



Occupational Standards for Caribbean Vocational Qualifications (CVQ)

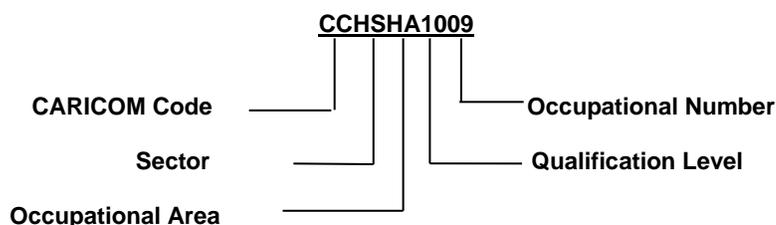
CCHSHA1009 CVQ Level 1 – HEALTH CARE SERVICES (HOSPITAL ATTENDANT)

Unit Number	Unit Title	Requirement
HS00300	Communicate in the workplace	Mandatory
HS00301	Work in a culturally diverse environment	Mandatory
CSACOR0021A	Plan and organise work	Mandatory
HS02004	Follow organisation's health and safety policy	Mandatory
HS00312	Clean and maintain premises and equipment	Mandatory
HS00313	Facilitate client movement	Mandatory
HS00314	Support the care of clients	Mandatory
HS00315	Transport clients	Mandatory
HS00316	Transport deceased individuals and body parts	Mandatory
HS00308	Apply basic first aid	Mandatory
HS00317	Monitor medical gas levels	Mandatory

To obtain a Caribbean Vocational Qualification (CVQ) all Mandatory Units must be achieved.

Legend to Occupational Standard code

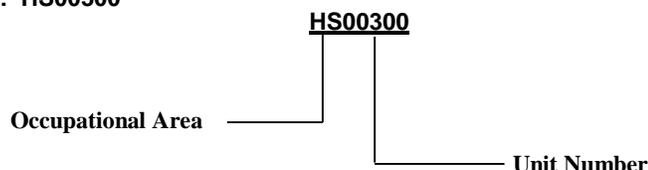
Example: CCHSHA1009



Key: **CC** – CARICOM; **HS** – Health Services; **HA** - Hospital Attendant; **1** - Level 1; **009** - Numerical sequence

Legend to Unit Code

Example: HS00300



Key: **HS** – Health Sector; **00300** – unit #

Country of origin: Trinidad and Tobago

Qualification Overview

Occupational Standards can also be used to:

- Prepare job descriptions and specifications
- Determine recruitment criteria
- Appraise staff performance objectively
- Identify skill and training gaps and needs
- Conduct labour market analyses
- Develop curriculum
- Assess the effectiveness of training programmes
- Determine compensation and rewards

The benefits of acquiring the CVQ to Candidates

- Provide a basis for articulation and accreditation
- Provides a broad-based preparation for employment
- Is an alternative route to further / higher education
- Complements and has parallel standing with academic qualifications
- Provides enhanced employability and higher earning potential
- Facilitates an apprenticeship with actual work experience
- Equips candidates with the knowledge, skills and attitudes for the workplace
- Past work experience and skills can count towards achieving the CVQ
- Allows for continuity whereby if a candidate cannot complete the CVQ at a centre or school, they can continue at another approved centre
- CVQ's are recognized qualifications and facilitates free movement of labour throughout CARICOM

The benefits of the CVQ to Employers

- Provides a larger cadre of skilled employees/candidates to choose from
- Reduces cost of recruiting and selecting the ideal job candidate
- Reduces cost for training workers
- Ensures higher levels of productivity

The benefits of the CVQ to the Caribbean region:

- Produces a higher skilled workforce that is ready to adapt to ever-changing global demands
- Provides greater access for persons to achieve higher qualifications
- Contributes to the region's human resource capacity development

HS00300**Communicate in the Workplace**

Unit Descriptor:

This unit deals with the skills and knowledge required to communicate effectively with customers and colleagues in the health sector. It includes good interpersonal and customer service skills required to deal with persons from culturally diverse backgrounds.

ELEMENTS**PERFORMANCE CRITERIA**

Candidates must be able to:

- | | | |
|---|---|--|
| 1 | Maintain professionalism | <ul style="list-style-type: none"> 1.1 Observe appropriate dress code, presentation and demeanor according to workplace policy 1.2 Follow personal hygiene procedures according to workplace policy 1.3 Maintain professional integrity at all times according to workplace policy 1.4 Apply workplace policies and procedures to prepare for and carry out work |
| 2 | Communicate with customers and colleagues | <ul style="list-style-type: none"> 2.1 Conduct communications with customers and colleagues in a respectful, professional and friendly manner, taking into account cultural and social differences 2.2 Use appropriate communication mode in accordance with workplace guidelines 2.3 Interpret and use basic industry terms as required in the workplace, and clarify with supervisor if necessary 2.4 Communicate through use of gestures or simple words where language barriers and seek assistance from supervisor, if necessary 2.5 Convey messages considering effect of personal body language according to workplace guidelines 2.6 Use active listening and questioning techniques to ensure effective two-way communication according to workplace guidelines 2.7 Operate telephone system and use appropriate telephone etiquette when dealing with callers in accordance with workplace procedures |
| 3 | Deal with conflict | <ul style="list-style-type: none"> 3.1 Identify and manage challenging or difficult behavior according to workplace procedures and with the assistance of the supervisor |

- | | | |
|---|--|--|
| | 3.2 | Identify potential and existing conflicts and seek solutions and assistance from colleagues or supervisor, where required |
| | 3.3 | Make efforts to resolve misunderstandings, taking into account cultural and social differences |
| | 3.4 | Refer issues and problems to the supervisor or appropriate personnel for follow up in accordance with workplace procedures |
| 4 | Work in a team | |
| | 4.1 | Identify work team goals with other team members according to workplace policy |
| | 4.2 | Identify, prioritise and complete individual tasks within designated time frames and supervisor's instructions |
| | 4.3 | Offer assistance to colleagues to ensure designated work goals are met according to workplace guidelines |
| | 4.4 | Seek assistance from supervisor or appropriate personnel to handle challenges of working in a team |
| 5 | Interpret and complete workplace documentation | |
| | 5.1 | Read and interpret workplace documentation and clarify with supervisor if necessary |
| | 5.2 | Complete forms and documentation in a clear, and concise manner in accordance with workplace procedures |

