

## Summary of Proposed Changes

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## Document Modification History

Version	Status	Release date	Summary of changes
1.0	Current	06 Feb. 2026	Document published

## 1. Introduction

This summary of the proposed changes aims to inform stakeholders of the proposed changes under consideration, in preparation for the upcoming public and government consultation period for this project. It provides:

- an overview of the project's scope, including the purpose of the affected qualification/s
- a summary of the proposed changes to the qualifications and unit/ of competency
- consultation plan, and next steps.

The aim is to ensure stakeholders have a clear understanding of the proposed revisions, the reasons behind them, and how they can meaningfully contribute to shaping the future of these training products during the consultation.

## 2. Project Overview

This project is part of HumanAbility's suite of training product development initiatives aimed at ensuring qualifications, skill sets and units remain current, industry-relevant and responsive to emerging workforce needs.

A Technical Committee, drawing on expertise across industry, regulatory and provider domains, have guided the development of the draft training products.

A consultation log will be maintained and published to ensure transparency and traceability of stakeholder feedback and project responses.

Once feedback is considered and revisions incorporated, where compliant with the Training Package Organising Framework, the final drafts will be submitted for endorsement and, if approved, implemented and published on the National Training Register.

## 3. Project Scope

The primary objective of this project is to review 4 health administration and practice management qualifications and 15 units of competency within the *HLT Health Training Package*, with an aim of restructuring and redesigning these components to address current and future skill needs, regulatory requirements, the latest technology and sustainable career pathways to support existing and future growth in the industry.

### Qualifications

The purpose of these 4 qualifications is to support a specific occupation.

- *HLT37315 Certificate III in Health Administration*
- *HLT47321 Certificate IV in Health Administration*
- *HLT47715 Certificate IV in Medical Practice Assisting*
- *HLT57715 Diploma of Practice Management*

### Units of Competency

- *HLTADM008 Administer and coordinate Telehealth services*
- *HLTADM009 Manage Telehealth technology*
- *HLTADM010 Facilitate a coordinated approach to client care*
- *HLTADM011 Manage health billing and accounting system*
- *HLTAID016 Manage first aid services and resources*
- *HLTHPS001 Take clinical measurements*
- *HLTHPS002 Support health professional in the delivery of care*
- *HLTHPS003 Maintain medication stocks*
- *HLTHPS005 Handle medical specimens*
- *BSBMED301 Interpret and apply medical terminology appropriately\**
- *BSBMED302 Prepare and process medical accounts\**
- *BSBMED303 Maintain patient records\**
- *BSBMED304 Assist in controlling stocks and supplies\**
- *BSBMED305 Apply the principles of confidentiality, privacy and security within the medical environment\**
- *BSBMED401 Manage patient recordkeeping systems\**

\*Opportunities are available to make changes to these units – HumanAbility welcomes any feedback on these.

### Skill Set

- *HLTSS00043 Telehealth Administration Skill Set*
- *HLTSS000M Treatment Room Clinical Support Skill Set*

## 4. Summary of Proposed Changes

### 4.1 Qualification

Table 1: Proposed changes to *HLT37315 Certificate III in Health Administration*

Section	Draft 1. Public and Government Consultation
Description	The qualification description has been updated. The occupational roles added and scope clarified

<b>Foundation Skills Outcomes</b>	New field. Indicates the foundation skill outcomes a competent learner is expected to have upon completion of the qualification. These will be added after finalisation of units
<b>Packaging Rules</b>	The packaging rules have been updated based on changes in core and elective units. Core units increased from 5 to 7, elective units decreased from 8 to 7. Under the updated packaging rules, the flexibility to select units from other currently endorsed Training Packages or accredited courses has been limited to a maximum of two units
<b>Core units</b>	Additional units proposed: <i>BSBMED305 Apply the principles of confidentiality, privacy and security within the medical environment</i> <i>BSBTEC202 Use digital technologies to communicate in a work environment</i>
<b>Core units</b>	HLTINF006 has been replaced with BSBWHS332X to better reflect the WHS scope and responsibilities of the occupational role
<b>Elective units</b>	<i>HLTADM005 Produce coded clinical data</i> has been superseded and was replaced by six current clinical coding units in the December 2025 minor release. Following detailed analysis, it was determined that these replacement units are contained within the Diploma of Clinical Coding, which is the designated qualification for developing clinical coding competency. As a result, only <i>HLTCCD001 Apply an understanding of the health care system to clinical coding practice</i> has been retained at the Certificate III level to support foundational awareness, without extending into specialist coding competencies
<b>Elective units</b>	<b>Additional electives proposed</b> <b>Group A - Administration:</b> <i>BSBMED304 Assist in controlling stocks and supplies</i> <i>BSBTEC302 Design and produce spreadsheets</i> <b>Group B - Other electives:</b> <i>BSBCRT311 Apply critical thinking skills in a team environment</i> <i>BSBXTW301 Work in a team</i> <i>BSBPEF301 Organise personal work priorities</i> <i>CHCDIV002 Promote Aboriginal and/or Torres Strait Islander cultural safety</i> <i>CHCLEG001 Work legally and ethically</i> <i>CHCPRP003 Reflect on and improve own professional practice</i>

Table 2: Proposed changes to *HLT47321 Certificate IV in Health Administration*

<b>Section</b>	Draft 1. Public and Government Consultation
<b>Description</b>	The qualification description has been updated. The occupational roles added and scope clarified

<b>Foundation Skills Outcomes</b>	New field. Indicates the foundation skill outcomes a competent learner is expected to have upon completion of the qualification. These will be added after finalisation of units
<b>Packaging Rules</b>	The packaging rules have been updated based on changes in core and elective units. Core units increased from 9 to 11
<b>Core units</b>	Additional units proposed: 1. <i>BSBLDR414 Lead team effectiveness (to be reallocated from electives)</i> 2. <i>BSBOPS403 Apply business risk management processes</i> 3. <i>BSBTEC403 Apply digital solutions to work processes</i>
<b>Core units - replaced</b>	<i>HLTCCD003 Use medical terminology in health care, has been replaced with BSBMED301 Interpret and apply medical terminology appropriately</i>
<b>Core units - replaced</b>	HLTINF007 has been replaced with BSBWHS332X to better reflect the WHS scope and responsibilities of the occupational role
<b>Core units - relocated to electives</b>	<i>HLTADM010 Facilitate a coordinated approach to client care</i> has been re-allocated as an elective
<b>Elective units - Removed</b>	<b>Additional electives proposed</b> <i>BSBSUS511 Develop workplace policies and procedures for sustainability</i> <i>HLTINF006 Apply basic principles and practices of infection prevention and control</i>

Table 3: Proposed changes to *HLT47715 Certificate IV in Medical Practice Assisting*

Section	Draft 1. Public and Government Consultation
<b>Description</b>	The qualification description has been updated and scope clarified
<b>Foundation Skills Outcomes</b>	New field. Indicates the foundation skill outcomes a competent learner is expected to have upon completion of the qualification. These will be added after finalisation of units
<b>Packaging Rules</b>	Changes in packaging rules. Core units reduced from 19 to 16
<b>Core units - added</b>	Additional unit proposed <i>HLTHPS011 Measure spirometry</i>
<b>Core units - replaced</b>	HLTINF006 has been replaced with BSBWHS332X to better reflect the WHS scope and responsibilities of the occupational role
<b>Core units - relocated to electives/removed</b>	The following units have been moved to electives, based on suggestions: <i>BSBADM307 Organise schedules</i> <i>HLTAID011 Provide first aid</i> <i>HLTAID016 Manage first aid services and resources</i>  The following unit has been removed: <i>BSBINM401 Implement workplace information system</i> (superseded and not relevant)
<b>Elective units - Added</b>	<i>BSBCRT311 Apply critical thinking skills in a team environment</i> <i>CHCDIV002 Promote Aboriginal and/or Torres Strait Islander cultural safety</i>

