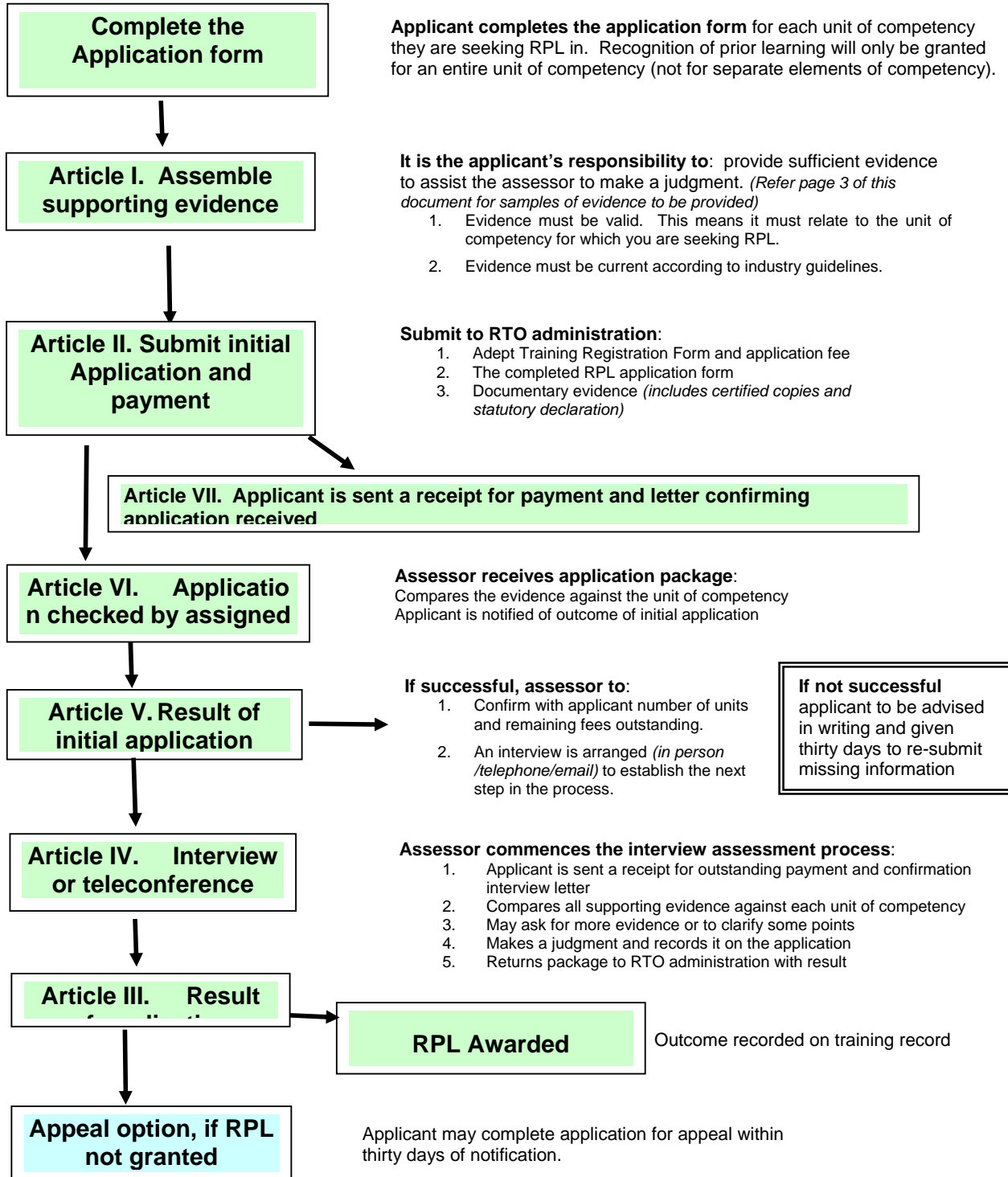


# APPLICATION FORM: RECOGNITION OF PRIOR LEARNING (RPL)

## THE RPL PROCESS

Initial Application Fee \$150.00 (*non-refundable fee if unsuccessful*)  
If you are successful in your application a further \$50.00 per unit fee will apply.  
Units not approved for Credit Transfer or RPL will incur a fee of \$250 per unit.



