

ADEPT TRAINING

Student Course Outline

For

CHC30208 Certificate III in Aged Care

Qualification requirements	To be awarded a Certificate III in Aged Care, competency must be achieved in a total of 14 Units of competency comprised of:		
	<ul style="list-style-type: none"> • 10 compulsory units (C) • 4 elective units (E) 		
Units of competency	Code	Title	Units Selected
Core	CHCCS411A	Work effectively in the community sector	✓
	CHCAC318A	Work effectively with older people	✓
	CHCOHS312A	Follow safety procedure for direct care work	✓
	HLTAP301A	Recognise healthy body systems in a health care context	✓
	CHCICS301A	Provide support to meet personal care needs	✓
	CHCICS303A	Support individual health and emotional well being	✓
	CHCAC317A	Support older people to maintain their independence	✓
	CHCAC319A	Provide support to people living with dementia	✓
	CHCICS302A	Participate in the implementation of individualized plans	✓
	CHCPA301B	Deliver care services using a palliative approach	
Electives	HLTHIR403B	Work effectively with culturally diverse clients and co-workers	✓
	CHCCS426A	Provide support and care relating to loss and grief	✓
	HLTIN301A	Comply with infection control policies and procedures in health work	✓
	CHCCS305A	Assist clients with medication	✓
A summary of the Employability Skills required for this qualification is listed at the end of this document.			



QUALIFICATION BEING SOUGHT	CERTIFICATE III IN AGED CARE	NTIS CODE
		CHC30208

NOTE:

The qualification has 14 competency units required for award of this qualification, including:

- 10 compulsory units (C) and 4 elective units (E). A maximum of 2 units may be selected from units packaged in other Certificate III level qualifications in the Community Services Training Package or Health Training Package.

Nominal Duration for this program is 360 hours. This program is delivered over 12 days encompassing training and assessment [classroom face-to-face = 60 hours; self-paced study = 180 hours; with 120 hours work experience attached]. Additionally, participants are expected to do 8 hours per week homework.

UNIT OF COMPETENCY (CORE)	Work effectively in the community sector (this represents 1 of 14 unit/s of competency towards the above qualification)	UNIT CODE: CHCCS411A
ELEMENTS of COMPETENCY		
1. Work ethically		
2. Communicate effectively in a community work or service delivery setting		
3. Work effectively within the community services system		
4. Demonstrate commitment to relevant <i>values and philosophy underpinning work in the sector</i>		
5. Maintain work standards		
6. Take responsibility for personal skill development		
7. Reflect on own practice		

The following are the Performance Criteria from the Community Services Training Package CHC08 which are aligned with the above Elements of Competency

PERFORMANCE CRITERIA	
1.1	Follow ethical guidelines in decision-making in all work undertaken with an awareness of potential ethical complexity in own work role
1.2	Reflect understanding and compliance with the principles of duty of care and legal responsibilities in all work undertaken
1.3	Refer any breach or non adherence to standard procedures or adverse event to appropriate personnel
1.4	Maintain confidentiality of any client matter in line with <i>organisation policy</i> and procedure, regulatory requirements and/or code of practice.
1.5	Show respect for rights and responsibilities of others through considered application of work practices
1.6	Reflect current working knowledge and understanding of <i>employee and employer rights and responsibilities</i> in all work undertaken.
1.7	Recognise, avoid and/or address any conflict of interest
2.1	Develop, review and revise personal skills in communication as an ongoing priority to address work role requirements
2.2	Exercise caution in communicating personal information by oral and written means to ensure confidentiality of client and staff matters
2.3	Routinely apply workplace protocols and procedures in all workplace communication to support accuracy and understanding of information provided and received
2.4	Recognise individual and cultural differences and make any adjustments in communication needed to facilitate the achievement of identified outcomes
2.5	Conduct interpersonal communication with <i>clients</i> and colleagues in a manner that enhances a <i>person-centred</i> or community-centred approach consistent with work role requirements
2.6	Take appropriate measures to resolve conflict and interpersonal differences in the workplace
3.1	Develop knowledge of different sectors involving community work and/or service delivery and how inter-relationships between these sectors affect own work
3.2	Work with awareness of the roles of various organizations involved in community work and/or service delivery
3.3	Demonstrate respect for workers from different sectors, levels and agencies within the industry
3.4	Gain and maintain awareness of current issues influencing community work and/or service delivery, including issues for Aboriginal and Torres Strait Islander peoples

4.1	Demonstrate consideration and understanding of the underpinning values and philosophy of the sector and the work area
4.2	Demonstrate a commitment to access and equity principles in work in the sector
4.3	Identify personal values and attitudes and take into account when implementing work activities
5.1	Identify relevant organisation policies and procedures relating to awards, standards and legislative <i>requirements of own work role</i> and clarify any uncertainties with appropriate personnel
5.2	Contribute to <i>identifying and implementing improved work practices</i>
5.3	Comply with relevant accreditation and standards applying to work undertaken
5.4	Demonstrate understanding and focus on achieving organisation goals and objectives in all work undertaken
5.5	Respond positively to changes to improve work practices and procedures in accordance with organisation Requirements
5.6	Identify <i>issues requiring mandatory notification</i> and report to supervisor and/or an appropriate authority
5.7	Reflect and identify own scope of practice within each work context
6.1	Seek advice from appropriate persons on areas for skill and knowledge development
6.2	Identify options for accessing relevant skill development opportunities and initiate action in consultation with Manager
6.3	Undertake designated skill and knowledge development and maintenance activities of the organisation
6.4	Identify and prioritise personal work goals in accordance with organisation requirements
7.1	Undertake self-evaluation in conjunction with supervisors and/or peers
7.2	Provide and receive open and evaluative feedback to and from co-workers
7.3	Actively seek constructive feedback relevant to work role and accept it non-defensively