Table 4: Proposed changes to *HLT57715 Diploma of Practice Management*

Section	Draft 1. Public and Government Consultation
<b>Qualification title</b>	Technical committee recommended to update the name to a Diploma in Healthcare Management in order to enhance the scope, create pathways for into tertiary studies, i.e., Bachelor of Health Services Management, Bachelor Health Science (major in admin), etc. and to imply management capabilities across all sectors, i.e., private, hospital, government (PHN's) and even other not for profit type NGO's
<b>Description</b>	The qualification description has been updated. The occupational roles added and scope clarified
<b>Foundation Skills Outcomes</b>	New field. Indicates the foundation skill outcomes a competent learner is expected to have upon completion of the qualification. These will be added after finalisation of units
<b>Packaging Rules</b>	Changes in packaging rules. Core units increased from 10 to 11
<b>Core units - added</b>	<i>BSBTEC403 Apply digital solutions to work processes</i>
<b>Elective units - Added</b>	<i>BSBCRT411 Apply critical thinking to work practices</i>
<b>Elective units - Added</b>	<i>BSBOPS507X Manage organisational response to disruption</i> <i>BSBXCS402 Promote workplace cyber security awareness</i>
<b>Elective units - Removed</b>	Based on TC feedback, removed following units from electives, as not suitable at this level: <i>BSBMKG552 Design and develop marketing communication plans</i> <i>BSBMKG551 Create multiplatform advertisements for mass media</i> <i>BSBMKG621 Develop organisational marketing strategy</i> <i>CHCPRP005 Engage with health professionals and the health system</i>



## 4.2 Units of Competency

Table 5: Proposed changes to *HLTADM008 Administer and coordinate Telehealth services*

Section	Draft 1. Public and Government Consultation
<b>Unit description</b>	Updated to clarify the scope
<b>Elements and performance criteria</b>	PC's have been reworded throughout document to ensure it aligns with TPOF and covers all key elements of the unit.
<b>Knowledge Evidence</b>	One KE added <ul style="list-style-type: none"> <li>•legal and ethical requirements for the provision of Telehealth services including current Medicare requirements with regards billing and documentation</li> </ul>
<b>Assessment Conditions</b>	Minor rewording to align with standard Training Package assessment condition template language

Table 6: Proposed changes to *HLTADM009 Manage Telehealth technology*

Section	Draft 1. Public and Government Consultation
<b>Elements and performance criteria</b>	PC's have been reworded throughout document to ensure it aligns with TPOF and covers all key elements of the unit
<b>Knowledge Evidence</b>	KE 3 updated to enhance clarity
<b>Assessment Conditions</b>	Minor rewording to align with standard Training Package assessment condition template language

Table 7: Proposed changes to *HLTADM010 Facilitate a coordinated approach to client care*

Section	Draft 1. Public and Government Consultation
<b>Title</b>	Updated to Assist with patient recalls, referrals and care pathways
<b>Elements and performance criteria</b>	PC's have been reworded throughout document to ensure it aligns with TPOF and covers all key elements of the unit
<b>Performance Evidence</b>	PE rephrased to enhance clarity and to align with scope of job role One PE added: The same three clients may be used to demonstrate both requirements
<b>Knowledge Evidence</b>	KE 2 and KE 3 refined to clarify role alignment

<b>Assessment Conditions</b>	Minor rewording to align with standard Training Package assessment condition template language
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Table 8: Proposed changes to *HLTADM011 Manage health billing and accounting system*

<b>Section</b>	Draft 1. Public and Government Consultation
<b>Title</b>	Recommendations have been received regarding revising the unit title to 'Manage revenue and billing compliance in healthcare settings. This change has not been implemented yet. Feedback invited
<b>Overall recommendation</b>	The unit does not currently align well with the intended qualification levels or settings. It is not sufficiently management-focused for use in the Diploma of Practice Management, while some elements are too high-level for Certificate IV. In addition, the unit appears primarily tailored to General Practice and Medicare arrangements, limiting its applicability to specialist, allied health and hospital settings. Feedback invited
<b>Assessment Conditions</b>	Minor rewording to align with standard Training Package assessment condition template language

Table 9: Proposed changes to *HLTAID016 Manage first aid services and resources*

<b>Section</b>	Draft 1. Public and Government Consultation
<b>Overall recommendation</b>	HLTAID016 is designed for occupational first aid and WHS roles in non-clinical settings and offers limited additional value for healthcare managers. In healthcare contexts, first aid is embedded within existing clinical governance and WHS systems, resulting in significant overlap with units already included in the Diploma of Practice Management. As such, it is better suited as an elective for designated first aid roles rather than for the Diploma
<b>Elements and performance criteria</b>	Some of PC's have been reworded throughout document to ensure it aligns with TPOF and covers all key elements of the unit
<b>Assessment Conditions</b>	Minor rewording to align with standard Training Package assessment condition template language

Table 10: Proposed changes to *HLTHPS001 Take clinical measurements*

<b>Section</b>	Draft 1. Public and Government Consultation
<b>Title</b>	Suggestions for revised title to clarify scope of practice and unit aims. Feedback invited
<b>Elements and performance criteria</b>	PC's have been reworded throughout document to ensure it aligns with TPOF and covers all key elements of the unit PC 1.9 added



<b>Performance Evidence</b>	PE rephrased to enhance clarity and to align with scope of job role One PE added: “on each occasion, there is evidence the candidate has produced valid, reliable and accurate results”
<b>Assessment Conditions</b>	Minor rewording to align with standard Training Package assessment condition template language

Table 11: Proposed changes to *HLTHPS002 Support health professional in the delivery of care*

Section	Draft 1. Public and Government Consultation
<b>Title</b>	Updated to Assist health professionals with clinical procedures and client support
<b>Elements and performance criteria</b>	PC’s have been reworded throughout document to ensure it aligns with TPOF and covers all key elements of the unit
<b>Performance Evidence</b>	PE rephrased to enhance clarity and to align with scope of job role One PE added: acted as a chaperone during an examination or procedure for at least one client, in line with organisational policy and role boundaries
<b>Knowledge Evidence</b>	KE added: chaperoning requirements, including purpose, responsibilities, safeguarding principles, and organisational policies and procedures
<b>Assessment Conditions</b>	Minor rewording to align with standard Training Package assessment condition template language

Table 12: Proposed changes to *HLTHPS003 Maintain medication stocks*

Section	Draft 1. Public and Government Consultation
<b>Elements and performance criteria</b>	PC’s have been reworded throughout document to ensure it aligns with TPOF and covers all key elements of the unit
<b>Performance Evidence</b>	PE rephrased to include reference to state and territory legislation
<b>Knowledge Evidence</b>	KE added: Organisational policies and procedures relevant to medication management, including stock monitoring, ordering, handling, storage, cold chain management, documentation and disposal of medications.
<b>Assessment Conditions</b>	Minor rewording to align with standard Training Package assessment condition template language

Table 13: Proposed changes to *HLTHPS005 Handle medical specimens*

Section	Draft 1. Public and Government Consultation
<b>Title</b>	Unit title needs to be updated. Feedback invited. Industry recommendations: 'Facilitate the safe handling and testing of medical specimens', Process medical specimens for testing and dispatch Wording changed to reflect title change and scope of role
<b>Application</b>	Wording changed to reflect title change and scope of role
<b>Elements and performance criteria</b>	All performance criteria reworded to align with TPOF requirements ensuring clarity, measurable and specific tasks
<b>Performance Evidence</b>	Additional performance evidence added including specific specimens Covers all key elements of the unit Provide clarity for simulation or workplace assessment
<b>Knowledge Evidence</b>	Changes in wording for clarity
<b>Assessment Conditions</b>	Assessor requirements updated to include RTO requirements Additon of "synthetic" specimens

Table 14: Proposed changes to *BSBMED301 Interpret and apply medical terminology appropriately*

Section	Draft 1. Public and Government Consultation
<b>Application</b>	Minor changes to reflect current roles
<b>Foundation Skills</b>	Added
<b>Elements and performance criteria</b>	Minor changes to wording to ensure clarity
<b>Performance Evidence</b>	No changes
<b>Knowledge Evidence</b>	Minor removal of some wording
<b>Assessment Conditions</b>	Clarity provided for simulation or workplace assessment. Assessor requirements updated to include RTO requirements