# APPLICATION FORM for Recognition of Prior Learning

This form should be completed in collaboration with Adept Training Staff.

<b>Surname</b>					
<b>First Name/s</b>				<b>Date of Birth</b>	
<b>Address</b>					
	<b>Suburb</b>		<b>State</b>		<b>Postcode</b>
<b>Mobile No.</b>			<b>Home/Work Phone No.</b>		
<b>Email</b>					

<b>Qualification</b>	Certificate IV in Pathology	<b>NTIS Code</b>
		HLT41807

<b>Related Training Package</b>	Health Training Package	<b>NTIS Code</b>
		HLT07

<b>Core Units For Which You Are Seeking Recognition</b>		
This qualification has three (3) compulsory units		
<b>Unit Code</b>	<b>Unit Title</b>	Tick ✓ the Unit or Units you are seeking RPL
HLTHIR405A	Show leadership in health technical work	
HLTHIR402B	Contribute to organisational effectiveness in the health industry	
HLTIR506B	Implement and monitor compliance with legal and ethical requirements	

<b>Elective Units For Which You Are Seeking Recognition</b>		
6 electives are required for this qualification – this includes 2 mandatory electives (ME) for specific collection ( <i>pathology assistance work roles</i> ) and select another 4 elective units from the following list		
		Tick ✓ the Unit or Units you are seeking RPL
HLTPAT410B (ME)	Collect pathology specimens other than blood for specialised testing	
HLTPAT411B (ME)	Perform blood collection for specialised testing	
HLTCA402B	Perform holter monitoring	
HLTPAT409B	Perform intravenous cannulation for sample collection	
HLTPAT414B	Measure spirometry/flow volume loop	
HLTPAT407B	Perform electrocardiography (ECG)	
HLTAP301A	Recognise healthy body systems in a health care context	
HLTRAH302A	Undertake home visits	

### Evidence To Be Provided

Please note that the assessor must see the <b>original</b> and/or certified copies of all documents and the certified copies ( <i>signed by a Justice of the Peace JP</i> ) will need to be attached to this form.			
<b>Tick the box or boxes that best describes the evidence you are able to provide.</b>			
Certificates	<input type="checkbox"/>	Simulations	<input type="checkbox"/>
Transcript of results	<input type="checkbox"/>	Statutory Declaration	<input type="checkbox"/>
Statement of Attainment	<input type="checkbox"/>	Demonstration	<input type="checkbox"/>
Work Experience	<input type="checkbox"/>	Interview/Testimonial	<input type="checkbox"/>
Voluntary or unpaid work	<input type="checkbox"/>	Multiple Choice Questions	<input type="checkbox"/>
Job Description / contracts (list of the general tasks, or functions, and responsibilities of positions held)		Performance Agreements / Appraisals	
Projects/Field Work	<input type="checkbox"/>	Life Experience	<input type="checkbox"/>
Case Studies	<input type="checkbox"/>	Other	<input type="checkbox"/>

### Verification of Competence

I.....(Applicant) declare that the above information is true and correct and now apply for recognition as set out above.

Signature \_\_\_\_\_

Date \_\_\_\_\_

## PARTICIPANT CHECKLIST

<b>Participant Name</b>				
<b>Qualification Being Sought</b>	Certificate III in Pathology		<b>NTIS Code</b>	
	HLT32607			
<b>Unit of Competency</b>	Show leadership in health technical work	<b>Unit Code</b>	HLTHIR405A	
<b>ELEMENTS of COMPETENCY</b>			<b>Competent</b>	
			<b>YES</b>	<b>NO</b>
1. Model performance <i>standards</i>				
2. Model ethical work practices				
3. Maintain professional <i>skills and knowledge</i>				
4. Manage work priorities				