RANGE STATEMENT

All range statements must be assessed:

- | | |
|--|---|
| <p>1. Customers include:</p> <ul style="list-style-type: none"> • internal • external <p>2. Communication modes include:</p> <ul style="list-style-type: none"> • verbal and non-verbal language • constructive feedback • active listening • questioning to clarify and confirm understanding • use of positive, confident and cooperative language • use of language and concepts appropriate to individual social and cultural differences • control of tone of voice • body language | <p>4. Communication equipment includes:</p> <ul style="list-style-type: none"> • telephone • computer <p>5. Manage appropriately includes:</p> <ul style="list-style-type: none"> • managing emotions • defusing anger • clarifying the issues • maintaining composure and professional attitude • providing support • seeking assistance <p>6. Workplace guidelines include:</p> <ul style="list-style-type: none"> • guidelines and procedures |
|--|---|

- use of telephones (including mobile)
 - email
3. Cultural and social differences include:
- language spoken
 - non-verbal behaviour
 - work ethics
 - personal grooming
 - customs
 - religious practices
 - special needs
 - income
 - race
 - language
 - disabilities
 - family structure
 - gender
 - age
 - levels of formality/informality
- mission statements
 - codes of practice
7. Workplace documentation includes:
- notices
 - letters
 - notes
 - labels
 - recipes
 - menus
 - records
 - orders
 - reports
 - e-mail communication

UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know and understand:

1. why is it important to maintain professionalism in the workplace
2. what are the basic principles of effective communication
3. what are established communication channels
4. what are the barriers to good communication and how to overcome these barriers
5. what are the cultural differences that exist in the workplace
6. how to deal with clients and customers of various cultural backgrounds
7. what is the importance of teamwork
8. what documents are used in the workplace for communication

EVIDENCE GUIDE

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- a. maintain professionalism
- b. communicate effectively with customers and colleagues
- c. work in a team
- d. deal with conflict
- e. interpret and complete workplace documents

(2) Method of Assessment

Assessors should gather a range of evidence, over a period of time, which is valid, sufficient and authentic. Evidence should be gathered through a variety of ways including direct observation, oral questioning, examination of portfolio, and simulation. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, manufacturer's specifications, codes, standards, manuals and reference materials.

(3) Context of Assessment

This unit may be assessed on the job or off the job. Where assessment is done off the job, an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working as part of a team. The assessment environment should not disadvantage the candidate.

HS00301

Work in a Culturally Diverse Environment

Unit Descriptor:

This unit deals with the skills and knowledge required by persons working in the health sector and involves the use of interpersonal, communication and customer service skills. It includes the cultural awareness required for working with customers and colleagues from culturally diverse backgrounds.

ELEMENTS**PERFORMANCE CRITERIA**

Candidates must be able to:

- | | | |
|--|-----|---|
| 1. Maintain personal presentation | 1.1 | Observe appropriate dress code, presentation and demeanor according to workplace policy |
| | 1.2 | Follow personal hygiene procedures according to workplace policy and Infection Prevention and Control guidelines |
| 2. Work with customers and colleagues from diverse backgrounds | 2.1 | Conduct communications with customers and colleagues in an open, professional and friendly manner, taking into account cultural differences |
| | 2.2 | Use appropriate language and tone according to workplace guidelines |
| | 2.3 | Communicate through use of gestures or simple words in the other person's language where language barriers exist |
| | 2.4 | Convey messages considering effect of personal body language according to workplace guidelines |
| | 2.5 | Use active listening and questioning techniques to ensure effective two-way communication according to workplace guidelines |
| | 2.6 | Identify potential and existing conflicts and seek solutions and assistance from colleagues or supervisor, where required |
| 3. Handle cross cultural misunderstandings | 3.1 | Identify and handle challenging or difficult behaviour and manage appropriately according to workplace procedures and with the assistance of the supervisor |
| | 3.2 | Make efforts to resolve misunderstandings, taking into account cultural considerations |
| | 3.3 | Refer issues and problems to the supervisor or appropriate personnel for follow up |

- | | | |
|----|----------------|--|
| | 3.4 | Maintain professional integrity at all times according to workplace policy |
| 4. | Work in a team | |
| | 4.1 | Identify work team goals with other team members according to workplace policy |
| | 4.2 | Identify, prioritise and complete individual tasks within designated time frames |
| | 4.3 | Seek assistance from supervisor or appropriate personnel when required |
| | 4.4 | Offer assistance to colleagues to ensure designated work goals are met according to workplace guidelines |
| | 4.5 | Acknowledge feedback and information from supervisor or appropriate personnel |

RANGE STATEMENTS

All range statements must be assessed:

- | | |
|---|---|
| <p>1. Customers include:</p> <ul style="list-style-type: none"> • members of the local community • members of the public • non-nationals • visitors from other health facilities • legal authorities • supervisors • line staff • various other health care staff | <p>3. Cultural and social differences include:</p> <ul style="list-style-type: none"> • language spoken • non-verbal behaviour • work ethics • personal grooming • customs • religious practices • special needs • income • race • language • disabilities • family structure • gender • age • levels of formality/informality |
| <p>2. Manage appropriately includes:</p> <ul style="list-style-type: none"> • managing emotions • defusing anger • clarifying the issues • attending to client needs • maintaining composure and professional attitude • providing support • seeking assistance | <p>4. Workplace guidelines include:</p> <ul style="list-style-type: none"> • guidelines and procedures • mission statements • codes of practice |

UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know and understand:

1. what are the organisations policies, procedures and guidelines
2. what are the principles that underpin cultural awareness
3. what are various communication styles
4. who are internal and external customers
5. what is the importance of teamwork principles
6. what are effective communication strategies
7. what are the various modes of communication appropriate to therapeutic practice
8. where to seek assistance if necessary
9. how to communicate effectively including:
 - active listening
 - clarify and ascertain correct meanings from communication
 - clear, concise and correct written and verbal communication
 - communicate on a one-to-one and group basis
 - correct presentation of correspondence
 - establish rapport
 - passing on verbal and written messages
 - use correct grammar, spelling and punctuation
10. how to respond appropriately to a range of clients in a range of situations and of various cultural backgrounds
11. how to use listening skills and questioning techniques
12. how to use various styles of communication (technical or non-technical/ verbal or non-verbal)
13. how to handle difficult situations
14. how to respond appropriately to special needs

EVIDENCE GUIDE

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- a. communicate effectively with customers and colleagues of various cultural groups
- b. work in a team
- c. respond effectively to a range of different customer service situations

(2) Method of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, portfolio, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

(3) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate.