Table 15: Proposed changes to *BSBMED302 Prepare and process medical accounts*

Section	Draft 1. Public and Government Consultation
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<b>Application</b>	No changes made
<b>Foundation Skills</b>	Added
<b>Elements and Performance Criteria</b>	Element 1 title change to reflect performance criteria PCs changed throughout elements to ensure it aligns with TPOF and covers all key elements of the unit
<b>Performance Evidence</b>	Additional tasks added to performance evidence, so it is assessable and observable and supports all elements and performance criteria
<b>Knowledge Evidence</b>	Additional knowledge evidence added to ensure all learning is covered
<b>Assessment Conditions</b>	Clarity provided for simulation or workplace assessment. Assessor requirements updated to include RTO requirements

Table 16: Proposed changes to *BSBMED303 Maintain patient records*

<b>Section</b>	Draft 1. Public and Government Consultation
<b>Application</b>	No changes made
<b>Foundation Skills</b>	Added
<b>Knowledge Evidence</b>	Changes to be more compliance and workplace focused Knowledge evidence is clear and assessable
<b>Elements and Performance Criteria</b>	Changed to observable and measurable actions Scope clarity and compliance embedded throughout
<b>Performance Evidence</b>	Changed to be measurable and observable verbs Demonstration guidance included
<b>Assessment Conditions</b>	Assessor requirements updated to include RTO requirements Resources clearly defined Inclusion of safe environment and realistic conditions

Table 17: Proposed changes to *BSBMED304 Assist in controlling stocks and supplies*

<b>Section</b>	Draft 1. Public and Government Consultation
<b>Application</b>	No change
<b>Foundation Skills</b>	Added

<b>Elements and Performance Criteria</b>	<p>Changed to observable and measurable actions</p> <p>Scope clarity and compliance embedded throughout</p>
<b>Knowledge Evidence</b>	<p>Changes to be more compliance and workplace focused</p> <p>Knowledge evidence is clear and assessable</p>
<b>Performance Evidence</b>	<p>Changed to be measurable and observable verbs</p> <p>Scope clarity and compliance embedded throughout</p>
<b>Assessment Conditions</b>	<p>Assessor requirements updated to include RTO requirements</p> <p>Resources clearly defined</p> <p>Inclusion of safe environment and realistic conditions</p>

Table 18: Proposed changes to *BSBMED305 Apply the principles of confidentiality, privacy and security within the medical environment*

Section	Draft 1. Public and Government Consultation
<b>Application</b>	No change
<b>Elements and Performance Criteria</b>	<p>Changed to observable and measurable actions</p> <p>Scope clarity and compliance embedded throughout</p>
<b>Foundation Skills</b>	Added
<b>Performance Evidence</b>	<p>Changes to be more compliance and workplace focused</p> <p>Knowledge evidence is clear and assessable</p>
<b>Knowledge Evidence</b>	<p>Changed to be measurable and observable verbs</p> <p>Scope clarity and compliance embedded throughout</p>
<b>Assessment Conditions</b>	<p>Assessor requirements updated to include RTO requirements</p> <p>Ensure safe and realistic assessment conditions</p> <p>Provides access to all resources</p> <p>Supports practical demonstration</p>

Table 19: Proposed changes to *BSBMED401 Manage patient recordkeeping systems*

Section	Draft 1. Public and Government Consultation
<b>Application</b>	No change
<b>Elements and Performance Criteria</b>	<p>Changed to observable and measurable actions</p> <p>Scope clarity and compliance embedded throughout</p>

<b>Foundation Skills</b>	Added
<b>Knowledge Evidence</b>	Changes to be more compliance and workplace focused Knowledge evidence is clear and assessable
<b>Performance Evidence</b>	Changed to be measurable and observable verbs Scope clarity and compliance embedded throughout
<b>Assessment Conditions</b>	Assessor requirements updated to include RTO requirements Ensure safe and realistic assessment conditions Provides access to all resources Supports practical demonstration Assessable and observable

### 4.3 Skill Sets

Table 20: Proposed changes to *HLTSS00043 Telehealth Administration Skill Set*

Section	Draft 1. Public and Government Consultation
No changes. Feedback invited	

Table 21: New Skill set proposed *HLTSS000M Treatment Room Clinical Support Skill Set*

Section	Draft 1. Public and Government Consultation
<p>This Skill Set is designed as a clinical upskilling pathway for health administrators, enabling transition into Medical Practice Assistant roles by adding treatment room and diagnostic support capabilities, without expanding scope into independent clinical decision-making.</p> <p>Feedback invited</p>	

## 5. Next Steps

Public and Government Consultation is expected to take place from 5 February 2026 – 5 March 2026.

During the consultation period, the project team will facilitate multiple ways for stakeholders to engage and provide feedback, including the following:

- 1 virtual information session
- 7 face-to-face workshops, across major capital cities
- 3 virtual workshops
- Consultation survey enabling stakeholders to provide feedback via HumanAbility’s website
- Opportunity to provide written feedback via email direct to the project team.

We invite stakeholders including employers, service providers, regulatory bodies, First Nations communities, training organisations, students and communities, to engage in the format that best suits them.

Throughout the consultation, a consultation log of feedback will be maintained and made public, along with rationales for any decisions or revisions. After consultation closes, the project team, with input from the Technical Committee, will review all feedback and update the drafts accordingly. Divergent views will be addressed, and if necessary, further validation will occur. Final drafts will then be submitted to the Assurance Body and the Skills Ministers for consideration, endorsement and implementation.



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<b>Qualification code</b>	HLT37326M
<b>Qualification title</b>	Certificate III in Health Administration
<b>Modification history</b>	Release 1. Supersedes and is not equivalent to HLT37315 Certificate III in Health Administration. Changes in packaging rules. Core units increased from 5 to 7, elective units decreased from 8 to 7. Changes in core units and elective units
<b>Qualification description</b>	<p>This qualification reflects the role of individuals working in administrative positions within the health industry. The job roles associated with this qualification may include medical receptionist, medical secretary, admissions clerk, data entry officer, patient services officer, patient care coordinator, and ward clerk.</p> <p>Individuals with this qualification follow known processes and procedures, taking responsibility for their own work under general supervision. They combine communication, customer service and technical skills. They also use discretion and judgment to adapt and transfer their skills to different situations while maintaining confidentiality requirements.</p> <p>Individuals with this qualification will have skills and knowledge that are transferable across a range of roles and workplace contexts.</p> <p>The skills in this qualification must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.</p>
<b>Legislative/Licensing/Regulatory Mandatory field</b>	<i>No licensing, legislative, regulatory or certification requirements apply to this qualification at the time of publication.</i>
<b>Foundation skills outcomes</b>	<p><i>The foundation skill outcomes implicit in this qualification are outlined in the bar chart below.</i></p> <p>&lt;will be added at a later date after the confirmation of core units&gt;</p> <p><i>Digital literacy outcomes may be included in the Companion Volume Implementation Guide as appropriate.</i></p>

<b>Entry requirements</b>	Nil
<b>Packaging Rules</b>	<p>To achieve this qualification, competency must be demonstrated in:</p> <p>Total number of units = 14</p> <ul style="list-style-type: none"> <li>• 7 core units</li> <li>• 7 elective units, consisting of: <ul style="list-style-type: none"> <li>○ 5 units from the electives listed below, at least 2 of these units must be from Group A</li> <li>○ remaining 2 units from the electives listed below or from any currently endorsed Training Package or accredited course.</li> </ul> </li> </ul> <p>The selection of electives must be relevant to the job outcome, local industry requirements and the complexity of skills appropriate to the AQF level of this qualification.</p>

<b>Core Units</b>	
BSBTEC202	Use digital technologies to communicate in a work environment
BSBWHS332X	Apply infection prevention and control procedures to own work activities
CHCCOM005	Communicate and work in health or community services
CHCDIV001	Work with diverse people
HLTADM000M (Currently BSBMED305)	Apply the principles of confidentiality, privacy and security within the medical environment
HLTMED000M (Currently BSBMED301)	Interpret and apply medical terminology appropriately
HLTWHS001	Participate in workplace health and safety

