

CHC20108

Certificate II in Community Services

Course information and vocational outcomes

This is a nationally accredited course. This qualification may be used as a pathway qualification into community services work and may apply specifically to: workers who support individuals by providing a first point of contact in a crisis situation and referral to a broad range of services; or workers in residential facilities and/or in community services under direct or regular supervision within clearly defined organisation guidelines and service plans.

This qualification may provide an appropriate pathway into higher level qualifications, such as those in aged care, disability and home and community care.

To complete this course eleven units must be must be selected and completed. They consist of:

- five compulsory units
- six elective units

A wide range of elective units is available and may include:

- relevant electives listed below the compulsory units for this qualification
- units of competency to address workplace requirements and packaged at the level of this qualification or higher in Community Services and/or Health Training Packages
- where appropriate, to address workplace requirements, units of competency packaged at this level or higher in other relevant Training Packages

Some industry sectors have identified certain electives recommended for specific areas of work. These specific industry sectors and relevant units are included at the end of this course outline.

Successful completion of this course carries with it a Nationally Recognised Certificate

Employability Skills

The facets included in the framework are deemed to apply generally to work in the community services industry, with specific customisation required to address work at different levels and sectors of the industry. This Employability Skills Qualification Summary includes all facets listed in the Employability Skills Framework, but have been customised to reflect specific this qualifications requirements:

Communication

- Listening to and understanding *work instructions, directions and feedback*
- Speaking clearly/directly *to relay information*
- Reading and interpreting workplace related documentation, *such as safety requirements and work instructions*
- Writing to address audience needs, *such as work notes and reports — communicated, but not necessarily written*
- Interpreting the needs of internal/ external clients *from clear instructions*
- Applying basic numeracy skills to workplace requirements involving measuring and counting
- Sharing information (e.g. with other staff and possibly with clients)
- Negotiating responsively (e.g. re own work role and/or conditions, possibly with clients)

Communication (cont.)

- Being appropriately assertive (e.g. in relation to safe or ethical work practices and own work role)
- Empathising (e.g. in relation to others)

Teamwork

- Working as an individual and a team member
- Working with diverse individuals and groups
- Applying knowledge of own role as part of a team
- Applying teamwork skills to a specific range of situations
- Identifying and utilising the strengths of other team members — as required in line with identified functions
- Giving feedback

Problem solving

- Developing practical solutions to workplace problems (i.e. within scope of own role)
- Showing independence and initiative in identifying problems (i.e. within scope of own role)
- Solving problems individually or in teams (i.e. within scope of own role)
- Using numeracy skills to solve problems (e.g. time management, utilising resources)
- Testing assumptions and taking context into account (i.e. with an awareness of assumptions made and work context)
- Listening to and resolving concerns in relation to workplace issues (i.e. within scope of own role)
- Resolving client concerns relative to workplace responsibilities (i.e. if role has direct client contact)

Initiative and enterprise

- Adapting to new situations (i.e. within scope of own role)
- Being creative in response to workplace challenges (i.e. within relevant guidelines and protocols)
- Identifying opportunities that might not be obvious to others (i.e. within a team or supervised work context and in lines guidelines)
- Translating ideas into action (i.e. within own work role)
- Developing innovative solutions (i.e. within a team or supervised work context and within established guidelines)

Planning and organising

- Collecting, analysing and organising information (i.e. within scope of own role)
- Using basic systems for planning and organising (i.e. If applicable to own role)
- Being appropriately resourceful (i.e. within scope of own role)
- Taking limited initiative and making decisions within workplace role (i.e. within authorised limits)
- Participating in continuous improvement and planning processes (i.e. within scope of own role)
- Working within clear work goals and deliverables
- Determining or applying required resources (i.e. within scope of own role)
- Managing time and priorities (i.e. in relation to tasks required for own role)

Self management

- Being self-motivated (i.e. in relation to requirements of own work role)
- Articulating own ideas and vision (i.e. within a team or supervised work context)
- Balancing own ideas and values with workplace values and requirements
- Monitoring and evaluating own performance (i.e. within a team or supervised work context)

Self management (cont.)

- Taking responsibility at the appropriate level (i.e. within scope of own role)

Learning

- Being open to learning new ideas and techniques
- Learning in a range of settings including informal learning
- Participating in ongoing learning
- Learning in order to accommodate change
- Learning new skills and techniques
- Taking responsibility for own learning (i.e. within scope of own work role)
- Contributing to the learning of others (e.g. by sharing information)
- Applying a range of learning approaches (i.e. as provided)
- Participating in developing own learning plans (e.g. as part of performance management)

Technology

- Using technology and related workplace equipment (i.e. within scope of own role)
- Using basic technology skills to organise data
- Adapting to new technology skill requirements (i.e. within scope of own role)
- Applying OHS knowledge when using technology

The nominal hours for this course are between 193 and 490 hours depending on the units selected.

This course carries with it a Nationally Recognised Certificate.

