acute care setting.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

Elements define the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element.

1. Comply with the workplace information protocols of an acute care environment

1.1 Carry out work with an understanding of the purpose of health records

1.2 Comply with organisation security and confidentiality requirements

1.3 Respond promptly to inquiries and requests according to organisation procedures

2. Collect, process and maintain accurate records in an acute care

2.1 Prepare workplace forms, documentation and reports that are clear, concise and factual in accordance with legal and

ELEMENT

environment

PERFORMANCE CRITERIA

organisation requirements

2.2 Use business equipment and technology to obtain and process information according to organisation requirements

2.3 Update, modify and file client health records and documentation according to organisation requirements

2.4 Collate and dispatch information according to specific timeframes and organisation requirements

2.5 Store records and information according to organisation protocols and procedures

3. Support equipment requirements in an acute care environment

3.1 Consult with nursing care team and reference material to determine equipment needs

3.2 Select equipment appropriate to the task and according to equipment requirements, organisation protocols and procedures and manufacturers' guidelines

3.3 Organise equipment within agreed timeframes

3.4 Deal with issues and problems associated with the operation of equipment according to organisation protocols

3.5 Clean and store equipment safely and according to organisation procedures and manufacturer specifications

Foundation Skills

The Foundation Skills describe those required skills (such as language, literacy, numeracy and employment skills) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for HLTAIN002 Provide non-client contact support in an acute care environment

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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:

- provided non-client contact support to at least 1 nursing team in an acute setting:
 - accurately completing workplace forms, client health records and other documents required by the nursing team on at least 6 occasions
 - selecting, cleaning and storing at least 3 different types of equipment relevant to the needs of the nursing team

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:

- record keeping, filing systems and security procedures for the acute care environment
- the organisation's business and structure
- organisation policies and procedures related to:
 - collecting and processing information
 - infection control
- Legal and ethical considerations for working in an acute environment, including:
 - privacy, confidentiality and disclosure
 - work role boundaries – responsibilities and limitations
 - work health and safety (WHS)

- equipment requirements of an acute care environment, including:
 - positioning aids and patient movement equipment
 - medical gases/cylinders (fixed and portable) and their accessories
 - suction units and their accessories
 - vital signs equipment
 - emergency equipment

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions.

The following conditions must be met for this unit:

- client care plan/pathways
- equipment requirements outlined in the care plan
- infection control procedures
- business equipment and technology for obtaining and processing workplace documentation
- workplace forms and storing equipment

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

In addition be a registered nurse with current registration with the Australian Health Practitioner Regulatory Authority (AHPRA).

Links

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