Workplace Learning Record

VCE VET Health



HLT23215 Certificate II in Health Support Services HLT33015 Certificate III in Allied Health Assistance HLT33115 Certificate III in Health Services Assistance

**Student name**:

Modification history

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| --- | --- | --- | --- |
| Version | Status | Release Date | Comments |
| 1.0 | Current | July 2020 | Original document with minor updates |

Authorised and published by the Victorian Curriculum and Assessment Authority
Level 7, 2 Lonsdale Street
Melbourne VIC 3000

ISBN: 978-1-925676-21-1

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SWL Recognition

Structured Workplace Learning (SWL) recognition provides you with the opportunity to gain credit into your VCE or VCAL for undertaking SWL that matches your VCE VET program.

To receive recognition and credit, you will be required to reflect on your experience in the workplace and how this relates to your VET course. Your reflections are to be recorded in the three sections of this Workplace Learning Record (WLR).

About this workplace learning record

This WLR helps you gather evidence for assessment and is part of the requirement for obtaining SWL recognition.

To be eligible for one unit of credit towards your VCE or VCAL, you must:

* be enrolled in a minimum of 180 nominal hours of units of competency (UoCs) from the HLT23215 Certificate II in Health Support Services, HLT33015 Certificate III in Allied Health Assistance or HLT33115 Certificate III in Health Services Assistance
* undertake a minimum of 80 hours (equivalent to 10 days of work) in a health industry placement
* reflect on a minimum of six UoCs from your program including the WHS UoC (HLTWHS001 — see page 16).

VCE VET Health

HLT23215 Certificate II in Health Support Services
HLT33015 Certificate III in Allied Health Assistance
HLT33115 Certificate III in Health Services Assistance

The VCE VET Health program is drawn from a national training package and offers portable qualifications which are recognised throughout Australia. These qualifications provide students with the skills and knowledge required to pursue further training or work in an entry-level role within a range of health-related areas.

**HLT23215 Certificate II in Health Support Services** provides students with the knowledge and skills to enhance their employment prospects in the health industry. This is an entry level qualification which covers workers who provide support for the effective functioning of health services. Specialisations in Client Support or Health Administration are available.

**HLT33015 Certificate III in Allied Health Assistance** (incorporating **HLT33115 Certificate III in Health Services Assistance**) provides students with the knowledge and skills that will enhance their employment prospects in the health industry. These qualifications cover workers who provide assistance to allied health professionals and other health professionals with the care of clients.

Depending on the setting, work may include following treatment plans for therapeutic interventions and/or conducting programs under the regular direct, indirect or remote supervision of an allied health professional.

Health services assistance involves the worker in direct client contact under supervision.

Workplace Learning Record

The WLR is divided into three sections.

**Section 1**: Learner profile

**Section 2**: Learning about VET UoCs in the workplace

**Section 3**: Post-placement reflections

Please complete the details of your workplace.

|  |  |
| --- | --- |
| Employer/Company/Business |  |
| Supervisor name |  |
| Contact phone number |  |

|  |  |
| --- | --- |
| Employer/Company/Business |  |
| Supervisor name |  |
| Contact phone number |  |

|  |  |
| --- | --- |
| Employer/Company/Business |  |
| Supervisor name |  |
| Contact phone number |  |

Section 1: Learner profile

Complete the Learner profile and discuss this with your host employer on or before your first day of placement.

|  |  |
| --- | --- |
| **Name** |  |
| **School** |  |
| **Contact information** |  |

Within your VCE/VCAL why did you undertake this VET course?

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What VCE/VCAL subjects are you also undertaking?

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| --- |
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Why have you chosen this overall VCE/VCAL program?

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Program outline

HLT23215 Certificate II in Health Support Services

UoCs included in this program are listed below. There are compulsory UoCs, along with a selection of electives. You can make a note of any UoC that relates to your experiences in the workplace. Indicate the year you are undertaking each UoC.

|  |  |  |  |
| --- | --- | --- | --- |
| Unit code | Unit of Competency | Year | Page |
| **VCE VET Units 1–2** |
| **Compulsory** |
| CHCCOM005  | Communicate and work in health or community services  |  | 13 |
| CHCDIV001  | Work with diverse people  |  | 14 |
| HLTINF001  | Comply with infection prevention and control policies and procedures  |  | 15 |
| HLTWHS001  | Participate in workplace health and safety  |  | 16 |
| **Electives** |
| BSBITU201  | Produce simple word processed documents  |  | 19 |
| BSBWOR203  | Work effectively with others  |  | 20 |
| BSBWOR204  | Use business technology  |  | 21 |
| CHCCCS010  | Maintain a high standard of service  |  | 11 |
| CHCCCS020  | Respond effectively to behaviours of concern  |  | 12 |
| CHCCCS026  | Transport individuals  |  | 24 |
| CHCDIV002  | Promote Aboriginal and/or Torres Strait Islander cultural safety  |  | 26 |
| HLTWHS005  | Conduct manual tasks safely  |  | 32 |

List any other units you are undertaking and include comments regarding additional units on page 33.