Course content

Compulsory units

- **CHCCS211A - Prepare for work in the community sector (55 nominal hours)**
(This unit describes the knowledge and skills required by those people who may be undertaking preliminary training to enter the community services industry. It requires the ability to access industry information and applicable legislative guidelines as well as knowledge of identifying and accessing future learning opportunities. This unit contains Employability Skills. These work functions would be carried out under direct supervision within organisation guidelines. This unit contains Employability Skills.)

 1. Identify and apply industry information
 2. Demonstrate commitment to *values and philosophies underpinning work in the sector*
 3. Identify future career opportunities
 4. Work in a team

- **CHCCOM201C - Communicate with people accessing the services of the organisation (15 nominal hours)**
(This unit describes the knowledge and skills required by community services workers who may have limited contact with clients in terms of content and timing and operate under direct supervision. The basic communication skills described in this unit may be applied across a range of workplace contexts. This unit contains Employability Skills.)

 1. Communicate appropriately with clients of the organisation
 2. Present a positive image of the service to the public

- **CHCORG201A - Follow policies, procedures and programs of the organisation (15 nominal hours)**
(This unit describes the knowledge and skills required to work according to organisation policies, procedures and programs. The skills described in this unit may be applied across a range of community services workplace contexts. This unit contains Employability Skills.)

 1. Follow *organisational guidelines*
 2. Work ethically

- **CHCORG202C - Work with others (15 nominal hours)**
(This unit describes the knowledge and skills required to work with others. The skills described in this unit may be applied across a range of community services workplace contexts. This unit contains Employability Skills.)

 1. Plan own *workload* with supervisor
 2. Communicate with others about work matters
 3. Work co-operatively with others

- **HLTOHS200A – Participate in OHS processes (20 nominal hours)**
(This unit specifies the workplace performance required for an entry level employee to participate in OHS processes in the workplace, in order to ensure their own health and safety at work, as well as that of others in the workplace who may be affected by their actions. Application of this unit should be contextualised to reflect any specific workplace risks, hazards and associated safety practices. The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged will assist in identifying Employability Skill requirements.)

 1. Plan and prepare to work safely
 2. Conduct work safely
 3. Participate in OHS consultative activities
 4. Follow emergency response procedures

(Choose either HLTOHS200A OR CHCOHS312A)

- **CHCOHS312A – Follow safety procedures for direct care work (30 nominal hours)**
(This unit is specifically designed to cater for safety aspects of work involving delivery of services in aged care, home and community care and disability services. The unit focuses on maintaining safety of the worker, the people being supported and other community members. On completion of this unit, the worker in these particular sectors will be able to accurately identify the major occupational health and safety hazards, manual handling, together with other hazards that may include dealing with behaviours of concern, stress, etc. The worker will also be able to assess related risk as well as follow instructions and procedures with minimal supervision and support. The worker will also be capable of participating and contributing to occupational health and safety (OHS) management issues. Where the worker is undertaking tasks delegated by a health professional specific instruction or policy should be provided in relation to infection control or the worker should have the skills and knowledge addressed in HLTIN301A 'Comply with infection control policies and procedures in health work'. This unit contains Employability Skills.)
 1. Identify sources of risk to personal safety, assess the level of risk and follow risk minimisation procedures
 2. Identify manual handling hazards, assess related risk and follow risk minimisation procedures
 3. Identify sources of infection and apply industry accepted practice to minimise risk of infection to themselves, clients and others
 4. Identify other hazards and assess risk
 5. Follow procedures and strategies for *risk control*
 6. Contribute to OHS in the workplace

Elective units (see industry lists at the end of this course outline):

- **CHCAC318A - Work effectively with older people (30 nominal hours)**
(This unit describes the roles and responsibilities by the worker in their role as a carer to perform work that reflects an understanding of the structure and profile of the residential aged care sector and key issues facing older people in the community. This unit applies to all workers in the aged care sector, or those working with older people.)
 1. Apply understanding of the structure and profile of the residential aged care sector
 2. Apply understanding of the home and community care sector
 3. Demonstrate commitment to the philosophy of 'positive ageing'
 4. Apply understanding of the physical and psychosocial aspects of ageing
 5. Apply understanding of changes associated with ageing
 6. Support the *rights* and interests of the older person
 7. Support the older person who is experiencing loss and grief
 8. Deliver services within a quality framework

(Choose either CHCAC318A OR CHCDIS301A)

- **CHCDIS301A - Work effectively with people with a disability (50 nominal hours)**
(This unit describes the knowledge and skills required as an introduction to working and communicating with people with a disability. This unit may apply to work with people with a disability in a range of community service contexts. This unit contains Employability Skills.)
 1. Demonstrate an understanding of the delivery of quality services for people with disabilities
 2. Communicate effectively with people with a disability
 3. Demonstrate the capacity to support *rights, interests and needs* of people with disabilities
 4. Demonstrate the capacity to provide support across a range of disability types
 5. Respond to situations of risk or potential risk to people with disabilities