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 compliance with relevant OH&S and organisation policies and procedures
1.2	Ensure work is appropriately sequenced in accordance with organisation requirements
1.3	Coordinate own work effectively with work undertaken by others
1.4	Ensure work meets identified requirements
1.5	Respond to unplanned events or conditions in accordance with established procedures
2.1	Demonstrate compliance with processes to ensure confidentiality of client information is maintained
2.2	Follow up and rectify variations from agreed ethical practices
2.3	Model work practices that show respect for clients and others
2.4	Model ethical work practices which support a professional delivery of services
2.5	Encourage others to work in a way that reflects ethical work practices
3.1	Assess own skills and knowledge against identified work requirements to determine personal training needs
3.2	Respond to feedback on competence as a basis for identifying personal training needs in accordance with established procedures
3.3	Participate in professional development programs and associated development opportunities to enhance competence in line with organisation policies and procedures
4.1	Organise work priorities in accordance with organisation policies and procedures
4.2	Manage work effectively to achieve identified objectives
4.3	Use information technology to improve efficiency in accordance with organisation policies and procedures
4.4	Manage personal skills development in the workplace in line with organisation requirements
4.5	Monitor work standards and communicate work priorities and associated requirements to others

- **Please list the RPL evidence you have gathered for the above performance criteria on the next page**



Unit of Competency	Contribute to organisational effectiveness in the health industry	Unit Code	HLTHIR402B	
ELEMENTS of COMPETENCY			Competent	
			YES	NO
1. Promote ethical work practice				
2. Contribute to client and organisation outcomes				
3. Contribute to organisational improvements				

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	Ensure client confidentiality is maintained in accordance with organisation policy and procedure
1.2	Promote respect for <i>rights and responsibilities of clients</i> in the organisation
1.3	Encourage colleagues/team members appropriately to comply with confidentiality requirements, and maintain client rights and responsibilities
1.4	Ensure all work undertaken reflects and promotes understanding of and compliance with the principles of duty of care, legal responsibilities and related organisation goals and objectives
2.1	Ensure work undertaken reflects the role of the organisation and the range of services it provides
2.2	Ensure work undertaken reflects in the nature and needs of client groups accessing the services of the organisation
2.3	Work with an awareness of how the <i>organisation's operations</i> are financed
2.4	Recognise the role of other relevant organisations and individuals that contribute to client outcomes
2.5	Maintain and encourage positive <i>relationships between own organisation and other organisations and individuals</i> that contribute to client outcomes
3.1	Contribute to organisational improvement strategies
3.2	Participate in organisational improvement activities and functions
3.3	Monitor own work practice to contribute to improvement of organisation practice and performance

- Please list the RPL evidence you have gathered for the above performance criteria on the next page
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Unit of Competency	Implement and monitor compliance with legal and ethical requirements	Unit Code	HLTIR506B	
ELEMENTS of COMPETENCY			Competent	
			YES	NO
1. Maintain ethical work practices				
2. Maintain appropriate documentation				
3. Maintain compliance with legal requirements				

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	Fulfil duty of <i>confidentiality</i> to the client, both at law and under professional code of ethics
1.2	Ensure the collection, use and <i>disclosure of client information</i> is consistent with information privacy principles
1.3	Ensure the <i>rights of clients</i> are recognised and respected throughout all stages of tests/procedures
1.4	Ensure adherence to relevant industry code of practice that outlines the minimum standard of professional conduct
1.5	Refer ethical issues or breaches of <i>ethical practice</i> to management or ethics committees in accordance with organisation policies and procedures
1.6	Exercise duty of care in all aspects of work to ensure client safety
1.7	Handle client complaints sensitively and in line with organisation policies and procedures
1.8	Perform all work within the boundaries of responsibility and refer problems to supervisor and/or other appropriate health professional
1.9	<i>Monitor work practices</i> to ensure that they reflect <i>principles of ethical practice</i>
2.1	When referral or request is received, ensure nature and requirements referral and/or request are correctly identified
2.2	Complete documentation within clients' medical records in accordance with state/territory legislation, and organisation policies and procedures
2.3	Ensure reports and documentation address requirements of state/territory legislation, and organisation policies and procedures
2.4	Implement policies and procedures to safe guard client information from unauthorised access or disclosure
3.1	Ensure statutory obligations and requirements are fulfilled
3.2	Ensure consent of client is obtained for each test/procedure, as required
3.3	M Ensure authorities are notified of client information as required by law
3.4	Ensure release of information contained within client records is completed in accordance with relevant federal, state/territory legislation and organisation policies and procedures
3.5	Ensure duty of care is met in all aspects of own work role
3.6	Ensure clients are provided with access to information about themselves in accordance with legislation or other statutory provisions
3.7	Ensure the right of every client to be treated fairly and equitably is recognised
3.8	Monitor compliance with legal obligations and requirements