<b>Elective Units</b>	
<b>Group A- Administration</b>	
BSBFIN302	Maintain financial records

BSBFIN301	Process financial transactions
BSBINS302	Organise workplace information
BSBSTR301	Contribute to continuous improvement
BSBTEC301	Design and produce business documents
BSBTEC302	Design and produce spreadsheets
BSBINS308	Control records
BSBINS307	Retrieve information from records
HLTADM000M (Currently BSBMED302)	Prepare and process medical accounts
HLTADM000M (Currently BSBMED303)	Maintain patient records
HLTADM000M (Currently BSBMED304)	Assist in controlling stocks and supplies
<b>Group B- Other electives</b>	
BSBCRT311	Apply critical thinking skills in a team environment
BSBOPS304	Deliver and monitor a service to customers
BSBPEF301	Organise personal work priorities
BSBXTW301	Work in a team
CHCCCS020	Respond effectively to behaviours of concern
CHCCOM001	Provide first point of contact
CHCDIV002	Promote Aboriginal and/or Torres Strait Islander cultural safety
CHCLEG001	Work legally and ethically
CHCPRP003	Reflect on and improve own professional practice
HLTAID011	Provide first aid

HLTCCD001 Apply an understanding of the health care system to clinical coding practice

<b>Qualification mapping information</b>	Supersedes and is not equivalent to HLT37315 Certificate III in Health Administration.
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<b>Links</b>	<a href="#">Link to Companion Volume Implementation Guide.</a>
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<b>Qualification code</b>	HLT47326M
<b>Qualification title</b>	Certificate IV in Health Administration
<b>Modification history</b>	Release 1. Supersedes and is not equivalent to HLT47321 Certificate IV in Health Administration. Changes in packaging rules. Core units increased from 9 to 11. Changes in core units and elective units
<b>Qualification description</b>	<p>This qualification reflects the role of individuals working in operational and team leadership roles that support health administration functions. Relevant job roles include front desk coordinator, senior medical receptionist, senior administration officer team leader, administration manager and assistant practice manager</p> <p>Individuals with this qualification may coordinate administrative staff, oversee day-to-day service operations, contribute to compliance activities, and mentor junior team members. They also demonstrate autonomy, judgement and limited responsibility in known or changing contexts and within established parameters.</p> <p>The skills in this qualification must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.</p>
<b>Legislative/Licensing/Regulatory Mandatory field</b>	<i>No licensing, legislative, regulatory or certification requirements apply to this qualification at the time of publication.</i>
<b>Foundation skills outcomes</b>	<p><i>The foundation skill outcomes implicit in this qualification are outlined in the bar chart below.</i></p> <p>&lt;will be added at a later date after the confirmation of core units&gt;</p> <p><i>Digital literacy outcomes may be included in the Companion Volume Implementation Guide as appropriate</i></p>
<b>Entry requirements</b>	Nil



<b>Packaging Rules</b>	<p>To achieve this qualification, competency must be demonstrated in:</p> <p>Total number of units = 17</p> <ul style="list-style-type: none"> <li>• 11 core units</li> <li>• 6 elective units, consisting of: <ul style="list-style-type: none"> <li>○ 4 units from the electives listed below</li> <li>○ remaining 2 units from the electives listed below or from any currently endorsed Training Package or accredited course.</li> </ul> </li> </ul> <p>The selection of electives must be relevant to the job outcome, local industry requirements and the complexity of skills appropriate to the AQF level of this qualification.</p>
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<b>Core Units</b>	
BSBLDR414	Lead team effectiveness
BSBOPS403	Apply business risk management processes
BSBTEC403	Apply digital solutions to work processes
BSBWHS332X	Apply infection prevention and control procedures to own work activities
CHCCCS020	Respond effectively to behaviours of concern
CHCCOM005	Communicate and work in health or community services
CHCDIV001	Work with diverse people
CHCLEG001	Work legally and ethically
HLTADM000M (Currently BSBMED304)	Apply the principles of confidentiality, privacy and security within the medical environment
HLTMED000M (Currently BSBMED301)	Interpret and apply medical terminology appropriately
HLTWHS003	Maintain work health and safety

<b>Elective Units</b>
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BSBAUD411	Participate in quality audits
BSBCRT411	Apply critical thinking to work practices
BSBFIN401	Report on financial activity
BSBHRM412	Support employee and industrial relations
BSBHRM413	Support the learning and development of teams and individuals
BSBHRM415	Coordinate recruitment and onboarding
BSBHRM417	Support human resources functions and processes
BSBINS402	Coordinate workplace information systems
BSBINS408	Provide information from and about records
BSBOPS402	Coordinate business operational plans
BSBOPS404	Implement customer service strategies
BSBOPS504	Manage business risk
BSBPEF402	Develop personal work priorities
BSBSTR401	Promote innovation in team environments
BSBSUS411	Implement and monitor environmentally sustainable work practices
CHCPRP003	Reflect on and improve own professional practice
HLTADM000M (Currently BSBMED302)	Prepare and process medical accounts
HLTADM000M (Currently BSBMED304)	Assist in controlling stocks and supplies
HLTADM000M (Currently BSBMED401)	Manage patient recordkeeping system
HLTADM008M	Administer and coordinate Telehealth services
HLTADM009M	Manage Telehealth technology
HLTADM010M	Facilitate a coordinated approach to client care

HLTADM011M	Manage health billing and accounting system
HLTCCD001	Apply an understanding of the health care system to clinical coding practice
HLTCCD002	Interpret and navigate health care records

<b>Qualification mapping information</b>	Supersedes and not equivalent to HLT47321 Certificate IV in Health Administration
<b>Links</b>	Link to Companion Volume Implementation Guide.

<b>Qualification code</b>	HLT47726M
<b>Qualification title</b>	Certificate IV in Medical Practice Assisting
<b>Modification history</b>	Release 1. Supersedes and is not equivalent to HLT47715 Certificate IV in Medical Practice Assisting. Changes in packaging rules. Core units reduced from 19 to 16. Changes in core units and elective units.
<b>Qualification description</b>	<p>This qualification reflects the role of individuals who provide delegated clinical and administrative support in a range of healthcare settings. The job roles associated with this qualification may include medical practice assistant, medical assistant, clinical assistant, and clinical support worker.</p> <p><u>Individuals with this qualification work</u> under the direction and supervision of line management, including but not limited to practice manager, regulated clinicians, medical practitioners and registered nurses. They <u>support the functioning of clinical teams, while remaining within defined boundaries that exclude clinical assessment, interpretation or independent clinical decision making.</u></p> <p><i>The skills in this qualification must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.</i></p>
<b>Legislative/Licensing/Regulatory Mandatory field</b>	<i>No licensing, legislative, regulatory or certification requirements apply to this qualification at the time of publication.</i>
<b>Foundation skills outcomes</b>	<p><i>The foundation skills outcomes implicit in this qualification are outlined in the below bar chart.</i></p> <p>&lt;will be added at a later date after the confirmation of core units&gt;</p> <p>Digital literacy outcomes may be included in the Companion Volume Implementation Guide as appropriate.</p>

<b>Entry requirements</b>	Nil
<b>Packaging Rules</b>	<p>To achieve this qualification, competency must be demonstrated in:</p> <p>Total number of units = 20</p> <ul style="list-style-type: none"> <li>• 16 core units</li> <li>• 4 elective units, consisting of: <ul style="list-style-type: none"> <li>○ 2 units from the electives listed below</li> <li>○ remaining 2 units from the electives listed below or from any currently endorsed Training Package or accredited course</li> </ul> </li> </ul> <p>The selection of electives must be relevant to the job outcome, local industry requirements and the complexity of skills appropriate to the AQF level of this qualification.</p>

<b>Core Units</b>	
BSBWHS332X	Apply infection prevention and control procedures to own work activities
CHCCOM005	Communicate and work in health or community services
CHCDIV001	Work with diverse people
CHCLEG001	Work legally and ethically
HLTAAP002	Confirm physical health status
HLTADM000M (Currently BSBMED302)	Prepare and process medical accounts
HLTADM000M (Currently BSBMED303)	Maintain patient records
HLTCAR001	Perform electrocardiography (ECG)
HLTHPS001M	Take clinical measurements
HLTHPS002M	Support health professional in the delivery of care
HLTHPS003M	Maintain medication stocks