- **CHCADMIN201C - Undertake basic administrative duties (15 nominal hours)**
(This unit describes the knowledge and skills required by workers to undertake the range of basic administrative duties required in community services organisations. This unit may apply to administrative work undertaken across a range of sectors involved in delivery of community services. This unit contains Employability Skills.)
 1. Follow organisation reporting procedures
 2. Use *workplace equipment*

- **CHCCN301A - Ensure children's health and safety (60 nominal hours)**
(This unit describes the knowledge and skills required for a worker to ensure the health and safety of children. The application of skills and knowledge described in this unit relates to the health and safety of children in a variety of child care contexts. This unit contains Employability Skills.)
 1. Maintain a clean and hygienic environment
 2. Recognise and respond to signs of potential illness
 3. *Provide a safe environment*
 4. Supervise the safety of children
 5. Travel with children safely
 6. Administer medication within guidelines
 7. Manage and respond to allergy/anaphylaxis

- **CHCCOM201C - Communicate with people accessing the services of the organisation (15 nominal hours)**
(This unit describes the knowledge and skills required by community services workers who may have limited contact with clients in terms of content and timing and operate under direct supervision. The basic communication skills described in this unit may be applied across a range of workplace contexts. This unit contains Employability Skills.)
 1. Communicate appropriately with clients of the organisation
 2. Present a positive image of the service to the public

- **CHCCOM302C - Communicate appropriately with clients and colleagues (20 nominal hours)**
(This unit describes the knowledge and skills required to exercise effective communication skills in the workplace. The communication skills described in this unit may be applied across a range of workplace contexts involving various levels of social and cultural diversity. This unit contains Employability Skills.)
 1. Exercise effective communication techniques
 2. Follow routine *instructions*
 3. Complete *reports* as required

- **CHCCS200D - Deliver service to clients (15 nominal hours)**
(This unit describes the knowledge and skills required for new entrants to the community services industry as an orientation to how services are delivered within an established client service plan. This unit may apply to service delivery in a range of community service contexts. This unit contains Employability Skills.)
 1. Identify responsibilities within *client service plan*
 2. Implement plan to deliver client service
 3. Respond to *changes in client needs*

- **CHCCS308B - Provide first point of contact (30 nominal hours)**

(This unit describes the knowledge and skills required to follow organisation guidelines in the exchange of routine information with clients, to establish a priority of needs, and identify and to respond to their immediate needs including the providing information about services available. This unit may apply to service delivery in a range of community service contexts. This unit contains Employability Skills.)

1. Greet and observe client
2. Collect routine *information* from the client
3. Identify priority of need for *service*
4. Provide information to clients about the service and other relevant services

- **CHCCS401B - Facilitate responsible behaviour (40 nominal hours)**

(This unit describes the knowledge and skills required to respond to unacceptable behaviour and support responsibility for behaviour management and change. This unit may apply in a range of community service contexts. This unit contains Employability Skills)

1. Monitor behaviour of the *client*
2. Use communication strategies to de-escalate conflict
3. Respond to unacceptable behaviour

- **CHCCS411A - Work effectively in the community sector (40 nominal hours)**

(This unit of competency describes the skills and knowledge required to work effectively in a community work or service delivery setting with communities, clients, carers, staff, visitors, suppliers and others to meet established work requirements. This unit applies to work in a range of community work or service delivery settings such as: specific communities; community, regional or remote service provider; department of a large institution or organisation; specialised service or organisation; private provider; non government services. Application of this unit should be contextualised within the qualification in which it is being delivered to reflect specific workplace requirements and practices. This unit contains Employability Skills.)

1. Work ethically
2. Communicate effectively in a community work or service delivery setting
3. Work effectively within the community services system
4. Demonstrate commitment to relevant *values and philosophy underpinning work in the sector*
5. Maintain work standards
6. Take responsibility for personal skill development
7. Reflect on own practice

- **CHCCS421A - Undertake community sector work within own community (80 nominal hours)**

(This unit deals with the skills and knowledge required for workers to deal with a range of issues associated with delivery of programs and services to individual and communities within the context of community sector work in communities in which they are personally involved. This unit applies to workers involved in the delivery of community services to members of their own community Work who may be undertaken individually and/or as part of a team, with services delivered through visits to the community, through community-specific agencies or through mainstream services. This unit contains Employability Skills.)