- **Please list the RPL evidence you have gathered for the above performance criteria on the next page**



Unit of Competency	Collect pathology specimens other than blood for specialised testing	Unit Code	HLTPAT410B	
ELEMENTS of COMPETENCY			Competent	
			YES	NO
1. Prepare for specimen collection				
2. Perform procedure for specialised test				
3. Perform post collection procedures				
4. Label and store specimens				

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	Correctly identify pathology request and client
1.2	Identify precise nature and requirements of the test request
1.3	Explain procedure to client and obtain consent in accordance with legal requirements and organisation policy and procedure
1.4	Obtain relevant clinical information and record in accordance with organisation policies and procedures
1.5	Ensure client is correctly and comfortable positioned and prepared for the collection procedure
1.6	Comply with pre-test criteria
1.7	Refer pathology request to manager or appropriate health professional if required
1.8	Select and prepare equipment and disposables and correct collection containers for the specialised test
1.9	Maintain standard and additional precautions
1.10	Use personal and protective equipment correctly
2.1	Seek assistance of pathologist or medical scientist if required according to organization policy and procedure
2.2	Prepare collection site according to organisation policy and procedure
2.3	Follow infection control procedures throughout collection procedure
2.4	Follow correct procedure for collection of sample
2.5	Follow organisation policy and procedures for safe handling of pathology and non pathology specimens
3.1	Dispose of waste in accordance with organisation policies and procedures
3.2	Complete documentation
3.3	Check collection site
3.4	Cover collection site appropriately if required
3.5	Correctly position client and make them comfortable
3.6	Monitor client during and on completion of collection procedure to identify potential adverse outcomes
3.7	Provide relevant information and instructions to client
3.8	Notify appropriate staff if required so that the client's condition can be monitored
4.1	Label specimens in accordance with International Standards Organisation 9000 or National Association of Testing Authorities standards
4.2	Process specimens and store them correctly
4.3	Ensure specimens are appropriately contained for transport

- **Please list the RPL evidence you have gathered for the above performance criteria on the next page**



Unit of Competency	Perform blood collection for specialised testing	Unit Code	HLTPAT411B	
ELEMENTS of COMPETENCY			Competent	
			YES	NO
1. Prepare for blood collection				
2. Perform collection for specialised test				
3. Perform post-blood collection procedures				
4. Label and store specimens for transportation				