CSACOR0021A: Plan and organise work

Competency Descriptor:

This unit deals with the skills and knowledge required to effectively plan and organise work assignments, and applies to all individuals working in the allied health sector

ELEMENTS	PERFORMANCE CRITERIA
1. Identify work requirements	1.1 Instructions for work schedule and performance and quality assurance requirements are received understood and clarified where necessary.
2. Plan process to complete work	2.1 Tasks are identified, prioritised and sequenced to achieve effective completion of work.
3. Select tools and equipment	3.1 Personal protective equipment is correctly identified and selected to suit job requirements. 3.2 Appropriate tools and equipment are identified and selected for required service.
4. Demonstrate safe and efficient sequence of work	4.1 Service is provided safely in a logical and efficient sequence. 4.2 Tools, supplies and equipment are safely stored when not in immediate use.
5. Report outcomes	5.1 Verbal report is given to appropriate person on completion of service and relevant client details entered on database.
6. Clean up	6.1 Unused materials are safely stored at appropriate area. 6.2 Empty containers and waste material are removed from service area. 6.3 Service area is left clean, safe and secure on completion. 6.4 Tools and equipment are cleaned, maintained and stored.

RANGE STATEMENT

Work organisation sequence may range from receiving instructions, to carrying out task, to cleaning up task.

Work plan may be either written or verbal and may include the following:

- preparation of work area
- selections of tools and equipment
- handling of materials, tools and equipment
- housekeeping requirements

Work schedule may be carried out in a singular application or in a team situation.

Work schedule and performance may have to adhere to quality assurance policy and procedures.

EVIDENCE GUIDE

Competency is to be demonstrated by safe and effective preparation using any of the range of work sequences listed within the range of variables statement relative to the work environment.

(1) Critical Aspects and Evidence

It is essential that competence is observed in the following aspects:

- indicate compliance with Occupational Health and Safety regulations applicable to care facility
- indicate compliance with organisational policies and procedures including quality assurance requirements
- carry out correct procedures prior to and during the provision of service to clients/patients
- communicate to enable efficient individual/organisational planning of work

(2) Pre-requisite Relationship of Units

Nil

(3) Underpinning Knowledge and Skills**Knowledge**

A knowledge of:

- policies and procedures in regard to planning and organising allocated duties
- care facility and equipment safety requirements
- equipment
- materials appropriate to the task
- products handling
- quality assurance

Skills

The ability to:

- follow instructions, perform tasks according to care facility procedures, plan and prioritise tasks
- use equipment correctly
- prepare and maintain work area
- select and use products according to manufacturer's instructions
- apply quality assurance

(4) Resource Implications

The following resources should be made available:

- access to an equip care facility with patients/clients

(5) Method of Assessment

Evidence may be collected in a variety of ways including:

- direct observation
- oral questioning
- written test
- supporting statement from supervisor or previous employer
- case study

Competency in this unit may be demonstrated concurrently.

(6) Context of Assessment

This unit must be assessed through practical demonstration on -the-job or in a simulated workplace environment dealing with a variety of services and a range of communication processes with clients result until competency is achieved.

The underpinning knowledge may be assessed off -the-job with the use of written or verbal items inclusive of short answer or case studies.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
Carries out established processes Makes judgement of quality using given criteria	Manages process Selects the criteria for the evaluation process	Establishes principles and procedures Evaluates and reshapes process Establishes criteria for evaluation

Collecting, analysing and organising ideas and information	Level 1	
Communicating ideas and information	Level 1	
Planning and organising activities	Level 1	
Working with others and in teams	Level 1	
Use mathematical ideas & techniques	Level 1	
Solve problems	Level 1	
Using technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employ ability Skills.

HS02004

Follow Organisation's Health and Safety Policy

Unit Descriptor:

This unit deals with the skills and knowledge required for following an organisation's health and safety policy. It describes the work expectations associated with following organisational procedures for hazard identification and risk control, utilizing strategies to prevent infection in the workplace and working in a safe manner.

ELEMENTS**PERFORMANCE CRITERIA**

Candidates must be able to:

1	Follow organisational procedures for hazard identification and risk control	1.1	Recognize hazards in the work area and report to supervisor according to workplace procedures
		1.2	Follow all organisational procedures and work instructions for assessing and controlling risks accurately
		1.3	Follow all organisational procedures for dealing with accidents, fires and other emergencies within scope of responsibilities and competencies
		1.4	Raise occupational safety and health (OSH) issues with designated personnel and co-workers in accordance with organizational procedures
2	Utilise strategies to prevent infection in the workplace	2.1	Keep work environment clean and tidy in accordance with organisational procedures
		2.2	Maintain personal hygiene practices in accordance with Infection Prevention and Control standards
		2.3	Dispose of items which may be contaminated according to Infection Prevention and Control standards
3	Work in a safe manner	3.1	Carry out work in accordance with defined procedures and in a manner which ensures personal safety and the safety of others
		3.2	Follow all organisational safe work practices
		3.3	Comply with and contribute to the manual handling risk management system in the workplace
		3.4	Follow all organisational procedures for reporting symptoms and injuries to self and/or others
		3.5	Follow all organisational procedures for reporting maintenance and difficulties with tasks

RANGE STATEMENT

All range statements must be assessed:

1. Relevant organisational procedures include:

- hazard identification policies and procedures
- emergency, fire and accident procedures
- Infection control guidelines (IPC)
- procedures for the use of personnel protective clothing and equipment
- hazard identification
- job procedures and work instructions
- waste management
- security procedures