1. Address cultural issues and complexities when working in own community
2. Apply appropriate service frameworks and models
3. Work in a culturally safe manner
4. Apply strategies and policies relevant to service delivery

- **CHCER301A - Deliver emergency relief services (50 nominal hours)**
(This unit describes the knowledge and skills required by workers involved in the provision of emergency relief services. The work described in this unit will take place within an agency providing emergency relief to individuals and families, generally by volunteer workers. Emergency relief may be provided in a range of areas including but not limited to finance, food, shelter, dealing with utilities and health. This unit contains Employability Skills.)
 1. Apply communication skills appropriate to emergency relief context
 2. Provide emergency relief services
 3. Review and monitor own work
 4. Undertake administrative duties

- **CHCFC301A - Support the development of children (45 nominal hours)**
(This unit describes the knowledge and skills required by workers who support the physical, social, emotional, psychological, language and creative development of children from 0-12 years of age. This unit may be applied in the delivery of child care services in a range of community service work contexts. It provides foundation knowledge and skills related to development of children from 0-12 years to support work with children in various contexts. This unit contains Employability Skills.)
 1. Support the development of children
 2. Support the *physical* development of children
 3. Support the *social* development of children
 4. Support the emotional and psychological development of children of the same age
 5. Support the language development of children
 6. Support the creative development of children
 7. Support the cognitive development of children

- **CHCIC201B - Communicate with children (30 nominal hours)**
(This unit describes the knowledge and skills required for worker to communicate with children. This unit may apply to working with children in a range of community service contexts. This unit contains Employability Skills.)
 1. Communicate positively with children
 2. Apply *limits and guidelines* for behaviour within service policies

- **CHCPR301A - Provide experiences to support children's play and learning (40 nominal hours)**
(This unit describes the knowledge and skills required to conduct a range of activities that assist in enhancing children's developmental and leisure experiences. This unit contains Employability Skills. This unit may apply to working with children in a range of community service contexts. Work will be undertaken under direct supervision and will be in accordance with appropriate health and safety requirements and programs plans.)
 1. Create a stimulating, positive and developmentally appropriate *environment* to foster development, play and learning
 2. Actively guide and encourage children to undertake a variety of developmentally appropriate activities
 3. Facilitate children's play, learning and physical activity

- **CHCRF301D - Work effectively with families to care for the child (25 nominal hours)**
(This unit describes the knowledge and skills required to establish a positive relationship with the family of a child going into care and negotiate in relation to care practices to facilitate the child's transition into care. This unit may apply to community services work in a range of contexts. This unit contains Employability Skills.)
 1. Establish a positive relationship with *family members*
 2. Exchange information with family members about the child's physical and emotional care needs
 3. *Respond to a family member's concern* about their child
 4. Reach agreement with family members about care practices
 5. Facilitate child's transition into care

- **CHCYTH301D - Work effectively with young people (40 nominal hours)**
(This unit describes the knowledge and skills required to work with and for young people within an ethical, social, political and economic context. This unit may apply to community services work in a range of contexts. This unit contains Employability Skills.)

 1. Develop a professional rapport with young people
 2. Address issues associated with the culture of young people
 3. Recognise that youth culture is distinct

- **HLTCSD306B - Respond effectively to difficult or challenging behaviour (20 nominal hours)**
(This unit of competency describes the skills and knowledge required to respond effectively to difficult or challenging behaviour of clients and others. These skills are associated with handling difficult incidents rather than managing ongoing behaviour difficulties. The unit will be suitable for work roles such as Security Officers, Care Assistance Workers and others exposed to difficult and challenging behaviour. Application of this unit should be contextualised to reflect any requirements, issues and practices specific to each workplace. The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged will assist in identifying Employability Skill requirements.)

 1. Plan response
 2. Apply response
 3. Report and review incidents

- **HLTIN301A - Comply with infection control policies and procedures in health work (20 nominal hours)**
(This unit of competency describes the skills and knowledge required for workers to comply with infection control policies and procedures. All procedures must be carried out in accordance with current infection control guidelines, Australian and New Zealand Standards for maintaining infection control and the policies and procedures of the organisation. This unit acknowledges the importance of complying with an effective infection control strategy that ensures the safety of the client (or end-user of health-related products/ services), maintains personal protection and prevents the transmission of infections from person to person. All tasks must be carried out in accordance with State or Territory legislative requirements that affect work practices of the organisation and/or worker. This unit is applicable to workers who are responsible for following workplace procedures to maintain infection control. Application of this unit should be contextualised to reflect any specific workplace infection risks, hazards and associated infection control practices. The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged will assist in identifying Employability Skill requirements.)

 1. Follow infection control guidelines
 2. Identify and respond to infection risks
 3. Maintain personal hygiene
 4. Use personal protective equipment
 5. Limit contamination
 6. Handle, package, label, store, transport and dispose of clinical and other waste
 7. Clean environmental surfaces

Additional elective units:

- **CHCAC316B – Provide food services (20 nominal hours)**
(This unit describes the knowledge and skills required by the worker to apply basic food safety practices including personal hygiene and conduct when working in a food service environment in a residential setting. This unit supports the implementation of national and state food safety legislation and regulations and is based on the national Food Safety Guideline Units of competency. This unit contains Employability Skills.)

 1. Maintain food safety while carrying out food handling activities
 2. Comply with hygienic work practices and appropriate OHS guidelines
 3. Distribute meals and refreshment to clients
 4. Collect utensils and meal trays
 5. Prepare foods as required

- **CHCAC317A – Support older people to maintain their independence (20 nominal hours)**
(This unit describes the knowledge and skills required by the worker to support the older person to maintain their independence with activities of living. This unit applies to workers in the aged care sector, or those working with older people. This unit contains Employability Skills.)