Program outline

HLT33015 Certificate III in Allied Health Assistance

HLT33115 Certificate III in Health Services Assistance

UoCs included in this program are listed below. There are compulsory UoCs, along with a selection of electives. You can make a note of any UoC that relates to your experiences in the workplace. Indicate the year you are undertaking each UoC.

|  |  |  |  |
| --- | --- | --- | --- |
| Unit code | Unit of Competency | Year | Page |
| **VCE VET Unit 1, Unit 3** |
| **Compulsory** |
| BSBWOR301  | Organise personal work priorities and development  |  | 9 |
| CHCCCS002  | Assist with movement  |  | 10 |
| CHCCCS010  | Maintain a high standard of service  |  | 11 |
| CHCCCS020  | Respond effectively to behaviours of concern  |  | 12 |
| CHCCOM005  | Communicate and work in health or community services  |  | 13 |
| HLTINF001  | Comply with infection prevention and control policies and procedures  |  | 15 |
| HLTWHS001  | Participate in workplace health and safety  |  | 16 |
| **VCE VET Units 3–4** |
| **Compulsory** |
| BSBMED301  | Interpret and apply medical terminology appropriately  |  | 17 |
| HLTAAP001  | Recognise healthy body systems  |  | 18 |
| **Electives** |
| CHCCCS009  | Facilitate responsible behaviour  |  | 22 |
| CHCCCS015  | Provide individualised support  |  | 23 |
| CHCCCS026  | Transport individuals  |  | 24 |
| CHCPRP005  | Engage with health professionals and the health system  |  | 27 |
| HLTHPS001  | Take clinical measurements  |  | 31 |
| CHCDIS007  | Facilitate the empowerment of people with disability  |  | 25 |
| CHCDIV001  | Work with diverse people |  | 14 |
| CHCDIV002  | Promote Aboriginal and/or Torres Strait Islander cultural safety  |  | 26 |
| HLTAHA001  | Assist with an allied health program  |  | 28 |
| HLTAID003  | Provide first aid  |  | 29 |
| HLTAIN001  | Assist with nursing care in an acute care environment  |  | 30 |

List any other units you are undertaking and include comments regarding additional units on page 33.

What interests you about the industry?

|  |
| --- |
|  |

What is your planned career path or future career aspiration?

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| --- |
|  |

Describe any workplace skills you have developed through previous work experience, SWL or part time employment?

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|  |

Section 2: Learning about VET units of competency in the workplace

This WLR contains three key questions per UoC designed to draw out related experiences you may be exposed to in a health services workplace.

This does not cover all the elements or performance criteria within the units and is not designed as a UoC assessment tool.

You should comment on the UoCs you have experienced in the workplace, and reflect on actual observations or activities that you have been exposed to. Your observations will:

* reinforce the training you have undertaken
* identify differences in practice or equipment
* identify areas requiring further training or practical experience.

You are encouraged to take photos and/or video where appropriate to showcase learning in the workplace. Evidence you collect can include:

* observations
* descriptions of activities and tasks
* conversations with employers and other staff
* participation in meetings
* workplace documents
* research in the workplace
* photos of equipment/processes/events
* video of workplace activities.

**Note**: please speak to your host employer before taking photos or video. This record does not require identifying actual people or events, as this may breach confidentiality.