2. Organisational procedures for controlling risks include:

- manual handling techniques
- strategies for reducing the amount of manual handling required
- recognition of a hostile situation – how to deal with patients/visitors/staff who threaten
- strategies to 'defuse' potential problems

3. Organisational safe work practices include procedures for:

- major risks
- security
- manual handling

4. Hazards include:

- workplace workloads
- manual handling
- patient handling
- toxic or hazardous substances/radiation
- R.S.I
- body fluids and human tissue
- infections
- fire
- clinical waste
- 'sharps'
- drug and alcohol use
- personal threat by patients, visitors and other staff
- aggressive behaviour of patients ie caused by
- mental health of patient or drug and alcohol use
- gases

5. Items which may be contaminated may include:

- syringes
- 'sharps'
- clothing
- food
- human tissue
- clinical waste
- soiled linen

UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know and understand:

1. what are significant hazards in the workplace
2. where to locate safety equipment such as fire extinguishers and emergency units and alarms
3. what are the workplace procedures that apply to fire, accidents and emergency situations
4. what are the potential hazards in the workplace and the risks/potential risks of certain behaviours, layouts/features (behaviours include those resulting from drug and alcohol use by staff, visitors or clients)
5. what is the impact of drug and alcohol use on safety in the workplace

6. what are the legislative requirements and best practice approaches to OSH
7. what are the rights and obligations of employees and employers regarding OSH
8. what are the reporting mechanisms required for workplace injury and compensation claims
9. how to use safety equipment
10. how to perform lifting, lowering and transfer techniques of manual handling
11. how to implement practices that prevent or minimise risk
12. how to apply safe handling practices and other safety procedures
13. how to correctly use equipment according to manufacturers' specifications
14. how to recognize and report workplace hazards including drug and alcohol use and mental health issues

EVIDENCE GUIDE

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- a. work safely, and follow the organisation's OSH policies and procedures
- b. comply with the Infection, Prevention and Control standards

(2) Context of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, supervisor's reports, project work, practical demonstration of tasks and functions and oral and written questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The candidate must have access to a suitable venue and all materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

(3) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate.

HS00312

Clean and Maintain Premises and Equipment

Unit Descriptor:

This unit deals with the skills and knowledge to effectively clean and maintain premises, and equipment used for patient escorting in a health care environment.

ELEMENTS**PERFORMANCE CRITERIA**

Candidates must be able to:

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|---|-----------------------------------|---|
| 1 | Clean and sanitise work area | <ul style="list-style-type: none"> 1.1 Follow cleaning schedules and seek clarification from supervisor on tasks, if necessary 1.2 Use chemicals and equipment to clean and/or sanitise walls and floors of operating theatre according to workplace guidelines 1.3 Clean and sanitise back area of ambulance/transportation vehicle according to workplace policy 1.4 Follow first aid procedures in the event of a chemical accident according to manufacturer's guidelines |
| 2 | Handle waste and disposable linen | <ul style="list-style-type: none"> 3.1 Remove disposable sheets/linen from stretchers and dispose according to workplace guidelines 3.2 Sort and dispose of waste according to hygiene regulations and workplace practice |
| 3 | Sanitise and store equipment | <ul style="list-style-type: none"> 3.1 Select chemicals to sanitise equipment according to manufacturer's instructions and workplace guidelines 3.2 Santise equipment without causing damage to it according to manufacturer's instructions and workplace standards 3.3 Store equipment safely in the correct position and area according to workplace guidelines |

RANGE STATEMENT

All range statements must be assessed:

- | | |
|---|---|
| <p>1. Equipment includes:</p> <ul style="list-style-type: none">• trolleys/stretchers• wheelchairs• spinal boards | <p>2. Waste includes:</p> <ul style="list-style-type: none">• bodily fluids• disposable sheets• disposable Personal Protective Equipment (P.P.E.)• general waste |
|---|---|

UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know and understand:

1. what are the Occupational Safety and Health (O.S.H) guidelines and procedures of the workplace
2. what are the types of chemicals and equipment used for cleaning and sanitising different surfaces
3. what is the correct usage and storage of cleaning chemicals
4. what is the logical and time efficient work flow for assigned work tasks
5. how to select chemicals appropriate to given cleaning tasks
6. how to clean and sanitise equipment without causing damage to it
7. how to clean and sanitise premises
8. how to handle waste using infection control guidelines
9. how to follow cleaning schedules
10. how to apply basic first aid in the event of a chemical accident according to manufacturer's instructions

EVIDENCE GUIDE

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- a. work safely and follow workplace health and safety guidelines
- b. safely clean and sanitise equipment and premises and dispose of waste
- c. use chemicals according to manufacturer's guidelines

(2) Method of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

(3) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate.

HS00313

Facilitate Client Movement

Unit Descriptor:

This unit deals with the skills and knowledge required to support clients who require assistance with physical movement which may be due to incapacity.

ELEMENTS		PERFORMANCE CRITERIA	
Candidates must be able to:			
1	Prepare to assist with client movement	1.1	Confirm requirements for assisting with client movement according to supervisor or relevant personnel's instructions
		1.2	Select techniques or equipment according to client requirements and workplace guidelines
		1.3	Prepare environment according to client requirements and supervisor's or relevant personnel's instructions
		1.4	Explain the procedure to the client and answer questions as required in accordance with appropriate workplace communication protocols
		1.5	Seek client consent and cooperation relevant to what procedure is to be used in accordance with workplace policy
2	Provide assistance with client movement	2.1	Carry out client movement using appropriate safe handling method with assistance from equipment or additional personnel as required
		2.2	Take appropriate action to ensure client comfort and safety throughout positioning or transfer according to workplace health and safety policy
		2.3	Communicate with client during movement according to appropriate workplace protocols
		2.4	Complete assistance with client movement and check that client is safely and comfortably positioned according to workplace procedures
3	Store equipment	3.1	Sanitise equipment, after assisting with client movement in accordance with workplace health and safety policy
		3.2	Report equipment faults immediately in accordance with workplace procedures
		3.3	Return equipment to appropriate storage area according to workplace policy
		3.4	Return to designated area and/or report to supervisor on completion of client movement