 1. Support the older person with their activities of living
 2. Recognise and *report* changes in an older person's ability to undertake *activities of living*
 3. Support the older person to maintain an environment that maximises independence, safety and security
 4. Support the older person who is experiencing loss and grief

- **CHCAC318A - Work effectively with older people (30 nominal hours)**
(This unit describes the roles and responsibilities by the worker in their role as a carer to perform work that reflects an understanding of the structure and profile of the residential aged care sector and key issues facing older people in the community. This unit applies to all workers in the aged care sector, or those working with older people.)

 1. Apply understanding of the structure and profile of the residential aged care sector
 2. Apply understanding of the home and community care sector
 3. Demonstrate commitment to the philosophy of 'positive ageing'
 4. Apply understanding of the physical and psychosocial aspects of ageing
 5. Apply understanding of changes associated with ageing
 6. Support the *rights* and interests of the older person
 7. Support the older person who is experiencing loss and grief
 8. Deliver services within a quality framework

- **CHCAOD201D – Prepare for alcohol and other drugs work (70 nominal hours)**
(This unit describes the introductory knowledge and skills required to prepare a worker for working with clients. This unit applies to those working with clients with alcohol and other drugs (AOD) issues in the delivery of community services. This unit contains Employability Skills.)

 1. Develop knowledge of the alcohol and other drugs work
 2. Demonstrate commitment to the central philosophies of the alcohol and other drugs work

- **CHCCD307C – Support community resources (30 nominal hours)**
(This unit describes the knowledge and skills required to provide and maintain support to community groups. This unit is intended for application within a community work or community development work context. This unit contains Employability Skills.)

 1. Develop an information base
 2. Establish relationship with *key people*
 3. Apply strategies for linking people
 4. Maintain community facilities and *resources*

- **CHCCH225A – Prepare to work in social housing (30 nominal hours)**
(This unit describes the knowledge and skills required for the context within which social housing work occurs. This unit may be applied in a range of community services work contexts. This unit contains Employability Skills.)
 1. Work within the *context* of the social housing
 2. Develop knowledge of the social housing sector
 3. Demonstrate commitment to the *central philosophies of the social housing sector*
- **CHCCS405C – Identify and address specific client needs (15 nominal hours)**
(This unit describes the knowledge and skills required to establish the first point of contact between the client and the organisation/service It will involve collecting routine information from clients to enable a matching of services to meet their needs. This unit may apply to service delivery in a range of community service contexts. This unit contains Employability Skills.)
 1. Establish and maintain an appropriate relationship with *clients*
 2. Extract and analyse information about *client needs*
 3. Match services to client needs
- **CHCDIS220B – Prepare for disability work (30 nominal hours)**
(This unit describes the knowledge and skills required as an introduction to working with people with a disability. This unit may apply to work with people with a disability in a range of community service contexts. This unit contains Employability Skills.)
 1. Demonstrate an understanding of the delivery of quality services for people with disabilities
 2. Demonstrate the capacity to support rights, interests and needs of people with disabilities
- **CHCGROUP201C - Support the activities of existing groups (20 nominal hours)**
(This unit describes the knowledge and skills required to support identified existing community groups through the provision of resources. This unit may be applied to group work in a range of community service settings. This unit contains Employability Skills.)
 1. Respond to requests for *support* from existing groups
 2. Provide *resources*
- **CHCGROUP302D - Support group activities (20 nominal hours)**
(This unit describes the knowledge and skills required to participate in and provide general support for a range of informal and formal groups in a variety of settings. This unit may be applied to group work in a range of community service settings. This unit contains Employability Skills.)
 1. Identify the purpose of the group
 2. Establish relationship with the group.
 3. Organise resources for *group activities*
- **CHCMH301A – Work effectively in mental health (50 nominal hours)**
(This unit describes the knowledge and skills required in the context within which mental health work occurs. This unit applies to work with mental health clients in a range of community services work contexts. This work provides a person-centered approach to care, involving a variety of health and community service professionals working collaboratively with the client, their carer/s and family. This unit contains Employability Skills.)
 1. Work within the *context* of the mental health sector
 2. Develop knowledge of the mental health sector
 3. Demonstrate commitment to the central philosophies of the mental health sector
 4. Work with people from *culturally and linguistically diverse* backgrounds

- **CHCRH401A - Work effectively in the leisure and health industry (50 nominal hours)**
(This unit describes the knowledge and skills required to work in a context within which leisure and health work occurs and its role in enhancing well being. This unit may apply to community services work in a range of contexts. This unit contains Employability Skills.)
 1. Work within the context of the leisure and health sector
 2. Develop knowledge of the leisure and health industry
 3. Demonstrate a commitment to the central philosophies of the leisure and health sector
 4. Operate within the policies and procedures of the leisure and health sector