VCE VET units of competency

BSBWOR301 Organise personal work priorities and development

This unit describes the skills and knowledge required to organise own work schedules, to monitor and obtain feedback on work performance and to maintain required levels of competence.

|  |  |
| --- | --- |
| **Respond to the following** | **Comments/observations** |
| In your workplace experience, what are the key factors in getting your daily tasks organised effectively?  |  |
| Describe how you sought and received feedback on your job performance.  |  |
| What were the areas in your work that you identified where you needed more experience or needed more development of skills? |  |

CHCCCS002 Assist with movement

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

|  |  |
| --- | --- |
| **Respond to the following** | **Comments/observations** |
| Describe the different situations where you had to assist clients with their physical movements.  |  |
| How did you learn about the individual client’s needs when providing movement assistance?  |  |
| What was the procedure for putting equipment away after use? |  |

CHCCCS010 Maintain a high standard of service

This unit describes the skills and knowledge to deliver and maintain a high standard of service.

|  |  |
| --- | --- |
| **Respond to the following** | **Comments/observations** |
| Outline the workplace policy and procedure for handling complaints from clients.  |  |
| What were your strengths in dealing with clients in the workplace?  |  |
| What process did you follow for documenting instructions and advice on your work performance? |  |

CHCCCS020 Respond effectively to behaviours of concern

This unit describes the skills and knowledge required to respond effectively to behaviours of concern of people. Skills are associated with handling difficult incidents rather than managing ongoing behaviour difficulties.

|  |  |
| --- | --- |
| **Respond to the following** | **Comments/observations** |
| How did you find out about the workplace procedure for dealing with client behaviours of concern?  |  |
| In your experience in the workplace, what were the key factors for successfully handling difficult or challenging behaviours?  |  |
| Describe the procedure for reporting behaviour incidents. |  |

CHCCOM005 Communicate and work in health or community services

This unit describes the skills and knowledge required to communicate effectively with clients, colleagues, management and other industry providers.

|  |  |
| --- | --- |
| **Respond to the following** | **Comments/observations** |
| Describe the range of communication skills you observed in the workplace. Which one was the most effective in your experience?  |  |
| How was digital technology used in the workplace? Describe briefly some of the applications.  |  |
| What types of workplace documentation did you complete? |  |

CHCDIV001 Work with diverse people

This unit describes the skills and knowledge required to work respectfully with people from diverse social and cultural groups and situations, including Aboriginal and/or Torres Strait Islander people.

|  |  |
| --- | --- |
| **Respond to the following** | **Comments/observations** |
| Briefly describe a situation where your personal views or assumptions were challenged by your experience in the workplace.  |  |
| What are the non-verbal ways you can show respect for people of different social or cultural backgrounds?  |  |
| How did you seek and receive support when dealing with unfamiliar situations? |  |

HLTINF001 Comply with infection prevention and control policies and procedures

This unit describes the skills and knowledge required to follow organisational infection prevention and control procedures, including implementing standard and transmission-based precautions and responding to infection risks.

|  |  |
| --- | --- |
| **Respond to the following** | **Comments/observations** |
| How many times were you instructed on infection prevention and control procedures during your structured work placement? How did this instruction take place?  |  |
| Describe your role in preventing risk of infection in the workplace.  |  |
| What was the procedure for reporting infection risks? |  |

HLTWHS001 Participate in workplace health and safety

This unit describes the skills and knowledge required for workers to participate in safe work practices to ensure their own health and safety, and that of others.

|  |  |
| --- | --- |
| **Respond to the following** | **Comments/observations** |
| How did you learn about the WHS policies and procedures?  |  |
| Briefly outline the purpose of a workplace safety meeting you attended, or a workplace consultative activity you participated in.  |  |
| What are some of the common WHS matters that occur in this type of workplace? |  |

BSBMED301 Interpret and apply medical terminology appropriately

This unit describes the skills and knowledge required to understand and respond to instructions; to carry out routine tasks and communicate with a range of internal/external clients in a medical environment; as well as use appropriate medical terminology.

|  |  |
| --- | --- |
| **Respond to the following** | **Comments/observations** |
| Who was responsible in the workplace for instructing you on the pronunciation and use of medical terminology? How was this information provided to you?  |  |
| Describe a situation where you had to use medical terminology to carry out your task/s.  |  |
| What written documentation were you required to complete in your interactions with clients? |  |

HLTAAP001 Recognise healthy body systems

This unit describes the skills and knowledge required to work with basic information about the human body and to recognise and promote ways to maintain healthy functioning of the body.

|  |  |
| --- | --- |
| **Respond to the following** | **Comments/observations** |
| Describe the ways in which your workplace supervisor determined your level of knowledge of the human body.  |  |
| How was your knowledge of the human body able to be applied in the workplace?  |  |
| What was the most challenging aspect of applying your knowledge of the human body to workplace activities? |  |

BSBITU201 Produce simple word processed documents

This unit describes the skills and knowledge required to correctly operate word processing applications in production of workplace documents.