RANGE STATEMENT

All range statements must be assessed:

1. Relevant personnel include:
 - medical staff and nursing staff
 - other health professionals
2. Providing assistance with client movement includes:
 - actions to be taken when a client is falling
 - active and passive movement
 - assistance with repositioning
 - assisting a client in an emergency
 - assisting a client off the floor
 - assisting client to be weighed on chair weighing scales
 - assisting client to change position in bed
 - assisting client to use crutches or other walking aids
 - assisting client to walk
 - assisting the client or co-worker to use a hoist or mechanical lifter for transfers
 - moving a client by wheelchair or trolley
 - moving a deceased person
 - moving client between wheelchair or trolley and bed, washroom or stationary equipment
 - moving client to a standing or seated position
 - placing client in a wheelchair
 - utilising mobility aids owned by or associated with the client

UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know and understand:

1. what are basic body biomechanics
2. what is the client condition as it relates to transferring/lifting/transporting
3. what are client confidentiality and privacy requirements
4. what is the importance of maintaining skin integrity
5. what are infection control procedures
6. what are the 'lifting/limited lifting/no lifting' policies and procedures of the organisation
7. what are Occupational Safety and Health (O.S.H) guidelines of the workplace
8. what is one's own limitations in carrying out manual handling tasks
9. what is the range of mobility and transfer techniques as required by the organisation and O.S.H policies
10. what is the risk that jewellery may present on the client and how this may affect client movement
11. how to identify and treat with soft tissue/joint injury

12. how to fulfil job roles in a safe manner and as specified by the organization
13. how to assist with client movement and assess if additional resources are required for client movement
14. how to operate lifting and transferring equipment
15. how to communicate effectively with clients and colleagues
16. how to work with others and display empathy to client and relatives

EVIDENCE GUIDE

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- a. prepare for client movement and determine if additional assistance is required
- b. solve problems using available resources and prioritise workload
- c. assist with movement of client according to organisational policies and procedures
- d. clean and store equipment in appropriate area

(2) Method of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, portfolio, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

(3) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate.

HS00314

Support the Care of Clients

Unit Descriptor:

This unit deals with the skills and knowledge required to support the care of clients in a health care setting. Clients may include those who are aged, disabled or accessing other health services.

ELEMENTS**PERFORMANCE CRITERIA**

Candidates must be able to:

- | | | | |
|---|--|-----|---|
| 1 | Establish and maintain appropriate relationship with clients | 1.1 | Communicate courteously with all clients and others with whom interaction is required according to workplace guidelines |
| | | 1.2 | Use constructive communication techniques to develop and maintain effective relationship with client according to workplace guidelines |
| | | 1.3 | Maintain confidentiality and privacy of client according to workplace policy and relevant legislation |
| | | 1.4 | Respect the client's rights and roles in decision making according to workplace policy and relevant legislation |
| | | 1.5 | Act upon feedback on client's quality of care within one's own authority or refer to supervisor as necessary |
| 2 | Provide assistance to meet client needs | 2.1 | Retrieve or prepare necessary equipment as and when required, according to established procedures |
| | | 2.2 | Carry out activities to ensure client comfort according to individual needs and established procedures |
| | | 2.3 | Provide assistance and support with minimum physical and emotional discomfort to clients and without risk to self according to workplace health and safety policy |
| | | 2.4 | Identify any unique client care needs and refer to supervisor/relevant personnel |
| | | 2.5 | Respect individual differences and ensure privacy and safety when assisting with care according to workplace policy and relevant legislation |
| | | 2.6 | Seek advice and assistance from appropriate sources, according to workplace policy, as required |
| | | 2.7 | Provide duty of care in all relevant circumstances within one's own scope of authority in accordance with workplace policy |
| | | 2.8 | Provide assistance in emergency situations according to supervisor and/or relevant personnel's instructions |

- | | | | |
|---|--------------------|-----|--|
| 3 | Report information | 3.1 | Provide reports, ensuring confidentiality and privacy of the client, to supervisor or appropriate personnel according to workplace policy and relevant legislation |
| | | 3.2 | Report significant information regarding the health and wellbeing of client to supervisor or relevant personnel according to workplace policy |

RANGE STATEMENT

All range statements must be assessed:

- | | |
|--|--|
| 1. Care provided includes: | 3. Others with whom interaction is required in regard to client services include: |
| <ul style="list-style-type: none">• transferring and mobilizing of client• emotional support• assistance with aids, prostheses and orthoses• observation of skin integrity• specific care needs of specific clients | <ul style="list-style-type: none">• family members, carers and friends of clients• other staff and team members• professional representatives or agents of the client such as medical specialists, social workers and therapists• service units or departments, or other agencies• interpreter |
| 2. Individual differences of clients include: | |
| <ul style="list-style-type: none">• age• cognitive/mental or intellectual issues that may impact on communication• cultural• language, literacy and numeracy abilities that may impact on communication• physical• religious/spiritual• sexual preference• social | |

UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know and understand:

1. what are basic body system functions
2. what are the organisation's policies and procedures including those for privacy and confidentiality of clients
3. what are the workplace Occupational Safety and Health (OSH) guidelines pertaining to the care of clients
4. what are infection control procedures
5. how to use wheelchairs, prostheses, orthoses and other aids depending upon setting and client needs
6. how to effectively communicate with clients in a non-discriminatory, supportive and inclusive manner
7. how to perform all care tasks safely
8. how to work within own role and responsibility
9. how to work effectively and follow directions
10. how to demonstrate respect for the client

EVIDENCE GUIDE

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- a. care for client within one's own role and responsibility
- b. support the care for client's in a safe manner ensuring their comfort
- c. refer important client information and feedback to relevant personnel

(2) Method of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, portfolio, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

(3) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate.

HS00315

Transport Clients

Unit Descriptor:

This unit deals with the skills and knowledge required for the safe, timely and efficient transport of clients from one location to another in a health care setting.