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	Correctly identify <i>pathology request</i> and <i>client</i>
1.2	Identify precise nature and requirements of the test request
1.3	Explain procedure client and obtain consent in accordance with legal requirements & <i>organisation policy &amp; procedure</i>
1.4	Obtain relevant clinical information and record in accordance with organisation policies and procedures
1.5	Ensure client is correctly and comfortable positioned and prepared for the collection procedure
1.6	Comply with pre-test criteria
1.7	Refer pathology request to manager or appropriate health professional if required
1.8	Select and prepare equipment and disposables and correct collection containers for the specialised test
1.9	Maintain standard and additional precautions
1.10	Use personal and protective equipment correctly
2.1	Seek assistance of Pathologist or Medical Scientist if required according to organisation policy and procedure
2.2	Ensure client is correctly and comfortably positioned and prepared for the specific blood collection procedure
2.3	Identify appropriate method of blood collection is and follow current organisation policy and procedures
2.4	Place correct equipment and blood collection tubes appropriate for the specialized test in order of draw to ensure the blood collection accords with test requested
2.5	Select and prepare collection site according to organisation policy and procedure
2.6	Collect blood following correct procedure and equipment
2.7	Observe client during procedure for possible adverse reactions, and seek assistance from appropriate health professionals if required
2.8	Transfer correct volume of blood to the selected collection tubes in the ser order of draw
2.9	Invert collection tubes within timeframe required and according to organisation policies and procedures
2.10	Follow correct procedure for collection of sample
2.11	Apply pressure to collection site for the required time following withdrawal of needle
2.12	Observe and dress blood collection site, and monitor client for adverse effects
2.13	Follow infection control procedures throughout collection procedure
2.14	Follow organisation policy and procedures for safe handling of pathology specimens
3.1	Dispose of waste in accordance with organisation policies and procedures
3.2	Complete documentation
3.3	Label blood collection tubes with time and date of collection, client details and other required information
3.4	Check collection site
3.5	Monitor client for possible adverse reactions
3.6	Provide relevant information and instructions to client
3.7	Notify appropriate staff so that the client's condition can be monitored
4.1	Label specimens in accordance with International Standards Organisation 9000 or National Association of Testing Authorities standards
4.2	Process specimens and store them correctly
4.3	Contain specimens appropriately for transport



Unit of Competency	Perform holter monitoring	Unit Code	HLTCA402B	
<b>ELEMENTS of COMPETENCY</b>			<b>Competent</b>	
			<b>YES</b>	<b>NO</b>
1. Prepare equipment for use				
2. Prepare client for holter monitor				
3. Attach holter monitor electrodes				
4. Analyse holter monitor trace				
5. Complete holter monitor process				

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 Check equipment for good working order
1.2 Check materials for availability and supply
1.3 Insert new battery and cassette tap correctly into holter monitor
2.1 Receive and process the request for holter monitor in accordance with organisation procedure
2.2 Identify the client correctly following the organisation's guidelines for preventing client misidentification
2.3 Reassure and provide information to the client regarding the ECG procedure appropriately and completely
2.4 Involve the client fully in discussions about their treatment using language they can understand
2.5 Provide the client with the opportunity to ask questions and discuss areas of concern
2.6 Record client information
2.7 Review client medical history and address pre-existing conditions
2.8 Obtain and document consent following ethical and legal requirements
3.1 Maintain the client's privacy and dignity throughout procedure
3.2 Complete preparation of client's skin for electrode placement as required
3.3 Position the client correctly and comfortable and place electrodes in accordance with client's needs and current standards
3.4 Attach leads correctly and double check lead placement
3.5 Take a trial trace and check for interference, wandering baseline and amplitude
3.6 Advise supervisor or an appropriate person if you think a client may be at risk
4.1 Remove the holter monitor from client
4.2 Review and correct the computer analysis of holter tape
4.3 <i>Identify and action abnormal ECG patterns which require immediate medical attention</i>
4.4 Print the full report and submit to cardiologist for review
4.5 Print final report printed and send to requesting medical officer
5.1 Remove holter monitor leads and electrodes from client
5.2 Provide client with assistance as required on completion of procedure
5.3 Clean holter monitor and leads on completion of procedure
5.4 Dispose of disposable holter monitor electrodes and other materials in accordance with waste management procedures
5.5 Remove holter monitor battery from device
5.5 Store holter monitor leads in accordance with manufacturer's specifications
5.6 Store holter monitor machine in accordance with manufacturer's specifications and OHS policy and procedures



Unit of Competency	Perform intravenous cannulation for sample collection	Unit Code	HLTPAT409B	
ELEMENTS of COMPETENCY			Competent	
			YES	NO
1. Prepare for intravenous cannulation				
2. Perform intravenous cannulation				
3. Perform post cannulation procedure				
4. Label and store specimens for transportation				