UNIT OF COMPETENCY (CORE)	Work effectively with older people (this represents 1 of 14 unit/s of competency towards the above qualification)	UNIT CODE: CHCAC318A
ELEMENTS of COMPETENCY		
1	Apply understanding of the structure and profile of the residential aged care sector	
2	Apply understanding of the home and community care sector	
3	Demonstrate commitment to the philosophy of "positive ageing"	
4	Apply understanding of the physical and psychosocial aspects of ageing	
5	Apply understanding of changes associated with ageing	
6	Support the <i>rights</i> and interests of the older person	
7	Support the older person who is experiencing loss and grief	
8	Deliver services within a quality framework	

The following are the Performance Criteria from the Community Services Training Package CHC08 which are aligned with the above Elements of Competency

PERFORMANCE CRITERIA	
1.1	Conduct work that reflects an understanding of the key <i>issues facing older people</i> and their carer/s
1.2	Conduct work that reflects an understanding of the <i>current philosophies of service delivery</i> in the sector
1.3	Recognise the impact of ageing demographics on funding and service delivery models
1.4	Conduct work that reflects an understanding of current legislation
2.1	Demonstrate broad knowledge of policy and programs such as HACC, DVA and Government community care directions
2.2	Comply with duty of care implementation in home and community settings and worker roles
2.3	Demonstrate broad knowledge of "ageing in place"
3.1	Take into account personal values and attitudes when planning and implementing work activities
3.2	Recognise and manage ageist attitudes through support of the <i>appropriate person</i>
3.3	Recognise the impact of changing expectations of clients, their family and the wider community in relation to service delivery

3.4	Conduct work that reflects an understanding of the individuality of ageing
3.5	Conduct work that minimizes the effects of stereotypical attitudes and myths on the older person
4.1	Outline strategies that the older person may adopt to promote healthy lifestyle practices
4.2	Take into account physical changes associated with ageing when delivering services
4.3	Recognise and accommodate the older person's interests and life activities when delivering services
4.4	Assist the older person to recognise the impact physical changes associated with ageing may have on their activities of living
5.1	Take into account physical changes associated with ageing when delivering services
5.2	Apply knowledge of common problems associated with ageing when delivering services
5.3	Assist the older person to recognise the impact that changes associated with ageing may have on their activities of living
5.4	Communicate situations of risk or potential risk associated with ageing to the older person
6.1	Encourage and support the older person and/or their advocate/s to be aware of their <i>rights</i> and responsibilities
6.2	Conduct work that demonstrates a commitment to <i>access and equity principles</i>
6.3	Adopt strategies to empower the older person and/or their advocate/s in regard to their service requirements
6.4	Provide information to the older person and/or their advocate/s to facilitate choice in their decision-making
6.5	Recognise and <i>report to an appropriate person</i> when an older person's rights are not being upheld
6.6	Provide services regardless of diversity of race or cultural, spiritual or sexual preferences
6.7	Provide information to the older person and/or their advocate/s regarding mechanisms for lodging complaints
6.8	Identify indicators of elder abuse and respond appropriately in line with organisation guidelines
7.1	Recognise signs that older person is experiencing grief and <i>report to appropriate person</i>
7.2	Use appropriate communication strategies when older person is expressing their fears and other emotions associated with loss and grief
7.3	Provide older person and/or their support network with information regarding relevant support services as Required
8.1	Identify key aspects of the quality framework and how they link together
8.2	Demonstrate understanding of regulatory/accreditation quality standards in relation to delivery of services
8.3	Ensure work practices reflect the organisation's policies and procedures
8.4	Complete documentation that feeds into the quality system
8.5	Participate in quality improvement activities

UNIT OF COMPETENCY (CORE)	Follow safety procedures for direct care work (this represents 1 of 14 unit/s of competency towards the above qualification)	UNIT CODE: CHCOHS312A
ELEMENTS of COMPETENCY		
1. Identify <i>sources of risk to personal safety</i> , assess the level of risk and following risk minimization procedures		
2. Identify manual handling hazards, assess related risk and follow risk minimization procedures		
3. Identify sources of infection and apply industry accepted practice to minimise risk of infection to themselves, clients and others		
4. Identify other hazards and assess risk		
5. Follow procedures and strategies for <i>risk control</i>		
6. Contribute to OHS in the workplace		

The following are the Performance Criteria from the Community Services Training Package CHC08 which are aligned with the above Elements of Competency

PERFORMANCE CRITERIA	
1.1	Identify environments, situations and client-related <i>risk factors</i>
1.2	Apply practical strategies and <i>organisation procedures</i> to minimize risk
1.3	Identify any behaviours of concern in the work context and follow organisation procedures to minimise risk
1.4	Identify risks associated with driving and travelling with and without clients and follow organisation procedures to minimise risk
1.5	Follow organization policies and procedures when working in a new or unstable environment.