ELEMENTS**PERFORMANCE CRITERIA**

Candidates must be able to:

- | | | |
|---|-----------------------|--|
| 1 | Prepare for transport | <ul style="list-style-type: none"> 1.1 Confirm transportation needs with registered nurse or relevant personnel 1.2 Communicate procedure to client and refer any questions or concerns to the registered nurse or relevant personnel, according to workplace policy 1.3 Prepare environment according to client requirements and in accordance with workplace procedures 1.4 Prepare for the safe and timely transportation of the client according to registered nurse's instructions 1.5 Select equipment and check to ensure that it is clean and functioning according to workplace and transportation requirements 1.6 Check any auxiliary equipment to ensure that it is attached to transportation equipment, according to manufacturer's instructions |
| 2 | Transport client | <ul style="list-style-type: none"> 2.1 Mobilize and transport client safely to designated location in accordance with transportation requirements and supervisor's instructions 2.2 Manoeuvre equipment to ensure client comfort and safety and to minimise risk to self according to workplace guidelines 2.3 Provide assistance to registered nurse or relevant personnel in ambulance with medical procedures on the client according to workplace policies |
| 3 | Deliver client | <ul style="list-style-type: none"> 3.1 Deliver client to designated location and inform registered nurse or relevant personnel of client's arrival as required 3.2 Inform registered nurse or relevant personnel of client's needs according to workplace policy 3.3 Sanitize and return equipment to storage area according to workplace policy 3.4 Carry out reporting requirements according to workplace policy and procedures |

RANGE STATEMENT

All range statements must be assessed:

1. Transportation includes:
 - mode of transport
 - destination
 - information specific to the client
 - transportation of deceased persons
 - accompaniment by health professionals eg nurse or medical officer
2. Auxiliary equipment includes:
 - IV stand
 - monitors
 - humidifier
 - ventilators
 - suction machine
 - oxygen cylinders
3. Transportation equipment include:
 - wheelchair
 - trolley/stretchers
 - spinal board
 - bed
 - incubator/humidifier
 - motor vehicle/ambulance
4. Client needs include:
 - appropriate escort eg registered nurse, medical officer, parent, carer
 - nutritional requirements
 - comfort requirements
5. Medical procedures include:
 - moving or repositioning of client
 - stabilising client
 - repositioning tools and equipment to closer proximity to client eg suction machine
 - opening of valve on oxygen or medical gas cylinders

UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know and understand:

1. what are client confidentiality and privacy requirements as required by the workplace and by law
2. what are the Occupational Safety and Health (O.S.H) guidelines for transporting clients
3. what are the workplace client handling procedures
4. what are infection control procedures
5. what are the procedures for securing a client
6. when client issues need to be referred to an appropriate health professional
7. how to follow instructions in accordance with workplace procedures
8. how to communicate effectively with clients and relevant personnel
9. how to operate equipment according to manufacturer's instructions
10. how to transport and deliver clients to correct destination according to safe working practices

EVIDENCE GUIDE

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- a. prepare equipment for transportation of client
- b. follow health and safety procedures in transporting client
- c. deliver client safely to target destination

(2) Method of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, portfolio, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

(3) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate.

HS00316

Transport Deceased Individuals and Body Parts

Unit Descriptor:

This unit deals with the skills and knowledge required to collect and transport deceased individuals and/or body parts from a hospital department to the mortuary. This unit is not relevant for collecting and transporting living people or cadaveric parts that are still clinically viable for donation or transplantation.

ELEMENTS**PERFORMANCE CRITERIA**

Candidates must be able to:

1	Collect and transfer deceased individual and/or body parts	1.1	Wear appropriate Personal Protective Equipment and follow workplace health and safety guidelines
		1.2	Access the deceased individual and/or body parts safely, according to workplace policy
		1.3	Identify if there is the need for additional assistance in collecting and transporting the deceased individual and/or body parts, and seek such assistance without delay, according to workplace policy
		1.4	Identify and select transfer equipment and materials according to workplace policies and procedures
		1.5	Apply standard precautions and health and safety measures to prevent cross infection and contamination from the handling of deceased individuals and/or body parts
		1.6	Transfer deceased individual and/or body parts from bed or other apparatus to vacant mortuary trolley according to workplace procedures
		1.7	Maintain privacy and confidentiality in the transportation of deceased individuals and body parts according to workplace policy and relevant legislation
2	Transport deceased individual and/or body parts	2.1	Transport the deceased individual and/or body parts to the mortuary according to workplace policies and procedures
		2.2	Sanitize trolley and other equipment according to Infection Prevention Control procedures and Occupational Safety and Health (O.S.H) guidelines after transportation

- 2.3 Store trolley and other equipment in appropriate storage area according to workplace policy
- 2.4 Change or dispose of any Personal Protective Equipment and sanitise self according to workplace policy

RANGE STATEMENT

All range statements must be assessed:

1. Transfer requirements include:
 - speed and timing of transfer
 - pick-up point
 - Occupational Safety and Health (O.S.H.) issues, such as:
 - size and weight of deceased person
 - infectious waste
 - toxic gases
 - cancer producing agents
 - blood borne viruses
 - droplet infections
 - bacterial infections
 - sharps
 - aerosol exposure from body of deceased
2. Transfer equipment and materials include:
 - lifting aids
 - trolley
 - stretcher
 - body bags
 - linen
3. Personal Protective Equipment (P.P.E) includes:
 - disposable gloves
 - heavy duty gloves
 - protective over garments
 - overshoes
 - waterproof aprons
 - safety glasses
 - face masks
4. Workplace policies and procedures include:
 - standard operating policies and procedures
 - quality assurance procedures
 - O.S.H guidelines, such as:
 - workplace environment and safety
 - use of personal protective equipment
 - manual handling procedures
 - use of tools and equipment
 - material handling procedures, including hazardous or infectious materials
 - safe removal and disposal of soiled and contaminated garments
 - safe ventilation
 - immunization
 - periodic X-rays
 - seeking medical advice
 - recording injury and incidence
 - reporting injury and incidence
 - emergency procedures, including fire and accident procedures
 - security procedures
 - dress standards, such as uniform
 - staff conduct

UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know and understand:

1. what are the legislation, protocols, policies and procedures for the collection and transportation of deceased individuals and/or body parts
2. what are the current legislation, guidelines, policies and protocols which affect one's own responsibilities and work practice, and which govern confidentiality and privacy
3. what are the health and safety risks involved in handling and transporting deceased individuals and/or body parts
4. what are the Occupational Safety and Health guidelines pertaining to the transfer of deceased individuals/body parts
5. what are the precautions to be applied to maintain health and safety and prevent cross infection and contamination arising as a result of handling and transporting deceased individuals and/or body parts
6. what are manual handling techniques
7. what are the coping strategies that can be applied to manage one's own reactions to death and enable effective working to be continued
8. what are the boundaries of your role and the importance of working within your own scope of practice
9. how to carry out manual handling techniques and transport deceased individuals and/or body parts

EVIDENCE GUIDE

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- a. plan and prepare to transfer deceased person and/or body parts
- b. transfer and deliver deceased person and/or body parts according to workplace policy

(2) Method of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, portfolio, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

(3) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate.