|  |  |
| --- | --- |
| **Respond to the following** | **Comments/observations** |
| What specific document layout and design requirements did you use?  |  |
| Describe the types of documents that you produced in the workplace.  |  |
| What process did you use for previewing, checking and adjusting documents in the workplace? |  |

BSBWOR203 Work effectively with others

This unit describes the skills and knowledge required to work cooperatively with others and deal effectively with issues, problems and conflict.

|  |  |
| --- | --- |
| **Respond to the following** | **Comments/observations** |
| How did you develop effective workplace relationships?  |  |
| How did you support team members to ensure that the workplace goals were met?  |  |
| In your observations, how were issues, problems and conflicts dealt with in the workplace? |  |

BSBWOR204 Use business technology

This unit describes the skills and knowledge required to select and use computer software and organise electronic information and data.

|  |  |
| --- | --- |
| **Respond to the following** | **Comments/observations** |
| What technology and software applications did you use in the workplace?  |  |
| What were the specific policies and processes you used for organising data?  |  |
| Explain the routine maintenance requirements and technology consumables used in the workplace? |  |

CHCCCS009 Facilitate responsible behaviour

This unit describes the skills and knowledge required to monitor individuals, respond to behaviours of concern, deal with conflict and support responsibility for behaviour management and change.

|  |  |
| --- | --- |
| **Respond to the following** | **Comments/observations** |
| Describe the reporting requirements for incidents relating to client behaviour that you observed during your work placement.  |  |
| What steps did you take to respond to behaviours of concern?  |  |
| Explain how staff responded to human behaviour relating to violence and/or aggression. |  |

CHCCCS015 Provide individualised support

This unit describes the skills and knowledge required to organise, provide and monitor support services within the limits established by an individualised plan. The individualised plan refers to the support or service provision plan developed for the individual accessing the service and may have many different names in different organisations.

|  |  |
| --- | --- |
| **Respond to the following** | **Comments/observations** |
| Describe how the workplace developed individualised plans for clients.  |  |
| What was the service delivery models used by the workplace and how effective were these?  |  |
| Explain the documentation and reporting requirements of the organisation in regards to individualised plans for clients. |  |

CHCCCS026 Transport individuals

This unit describes the skills and knowledge required to provide safe, timely and efficient transportation of people from one location to another at a particular site, or to other sites.

|  |  |
| --- | --- |
| **Respond to the following** | **Comments/observations** |
| What methods of transport did you observe in operation in the workplace?  |  |
| What were the specific policies and processes you used for transporting individuals in the workplace?  |  |
| Explain the manual handling used in the workplace to transport individuals? |  |

CHCDIS007 Facilitate the empowerment of people with disability

This unit describes the skills and knowledge required to facilitate the empowerment of people with disability to deliver rights based services using a person-centred approach. It should be carried out in conjunction with individualised plans.

|  |  |
| --- | --- |
| **Respond to the following** | **Comments/observations** |
| Describe the types of models of support used by the workplace.  |  |
| Outline how and when you were able to seek support from more experienced and qualified staff when working with people with disability.  |  |
| What strategies did the workplace implement to assist people with disabilities to exercise their rights and support independent action and thinking? |  |

CHCDIV002 Promote Aboriginal and/or Torres Strait Islander cultural safety

The unit describes the skills and knowledge required to identify Aboriginal and/or Torres Strait Islander cultural safety issues in the workplace, model cultural safety in own work practice, and develop strategies to enhance cultural safety.

|  |  |
| --- | --- |
| **Respond to the following** | **Comments/observations** |
| Outline how the workplace promoted Aboriginal and/or Torres Strait Islander cultural safety.  |  |
| Describe a situation where you were required to be culturally aware whilst in the workplace.  |  |
| How were Aboriginal and/or Torres Strait Islander people involved in the planning and delivery of services and programs? |  |

CHCPRP005 Engage with health professionals and the health system

This unit describes the skills and knowledge required to work within the health care system and engage effectively with other health professionals, including writing referral reports.

|  |  |
| --- | --- |
| **Respond to the following** | **Comments/observations** |
| Describe all of the different related health care services that the workplace linked to. What did each service do?  |  |
| What process did staff use to write referral reports for clients?  |  |
| What were the emerging health industry issues you observed in the workplace? |  |

HLTAHA001 Assist with an allied health program

This unit describes the skills and knowledge required to provide basic assistance to an allied health professional.

|  |  |
| --- | --- |
| **Respond to the following** | **Comments/observations** |
| What was your role in providing assistance with therapy sessions?  |   |
| What processes did the workplace have in place to assess client readiness for therapy?  |  |
| What allied health equipment and resources were used in the workplace and for what reason? |  |