2.1	Identify manual handling hazards
2.2	Assess the risk using the tools described in the Manual Handling Code of practice (or equivalent) for own State/territory
2.3	Apply recognised control measures for manual handling risk, including eliminating manual handling wherever possible
2.4	Follow established manual handling procedures and work instructions for minimizing manual handling activity/risk
3.1	Identify risks of infection
3.2	Apply <i>standard precautions</i> to prevent the spread of infection as part of own work routine
3.3	Recognise situations when additional infection control procedures are required
3.4	Apply <i>additional precautions</i> when standard precautions alone may not be sufficient to prevent transmission of infection
4.1	Identify other hazards in the work area during the performance of duties
4.2	Assess level of risk
4.3	Conduct environmental assessment to identify potential sources of risk to personal safety
5.1	<i>Report hazards in the work area to designated personnel</i> according to workplace procedures
5.2	Follow accurately workplace procedures and work instructions for controlling risks with minimal supervision
5.3	Whenever necessary, within the scope of responsibilities and competencies, following workplace procedures for dealing with incidents, fire and/or hazardous events.
6.1	Describe employee rights and employer obligations regarding consultation on OHS matters
6.2	Raise task and/or job specific OHS issues with appropriate people in accordance with workplace procedures and relevant OHS legislative requirements
6.3	Contribute to participative arrangements for OHS management in the workplace within organisation procedures and the scope of responsibilities and competencies
6.4	Provide feedback to supervisor on hazards in work area in line with organisation OHS policies and procedures
6.5	Provide support in implementing procedures to control risks in accordance with organisation procedures

UNIT OF COMPETENCY (CORE)	Recognise health body systems in a health care context (this represents 1 of 14 unit/s of competency towards the above qualification)	UNIT CODE: HLTAP301A
ELEMENTS of COMPETENCY		
1. Apply knowledge of the basic structure of the healthy human body		
2. Apply basic knowledge of factors that support healthy functioning of the body		

The following are the Performance Criteria from the Community Services Training Package CHC08 which are aligned with the above Elements of Competency

PERFORMANCE CRITERIA	
1.1	Use accepted health terminology to describe the normal structure, function and location of the <i>major body systems</i>
1.2	Apply a basic understanding of the fundamental principles of maintaining a healthy body
1.3	Work with knowledge of the major components of each body system and their location in relation to other structures
2.1	Work with a basic understanding of how to maintain the whole body in an overall state of health
2.2	Work with a basic understanding of the relationships between body systems required to <i>support healthy functioning</i>

UNIT OF COMPETENCY (CORE)	Provide support to meeting personal care needs (this represents 1 of 14 unit/s of competency towards the above qualification)	UNIT CODE: CHCICS301A
ELEMENTS of COMPETENCY		
1. Apply understanding of client's <i>personal support requirements</i>		
2. Provide support within the context of maximum client participation		
3. Address personal support requirements		
4. Recognise and report changes in client health and/or personal support requirements		
5. Complete reporting and documentation		

The following are the Performance Criteria from the Community Services Training Package CHC08 which are aligned with the above Elements of Competency

PERFORMANCE CRITERIA	
1.1	Review <i>personal care support plan</i> with client to confirm support requirements to address personal care needs
1.2	Confirm <i>personal support</i> requirements within scope of knowledge, skills and/or job role and seek appropriate support/inputs for those outside scope
1.3	Consider the <i>potential impact</i> that provision of personal care support may have on the client and confirm with supervisor
1.4	Consider specific cultural needs of the client relevant to personal support
1.5	Consider risks associated with the provision of support and confirm with supervisor
1.6	Identify <i>equipment, processes and aids</i> for providing assistance and promoting independence
1.7	Identify aspects of processes and aids outside skills and knowledge and/or job role and seek appropriate support
2.1	Confirm procedures with the client
2.2	Consider and confirm the client's level of participation in meeting their personal care needs
2.3	Confirm the client's preferences
2.4	Provide the client with information to assist them in meeting their own personal care needs
3.1	Prepare and use necessary processes, equipment, aids and appliances in an appropriate and safe manner
3.2	Provide support or assistance according to the personal care plan and organisation policies, protocols and procedures
3.3	Provide support or assistance in the context of identified risks
3.4	Assist client, as required with: <ul style="list-style-type: none"> - showering - bed bathing - shaving - dressing, undressing, grooming - toileting and the use of continence aids - eating and drinking using appropriate feeding techniques - oral hygiene - mobility and transfer including in and out of vehicles and falls recovery techniques
3.5	Provide support or assistance with technical care activities according to the personal care plan and organization policies, protocols and procedures
3.6	Clarify difficulties in providing support to meet client needs with client and a supervisor and address within organisation protocols
3.7	Maintain confidentiality, privacy and dignity of the client with organisation policy and protocols
3.8	Perform work to the standard required by the organisation
4.1	Identify variations in personal care support requirements and <i>report</i> to supervisor
4.2	Work with person and supervisor to identify required changes to processes and aids
4.3	Identify variations and concerns about client's health
4.4	Report variations and concerns about client's health to the supervisor
5.1	Comply with the organisation's <i>reporting requirements</i> , including reporting observations to supervisor
5.2	Complete documentation according to organisation policy and protocols
5.3	Maintain documentation in a manner consistent with reporting requirements
5.4	File documentation according to organisation policy and protocols

