



Australian Government

Department of Education, Employment and Workplace Relations

HLTART402B Identify and address specific needs within the rehabilitation environment

Release: 1

HLTART402B Identify and address specific needs within the rehabilitation environment

Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit of competency describes the skills and knowledge required to provide technical support for assessments of client needs and impairments

Application of the Unit

Application

This unit applies to workers within a rehabilitation environment in either a:

- specific community
- community or regional service
- department of a large institution or organisation
- specialised service or organisation

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills

This unit contains Employability Skills

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in *italics* are elaborated in the Range Statement.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1. Establish a rapport with clients

- 1.1 Establish a rapport with *clients* using appropriate language and interpersonal skills
- 1.2 Ensure interactions with *clients* are in accordance with *organisation's standards and procedures*
- 1.3 Conduct interactions with *clients* in a manner which promotes positive *client* participation

2. Assess client needs and *impairments*

- 2.1 Identify and assess technical aspects of *client* needs in accordance with *organisation requirements and procedures*
- 2.2 Collect information on relevant environment of use issues affecting *client* equipment
- 2.3 Use information in technical assessment of *client's* equipment

ELEMENT

PERFORMANCE CRITERIA

3. Address client needs

- 3.1 Use appropriate principles and standards to address *client* needs
- 3.2 Use up to date *information* to inform decisions about the matching of equipment to clients
- 3.3 Keep records in accordance with *organisation policies and procedures*
- 3.4 Keep records in accordance with legislative requirements
- 3.5 Perform risk assessment of technical solutions provided
- 3.6 Ensure adherence to principles of client confidentiality

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit.

Essential knowledge:

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes knowledge of:

- Confidentiality principles and practice and ramifications of breaches of confidentiality
- Relevant organisation procedures, policies and standards
- The role and function of the organisation relevant to specific work role
- Awareness of relevant policies and legislation including:
 - OHS
 - Medical Devices Act and Regulations
 - Funding body policies
- Awareness of accreditation processes and quality improvement processes
- Awareness of legal and ethical implications of work

Essential skills:

It is critical that the candidate demonstrate the ability to effectively do the task outlined in

REQUIRED SKILLS AND KNOWLEDGE

elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes the ability to:

- Apply functional literacy skills needed for written and oral information about workplace requirements
- Use communication skills to seek clarification of tasks and to interpret and follow instructions
- Use problem solving skills to constructively achieve planned outcomes
- Use technical drawing/sketching skills

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate this competency unit:

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- Observation of workplace performance is essential for assessment of this unit
- Consistency of performance should be demonstrated over the required range of situations relevant to the workplace
- Where, for reasons of safety, space, or access to equipment and resources, assessment takes place away from the workplace, the assessment environment should represent workplace conditions as closely as possible

EVIDENCE GUIDE

- Access and equity considerations:*
- All workers in the health industry should be aware of access and equity issues in relation to their own area of work
 - All workers should develop their ability to work in a culturally diverse environment
 - In recognition of particular health issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on health of Aboriginal and Torres Strait Islander people
 - Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on health of Aboriginal and/or Torres Strait Islander clients and communities
- Context of and specific resources for assessment:*
- Assessment should replicate workplace conditions as far as possible
 - Simulations may be used to represent workplace conditions as closely as possible
 - Where, for reasons of safety, access to equipment and resources and space, assessment takes place away from the workplace, simulations should be used to represent workplace conditions as closely as possible
 - Resources essential for assessment include:
 - access to appropriate workplace for assessments
 - access to relevant health professionals
- Method of assessment*
- Observation in the workplace
 - Written assignments/projects
 - Case study and scenario as a basis for discussion of issues and strategies to contribute to best practice
 - Questioning verbal and written
 - Role play/simulation

EVIDENCE GUIDE

Related units:

This unit should be assessed in conjunction with the following related units:

- HLTHIR403C Work effectively with culturally diverse clients and co-workers
- HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people

Range Statement

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Clients may include:

- Individual members of the public receiving services from the organisation
- People requiring assistive equipment
- A health professional requesting technical support with assistive equipment

Organisation standards and procedures may include those referring to:

- Duty of care
- Client interviews
- Client/staff relationships
- Administration of questionnaires and other testing instruments and checklists
- Completion of forms and applications
- Infection control
- Equipment standards
- Legislative requirements

RANGE STATEMENT

Impairments may include:

- Communication
- Physical disability
- Intellectual impairment
- Acquired brain injury
- Developmental disability

Client information may include:

- Personal information provided by the client and/or referring agency/person
- Client feedback data
- Internal organisation information resulting from meetings and assessments
- Medical records

Accepted organisation procedures include those related to:

- Collection and storage of information
- Client interview protocols and procedures
- Client communication protocols

Unit Sector(s)

Not Applicable