HLTHPS005M	Handle medical specimens
HLTINF002	Process reusable medical devices and equipment
HLTMED000M (Currently BSBMED301)	Interpret and apply medical terminology appropriately
HLTWHS003	Maintain work health and safety
HLTHPS011	Measure spirometry

Elective Units	
BSBADM307	Organise schedules
BSBCRT311	Apply critical thinking skills in a team environment
BSBFIN302	Maintain financial records
BSBINS202	Handle receipt and dispatch of information
BSBOPS304	Deliver and monitor a service to customers
BSBOPS503	Develop administrative systems
BSBSTR301	Contribute to continuous improvement
BSBTEC301	Design and produce business documents
CHCCCS020	Respond effectively to behaviours of concern
CHCDIV002	Promote Aboriginal and/or Torres Strait Islander cultural safety
CHCPRP003	Reflect on and improve own professional practice
HLTMED000M (Currently BSBMED401)	Manage patient record keeping system
HLTADM008	Administer and coordinate Telehealth services
HLTADM009	Manage Telehealth technology
HLTADM010	Facilitate a coordinated approach to client care
HLTAID011	Provide first aid



HLTAID014	Provide advanced first aid
HLTAID016	Manage first aid services and resources
HLTPAT008	Identify and respond to clinical risks in pathology collection
HLTPAT009	Collect pathology specimens other than blood
<i>HLTPAT014</i>	<i>Perform venous blood collections</i>

*Units listed in italics include a mandatory workplace requirement*

<b>Qualification mapping information</b>	Supersedes and is not equivalent to HLT47715 Certificate IV in Medical Practice Assisting
<b>Links</b>	Link to Companion Volume Implementation Guide.

<b>Qualification code</b>	HLT57726M
<b>Qualification title</b>	Diploma of Healthcare Services Management
<b>Modification history</b>	Release 1. Supersedes and is not equivalent to HLT57715 Diploma of Practice Management. Changes in packaging rules. Core units increased from 10 to 11. Changes in core units and elective units
<b>Qualification description</b>	<p>This qualification reflects the role of managers who lead and co-ordinate the operations of healthcare services across settings including general practice, multi-disciplinary practices, specialist and allied health clinics, hospitals, community and aged care services.</p> <p>Individuals with this qualification provide strategic and operational leadership to ensure the effective, compliant, and sustainable delivery of health services. They oversee people, operations, and quality frameworks to support high-quality client care and organisational performance.</p> <p>The skills in this qualification must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.</p>
<b>Legislative/Licensing/Regulatory Mandatory field</b>	<i>No licensing, legislative, regulatory or certification requirements apply to this qualification at the time of publication.</i>
<b>Foundation skills outcomes</b>	<p><i>The foundation skill outcomes implicit in this qualification are outlined in the bar chart below.</i></p> <p>&lt;will be added at a later date after the confirmation of core units&gt;</p> <p><i>Digital literacy outcomes may be included in the Companion Volume Implementation Guide as appropriate</i></p>
<b>Entry requirements</b>	Nil

<b>Packaging Rules</b>	<p>To achieve this qualification, competency must be demonstrated in:</p> <p>Total number of units = 16</p> <ul style="list-style-type: none"> <li>• 11 core units</li> <li>• 5 elective units, consisting of: <ul style="list-style-type: none"> <li>○ 3 units from the electives listed below</li> <li>○ remaining 2 units from the electives listed below or any endorsed Training Package or accredited course.</li> </ul> </li> </ul> <p>The selection of electives must be relevant to the job outcome, local industry requirements and the complexity of skills appropriate to the AQF level of this qualification.</p>
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<b>Core Units</b>	
BSBCUS501	Manage quality customer service
BSBFIM501	Manage budgets and financial plans
BSBMGT502	Manage people performance
BSBRISK501	Manage risk
BSBTEC403	Apply digital solutions to work processes
CHCDIV001	Work with diverse people
CHCLEG003	Manage legal and ethical compliance
HLTADM004M	Manage health billing and accounting system
HLTINF007	Implement and monitor infection prevention and control standards, policies and procedures
HLTMED000M (Currently BSBMED301)	Interpret and apply medical terminology appropriately
HLTWHS004	Manage work health and safety

<b>Elective Units</b>	
<b>Group A- Policy, Compliance &amp; Quality</b>	
BSBAUD512	Lead quality audits
BSBAUD513	Report on quality audits
BSBSUS511	Develop workplace policies and procedures for sustainability
CHCDIV003	Manage and promote diversity
CHCPOL002	Develop and implement policy
<b>Group B- Operations &amp; Business Management</b>	
BSBINS501	Implement information and knowledge management systems
BSBINS512	Monitor business records systems
BSBOPS502	Manage business operational plans
BSBSTR502	Facilitate continuous improvement
BSBPRC501	Manage procurement strategies
BSBTWK502	Manage team effectiveness
BSBTWK503	Manage meetings
<b>Group C- Human Resource Management</b>	
BSBHRM414	Use human resources information systems
BSBHRM521	Facilitate performance development processes
BSBHRM522	Manage employee and industrial relations
BSBHRM525	Manage recruitment and onboarding
BSBHRM528	Coordinate remuneration and employee benefits
BSBHRM529	Coordinate separation and termination processes
BSBHRM530	Coordinate rehabilitation and return to work programs
<b>Group D- Digital technology</b>	

BSBOPS507X	Manage organisational response to disruption
BSBXCS402	Promote workplace cyber security awareness
HLTADM008M	Administer and coordinate Telehealth services
HLTADM009M	Manage Telehealth technology
<b>Group E- Marketing</b>	
BSBMKG541	Identify and evaluate marketing opportunities
BSBMKG542	Establish and monitor the marketing mix
<b>Group E- Personal effectiveness</b>	
BSBCRT411	Apply critical thinking to work practices
CHCPRP003	Reflect on and improve own professional practice

<b>Qualification mapping information</b>	Supersedes and is not equivalent to HLT57715 Diploma of Practice Management
<b>Links</b>	Link to Companion Volume Implementation Guide.

## Unit of Competency template

<b>Unit code</b>	HLTADM008	
<b>Unit title</b>	Administer and coordinate Telehealth services	
<b>Modification History</b>	Release	Comments
	<will be updated based on final changes>	
<b>Application</b>	<p>This unit describes the skills and knowledge required to administer, support and monitor Telehealth services in a health care organisation in collaboration with health professionals and other service providers.</p> <p>It applies to individuals who play a role in coordinating Telehealth activities in line with policies, procedures and protocols. <a href="#">These individuals work within</a> legal and ethical requirements surrounding clinical risk management and governance.</p> <p>The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.</p>	
<b>Legislative/ Licensing/Regulatory Requirements</b>	<a href="#">No licensing, legislative or certification requirements apply to this unit at the time of publication.</a>	
<b>Pre-requisite unit</b>	N/A	
<b>Competency field</b>	Health Administration	
<b>Unit sector</b>	Health	
<b>Elements</b>	<b>Performance criteria</b>	
<i>Elements describe the essential outcomes</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>	
1. Develop and maintain Telehealth networks	1.1. Establish and maintain Telehealth networks by communicating respectfully with diverse people and groups to develop trust and confidence	