HS00308

Apply basic first aid

Unit Descriptor:

This unit deals with the skills and knowledge required to identify the need for and the application of first aid until the arrival of medically qualified personnel.

ELEMENTS**PERFORMANCE CRITERIA**

Candidates must be able to:

- | | | | |
|----|--------------------------------------|-----|--|
| 1. | Identify the need for first aid | 1.1 | Make initial assessment of extent and nature of first aid required from personal observation and/or witness reports |
| | | 1.2 | Report initial assessment to personnel/emergency services in accordance with workplace procedures |
| 2. | Ensure the safety of client and self | 2.1 | Make client as comfortable as possible and reassure by word, manner and actions according to workplace guidelines |
| | | 2.2 | Maintain hygiene and use Personal Protective Equipment if necessary for protection of the client and self according to workplace health and safety policy |
| | | 2.3 | Identify hazards to the client and self and take appropriate action to prevent further injury to either party according to workplace health and safety policy and Infection, Prevention and Control (I.P.C) guidelines |
| 3. | Assess patient and apply first aid | 3.1 | Check for responsiveness of client and assess client against the CAB (Circulation, Airway, Breathing) model if unresponsive |
| | | 3.2 | Provide treatment appropriate to the client's injuries in accordance with recognised first aid techniques |
| | | 3.3 | Operate/apply first aid equipment in accordance with recognised procedures and manufacturer's instructions |
| | | 3.4 | Monitor and report client's condition as required by workplace procedures, modifying treatment as appropriate |
| | | 3.5 | Maintain treatment until qualified medical assistants assume responsibility in accordance with workplace policy |
| | | 3.6 | Provide additional assistance as requested by medical/emergency personnel |
| | | 3.7 | Report details of first aid administered to medical personnel and supervisor in accordance with workplace procedures |

- | | | | |
|----|---------------|-----|--|
| 4. | Complete work | 4.1 | Recover and/or restore first aid equipment (if practical) and store according to workplace procedure |
| | | 4.2 | Dispose of medical waste in accordance with workplace policy and Infection Prevention and Control guidelines |
| | | 4.3 | Report equipment faults in accordance with workplace procedures |
| | | 4.4 | Complete documentation as required by legislative, regulatory and workplace requirements for workplace accidents |

RANGE STATEMENT

All range statements must be assessed:

- | | |
|--|---|
| 1. First aid includes: | 4. First aid equipment includes: |
| <ul style="list-style-type: none"> • Cardio-Pulmonary Resuscitation (CPR) • bleeding control • spinal injury care • basic patient management • stabilising fractures • minor burns • skin abrasions • choking • seizures • poisoning | <ul style="list-style-type: none"> • first aid kit • Personal Protective Equipment (P.P.E.) • stretcher (may be improvised) • mouth protective devices • splints • slings |
| 2. The provision of first aid and workplace responsibilities is to conform to: | 5. Personal Protective Equipment (P.P.E) include: |
| <ul style="list-style-type: none"> • Occupational Safety and Health (O.S.H.) requirements • Material safety management systems • hazardous substances handling requirements • safe operating procedures • Infection, Prevention and Control (I.P.C.) guidelines | <ul style="list-style-type: none"> • safety glasses/goggles • hair caps • gloves • footwear • protective clothing |
| 3. Medical/emergency personnel includes: | 6. Relevant workplace policies and procedures include: |
| <ul style="list-style-type: none"> • supervisors • managers • team leaders • doctors • first aid attendants/other medically trained staff • specified Occupational Safety and Health personnel • other persons authorised or nominated by the organisation to perform, approve, inspect and direct specified work | <ul style="list-style-type: none"> • risk management policies and procedures • first aid procedures • safe manual handling and lifting procedures • emergency, fire and accident procedures • materials safety procedures • personal safety procedures • procedures for the use of Personal Protective Equipment • job procedures and work instructions • Infection, Prevention and Control (I.P.C) guidelines |
| | 7. Recover and/or restore first aid equipment includes: |
| | <ul style="list-style-type: none"> • clean • inspect |

- test
- refurbish
- replace

UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know and understand:

1. what are workplace procedures and requirements for the treatment of workplace injuries
2. what are the reporting responsibilities and requirements
3. what are the basics of the provision of first aid including:
 - systems of the body (respiratory, skeletal, digestive, circulatory, nervous, urinary, skin)
 - causes and care of unconsciousness
 - priorities for life support (CAB model)
 - resuscitation techniques
 - bleeding control and laceration treatment
 - patient assessment
 - principles of initial patient care
 - care and treatment of fractures and soft tissue injuries
 - care and treatment of burns
 - care and treatment of poisoning
 - care and treatment of seizures
 - care and treatment of choking
4. how to collect, organise and analyse information related to workplace health and safety systems and procedures and the application of these to work situations
5. how to communicate ideas and information on workplace safety issues including the treating and recording/reporting of workplace incidents/accidents/illnesses and interpersonal communication with casualties
6. how to work with others and in a team to promote an awareness of first aid within the workplace and its provision when required
7. how to use problem solving skills to assess and determine treatments and priorities in providing first aid to a patient
8. how to use the workplace technology related to the reporting, recording and responding to workplace injuries and illnesses

EVIDENCE GUIDE

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- a. identify and respond to injuries occurring in the workplace
- b. follow workplace procedures for providing first aid in the workplace
- c. apply emergency response first aid
- d. provide appropriate treatment to and monitor client's condition
- e. report injuries, changes in condition and treatment provided

(2) Method of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, portfolio, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

(3) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate.

