Workplace Learning Record

VCE VET Health



HLT23215 Certificate II in Health Support Services

**Student name**:

Modification history

|  |  |  |  |
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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
* 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 8).

VCE VET Health

HLT23215 / Certificate II in Health Support Services

The VCE VET Health program is drawn from a national training package and offers a portable qualification which is recognised throughout Australia.

This qualification provides students with a broad range of knowledge and skills to pursue a career or further training in related industry or industries.

**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.

HLT23215 Certificate II in Health Support Services provides students with a pathway to several career pathways including:

* Hospital Attendant
* Hospital Orderly
* Patience Services Assistant
* Ward Assistant

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**  |  |
| **Phone number** |  |
| **Email** |  |
| **Explain why you decided to undertake this VET course?** |
|  |
| **List the other subjects that you are undertaking.** |
|  |
| **Explain why you have chosen this overall program.**  |
|  |
| **Outline what interests you about the industry.** |
|  |
| **What is your planned career path or future career aspiration?**  |
|  |
| **Describe any workplace skills you have developed through previous work experience, SWL or part time employment.** |
|  |
| **How have you developed these skills?**  |
|  |

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 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. Do not use the names or details of any clients / stakeholders external to the organisation / other. This record does not require identifying actual people or events, as this may breach confidentiality.

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 | Nominal Hours | Year | Page |
| --- | --- | --- | --- | --- |
| **Work, Health and Safety Units** |
| HLTWHS001 | Participate in workplace health and safety | 20 |  | 8 |
| **Compulsory** |
| CHCCOM005 | Communicate and work in health or community services | 30 |  | 9 |
| CHCDIV001 | Work with diverse people | 40 |  | 10 |
| HLTINF001 | Comply with infection prevention and control policies and procedures | 25 |  | 11 |
| **Electives** |
| BSBITU201 | Produce simple word processed documents | 60 |  | 12 |
| BSBWOR203 | Work effectively with others | 15 |  | 13 |
| BSBWOR204 | Use business technology | 20 |  | 14 |
| CHCCCS010 | Maintain a high standard of service | 30 |  | 15 |
| CHCCCS020 | Respond effectively to behaviours of concern | 20 |  | 16 |
| CHCCCS026 | Transport individuals | 20 |  | 17 |
| CHCDIV002 | Promote Aboriginal and/or Torres Strait Islander cultural safety | 25 |  | 18 |
| HLTWHS005 | Conduct manual tasks safely | 30 |  | 19 |

List any other units you are undertaking and include comments regarding additional units on page 20.

VCE VET units of competency

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? |  |

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? |  |
| 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? |  |

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? |  |

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. |  |

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? |  |

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? |  |

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. Teamwork
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 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.

|  |
| --- |
|  |

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

|  |
| --- |
|  |

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

|  |
| --- |
|  |

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?

|  |
| --- |
|  |

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**