- **HLTCPR201A – Perform CPR (3 nominal hours)**
*(This unit of competency describes the skills and knowledge required to perform Cardiopulmonary Resuscitation (CPR) in line with the Australian Resuscitation Council (ARC) Guidelines. The skills and knowledge described here relate specifically to performing Cardiopulmonary Resuscitation (CPR) and do **NOT** address other aspects of resuscitation, life support or first aid. The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged will assist in identifying Employability Skill requirements.)*
 1. Respond to signs of an unconscious casualty
 2. Perform CPR
 3. Communicate details of the incident

- **HLTCSD203B – Prepare and maintain beds (15 nominal hours)**
*(This unit of competency describes the skills and knowledge required to apply bed making and cleaning practices to a range of ‘beds’ to ensure that clients can safely occupy a clean bed. Bed making practices may apply to occupied or unoccupied beds. Where beds in an acute setting are occupied, bed making will be usually performed in an assisting role or under the supervision of an appropriate health professional according to organisation policy. The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged will assist in identifying Employability Skill requirements. **Pre-/co-requisite units:** This unit can be assessed independently; however holistic assessment practice with other clients and health services units of competency is encouraged Where beds are made/maintained and the occupant is still in the bed this unit should be assessed in conjunction with: HTLCSD205B ‘Assist with client movement’. **Co-assessment** may be also considered with: HLTHSE204B ‘Follow safe manual handling practices’.)*
 1. Prepare area for bed making
 2. Make bed
 3. Leave bed ready for occupancy or continued occupancy

- **HLTCSD208B – Transport clients (20 nominal hours)**
*(This unit of competency describes the skills and knowledge required for the safe, timely and efficient transport of clients from one location to another at a particular site, or to other sites. Work will be performed within a prescribed range of functions involving a defined range of skills and known routines and procedures. The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged will assist in identifying Employability Skill requirements. **Pre-/co-requisite units:** This unit can be assessed independently; however it may be assessed wholly or partly with: HLTCSD205B ‘Assist with client movement’.)*
 1. Prepare for transport
 2. Transport client
 3. Deliver client

- **HLTCSD307B – Care for home environment of clients (20 nominal hours)**

(This unit of competency describes the skills and knowledge required to undertake the efficient and effective maintenance of a client's domestic living environment. The purpose of the home care and domestic assistance to be provided is to assist a client to remain in their normal domestic environment, rather than in institutional care. Work will be performed within a prescribed range of functions involving a defined range of skills and known routines and procedures. The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged will assist in identifying Employability Skill requirements.)

1. Obtain correct information regarding *client* and their environmental needs
2. Provide information for client
3. Monitor and maintain equipment
4. Implement home care or domestic assistance plan
5. Maintain a safe and hygienic home environment for clients
6. Monitor client service

- **HLTFA301B – Apply first aid (18 nominal hours)**

*(This unit of competency describes the skills and knowledge required to provide first aid response, life support, management of casualty(s), the incident and other first aiders, until the arrival of medical or other assistance. These skills and knowledge may be applied in a range of situations, including community and workplace settings. Training Package users should ensure implementation is consistent with any specific workplace and/or relevant legislative requirements in relation to first aid, including State/Territory requirements for currency. Application of these skills and knowledge should be contextualised as required to address specific industry, enterprise or workplace requirements and to address specific risks and hazards and associated injuries. A current Senior First Aid, Workplace Level 2 or Level 2 qualification may provide evidence of skills and knowledge required by this competency unit. However, as with all evidence of competence, evidence must be assessed against the requirements specified in the competency unit. The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged will assist in identifying Employability Skill requirements. **Pre-/co-requisites:** There are no pre-requisites or co-requisites for this competency unit. This unit incorporates the content of units: HLT CPR201A 'Perform CPR'; HLTFA201A 'Provide basic emergency life support'.)*

1. Assess the situation
2. Apply basic First Aid techniques
3. Communicate details of the incident
4. Evaluate own performance

- **HLTFS201B – Distribute meals and refreshments to clients (20 nominal hours)**

*(This unit of competency describes the skills and knowledge required to receive, transport and store food in a safe and hygienic manner according to enterprise and statutory requirements. This unit is based on the commercial catering competency standards (199X) unit of competency transport and store food in a safe and hygienic manner (BCAT3). The application of knowledge and skills described in this competency unit relates to the receipt and distribution of food and refreshments to clients, as well as collection of trays, utensils and other equipment. The application and knowledge described in this competency unit could take place in a range of health settings, including hospitals and specialist sterilisation facilities. The application of knowledge and skills takes place with reference to safe food handling requirements. The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged will assist in identifying Employability Skill requirements. **Pre-requisite unit:** HLTFS207B ‘Follow basic food safety practices’.)*

1. Receive and check food deliveries
2. Transport food safely and hygienically
3. Apply safe food hygiene practices
4. Deliver meals and/or beverages
5. Collect utensils and meal trays