HS00317

Monitor Medical Gas Levels

Unit Descriptor:

This unit deals with the skills and knowledge required to monitor levels of medical gases in cylinders used in a health care environment.

ELEMENTS**PERFORMANCE CRITERIA**

Candidates must be able to:

- | | | |
|---|---------------------------------------|--|
| 1 | Check medical gas levels in cylinders | <ul style="list-style-type: none"> 1.1 Select and prepare tools and equipment to check and transport medical gas cylinders according to workplace procedures 1.2 Record levels of medical gas in cylinder/s in accordance with workplace procedures 1.3 Report defective or damaged gauge or cylinder to supervisor according to workplace policies and procedures 1.4 Check that medical gas levels meet job requirements and arrange to replace/refill in accordance with workplace procedures |
| 2 | Replace or refill gas cylinders | <ul style="list-style-type: none"> 2.1 Transport medical gas cylinder/s to storage area and replace with filled cylinder/s, or transport to the engineering department to be refilled according to workplace policy 2.2 Report any defects or damages with gas cylinders to supervisor according to workplace policy 2.3 Return full or replenished cylinder/s to wards or relevant work area and position and secure according to workplace policy |

RANGE STATEMENT

All range statements must be assessed:

1. Medical gases include:
 - carbon dioxide (CO₂)
 - oxygen (O₂)
 - nitrous Oxide (N₂O)
 - compressed air
 - compressed nitrogen
2. Tools and equipment includes:
 - cylinder spanner
 - gas cylinder gauge/regulator
 - cylinder trolley

UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know and understand:

1. what are the workplace policies and procedures that relate to the monitoring medical gas cylinders
2. what are the tools and equipment needed to check medical gas cylinder levels and transport medical gas cylinders
3. what are safe lifting techniques and transport requirements for transporting medical gas cylinders
4. what are the Occupational Safety and Health (O.S.H) guidelines of the workplace
5. how to accurately use tools and equipment to check medical gas levels
6. how to check the sufficiency of medical gas for job requirements
7. how to safely transport medical gas cylinders to be replenished or replaced
8. how to safely position and secure medical gas cylinders on the ward or other work area

EVIDENCE GUIDE

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- a. work safely and check levels of gases in cylinders according to workplace health and safety procedures
- b. calculate quantity of medical gas needed for specific job
- c. transport medical gas cylinders safely

(2) Method of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

(3) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate.

GLOSSARY OF TERMS

Occupational Standards

Occupational Standards of competence are industry-determined specifications of performance, which describe the knowledge, skills and attitudes required by a worker in the performance of a particular role in the workplace. They specify what a person should know and do in order to carry out the functions of a particular job in the work environment. They are the building blocks for all activities in a competency-based training and certification system. An Occupational Standard is made up of a qualification plan, a unit title, elements, performance criteria, range statements, underpinning knowledge and skills and evidence guide.

Qualification Plan – The Qualification Plan identifies the Mandatory units which are those units that are necessary to deem a candidate competent in the occupational area and provide flexibility in different work environments. It also contains the Title and Level of the qualification to be awarded.

Unit Title - The unit title is a succinct statement of the outcome of the unit of competency. It reflects the major activities or functions of an individual's work as well as the discrete units of work.

Unit Descriptor - The unit descriptor communicates the content of the unit of competency and the skill area it addresses.

Elements - These are the basic building blocks of the unit of competency. They describe the tasks in which competence should be demonstrated in order to carry out the specific function.

Performance Criteria - These are the descriptions of the outcomes of performance required for successful achievement of an element. They specify the required performance in relevant tasks, roles, skills and applied knowledge that enables competent performance.

Range Statement - This describes the essential operating conditions that should be present in training and assessment, depending on the work situation, needs of the candidate, accessibility of the item and local industry contexts. It lists the parameters in which candidates must demonstrate their competence.

Underpinning Knowledge and Skills – The knowledge identifies what a person needs to know to perform the work in an informed and effective manner. The skills describe the application of knowledge to situations where understanding is converted into a workplace outcome.

Evidence Guide - The Evidence Guide is critical in assessment as it provides information to Training Providers and Assessors about how the described competency should be demonstrated. It provides a range of evidence for the Assessor to make a determination of competence and defines the assessment context. The Evidence Guide describes:

- Conditions under which competency must be assessed including variables such as the assessment environment or necessary equipment
- Suitable methodologies for conducting assessment including the potential for workplace simulation

- Resource implications, for example access to particular equipment, infrastructure or situations
- How consistency in performance must be assessed over time, various contexts and with a range of evidence

Level 1 – Directly supervised worker

Recognizes competence in a range of varied work activities performed in a variety of contexts. Most work activities are simple and routine. Collaboration with others through work groups or teams may often be a requirement. Substantial supervision is required especially during the early months evolving into more autonomy with time.

Level 2 – Supervised skilled worker

Recognizes competence in a broad range of diverse work activities performed in a variety of contexts. Some of these may be complex and non-routine and involve some responsibility and autonomy. Collaboration with others through work groups or teams and guidance of others may be required.

Level 3 – Independent/autonomous skilled worker

Recognizes competence in a broad range of complex, technical or professional work activities performed in a wide variety of contexts, with a substantial degree of personal responsibility and autonomy. Responsibility for the work of others and the allocation of resources are often a requirement. The individual is capable of self-directed application, exhibits problem solving, planning, designing and supervisory capabilities.

Level 4 – Supervisory specialist worker

Recognizes competence involving the application of a range of fundamental principles and complex techniques across a wide and unpredictable variety of contexts. Requires very substantial personal autonomy and often significant responsibility for the work of others, the allocation of resources, as well as personal accountability for analysis, diagnosis, design, planning, execution and evaluation.

Level 5 – Managerial professional worker

Recognizes the ability to exercise personal professional responsibility for the design, development or improvement of a product, process, system or service. Recognizes technical and management competencies at the highest level and includes those who have occupied positions of the highest responsibility and made outstanding contribution to the promotion and practice of their occupation.