UNIT OF COMPETENCY (CORE)	Support individual health and emotional well being (this represents 1 of 14 unit/s of competency towards the above qualification)	UNIT CODE: CHCICS303A
ELEMENTS of COMPETENCY		
1. Support the <i>client</i> to engage with a relevant social <i>network</i> and the wider community		
2. Support the client's health		
3. Support the person's emotional and psychological well being		
4. Recognise and accommodate a client's <i>cultural</i> and spiritual preferences		
5. Support client to create an <i>environment</i> suitable to needs and preferences		
6. Recognise and accommodate the client's <i>expressions of identity and sexuality</i>		
7. Complete documentation		

The following are the Performance Criteria from the Community Services Training Package CHC08 which are aligned with the above Elements of Competency

PERFORMANCE CRITERIA	
1.1	Encourage older people to utilise support services where appropriate
1.2	Clearly explain the scope of the service to be provided to the older person and/or their advocate
1.3	Identify the needs of the older person from the service delivery plan and from consultation with a supervisor
1.4	Ensure visits and service delivery accommodate the older person's established routines and customs where possible
1.5	Perform work in a manner that acknowledges that the services are being provided in the client's own home
1.6	Provide services in a manner that enables the older person to direct the processes where appropriate
1.7	provide support/assistance in accordance with organisation policy, protocols and procedures
1.8	Demonstrate appropriate use of equipment to support/assist the older person with <i>activities of living</i> within work role and responsibility
2	
2.1	Monitor the older person's activities and environment to identify increased need for support/assistance with <i>activities of living</i>
2.2	Report to a supervisor the older person's inability to undertake <i>activities of living</i> independently
2.3	Support/assist the older person to modify or adapt the environment or activity to facilitate independence
2.4	Seek aids and/or equipment to support/assist the older person undertake <i>activities of living</i> independently
3	
3.1	Encourage and support/assist the older person to maintain their environment
3.2	Provide support to promote security of the older person's environment
3.3	Adapt or modify the environment, in consultation with the older person, to maximise safety and comfort
3.4	Recognise <i>hazards</i> and address in accordance with organisation policy and protocols
4	
4.1	Recognise signs that older person is experiencing grief and report to appropriate person
4.2	Use appropriate communication strategies when older person is expressing their fears and other emotions associated with loss and grief
4.3	Provide older person and/or their support network with information regarding relevant support services as required.

UNIT OF COMPETENCY (CORE)	Provide support to people living with dementia (this represents 1 of 14 unit/s of competency towards the above qualification)	UNIT CODE: CHCAC319A
ELEMENTS of COMPETENCY		
1. Provide support to those affected by dementia		
2. Use communication strategies which take account of the progressive and variable nature of dementia		
3. Provide appropriate <i>activities</i> to maintain dignity, skills and health of client at optimum level		
4. Implement strategies which minimize the impact of behaviours of concern		
5. Implement self care strategies		

The following are the Performance Criteria from the Community Services Training Package CHC08 which are aligned with the above Elements of Competency

PERFORMANCE CRITERIA	
1.1	Work with a basic <i>understanding of dementia</i>
1.2	Support individual needs of people with dementia using a person-centred approach to care and address individual needs for a stable familiar environment
1.3	Work with awareness of the impact of physical, social and emotional aspects of the environment on the person with dementia
1.4	<i>Work with awareness of the impacts that dementia may have on family, carers and significant others</i>
1.5	<i>Recognise witnessed signs consistent with financial, physical or emotional abuse or neglect of the client and report to an appropriate person</i>
2.1	Use a range of communication strategies to maximize engagement of the person with dementia such as eye contact, gentle touch (where appropriate), short simple statements
2.2	Gain cooperation and provide reassurance as appropriate to individual clients by using reality orientation including: - Reminders of the day, the time, relationships, occasions - reassuring words, phrases and body language
2.3	Use of a range of validation strategies to relieve distress and agitation in clients such as: - Empathy - Acceptance of the person's reality - Acknowledgement - Allowing expressions of distress - Providing verbal and/or physical reassurance - Use reminiscences frequently to connect with clients
3.1	Provide <i>activities</i> which aim to maintain independence, using familiar routines and existing skills
3.2	Provide activities that are appropriate to the individual, reflecting their cultural likes and dislikes, in order to bring back pleasurable memories
3.3	Ensure all activities provided focus on <i>ensuring the safety and comfort</i> of the client balanced with autonomy and risk taking
3.4	Use purposeful and meaningful activity to enhance self-esteem and pleasure in life, to minimize boredom and to distract from or eliminate behavioural and psychological symptoms of dementia
3.5	Use family carers and <i>significant others</i> as a resource, where appropriate, to assist in developing appropriate activities by accessing information about client reminiscences and routines
3.6	Provide support and guidance to family carers and significant others where appropriate to assist them to understand the disease, its impact on the person and some approaches to providing care
4.1	Identify <i>behaviours of concern</i>
4.2	Identify potential triggers for behaviours of concern for specific individuals
4.3	Contribute to team discussion on care planning and care plan review to minimize behaviours
4.4	Implement strategies to minimise the likelihood of and reduce the impact of behaviours on the person and others
4.5	Regularly review strategies that are implemented to ensure maximum effectiveness and reflect changes in the care plan
5.1	Monitor own stress level in relation to working with people with dementia
5.2	Use appropriate self care strategies and seek support if required

