



Australian Government

Department of Education, Employment and Workplace Relations

HLTHER602C Manage work within the western herbal medicine framework

Release: 1

HLTHER602C Manage work within the western herbal medicine framework

Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit of competency describes the skills and knowledge required to manage the effective work practices of self and others within a herbal medicine framework

Application of the Unit

Application

This unit applies to work in western herbal medicine

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 knowledge of herbal medicine philosophy, principles and practices | 1.1 Effectively communicate the <i>major and minor forms of diagnosis</i> and treatment practices on a one-to-one or group basis
1.2 Explain central philosophies and historical developments
1.3 Integrate recent developments and new practices into client services |
| 2. Demonstrate commitment to ethical work practices | 2.1 Maintain confidentiality of client information by storing and disposing of records according to clinic requirements
2.2 Review work practices periodically to ensure skills and practices are kept current
2.3 Ensure work practices show respect for staff and client rights
2.4 Ensure work practices adhere to legal, regulatory and clinic guidelines
2.5 Implement measures to ensure accountability for professional practices |

ELEMENT**PERFORMANCE CRITERIA****3. Manage workplace relationships**

- 3.1 Use *effective communication* and interpersonal skills to ensure all workplace interactions contribute to achievement of clinic objectives and promotion of the practice
- 3.2 Ensure workplace relations reflect consideration of the full range of individual and cultural differences
- 3.3 Ensure any issues related to the wellbeing of work colleagues are dealt with promptly and in accordance with clinic procedures
- 3.4 Ensure potential and actual workplace conflicts are handled to minimise disruption

4. Manage the achievement of quality standards

- 4.1 Establish personal hygiene and infection control guidelines and ensure they are practised throughout the organisation
- 4.2 Undertake hazard control measures and reporting procedures according to clinic guidelines
- 4.3 Review individual and clinic performance is against established standards
- 4.4 Respond appropriately to client feedback and complaints

5. Ensure ongoing development of self and team

- 5.1 Regularly monitor own performance against workplans, clinic objectives and client needs
- 5.2 Seek and access opportunities for *formal and informal development of skills and knowledge* to optimise performance
- 5.3 Monitor and develop individual performances to enhance team performance where appropriate
- 5.4 Provide coaching and mentoring which contributes effectively to development of workplace knowledge, skills and attitudes

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:

- A range of alternative and complementary therapies
- Ethical issues in management
- Ethical issues in natural medicine
- How herbal medicine works with the conventional medical model
- Industry standards
- Management issues and responsibilities
- OHS requirements in the workplace
- Philosophical tradition of science / western medicine
- Sociology of health and the health care system
- Team development issues
- The current political context of healthcare
- The dynamic interchange between the physical, mental, social, environmental and spiritual landscape
- The herbalist integration of these approaches to health
- The history of herbal medicine
- The philosophies, principles and tools of herbal medicine practice
- The philosophy, principles and practices of herbal medicine practice
- The philosophy, principles and practices of other alternative and complementary therapies
- The qualitative, quantitative, cultural and traditional lines of evidence used in herbal medicine
- The rationalistic, analytical approach to an understanding of disease
- The vitalistic, empirical approach to health

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

REQUIRED SKILLS AND KNOWLEDGE

This includes the ability to:

- Communicate in one-to-one and group settings
- Correctly identify information needs
- Demonstrate documentation skills
- Demonstrate management skills
- Demonstrate team development skills
- Explain clinic guidelines and legislation
- Explain relevant products and services
- Identify ethical issues
- Model work which demonstrates an understanding of underpinning values and philosophies in the herbal medicine framework
- Promote, implement and manage work attitudes and practices that reflect awareness of the importance of a range of aspects of sustainability
- Provide leadership, coaching and/or mentorship
- Seek out and implement new industry findings and practices
- Undertake performance reviews

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 performance in the workplace or a simulated workplace (defined as a supervised clinic) is essential for assessment of this unit
- Consistency of performance should be demonstrated over a range of workplace situations
- Assessment may contain both theoretical and practical components and examples covering a range of clinical situations
- Evidence is required of both knowledge and skills application

EVIDENCE GUIDE

- Assessment of sole practitioners must include a range of clinical situations and different client groups covering at minimum, age, culture and gender
- Assessment of sole practitioners must consider their unique workplace context, including:
 - interaction with others in the broader professional community as part of the sole practitioner's workplace
 - scope of practice as detailed in the qualification and component competency units
 - holistic/integrated assessment including:
 - working within the practice framework
 - performing a health assessment
 - assessing the client
 - planning treatment
 - providing treatment

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:
 - relevant texts or medical manuals
 - relevant paper-based/video assessment instruments
 - appropriate assessment environment
 - skilled assessors

EVIDENCE GUIDE

Method of assessment

- Observation in the work place (if possible)
- Written assignments/projects
- Case study and scenario as a basis for discussion of issues and strategies to contribute to best practice
- Questioning
- Role play simulation and practical demonstrations
- Short tests and essays

- 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.

RANGE STATEMENT

The major and minor forms of herbal medicine diagnosis may include:

- Observation
- Discussion
- Taking temperature
- Taking pulse and blood pressure
- Palpation and auscultation
- Percussion
- External physical examination
- Urine tests
- Assessment of growth (height, weight, head circumference) and development
- Overview of system by enquiring about the presence of previously diagnosed organic diseases and functional disorders
- Any other method in which the practitioner has been trained to a competent standard
- Procedure which is conducted according to legislative and regulatory require

Herbal medicine treatment practices may include:

- Prescription of herbal medicines
- Dispensing of extemporaneous preparations

Measures are implemented could refer to:

- Supervision of practice
- Financial documentation
- Documentation of medicine prescription and supply
- Case notes
- Practitioner qualification
- Performance reviews
- Current certification for special services offered - where appropriate
- Organisation standards and procedures

RANGE STATEMENT

Effective communication and interpersonal skills may include:

- Active listening skills
- Ability to establish rapport and trust
- Eye contact
- Verbal communication skills
- Written communication skills
- Empathy and respect
- Ability to clarify needs
- Conflict resolution skills
- Negotiation skills
- Presentation
- Honesty and integrity

Opportunities for formal and informal development of skills and knowledge may include:

- Articles, public presentations, interviews and other communications
- Attendance at lectures or other education activities
- Participation in research projects
- Attendance at association meetings
- Subscription to professional journals
- Clinic supervision
- Provision of or participation in training
- Study, distance-based learning

Unit Sector(s)

Not Applicable