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	Correctly identify pathology request and client
1.2	Identify precise nature and requirements of the cannulation and test request
1.3	Explain procedure client and obtain in accordance with legal requirements and organisation policy and procedure
1.4	Obtain relevant clinical information and record in accordance with organisation policies and procedures
1.5	Seek assistance for client if required
1.6	Ensure client is correctly and comfortable positioned and prepared for the cannulation and blood collection procedure
1.7	Ensure pre-collection criteria relevant to the procedure and specific test are met before proceeding
1.8	Refer cannulation and pathology request to manager or appropriate health professional if required
1.9	Coordinate cannulation and sample collection with activities of other health professionals
1.10	Assemble and prepare intravenous cannulation equipment and disposables
1.11	Maintain standard and additional precautions
1.12	Use personal protective equipment correctly
1.13	Chose insertion site and prepare in accordance with organisation policy and procedures
1.14	Apply local anaesthetic cream and dressing to selected insertion site in accordance with organisation policy and procedures
2.1	Seek assistance from an appropriate health professional if required
2.2	Remove local anaesthetic cream and dressing if used, and perform cannula insertion as soon as possible
2.3	Insert cannula following organisation policy and procedures
2.4	Follow infection control procedures throughout the procedure
2.5	Flush IV cannula in accordance with organisation policies and procedures
2.6	Label sample in accordance with organisation policies and procedures
2.7	Respond to complications in accordance with organisation policy and procedures
3.1	Remove and dispose IV cannulae in accordance with organisation policy and procedure
3.2	Check cannulation insertion site to ensure bleeding has stopped
3.3	Cover cannulation insertion site according to organisation policy and procedure
3.4	Provide relevant information and instructions to client
3.5	Ensure client is left comfortable, and appropriate health professionals are notified so that the client's condition can be monitored
3.6	Dispose of waste in accordance with organisation policy and procedure
3.7	Complete documentation
4.1	Label specimens in accordance with International Standards Organisation 9000 or national Association Testing Authorities standards
4.2	Process and store correctly
4.3	Ensure specimens are appropriately contained for transport
4.4	Transport blood sample to laboratory in accordance with organisation policy and procedure



Unit of Competency	Measure spirometry / flow volume loop	Unit Code	HLTPAT414B	
ELEMENTS of COMPETENCY			Competent	
			YES	NO
1. Prepare spirometer and materials for use				
2. Prepare client for procedure				
3. Perform spirometry				
4. Repeat spirometry measurement				
5. Complete spirometry measurement				

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	Ensure materials and spirometer selected are clean and in working order
1.2	Conduct performance check of spirometer
2.1	Arrange client bookings according to organisation procedures
2.2	Receive and check request for spirometry measurement for background client information
2.3	Correctly identify client and reassure and inform the client regarding the procedure
2.4	Record and document client details
2.5	Assess client for contraindications for performing spirometry
2.6	Obtain clarification from requesting medical officer when necessary
2.7	Calculate reference values
2.8	Explain procedure clearly and simply and demonstrate to client
3.1	Initialise equipment to commence recording and record additional information
3.2	Coach client through procedure with the provision of continuous instruction, encouragement and reassurance
3.3	Assess client throughout the procedure for ability to continue
3.4	Identify recording as technically correct
3.5	Provide client with feedback on performance
3.6	Produce minimum of three technically correct recordings
3.7	Repeat spirometry as necessary to comply with current standards for reproducibility
3.8	Make technically acceptable measurements according to current standards
3.9	Select indices for report in accordance with current standards
3.10	Correctly assess the need for administration of a bronchodilator in accordance with current standards and medical officer request
3.11	Identify and respond to clinical emergencies in accordance with organisation emergency procedures
4.1	Following the administration of a bronchodilator by an authorised person, allow sufficient time for its peak effect before proceeding
4.2	Initialise equipment to commence recording and record additional information
4.3	Coach client through procedure with the provision of continuous instruction, encouragement and reassurance
4.4	Ensure recording is technically correct
4.5	Provide client with feedback on performance
4.6	Produce a minimum of three technically correct recordings
4.7	Repeat spirometry as necessary to comply with current standards for reproducibility
4.8	Make technically acceptable measurements according to current standards
4.9	Select indices for report in accordance with current standards
5.1	Assist client as required on completion of procedure
5.2	Review follow up arrangements with client
5.3	Respond appropriately to client's questions
5.4	Dispose of or clean materials in accordance with organisation policies and procedures, and infection control guidelines
5.5	Clean, restock and store equipment according to manufacturer's guidelines
5.6	Complete report to technically acceptable standards and forward to physician for interpretation
5.7	Forward report and interpretation to requesting medical officer
5.8	Enter details of client and test completed on to database and/or hospital information system