	<p>1.2. Access, update and share Telehealth service provider information with health professionals and other colleagues</p> <p>1.3. Develop and refine approaches to Telehealth service provision by identifying and using opportunities to update and expand own knowledge</p>
2. Maintain compliance with ethical and legal requirements	<p>2.1. Determine risks associated with the sharing of information on Telehealth platforms</p> <p>2.2. Collect, use and disclose patient information according to information privacy principles, duty of confidentiality, organisational policies and accreditation standards</p> <p>2.3. Identify and uphold patient rights, duty of care and safety according to organisational policies across all aspects of the Telehealth service</p> <p>2.4. Perform all work within the boundaries of responsibility and refer problems to an authorised health professional</p>
3. Support Telehealth service provision	<p>3.1. Confirm the information included in referrals and requests is clear, accurate and complete</p> <p>3.2. Contact service providers and organise care as requested by an authorised health professional according to organisational policies and procedures</p> <p>3.3. Coordinate information flow to meet consultation requirements</p> <p>3.4. Identify and respond promptly to routine administrative Telehealth service problems</p> <p>3.5. Support colleagues involved in Telehealth services by sharing information and responding to queries in accordance with organisational procedures.</p>
4. Complete Telehealth administration	<p>4.1. Manage appointments, recall and reminder systems for Telehealth as per instructions provided by an authorised health professional</p> <p>4.2. Complete Telehealth financial administration tasks according to billing systems and Telehealth-specific requirements</p> <p>4.3. Maintain client documentation according to organisational and compliance requirements</p>

5. Contribute to evaluation of Telehealth services	<p>5.1. Measure and benchmark performance using established methods and tools, according to organisational policies and procedures</p> <p>5.2. Monitor and evaluate Telehealth systems to identify risks and promote risk reduction strategies according to legal and ethical standards</p> <p>5.3. Support compliance with accreditation requirements related to Telehealth, within scope of own job role</p> <p>5.4. Implement and evaluate changes in conjunction with colleagues to support the achievement of agreed goals.</p>
<b>Foundation skills</b> Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.	
<b>Range of Conditions</b> N/A	
<b>Unit mapping information</b>	<i>Supersedes and is equivalent to HLTADM001 Administer and coordinate Telehealth services</i>
<b>Links</b>	

Mandatory fields are highlighted ☐

## Assessment Requirements template

<b>Title</b>	Assessment Requirements for HLTADM008 Administer and coordinate Telehealth services
<b>Performance evidence</b>	<p>Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:</p> <ul style="list-style-type: none"> <li>provide administrative support for at least three Telehealth consultation sessions including:               <ul style="list-style-type: none"> <li>managing client information appropriately</li> <li>managing the information flow between service providers</li> <li>completing financial administration tasks</li> </ul> </li> <li>in course of the above:</li> </ul>

	<ul style="list-style-type: none"> <li>○ respond to Telehealth administrative problems according to organisational procedures</li> <li>○ contribute to evaluation of at least one Telehealth service in at least one organisation</li> <li>○ identify and use Telehealth networks to inform practice.</li> </ul>
<b>Knowledge evidence</b>	<p>Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:</p> <ul style="list-style-type: none"> <li>• key considerations in the provision of Telehealth services: <ul style="list-style-type: none"> <li>○ clinical</li> <li>○ technical</li> <li>○ business</li> <li>○ client-centred approach</li> </ul> </li> <li>• industry Telehealth standards, guidelines and accreditation requirements as well as organisational policies and procedures</li> <li>• legal and ethical requirements for the provision of Telehealth services including current Medicare requirements with regards billing and documentation</li> <li>• risk management considerations and approaches for Telehealth: <ul style="list-style-type: none"> <li>○ sharing of digital information including who can share what with whom and how</li> <li>○ ownership of digital information</li> <li>○ privacy and confidentiality</li> <li>○ consent</li> </ul> </li> <li>• role of different individuals in provision of Telehealth services and scope and limitations of own role</li> <li>• Telehealth networks and ways to use them</li> <li>• context for current provision of Telehealth services, including government incentives</li> <li>• Telehealth evaluation methods and tools</li> <li>• key aspects of practice administration systems and how they may be used and adapted to support Telehealth services: <ul style="list-style-type: none"> <li>○ sources of information about Medicare Benefits Schedule (MBS) items</li> <li>○ funding and support mechanisms for different client groups</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>key requirements of referral and request information including accurate client details and clinical requirements</li> </ul>
<b>Assessment conditions</b>	<p><u>Assessment of performance evidence may be in a workplace setting or an environment that accurately represents a real workplace.</u></p> <p>Assessment must ensure access to:</p> <ul style="list-style-type: none"> <li>use of suitable facilities, equipment and resources, including: <ul style="list-style-type: none"> <li>operational administration system capable of supporting provision of Telehealth services</li> <li>organisational policies and procedures for Telehealth</li> <li>industry Telehealth standards</li> </ul> </li> <li>modelling of industry operating conditions, including: <ul style="list-style-type: none"> <li>interactions with clients and colleagues</li> <li>integration of typical operational problems to which the candidate responds</li> </ul> </li> </ul> <p>Assessors must satisfy the <u>current</u> Standards for Registered Training Organisations (RTOs)'s requirements for assessors.</p>
<b>Links</b>	

## Unit of Competency template

<b>Unit code</b>	HLTADM009	
<b>Unit title</b>	Manage Telehealth technology	
<b>Modification History</b>	Release	Comments
		<will be updated based on final changes>
<b>Application</b>	<p>This unit describes the skills and knowledge required to select, use and maintain Telehealth technology according to organisational needs. It requires the ability to protect the security of data, particularly in relation to client confidentiality and privacy.</p> <p>It applies to individuals in small to medium sized organisations who play a role in coordinating Telehealth activities in line with policies, procedures and protocols and legal and ethical requirements surrounding clinical risk management and governance.</p> <p>The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.</p>	
<b><u>Legislative/ Licensing/Regulatory Requirements</u></b>	<u>No licensing, legislative or certification requirements apply to this unit at the time of publication.</u>	
<b>Pre-requisite unit</b>	Nil	
<b>Competency field</b>	Health Administration	
<b>Unit sector</b>	Health	
<b>Elements</b>	<b>Performance criteria</b>	
Elements describe the essential outcomes	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>	
1. Determine technology requirements	1.1. Seek information on organisation technology requirements by consulting with appropriate colleagues and client population needs	

	<p>1.2. Investigate and document options for Telehealth platforms and select hardware and software options that best meet organisational needs</p> <p>1.3. Make recommendations to relevant colleagues on suitable Telehealth platform within scope of own job role</p> <p>1.4. Obtain and evaluate costings for chosen hardware and software options from vendors</p> <p>1.5. Liaise with Telehealth and video consultation vendors to organise purchase and set up in line with scope of own job role, standards and organisational requirements</p>
2. Set up consultation sessions	<p>2.1. Prepare Telehealth video conferencing equipment for consultations according to organisational policies, procedures and protocols</p> <p>2.2. Verify that Telehealth video conferencing equipment meets requirements of organisational guidelines for Telehealth video conferencing</p> <p>2.3. Check and confirm that the Telehealth consultation environment and facilities are conducive to patient care and maintain confidentiality and privacy</p> <p>2.4. Support and coach colleagues with use of Telehealth technology within scope of own job role</p>
3. Maintain Telehealth equipment	<p>3.1. Complete routine maintenance of Telehealth technologies, supporting equipment and facilities according to manufacturer instructions</p> <p>3.2. Conduct routine checks to confirm that technologies meet health, safety, industry and task specific legislation and requirements</p> <p>3.3. Use troubleshooting techniques to resolve minor technology problems</p> <p>3.4. Identify situations where expert assistance is required and organise technical support</p> <p>3.5. Provide information to technical support personnel about privacy and confidentiality obligations</p> <p>3.6. Complete accurate maintenance documentation according to organisational policies and procedures</p>

4. Protect security of Telehealth information system	<p>4.1. Identify information security risks associated with provision of Telehealth services</p> <p>4.2. Gain access to Telehealth information system in accordance with organisational access, equity and clearance level requirements</p> <p>4.3. Check and confirm that the accurate records of user account and security access details are provided to Telehealth clients in line with system integrity, privacy and risk management requirements</p> <p>4.4. Communicate privacy, confidentiality and security obligations to all Telehealth personnel</p> <p>4.5. Complete data security documentation according to organisational and legal requirements</p>
<b>Foundation skills</b> Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.	
<b>Range of conditions</b> N/A	
<b>Unit mapping information</b>	Supersedes and is equivalent to HLTADM002 Manage Telehealth technology
<b>Links</b>	

## Assessment Requirements template

<b>Title</b>	Assessment Requirements for HLTADM009 Manage Telehealth technology
<b>Performance evidence</b>	Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and: <ul style="list-style-type: none"> <li>manage the selection, set up and maintenance of at least one Telehealth system including:</li> </ul>