UNIT OF COMPETENCY (CORE)	Participate in the implementation of individualised plans (this represents 1 of 14 unit/s of competency towards the above qualification)	UNIT CODE: CHCICS302A
ELEMENTS of COMPETENCY		
1. Plan work activities according to an <i>individualised plan</i>		
2. Establish and maintain <i>appropriate</i> relationships with client (and carer)		
3. Provide and monitor support according to the individualised plan		
4. Contribute to ongoing relevance of the individualised plan		
5. Respond to situations of risk to the client within work role and responsibilities		
6. Complete documentation and reporting		

The following are the Performance Criteria from the Community Services Training Package CHC08 which are aligned with the above Elements of Competency

PERFORMANCE CRITERIA	
1.1 Apply understanding of organisation's policies, protocols and procedures in relation to the individualised planning process	
1.2 Confirm <i>individualised plan</i> details with the client	
1.3 Work with client to identify actions and activities that support the individualised plan	
1.4 Prepare for <i>support</i> activities according to client's individualised plan, preferences and organisation policies, protocols and procedures	
1.5 Prepare for support activities that promote the client's participation and independence	
1.6 Clarify own role in implementing individualised plan and seek appropriate support for any aspects outside scope of own knowledge/skills or job role	
2.1 Introduce oneself appropriately and maintain courtesy to the client, and carer where appropriate	
2.2 Conduct exchanges with the client in a manner that develops and maintains trust	
2.3 Maintain confidentiality and privacy of the client within organisation policy and protocols	
2.4 Conduct exchanges with the client in a manner that respects cultural sensitivities and needs	
2.5 Support the interests, rights and decision-making of the client in all dealings	
3.1 Provide <i>support</i> according to the individualised plan, the client's preferences and organisation policies, protocols and procedures	
3.2 Provide support in a manner that contributes to the client's skill development and/or maintenance	
3.3 Provide support according to duty of care requirements	
3.4 <i>Monitor support activities</i> to determine capacity for the client's participation	
3.5 Monitor support activities to determine contribution to the client's independence	
3.6 Monitor support activities to determine contribution to the client's emotional well being	
3.7 Monitor support activities to determine relevance to the client's individualised plan	
3.8 Monitor aspects of the individualised plan that might need <i>review</i> and report to supervisor	
4.1 Participate in discussion with the client and supervisor to identify areas of the individualised plan that require review	
4.2 Participate in discussion with the client and supervisor in a manner that acknowledges the client as their own experts	
4.3 Participate in discussion with the client and supervisor in a manner that supports client self determination	
5.1 Provide assistance to maintain a safe and healthy environment	
5.2 Identify situations of risk, or potential risk, to the client and report to a supervisor	
5.3 Respond to <i>situations of risk, or potential risk</i> appropriately and communicate to a supervisor	
5.4 Implement strategies to minimise risk and communicate to a supervisor and colleagues	
5.5 Report <i>uncharacteristic or inappropriate behavior</i> to a supervisor	

6.1 Comply with the organisation's reporting requirements
6.2 Complete documentation according to organisation policy and protocols
6.3 Maintain documentation in a manner consistent with reporting requirements
6.4 File documentation in accordance with organization policy and protocols

UNIT OF COMPETENCY (CORE)	Deliver care services using a palliative approach (this represents 1 of 14 unit/s of competency towards the above qualification)	UNIT CODE: CHCPA301B
ELEMENTS of COMPETENCY		
1. Apply a palliative approach		
2. Respect client preferences for quality of life choices		
3. Follow the client's <i>advanced care</i> directives in the care plan		
4. Follow end-of-life care strategies		
5. Respond to signs of pain and other symptoms/discomfort		
6. Manage <i>own emotional responses</i> and <i>ethical</i> issues		

The following are the Performance Criteria from the Community Services Training Package CHC08 which are aligned with the above Elements of Competency

PERFORMANCE CRITERIA	
1.1 Differentiate between practices applicable in curative and palliative approach	
1.2 Apply the principles and <i>aims of a palliative approach</i> in caring for clients	
1.3 Use an approach that reflects an understanding of the client's needs as holistic and extending over time, not just end-of-life	
2.1 Encourage client, <i>carers</i> , family members and/or significant others to share information regarding changing needs as holistic and extending over time, not just end-of-life	
2.2 Respect client's lifestyle, social context and spiritual needs and document observations in line with care plan	
2.3 Respect cultural choices in line with care plan	
2.4 Support the freedom of the client, carer, his/her family and/or significant others to discuss spiritual and cultural issues in an open and non-judgemental way within scope of own responsibilities and skills	
2.5 Refer further needs and issues to appropriate member of the care team in line with organisation protocols	
2.6 Provide emotional support using effective communication skills	
2.7 Demonstrate respect for the relationship between client and carer	
3.1 Work in a manner reflecting understanding and acceptance of the legal and ethical implications of the need to follow advanced care directives	
3.2 Consistently follow advance care directives in the care plan in line with own work role	
3.3 Comply with end-of-life decisions as documented in the care plan and in keeping with legal requirements	
3.4 Report the client's needs/issues in relation to end-of-life to the appropriate team member for documentation in the care plan	
3.5 Recognise impact of client's end-of-life needs/issues on carers and refer to appropriate member of the care team in line with organization protocols	
3.6 Deliver services in a manner that supports the right of clients to choose the location of their end of life care	
4.1 Regularly check for any changes on care plan that indicate decisions made by client have been reviewed	
4.2 Provide supportive environment to client, families, carers and those involved in their care at end-of-life	
4.3 Consider client's preferences and culture when providing end-of-life care and immediately following death	
4.4 Maintain dignity of the client in undertaking planned end-of-life care and immediately following death	

