



Australian Government

HLTWHS006 Manage personal stressors in the work environment

Release: 1

HLTWHS006 Manage personal stressors in the work environment

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.

Application

This unit describes the skills and knowledge required to maintain health and wellbeing by preventing and managing personal stress.

This unit applies to work in a range of health and community services settings, in particular work roles that operate in high stress situations and circumstances.

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. Develop strategies to manage personal stress

- 1.1 Recognise sources of stress in own job role
- 1.2 Recognise triggers and own response to stress
- 1.3 Identify strategies to effectively prevent, reduce and manage stress
- 1.4 Identify internal and external options and resources for additional support
- 1.5 Develop a personal stress management plan that responds to identified stressors and triggers

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| 2. Implement stress management strategies | 2.1 Use strategies from personal stress management plan that address personal triggers and stressors |
| | 2.2 Organise own workload to minimise stress and inform relevant personnel of any variations and difficulties affecting work requirements |
| | 2.3 Identify and adopt strategies to balance work/life priorities |
| 3. Evaluate stress reducing strategies | 3.1 Monitor and review effectiveness of stress management strategies |
| | 3.2 Adjust strategies not meeting the desired outcome and recognise when additional resources and/or support is needed |
| | 3.3 Access internal or external options and resources for additional support to meet desired outcomes of the stress management plan |

Foundation Skills

The Foundation Skills describe those required skills (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 HLTWHS006 Manage personal stressors in the work 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:

- 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

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