	<ul style="list-style-type: none"> <li>○ evaluating organisation technology needs through consultation and research</li> <li>○ selecting and costing options and make appropriate recommendations</li> <li>○ organising technology set up</li> <li>○ following procedures to protect security of the information system and client data</li> <li>○ completing routine technical maintenance and troubleshooting: <ul style="list-style-type: none"> <li>▪ perform and test back-ups</li> <li>▪ perform data cleaning</li> <li>▪ interpret technical manuals</li> <li>▪ use techniques to solve minor technical problems</li> </ul> </li> <li>• complete the technical set up for at least three Telehealth consultation sessions.</li> </ul>
<b>Knowledge evidence</b>	<p>Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:</p> <ul style="list-style-type: none"> <li>• contexts for Telehealth service provision, and the impacts on services provision and technology requirements: <ul style="list-style-type: none"> <li>○ physical environment limitations</li> <li>○ location of technology within the organisation</li> <li>○ need for privacy</li> </ul> </li> <li>• legal and ethical requirements for the provision of Telehealth services</li> <li>• risk management considerations and approaches for Telehealth service delivery, including: <ul style="list-style-type: none"> <li>○ requirements for sharing of digital information including authorisation, recipients and methods of information sharing</li> <li>○ ownership of digital information</li> <li>○ confidentiality</li> <li>○ consent</li> </ul> </li> <li>• features of computer hardware and software: <ul style="list-style-type: none"> <li>○ general differences between different computer platforms and their respective operating systems</li> <li>○ requirements to support Telehealth services</li> </ul> </li> <li>• features of medical software and operating systems used by the organisation to support Telehealth services, including software copyright responsibilities</li> <li>• key features of industry standards for: <ul style="list-style-type: none"> <li>○ provision of Telehealth services</li> <li>○ computer and information security</li> <li>○ encryption of video data</li> </ul> </li> <li>• data security procedures: <ul style="list-style-type: none"> <li>○ backups</li> <li>○ data labelling and storage</li> <li>○ password policy</li> <li>○ system security settings</li> </ul> </li> </ul>


	<ul style="list-style-type: none"> <li>○ documentation requirements</li> <li>• routine technology maintenance procedures: <ul style="list-style-type: none"> <li>○ functions and features of diagnostic tools</li> <li>○ documentation requirements</li> </ul> </li> <li>• legislation and industry standards related to the confidentiality, privacy and security of client information</li> <li>• organisational policies, procedures and protocols related to Telehealth</li> <li>• work health and safety requirements in relation to set up and use of computer systems.</li> </ul>
<b>Assessment conditions</b>	<p>Assessment of performance evidence may be in a workplace setting or an environment that accurately represents a real workplace.</p> <p>Assessment must ensure access to:</p> <ul style="list-style-type: none"> <li>• use of suitable facilities, equipment and resources, including: <ul style="list-style-type: none"> <li>○ computerised system including both hardware and software, capable of supporting provision of Telehealth services</li> <li>○ a populated database</li> <li>○ organisational policies and procedures</li> <li>○ industry Telehealth standards</li> </ul> </li> <li>• modelling of industry operating conditions, including: <ul style="list-style-type: none"> <li>○ integration of typical technical problems to which the candidate responds.</li> </ul> </li> </ul> <p>Assessors must satisfy the current Standards for Registered Training Organisations' requirements for assessors.</p>
<b>Links</b>	

## Unit of Competency template

<b>Unit code</b>	HLTADM010	
<b>Unit title</b>	Assist with patient recalls, referrals and care pathways	
<b>Modification History</b>	Release	Comments
	<will be updated based on final changes>	
<b>Application</b>	<p>This unit describes the skills and knowledge required to provide instructions and information to clients, pro-actively follow up clients and liaise with other service providers to support a coordinated care approach.</p> <p>This unit applies to individuals who assist and work under the delegation of health professionals.</p> <p>The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.</p>	
<b>Legislative/ Licensing/Regulatory Requirements</b>	<u>No licensing, legislative or certification requirements apply to this unit at the time of publication.</u>	
<b>Pre-requisite unit</b>	N/A	
<b>Competency field</b>	Health Administration	
<b>Unit sector</b>	Health	
<b>Elements</b>	<b>Performance criteria</b>	
<i>Elements describe the essential outcomes</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>	
1. Provide instruction and information to clients	<p>1.1. Provide medical information according to regulatory requirements, within scope of own role.</p> <p>1.2. Read information and check its currency and accuracy prior to provision of information to clients</p> <p>1.3. Instruct and inform clients as per health professional request, ensuring consistency of message</p>	

2. Follow up clients	<p>2.1. Recall clients as per practice protocols and health professional instructions</p> <p>2.2. Interpret and manage the medical practice reminder system according to procedures</p> <p>2.3. Monitor 'did not attend' clients and follow up according to organisational policies and procedures</p> <p>2.4. Identify critical client appointments and follow up according to protocols if clients fails to attend</p> <p>2.5. Record communication with, and in regard to, clients according to organisational documentation requirements</p>
3. Exchange information among health service providers	<p>3.1. Exchange information using communication methods that comply with legislative requirements and industry standards.</p> <p>3.2. Facilitate information exchange programs designed to encourage and support client participation.</p> <p>3.3. Identify and follow up missing information</p>
4. Facilitate multi-disciplinary approach to client care	<p>4.1. Gather information about local service providers and health care programs and maintain its currency</p> <p>4.2. Maintain and share service provider and health care program information with colleagues</p> <p>4.3. Liaise with other service providers and organise required care as per health professional request</p> <p>4.4. Coordinate case discussions amongst providers, as required to support client care</p> <p>4.5. Complete required documentation for referral as per health professional request</p> <p>4.6. Provide complete and correct information to clients.</p>
<p><b>Foundation skills</b></p> <p>Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.</p>	
<p><b>Range of Conditions</b></p> <p>N/A</p>	

<b>Unit mapping information</b>	Supersedes and is equivalent to <i>HLTADM003 Facilitate a coordinated approach to client care</i>
<b>Links</b>	

Mandatory fields are highlighted 

## Assessment Requirements template

<b>Title</b>	Assessment Requirements for <i>HLTADM010 Facilitate a coordinated approach to client care</i>
<b>Performance evidence</b>	<p>Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:</p> <ul style="list-style-type: none"> <li>• identify at least three different clients requiring follow up due to different administrative or care pathway needs including recalls, reminder actions or missed appointments</li> <li>• provide accurate information, as delegated by health professional, to at least three clients with different needs in line with organisational protocols</li> </ul> <p>The same three clients may be used to demonstrate both requirements.</p>
<b>Knowledge evidence</b>	<p>Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:</p> <ul style="list-style-type: none"> <li>• legal and ethical considerations for information exchange and provision including national, state or territory and local: <ul style="list-style-type: none"> <li>○ duty of care</li> <li>○ informed consent</li> <li>○ records management</li> <li>○ privacy, confidentiality and disclosure</li> <li>○ industry standards</li> <li>○ work role boundaries including responsibilities, and limitations around types of information to be provided by non-professionals</li> </ul> </li> <li>• types of information provision that may be delegated by health professionals: <ul style="list-style-type: none"> <li>○ administrative information relating to advanced care planning including documentation and storage protocols</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ educational material including preventative, promotional and self-management</li> <li>○ instructions for use of medical equipment and supplies</li> <li>○ information about procedures</li> <li>○ preparation procedures for diagnostic testing</li> <li>○ where to go for tests and treatment</li> <li>○ key requirements of systems and procedures for effective management of reminder systems</li> <li>• administrative information relating to scope and availability of other health services and programs, provided under the direction of a health professional: <ul style="list-style-type: none"> <li>○ eligibility</li> <li>○ access and referral requirements</li> <li>○ costs and funding mechanisms: <ul style="list-style-type: none"> <li>▪ Home And Community Care (HACC)</li> <li>▪ Medicare Benefits Schedule (MBS)</li> <li>▪ Pharmaceutical Benefits Scheme (PBS)</li> <li>▪ typical private health insurance provisions</li> <li>▪ Department of Veterans' Affairs (DVA)</li> <li>▪ WorkCover</li> </ul> </li> <li>○ key features of how they operate</li> </ul> </li> <li>• methods to ensure currency of information</li> <li>• ways in which information is exchanged, and services are organised between different health providers: <ul style="list-style-type: none"> <li>○ key information</li> <li>○ documentation requirements.</li> </ul> </li> </ul>
<b>Assessment conditions</b>	<p><u>Assessment of performance evidence may be in a workplace setting or an environment that accurately represents a real workplace.</u></p> <p>Assessment must ensure access to:</p> <ul style="list-style-type: none"> <li>• use of suitable resources including: <ul style="list-style-type: none"> <li>○ online or hard copy provider directories</li> <li>○ client information materials</li> <li>○ client record keeping systems</li> </ul> </li> <li>• modelling of industry operating conditions, including: <ul style="list-style-type: none"> <li>○ interaction with clients</li> <li>○ integration of situations requiring problem solving</li> </ul> </li> </ul> <p>Assessors must satisfy the current Standards for Registered Training Organisations' requirements for assessors.</p>
<b>Links</b>	