4.5	Recognise any signs of client's imminent death/deterioration and report to appropriate member of care team in line with organisation requirements
4.6	Recognise emotional needs of other clients, carers and their families affected and provide support when a death has occurred
5.1	Observe client closely and identify pain and other symptoms in line with care plan directives
5.2	Document observations of pain and other symptoms in line with care plan directives
5.3	Implement <i>strategies to promote comfort</i> in line with care plan
5.4	Regularly evaluate and document effectiveness of implemented strategies
5.5	Refer to appropriate member of staff any <i>misconceptions</i> in the workplace surrounding the use of pain relieving Medication
6.1	Identify and reflect upon own emotional responses to death and dying and raise and discuss any issues with supervisor or other appropriate person
6.2	Acknowledge potential impact of personal responses on self and others and action appropriately
6.3	Accept need for bereavement care and support of other team members
6.4	Reflect upon ethical issues and discuss with appropriate person if necessary
6.5	Follow organisation policies and procedures in relation to managing emotional responses and ethical issues

UNIT OF COMPETENCY (ELECTIVE)	Work effectively with culturally diverse clients and co-workers (this represents 1 of 14 unit/s of competency towards the above qualification)	UNIT CODE: HLTHIR403B
ELEMENTS of COMPETENCY		
1. Reflect cultural awareness in <i>work practice</i>		
2. Accept <i>cultural diversity</i> as a basis for effective work place and professional relationships		
3. Communicate effectively with culturally diverse persons		
4. Resolve cross-cultural misunderstandings		

The following are the Performance Criteria from the Health Training Package HLT07 which are aligned with the above Elements of Competency

PERFORMANCE CRITERIA	
1.1	Demonstrate awareness of culture as a factor in all human behavior by using culturally appropriate work practices
1.2	Use work practices that create a culturally and psychologically safe environment for all persons
1.3	Review and modify work practices in consultation with persons from diverse cultural backgrounds
2.1	Show respect for cultural diversity in all communication and interactions with co-workers, colleagues and clients
2.2	Use specific <i>strategies to eliminate bias and discrimination</i> in the workplace
2.3	Contribute to the development of work place and professional relationships based on acceptance of cultural diversity
3.1	Show respect for cultural diversity in all <i>communication</i> with clients, families, staff and others
3.2	Use communication constructively to develop and maintain effective relationships, mutual trust and confidence
3.3	Where language barriers exist, make efforts to communicate in the most effective way possible
3.4	Seek assistance from interpreters or other persons as required
4.1	Identify issues that may cause conflict
4.2	If difficulties or misunderstandings occur, consider the impact of cultural differences
4.3	Making an effort to sensitively resolve differences, taking account of cultural considerations
4.4	Address any difficulties with appropriate people and seek assistance when required

UNIT OF COMPETENCY (ELECTIVE)	Provide support and care relating to loss and grief (this represents 1 of 14 unit/s of competency towards the above qualification)	UNIT CODE: CHCCS426A
ELEMENTS of COMPETENCY		
1. Identify effects and impact of loss and features of grief		
2. Engage empathically with people who are living with loss		
3. Provide support for individuals who are grieving and identify potential for healing and growth		
4. Identify, inform and refer to appropriate grief and bereavement care services and resources		
5. Identify and recognise risks associated with grief and bereavement support		
6. Access appropriate supervision and debriefing		
7. Review and evaluate grief and bereavement support provided		

The following are the Performance Criteria from the Community Services Training Package CHC08 which are aligned with the above Elements of Competency

PERFORMANCE CRITERIA	
1.1 Clarify the impact of specific loss(es) and common features of grief and trauma and their interplay at the individual, family and community level	
1.2 Recognise common but also distinctive <i>expressions of grief</i> and complex grief	
1.3 Take into account distinctive <i>social, cultural, ethnic and spiritual differences</i> in loss and grief	
1.4 Recognise the elevated risk of developing negative impacts on health and well being after a loss	
1.5 Recognise and understand disenfranchised grief	
1.6 Identify and demonstrate understanding and respect for specific approaches and responses of individuals, families and communities to grief	
1.7 Demonstrate understanding of <i>integration of loss</i>	
2.1 <i>Interact with individuals with empathy, sensitivity, professionalism and courtesy</i>	
2.2 Identify and respect social, cultural, ethnic and spiritual differences which may affect grief and bereavement Responses	
2.3 Apply, within culturally appropriate boundaries <i>verbal and non-verbal approaches</i> to dealing with and responding to grieving individuals	
2.4 Apply, within culturally appropriate boundaries <i>empathic listening skills</i>	
3.1 Recognise common reactions to loss and the range of grief responses	
3.2 Recognise common reactions to trauma and the range of responses	
3.3 Identify individuals experiencing <i>difficulty in coping with grief and trauma</i> and link them with options for further help as needed	
3.4 Demonstrate understanding of the role of complex grief reactions	
3.5 Identify and assess an individual's suicide risk and where necessary refer to appropriate services	
3.6 Use, within culturally appropriate boundaries communication techniques to respond to each individual's needs in relation to their <i>grief and bereavement support</i>	
3.7 Identify, suggest or use strategies for formal and informal <i>grief and bereavement support</i>	
3.8 Maintain confidentiality in line with organisation practices	
4.1 Identify grief and bereavement care services available in the community	
4.2 Identify <i>referral procedures</i> in accordance with organisation policies and procedures	
4.3 Identify and make accessible general <i>grief and bereavement care information resources</i>	
4.4 Fully inform individual about grief and bereavement care service options	
4.5 Obtain feedback from individual to determine whether options are clearly understood	

