



Australian Government

Assessment Requirements for HLTWHS006 Manage personal stressors in the work 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.

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:

- developed, implemented and reviewed 1 personal stress management plan that includes identified sources, triggers and responses to stress
- used strategies from personal stress management plan to manage 2 stressful situations in the workplace involving colleagues and/or clients

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:

- sources of stress and how they manifest in health and/or community services work environment including:
 - complex client behaviour (emotional, aggressive, cognitive deficit, non-compliance)
 - grief and loss experienced by workers
 - exposure to stressful working conditions and stressful incidents
- work planning and prioritisation techniques e.g. time management strategies
- legal rights relating to the Fair Work Act
- services available for referral, both within the organisation and in the community e.g. informal/formal debriefing sessions and/or workplace counselling
- self-care techniques including:
 - impact of exercise, diet and nutrition on physical health

- work/life balance strategies
- complementary and alternative health options

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. Where simulation is used, it must reflect real working conditions by modelling industry operating conditions and contingencies, as well as, using suitable facilities, equipment and resources.

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>