- **HLTFS204B – Provide ward or unit-based food preparation and distribution services (20 nominal hours)**

*(This unit of competency describes the skills and knowledge required to provide food services to clients in their accommodation setting, which may be physically separate from a production kitchen. This competency unit refers to an understanding of enterprise food service delivery, menu distribution and collection, preparation of minor meals and refreshments, plating of meals, distribution of meals and general housekeeping functions. This competency unit is provided as a “composite unit” for workers who may have multi-functional or multi-skilled roles with duties which include food service work combined with a range of other duties (e.g. cleaning, portering, wards person, personal care, linen distribution, client transport). The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged will assist in identifying Employability Skill requirements. **Pre-requisite unit:** HLTFS207B ‘Follow basic food safety practices’.)*

1. Distribute and collect menus from clients
2. Plate, heat and distribute meals and beverages
3. Prepare *minor meals*, refreshments and snacks
4. Collect utensils and meal trays
5. Maintain good housekeeping

- **HLTFS205B – Perform kitchenware washing (10 nominal hours)**

*(This unit of competency describes the skills and knowledge required to stack, wash, dry and store dishes, kitchenware and associated implements. Work is usually performed within a prescribed range of functions involving known routines and procedures. The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged will assist in identifying Employability Skill requirements. **Pre-requisite unit:** HLTFS207B ‘Follow basic food safety practices’.)*

1. Prepare to wash dishes and associated items
2. Wash and dry dishes
3. Store dishes

- **HLTFS207B – Follow basic food safety practices (20 nominal hours)**
(This unit of competency describes the skills and knowledge required for basic food safety practices including personal hygiene, conduct when working in a food service environment, basic pest control requirements and basic food disposal requirements. It describes the most basic level of competence required by any person in any industry who directly handles food. This unit supports the implementation of national and state food safety legislation and regulations and is based on the national Food Safety Guideline Competency Standards. The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged will assist in identifying Employability Skill requirements.)

 1. Maintain food safety while carrying out food handling activities
 2. Comply with personal hygiene standards
 3. Contribute to the cleanliness of food handling areas, according to the food safety program
 4. Dispose of food according to food safety program

- **HLTFS309B – Oversee the day-to-day implementation of food safety in the workplace (30 nominal hours)**
*(This unit of competency describes the skills and knowledge required to supervise the day-to-day implementation of the food safety program across the entire business, process or food handling area. It also involves supporting others to implement the requirements of the food safety plan. This unit of competency supports the implementation of national and state food safety legislation regulations and is based on the national Food Safety Guideline Competency Standards. The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged will assist in identifying Employability Skill requirements. **Pre-/co-requisite unit:** HLTFS207B 'Follow basic food safety practices'. This competency unit should be assessed in conjunction with: HLTFS310B 'Apply and monitor food safety requirements'.)*

 1. Monitor the implementation of the food safety program in the workplace
 2. Take corrective action when a food safety hazard is found not to be in control
 3. Maintain food safety in the workplace

- **HLTFS310B – Apply and monitor food safety requirements (40 nominal hours)**
*(This unit of competency describes the skills and knowledge required monitor and control food safety hazards and respond to non-conformance as required by the food safety program. This unit of competency supports the implementation of national and state food safety legislation and regulations and is based on the National Food Safety Guideline Competency Standards. The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged will assist in identifying Employability Skill requirements. **Pre-/co-requisite unit:** HLTFS207B 'Follow basic food safety practices'. This competency unit should be assessed in conjunction with: HLTFS309B 'Oversee the day-to-day implementation of food safety in the workplace'.)*

 1. Implement the food safety program
 2. Assist in the identification of breaches of food safety procedures

- **HLTFS208B – Transport food (20 nominal hours)**

*(This unit describes the minimum competency requirements for the transportation of food. It relates to the transportation of food where the transport operator does not have direct physical contact with food. Where person who transports also directly handles food, the relevant food-handling standard also applies. This unit of competency covers the minimum requirements for the transportation of food. This unit of competency supports the implementation of national and state food safety legislation regulations and is based on the national Food Safety Guideline Competency Standards. The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged will assist in identifying Employability Skill requirements. **Pre-requisite unit:** HLTFS207B ‘Follow basic food safety practices’.)*

1. Prepare to transport food
2. Transport food

- **HLTFS302B – Prepare foods suitable for a range of food service settings (20 nominal hours)**

*(This unit of competency describes the skills and knowledge required to prepare and present meals in a manner that meets the nutritional requirements of client groups in a range of community and health care food service settings. Work performed requires a range of well developed skills where some discretion and judgement is required. Individuals will take responsibility for their own outputs and may be limited responsibility for the output of others. The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged will assist in identifying Employability Skill requirements. **Pre-requisite unit:** HLTFS207B ‘Follow basic food safety practices’.)*

1. Identify the *client groups* in a range of settings
2. Select appropriate foods for specific client groups, preferably with the assistance of a dietician
3. Prepare, cook, serve and evaluate meals suitable for specific client group
4. Follow OHS principles for self and client safety
5. Evaluate work performance

- **HLTGM201B – Perform routine servicing of plant, equipment and machinery (20 nominal hours)**

(This unit of competency describes the skills and knowledge required to regularly service plant, equipment and machinery in accordance with maintenance schedules. Work performed required a range of well developed skills where some discretion and judgement is required. Individuals will take responsibility for their own outputs and may participate in work teams. The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged will assist in identifying Employability Skill requirements.)