5.1 Identify and recognise a range of risks associated with grief and bereavement support
5.2 Develop and implement appropriate <i>strategies to minimise risks associated with grief and bereavement support</i>
6.1 Identify the <i>need to access appropriate supervision</i>
6.2 Identify the <i>need to access appropriate debriefing</i>
6.3 Develop and implement appropriate strategies to access supervision and debriefing
7.1 Reflect on outcomes during and after support is provided
7.2 Identify where further support is required
7.3 Review practices for continuous improvement

UNIT OF COMPETENCY (ELECTIVE)	Comply with infection control policies and procedures in health work This represents 1 of 14 unit/s of competency towards the above qualification	UNIT CODE: HLTIN301A
ELEMENTS of COMPETENCY		
1. Follow infection control guidelines		
2. Identify and respond to infection risks		
3. Maintain personal hygiene		
4. Use personal protective equipment		
5. Limit contamination		
6. Handle, package, label, store, transport and dispose of clinical and other waste		
7. Clean environmental surfaces		

The following are the Performance Criteria from the Health Training Package HLT07 which are aligned with the above Elements of Competency

PERFORMANCE CRITERIA	
1.1	Demonstrate the application of <i>standard</i> precautions to prevent the spread of infection in accordance with organisation requirements
1.2	Demonstrate the application of <i>additional precautions</i> when standard precautions alone may not be sufficient to prevent transmission of infection
1.3	<i>Minimise contamination</i> of materials, equipment and instruments by aerosols and splatter
2.1	Identify <i>infection risks</i> and implement an appropriate response within own role and responsibility
2.2	Document and report activities and tasks that put clients and/or other workers at risk
2.3	Respond appropriately to situations that pose an infection risk in accordance with the policies and procedures of the organisation
2.4	Follow <i>procedures for risk control</i> and risk containment for specific risks
2.5	Follow <i>protocols for care following exposure to blood or other body fluids</i> as required
2.6	Place appropriate signs when and where appropriate
2.7	Remove spills in accordance with the policies and procedures of the organisation
3.1	Maintain hand hygiene by washing hands before and after client contact and/or after any activity likely to cause contamination
3.2	Follow <i>hand washing procedures</i>
3.3	Implement <i>hand care</i> procedures
3.4	Cover cuts and abrasions with water-proof dressings and change as necessary
4.1	Wear personal <i>protective clothing and equipment</i> that complies with Australian/New Zealand Standards, and is appropriate for the intended use
4.2	Change protective clothing and gowns/aprons daily, more frequently if soiled and where appropriate, after each client contact

5.1 Demonstrate and maintain clean and contaminated zones in all aspects of health care work
5.2 Confine records, materials and medicaments to a well-designated <i>contaminated zone</i>
5.3 Confine contaminated instruments and equipment to a well-designated <i>contaminated zone</i>
6.1 Wear appropriate personal protective clothing and equipment in accordance with occupational health and safety policies and procedures when handling waste
6.2 Separate waste at the point where it has been generated and dispose of into waste containers that are colour coded and identified
6.3 Store clinical or related waste in an area that is accessible only to authorized persons
6.4 Handle, package, label, store, transport and dispose of waste appropriately to minimize potential for contact with the waste and to reduce the risk to the environment from accidental release
6.5 Dispose of waste safely in accordance with policies and procedures of the organisation and legislative Requirements
7.1 Wear personal protective clothing and equipment during <i>cleaning procedures</i>
7.2 Remove all dust, dirt and physical debris from work surfaces
7.3 Clean all work surfaces with a neutral detergent and warm water solution before and after each session or when visible soiled
7.4 Decontaminate equipment requiring special processing in accordance with quality management systems to ensure full compliance with cleaning, disinfection and sterilization protocols
7.5 Dry all work surfaces before and after use
7.6 Replace surface covers where applicable
7.7 Maintain and store cleaning equipment

UNIT OF COMPETENCY (ELECTIVE)	Contribute to information requirements in the community sector This represents 1 of 14 unit/s of competency towards the above qualification	UNIT CODE: CHCINF303A
ELEMENTS of COMPETENCY		
1. Maintain accurate records		
2. Comply with the administration protocols of the organisation		

The following are the Performance Criteria from the Community Services Training Package CHC08 which are aligned with the above Elements of Competency