Unit of Competency	Perform electrocardiography (ECG)	Unit Code	HLTPAT407B	
ELEMENTS of COMPETENCY			Competent	
			YES	NO
1. Prepare electrocardiography (ECG) machine for use				
2. Prepare client and attach ECG leads				
3. Produce ECG trace according to the documented procedures				
4. Recognise and manage common ECG interference patterns				

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	Check ECG machine against a checklist before each use for good electrical working order, for cleanliness, calibration, and for correct settings
1.2	Check ECG machine to ensure that is maintained according to the AS 3551 Technical management Program for Medical Devices
2.1	Correctly identify, reassure and inform client, regarding the ECG procedure
2.2	Record client information eg name, medical record number, date and time, and whether client has chest pain or is pain free
2.3	Position client for the attachment of leads
2.4	Attach leads according to procedure manual, and correct lead placement is double checked
3.1	Label leads as they are recorded, and record if a filter is used
3.2	Record lead 2' rhythm strip', being of a length prearranged with the requesting practitioner
3.3	Produce trace eliminating sources of interference and maintaining a straight base line
3.4	Clean client's chest and ECG electrodes on completion of procedure
3.5	Forward trace to cardiologist for reading
4.1	Identify and manage electrical interference
4.2	Identify and manage skeletal muscle tremor
4.3	Identify and manage excessive muscle activity
4.4	Identify and manage a wandering baseline



Unit of Competency	Recognise healthy body systems in a health care context	Unit Code	HLTAP301A	
ELEMENTS of COMPETENCY			Competent	
			YES	NO
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 Health Training Package HLT07 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 major body systems
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 support healthy functioning



Unit of Competency	Undertake home visits	Unit Code	HLTRAH302A	
ELEMENTS of COMPETENCY			Competent	
			YES	NO
1.	Prepare for home visits			
2.	Undertake home visits			
3.	Establish client relationship in the home			
4.	Follow up home visit			

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	Check that client is expecting and prepared for a home visit at the agreed time
1.2	Clarify purpose of home visit and history of client in relation to unexpected issues and needs
1.3	Prepare equipment, resources and documents required address purpose of visit and contingencies
1.4	Allow time in schedule for contingencies
1.5	Check that entry to the home is ensured
1.6	Ensure co-workers(s) are aware of intended time and place of home visit and mobile contact details
2.1	Obtain entry to the home, check for hazards to own and others' health and safety and take action to control risk
2.2	Take standard precautions to control infection and, where required, take additional precautions
2.3	Demonstrate a respect for the home and contents and sensitivity as a guest in the environment
2.4	Follow appropriate risk management practices when delivering health services in an unfamiliar and potentially unsanitary environment
3.1	Communicate with client or resident to clarify purpose of visit and confirm client acceptance
3.2	Provide opportunity for client to identify and express any issues or concerns in relation to the home visit and/or associated matters
3.3	Provide appropriate support and information to the client in line with scope of own work role and record and report relevant health issues or concerns promptly to appropriate person
3.4	Deal with difficult or challenging behaviour promptly, firmly and diplomatically in accordance with relevant policies and procedures
4.1	Document all aspects of the home visit in line with organisation policies and procedures
4.2	Promptly report and refer any areas of concern to an appropriate authority
4.3	Ensure any arrangements for follow up visits are recorded and implemented