1. Carry out routine assessment of plant, equipment and machinery
2. Prepare for *routine servicing* and/or *minor repairs*
3. Perform routine servicing and minor repairs

- **HLTGM202B – Use hand and power tools (20 nominal hours)**

(This unit of competency describes the skills and knowledge required to safely and appropriately use hand and power tools while conducting maintenance and construction tasks. Work will usually be performed within a prescribed range of functions involving known routines and procedures. The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged will assist in identifying Employability Skill requirements.)

1. Identify and select *hand and power tools*
2. Use hand tools
3. Use power tools
4. Clean up

- **HLTGM203B – Perform minor general maintenance (20 nominal hours)**
(This unit of competency describes the skills and knowledge required to safely and appropriately perform minor non-trade maintenance tasks. Work performed requires a range of well developed skills where some discretion and judgement is required. Individuals will take responsibility for their own outputs and may participate in work teams. The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged will assist in identifying Employability Skill requirements.)

 1. Identify maintenance task to be undertaken
 2. Identify tools and materials required
 3. Prepare to undertake maintenance
 4. Perform maintenance
 5. Clean up work area
 6. Notification of completion of task and complete documentation

- **HLTMS201B – Collect and maintain linen stock at user-location (15 nominal hours)**
(This unit of competency describes the skills and knowledge required to collect soiled linen from user-locations, deliver soiled linen to a designated holding area, distribute clean linen and maintain economic linen stock levels at user-locations. Work is often performed under limited supervision and generally within a team environment. Individuals are accountable for their own results. The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged will assist in identifying Employability Skill requirements.)

 1. Collect soiled linen
 2. Distribute clean linen
 3. Maintain linen stock levels

- **HLTMS206B – Perform general cleaning tasks in a clinical setting (30 nominal hours)**
(This unit describes the skills and knowledge required for general cleaning duties to maintain a clinical area in a clean and tidy condition, and fit for use. The unit will apply to a variety of work roles, but is not intended for specialised or full-time, or substantially full-time, cleaning work roles. Work is often performed under limited supervision and generally within a team environment. Individuals are accountable for their own results. The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged will assist in identifying Employability Skill requirements.)

 1. Maximise safety during cleaning
 2. Clean and maintain surfaces in clinical areas
 3. Ensure maintenance of cleaning standards
 4. Manage waste
 5. Store equipment and cleaning agents safely

- **HLTMS208B – Handle waste in a health care environment (20 nominal hours)**
(This unit describes the skills and knowledge required to handle waste in a safe manner within the health care environment. The unit will apply to a variety of work roles, but is not intended for specialised or full-time, or substantially full-time, cleaning work roles. Work is often performed under limited supervision and generally within a team environment. Individuals are accountable for their own results. The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged will assist in identifying Employability Skill requirements.)

 1. Determine job requirements
 2. Identify and segregate waste
 3. Transport and store waste appropriately
 4. Conduct quality control activities
 5. Clean up work areas

Suggested elective units for Children’s Services

- CHCCN301A Ensure children’s health and safety
- CHCFC301A Support the development of children
- CHCIC201B Communicate with children
- CHCPR301A Provide experiences to support children’s play and learning
- CHCYTH301D Work effectively with young people

Suggested elective units for Parent Help Services

- CHCCN301A Ensure children’s health and safety
- CHCFC301A Support the development of children
- CHCIC201B Communicate with children
- CHCPR301A Provide experiences to support children’s play and learning
- CHCRF301D Work effectively with families to care for the child

Suggested elective units for Emergency Relief Services

- CHCCOM302C Communicate appropriately with clients and colleagues
- CHCCS411A Work effectively in the community sector
- CHCER301A Deliver emergency relief services

Suggested elective units for Support Services

- CHCAC318A Work effectively with older people **OR**
- CHCDIS301A Work effectively with people with a disability
- CHCADMIN201C Undertake basic administrative duties
- CHCCOM201C Communicate with people accessing the services of the organisation
- HLTCS306B Respond effectively to difficult or challenging behaviour
- HLTIN301A Comply with infection control policies and procedures in health work

Suggested elective units for First Point of Contact

- CHCCS200D Deliver service to clients
- CHCCS308B Provide first point of contact
- CHCCS401B Facilitate responsible behaviour

Suggested elective units for Settlement Work

- CHCCS421A Undertake community sector work within own community