PERFORMANCE CRITERIA	
1.1 Demonstrate understanding of the purpose of health/service records	
1.2 Identify client information and record-keeping requirements relative to roles and responsibilities	
1.3 Provide client information and workplace forms that are clear, concise, factual and reflect legal and organization requirements	
1.4 Present client information and workplace forms using appropriate technology, protocols and in a timely manner	
1.5 Supply client information according to organization protocols and duty of care requirements	
1.6 Where appropriate, collect data according to directions	
1.7 Follow organisation protocols to protect confidentiality of the client information and health/serviced records	
1.8 Confirm Use health terminology and common abbreviations appropriately and within appropriate scope of roles and responsibilities	
2.1 Complete workplace forms and documents in accordance with organisation timeframes, protocols and procedures.	
2.2 Store and maintain organisation information in accordance with organisation protocols and procedures	
2.3 Select and use equipment appropriate to the task according to organisation procedures and manufacturer's instructions	
2.4 Report any equipment faults to the appropriate person	

Employability Skills

The required outcomes in the units of competency within the CHC30208 Certificate III in Aged Care qualification contain applicable elements (facets) of Employability Skills.

The following Employability Skills Summary in which these units of competency are packaged will assist in identifying Employability Skill requirements.

Employability Skills	Industry/enterprise requirements for this qualification include the following elements
Communication	<ol style="list-style-type: none"> 1. Listening to and understand work instructions, directions and feedback 2. Speaking clearly/directly to relay information 3. Reading and interpreting workplace related documentation, such as prescribed programs 4. Writing to address audience needs, such as forms, case notes and reports 5. Interpreting the needs of internal /external customers from clear information and feedback 6. Applying basis numeracy skills to workplace requirements. involving measuring and counting 7. Establishing and using networks 8. Sharing information (eg. with other staff, working as part of an allied health team) 9. Negotiating responsively (eg. re own work role and/or conditions, possibly with clients) 10. Persuading effectively 11. Being appropriately assertive (eg in relation to safe or ethical work practices and own work role) 12. Empathising (eg in relation to others)
Teamwork	<ol style="list-style-type: none"> 1. Working as an individual and a team member 2. Working with diverse individuals and groups 3. Applying knowledge of own role as part of a team 4. Applying teamwork skills to a limited range of situations 5. Identifying and utilising the strengths of other team members 6. Giving feedback, coaching and mentoring
Problem Solving	<ol style="list-style-type: none"> 1. Developing practical and creative solutions to workplace problems (eg within scope of own role) 2. Showing independence and initiative in identifying problems (eg within scope of own role) 3. Solving problems individually or in teams (eg within scope of own role) 4. Applying a range of strategies in problem solving 5. Using numeracy skills to solve problems (eg time management, simple calculations, shift handover) 6. Testing assumptions and taking context into account (eg with an awareness of assumptions made and work context) 7. Listening to and resolving concerns in relation to workplace issues 8. Resolving client concerns relative to workplace responsibilities (eg if role has direct customer contact)
Initiative and enterprise	<ol style="list-style-type: none"> 1. Adapting to new situations (eg within scope of own role) 2. Being creative in response to workplace challenges (eg within relevant guidelines and protocols) 3. Identifying opportunities that might not be obvious to other (eg within team or supervised work context)

	<ol style="list-style-type: none"> 4. Generating a range of options in response to workplace matters 5. Translating ideas into action (<i>ie. within own work role</i>) 6. Developing innovative solutions (<i>ie. Within a team or supervised work context and within established guidelines</i>) 7. Developing a strategic, creative long term vision
Planning and organising	<ol style="list-style-type: none"> 1. Collecting, analysing and organising information (eg within scope of own role) 2. Using basic business systems for planning and organising (<i>ie. if applicable to own role</i>) 3. Using being appropriately resourceful 4. Taking limited imitative and making decisions with workplace role (<i>ie. within authorised limits</i>) 5. Participating in continuous improvements and planning processes (<i>ie. within scope of own role</i>) 6. Working within or establishing clear work goals and deliverables 7. Determining or applying required resources (<i>ie. within scope of own role</i>) 8. Allocating people and other resources to tasks and workplace requirements (only for team leader or leading hand roles) 9. Managing time and priorities (eg in relation to tasks required for own role) 10. Adapting resource allocations to cope with contingencies (<i>ie. If relevant to own role</i>)
Self management	<ol style="list-style-type: none"> 1. Being self-motivated (<i>ie. in relation to requirements of own work role</i>) 2. Articulating own ideas and vision (<i>ie. within a team or supervised work context</i>) 3. Balancing own ideas and values and vision with workplace values and requirements 4. Monitoring and evaluating own performance (<i>ie. within a team or supervised work context</i>) 5. Taking responsibility at the appropriate level
Learning	<ol style="list-style-type: none"> 1. Being open to learning new ideas and techniques 2. Learning in a range of settings including informal learning 3. Participating in ongoing learning 4. Learning in order to accommodate change 5. Learning new skills and techniques 6. Taking responsibility for own learning (<i>ie. within scope of own work role</i>) 7. Contributing to the learning of others (eg. by sharing information) 8. Applying a range of learning approaches (<i>ie. as provided</i>) 9. Developing own learning pathways 10. Participating in developing own learning plans (eg as part of performance management)
Technology	<ol style="list-style-type: none"> 1. Using technology and related workplace equipment (<i>ie. if within scope of own role</i>) 2. Using basic technology skills to organise data 3. Adapting to new technology skill requirements (<i>ie. within scope of own role</i>) 4. Applying OHS knowledge when using technology 5. Applying technology as management tool