HLTAID003 Provide first aid

This unit describes the skills and knowledge required to provide a first aid response to a casualty. The unit applies to all workers who may be required to provide a first aid response in a range of situations, including community and workplace settings.

|  |  |
| --- | --- |
| **Respond to the following** | **Comments/observations** |
| What information in your induction was included on emergency situations in the workplace?  |  |
| What was your role in case of an emergency?  |  |
| Who was the designated First Aid Officer for the workplace and what was the procedure in case of an injury or illness? |  |

HLTAIN001 Assist with nursing care in an acute care environment

This unit describes the skills and knowledge required to provide nursing care assistance in an acute care environment.

|  |  |
| --- | --- |
| **Respond to the following** | **Comments/observations** |
| How did you support clients to meet their personal care needs?  |  |
| What client clinical data did you assist in collecting and what equipment and procedures were followed?  |  |
| Outline the work role boundaries that the workplace put into place for when supporting clients in an acute care environment? |  |

HLTHPS001 Take clinical measurements

This unit describes the skills and knowledge required to prepare for, obtain and record simple clinical measurements.

|  |  |
| --- | --- |
| **Respond to the following** | **Comments/observations** |
| Describe the types of clinical measurements you took during your work placement.  |  |
| What steps did you follow before and after taking a measurement of a client?  |  |
| What was the process for recording clinical measurements? |  |

HLTWHS005 Conduct manual tasks safely

This unit describes the skills and knowledge required to recognise potentially hazardous manual tasks, and then to prepare for and complete those tasks in a safe manner.

|  |  |
| --- | --- |
| **Respond to the following** | **Comments/observations** |
| Describe the safe work practices that you had to follow at the workplace. How were you informed about these?  |  |
| Provide at least three examples of how you were informed about the safe work practices that you had to follow to ensure your personal WHS.  |  |
| What are the potential risks at the workplace in regards to manual tasks? |  |

Comments/observations on any other unit(s) of competency not listed

|  |  |
| --- | --- |
| **Unit(s)** | **Comments/observations** |
|  |  |

Section 3: Student post-placement reflection

Employability skills are a set of eight skills we use every day in the workplace.

1. Communication
2. Team work
3. Problem solving
4. Self-management
5. Planning and organising
6. Technology
7. Learning
8. Initiative and enterprise

When you are on work placement, you will be using employability skills in many different ways.

This record will assist you when applying for jobs and in interviews. The skills you are developing may be transferred to a range of occupations. Assessment of SWL recognition is based on a discussion of each of the sections from this booklet with a school representative.

In Section 3, identify the employability skills you have used and how you have demonstrated them in the workplace. Identify how the skills you have acquired and used during your 80 hours of SWL might assist you in the future.

List of employability skills

How did you demonstrate **communication skills**? For example, by listening and understanding, speaking clearly and directly or reading and writing.

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How did you demonstrate **team work**? For example, by working as part of a team or sharing ideas and resources with co-workers.

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How did you demonstrate **problem solving**? For example, by identifying problems or developing solutions to workplace issues.

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How did you demonstrate **self-management**? For example, by taking responsibility, managing time and tasks effectively, monitoring your own performance or having the ability to work unsupervised.

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How did you demonstrate **planning and organising**? For example, by time management, setting priorities, making decisions, setting goals, collecting or analysing and organising information.

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How did you demonstrate the use of **technology**? For example, by being prepared to use a range of technology systems, IT skills (typing or data entry) or being able to learn new skills from the technology used in this industry.

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How did you demonstrate **learning**? For example, by being willing to learn new things, being open to new ideas or adapting to change.

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How did you demonstrate **initiative and enterprise**? For example, being creative, adapting to new situations, turning ideas into actions, coming up with a variety of options.

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Summary of industry learning

At the conclusion of your SWL for this VET Qualification, think about the experiences you have had in the workplace, your reflection of learning against the UoCs and the employability skills you have developed.

How will these learnings assist you in your pathway to employment or further training in this industry?

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Student declaration

I confirm that I have undertaken work placement with:

|  |  |
| --- | --- |
| **Employer/Company/Business name** | **Total hours of placement** |
|  |  |
|  |  |
|  |  |
| **TOTAL** |  |

I have completed the reflections and evidence submitted in this WLR and they are from my own experiences.

**Signed** (Student)

**Name** (Block letters)

**Date**