



Australian Government

Department of Education, Employment and Workplace Relations

HLTCSD201D Maintain high standard of client service

Release: 1

HLTCSD201D Maintain high standard of client service

Modification History

Version 4	Version 5	Comments
HLTCSD201C Maintain high standard of client service	HLTCSD201D - Maintain high standard of client service	Unit updated in V5. ISC upgrade changes to remove references to old OHS legislation and replace with references to new WHS legislation. No change to competency outcome.

Unit Descriptor

Descriptor

This unit describes skills and knowledge for care assistance workers and other workers who have contact with clients required to deliver and maintain a high standard of service

Application of the Unit

Application

This unit applies to work in a range of health settings where health services are provided with direct client contact involved

Work performed requires a range of well-developed skills where some discretion and judgement is required

Individuals will take responsibility for their own outputs and limited responsibility for the output of others

Application of this unit should be contextualised to reflect any client service requirements, issues and practices specific to each workplace

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. Communicate appropriately with *clients*

- 1.1 Ensure participation in work team is constructive and collaborative and demonstrates an understanding of own role
- 1.2 Identify and use *communication* strategies and techniques to achieve most effective client service outcomes
- 1.3 Respond to and deal with complaints in line with organisation policy to enhance service to clients
- 1.4 Access interpreter services as required
- 1.5 Take action to resolve conflicts either directly, where a positive outcome can be immediately achieved, or by referral to appropriate personnel

ELEMENT**PERFORMANCE CRITERIA**

- | | |
|--|---|
| 2. Establish and maintain an appropriate relationship with clients | 2.1 Establish rapport with client and ensure the service is appropriate to and in the client's best interest
2.2 Use effective listening skills to ensure a high level of effective communication and quality service provision
2.3 Correctly identify client concerns and needs and respond within agreed level of responsibility, established procedures and guidelines for reporting to supervisors
2.4 Seek advice from appropriate sources to resolve any concerns or issues regarding relationship with, and/or service to clients when required
2.5 Consistently <i>monitor</i> and evaluate effectiveness of interpersonal interaction to ensure best client service outcomes |
| 3. Act in a respectful manner at all times | 3.1 Positively, actively and consistently demonstrate <i>respect for differences</i> in all work
3.2 <i>Maintain confidentiality and privacy</i> of clients
3.3 Demonstrate courtesy in all interactions with clients, their visitors, carers and family
3.4 Provide assistance with the care of clients with challenging behaviour in accordance with established procedures
3.5 Use appropriate techniques to manage and minimise aggression |
| 4. Evaluate own work to maintain a high standard of client service | 4.1 Seek and receive advice and assistance from appropriate sources on own performance
4.2 Adjust own work to incorporate advice that addresses performance issues, to maintain the agreed standard of client support and service |

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:

- Available interpreter services
- Cultural differences in Australia
- Knowledge of cultures relevant to the particular service
- Organisation policies and procedures for privacy and confidentiality of information provided by clients and others
- Organisation policy on client rights and responsibilities
- Roles and responsibilities of self and other workers within the organisation
- When client issues need to be referred to an appropriate health professional

Essential skills:

It is critical that the candidate demonstrate the ability 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 the ability to:

- Communicate in a non discriminatory, supportive and inclusive manner
- Comply with relevant policies, protocols, guidelines and procedures of the organisation
- Demonstrate respect for clients, use effective listening techniques and display empathy with clients and relatives
- Establish and maintain relationships, taking into account individual differences
- Handle complaints and resolve conflict, or refer matters to supervisors when required
- Interpret and follow the instructions and guidance of health professionals involved with the care of clients
- Listen and respond to communication initiatives of client
- Use literacy skills in reading, writing and oral communication to fulfil job role in a safe

REQUIRED SKILLS AND KNOWLEDGE

manner and as specified by the organisation, including:

- understand symbols used in WHS signs
- read workplace safety pamphlets or procedure manuals and labels
- use appropriate verbal and non verbal communication styles
- ask questions
- provide clear information
- listen to and understand workplace instructions and clarify when necessary
- apply literacy skills as required in English or a community language
- Use problem solving skills to:
 - effectively utilise available resources
 - prioritise workload
- Work effectively as part of a team
- Work within role and responsibility in a manner which accommodates and accepts individual differences

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
- This unit is most appropriately assessed in the workplace or in a simulated workplace and under the normal range of work conditions
- This unit can be assessed independently, but holistic assessment practice is encouraged with other units of competency involving client service delivery
- Assessment may be conducted on one occasion but should include a range of clients, reflecting the diverse nature of those for whom service is provided in the workplace context
- A diversity of assessment tasks is also essential for holistic assessment

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

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:*
- Current clients (ie. including patients) of the organisation
 - Clients of other associated organisations or agencies
 - Prospective clients
 - Clients making contact with the organisation through relevant representatives, professionals or other advocates or agencies

RANGE STATEMENT

Others with whom interaction is required in regard to client services may include:

- Other staff and team members
- Service units or departments
- Family members, carers and friends of clients
- Professional representatives or agents of clients such as:
 - medical specialists
 - social workers
 - therapists
 - allied health professionals
 - interpreters
 - teachers and/or spiritual advisers
 - community
 - other representative
- General public

Communication may require:

- English
- Sign language
- Services of an interpreter
- Community language as required by the service / organisation

Modes of communication include:

- Continuing interaction with clients
- Verbal conversations either in person or via telephone
- Written notes by post or electronic media
- Worker, family member, friend or professional interpreter who has relevant languages

RANGE STATEMENT

Respect for difference may include differences such as:

- Physical
- Cognitive/mental or intellectual issues that may impact on communication
- Cultural and ethnic
- Religious/spiritual
- Social
- Age
- Language, literacy and numeracy abilities that may impact on communication
- Sexuality and sexual preference

Confidentiality and privacy of clients refer to:

- Fees
- Health fund entitlements
- Welfare entitlements
- Payment methods and records
- Written details i.e. medical and consent forms
- Information provided by telephone
- Personal information disclosed

Maintenance of confidentiality and privacy of clients include:

- Public environments
- Legal and ethical requirements
- Writing details i.e. medical and consent forms
- Conversations on the telephone
- Secure location for written records
- Offering a private location for discussions
- Information disclosed to an appropriate person consistent with one's level of responsibility

Performance monitoring may include:

- Self-monitoring
- Supervisor assessment
- Customer feedback

Unit Sector(s)

Not Applicable