FIRST DRAFT

## Unit of Competency template

<b>Unit code</b>	HLTADM011	
<b>Unit title</b>	Manage health billing and accounting system	
<b>Modification History</b>	Release	Comments
	<will be updated based on final changes>	
<b>Application</b>	<p>This unit describes the skills and knowledge required to implement and monitor a billing and accounting system in a health practice, with consideration of client accessibility, practice viability and regulatory and legislative requirements.</p> <p>This unit applies to health practice administrators working in a coordination or management role.</p> <p>The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.</p>	
<b>Legislative/ Licensing/Regulatory Requirements</b>	<u>No licensing, legislative or certification requirements apply to this unit at the time of publication.</u>	
	Nil	
<b>Competency field</b>	Health Administration	
<b>Unit sector</b>	Health	
<b>Elements</b>	<b>Performance criteria</b>	
<i>Elements describe the essential outcomes</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>	
1. Implement and monitor billing system	<p>1.1. Integrate regulatory and legislative requirements into billing systems</p> <p>1.2. Evaluate payment options and equipment requirements to optimise ease of payment and client accessibility</p>	



	<p>1.3. Identify possible payment barriers that may prevent client access to practice services and develop billing strategies to best address barriers</p> <p>1.4. Identify payment requirements to meet the viability and cash flow needs of the practice</p> <p>1.5. Identify and respond to the accountability and reporting requirements for supported and special payment schemes</p> <p>1.6. Evaluate, select and implement systems and procedures to support the billing and payment system</p>
2. Develop procedures for actioning outstanding accounts	<p>2.1. Identify outstanding accounts of the practice according to organisational policies and procedures</p> <p>2.2. Select and utilise strategies for ethical recovery of outstanding accounts</p> <p>2.3. Monitor and adjust outstanding accounts according to organisational policies and procedures</p> <p>2.4. Document adjustments to accounts and report to the supervisor according to organisational policies and procedures</p>
3. Manage information and data required to maintain subsidy payments	<p>3.1. Interpret and evaluate the information and data requirements to maintain subsidy payments</p> <p>3.2. Develop systems to collect data with minimal interruption to practice functions</p> <p>3.3. Manage information and data requirements to meet quality and timeframe requirements</p> <p>3.4. Generate reports and data according to organisational policies and procedures</p>
<p><b>Foundation skills</b></p> <p>Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.</p>	
<p><b>Range of Conditions</b></p> <p>N/A</p>	
<b>Unit mapping information</b>	Supersedes <i>HLTADM004 Manage health billing and accounting system</i>

<b>Links</b>	
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Mandatory fields are highlighted ☐

## Assessment Requirements template

<b>Title</b>	Assessment Requirements for <i>HLTADM011 Manage health billing and accounting system</i>
<b>Performance evidence</b>	<p>Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:</p> <ul style="list-style-type: none"> <li>manage an accounting system that meets regulatory requirements for at least one health practice for three billing cycles</li> </ul>
<b>Knowledge evidence</b>	<p>Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:</p> <ul style="list-style-type: none"> <li>legal and ethical considerations for health practice billing: <ul style="list-style-type: none"> <li>codes of practice</li> <li>policy frameworks</li> <li>privacy, confidentiality and disclosure</li> <li>records management: <ul style="list-style-type: none"> <li>reporting for supported and special payment schemes</li> <li>information and data requirements for subsidy payments</li> </ul> </li> </ul> </li> <li>types of billing options available to health practices and the requirements to implement these: <ul style="list-style-type: none"> <li>bulk billing</li> <li>direct debit of health insurance components</li> <li>cash payment</li> <li>credit card payment</li> </ul> </li> <li>features of products, systems and initiatives that support health billing systems: <ul style="list-style-type: none"> <li>software</li> <li>staff training and support</li> <li>systems support</li> </ul> </li> <li>client payment issues and considerations for health practices: <ul style="list-style-type: none"> <li>barriers to prompt and complete payment</li> <li>barriers that may prevent access to health services</li> <li>strategies to reduce likelihood of client debt load</li> <li>payment options for clients and suppliers</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>• debt recovery systems and practices</li> <li>• cash flow needs of the practice and associated payment requirements to ensure viability of the practice</li> </ul>
<b>Assessment conditions</b>	<p>Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions.</p> <p>Assessment must ensure access to:</p> <ul style="list-style-type: none"> <li>• use of suitable facilities, equipment and resources, including:             <ul style="list-style-type: none"> <li>○ computerised billing system</li> <li>○ client records</li> </ul> </li> <li>• regulatory requirements</li> <li>• modelling of industry operating conditions.</li> </ul> <p>Assessors must satisfy the <b>current</b> Standards for Registered Training Organisations (RTOs)'s requirements for assessors.</p>
<b>Links</b>	

## Unit of Competency

<b>Unit code</b>	HLTAID016	
<b>Unit title</b>	Manage first aid services and resources	
<b>Modification History</b>	Release	Comments
	<will be updated based on final changes>	
<b>Application</b>	<p>This unit describes the skills and knowledge required to establish, maintain and facilitate the provision of appropriate first aid in the workplace.</p> <p>This unit applies to workers in nominated occupational first aid or management roles.</p>	
<b>Legislative/ Licensing/Regulatory Requirements</b>	<p><i>Specific licensing/regulatory requirements relating to this competency, including requirements for refresher training should be obtained from the relevant national/state/territory Work Health and Safety Regulatory Authorities.</i></p>	
<b>Pre-requisite unit</b>	Nil	
<b>Competency field</b>		
<b>Unit sector</b>		
<b>Elements</b>	<b>Performance criteria</b>	
<i>Elements describe the essential outcomes</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>	
1. Determine workplace first aid requirements.	<p>1.1. Identify workplace hazards and assess associated risks as a basis for determining first aid resource requirements.</p> <p>1.2. Identify first aid equipment, resources and personnel required to address workplace requirements.</p> <p>1.3. Develop first aid action plans in consultation with relevant parties according to organisational requirements.</p> <p>1.4. Provide information to minimise risk and enable access to first aid facilities.</p>	

<p>2. Establish and maintain workplace first aid facilities.</p>	<p>2.1. Monitor and maintain availability of first aid equipment and personnel to support workplace first aid response.</p> <p>2.2. Conduct inspections of first aid stock and equipment to ensure currency and operational readiness in line with workplace requirements.</p> <p>2.3. Ensure equipment is recovered and reprocessed and that waste is disposed of safely according to legislative and workplace procedures.</p> <p>2.4. Ensure equipment and resources are stored and maintained in line with relevant legislation and manufacturers' or suppliers' instructions.</p> <p>2.5. Deploy appropriate equipment and personnel to ensure timely and effective first aid response in line with workplace requirements.</p>
<p>3. Maintain workplace first aid records.</p>	<p>3.1. Ensure documentation is completed in line with legislation and workplace procedures.</p> <p>3.2. Maintain first aid records in line with legislative requirements and workplace security practices.</p> <p>3.3. Send relevant documents to relevant bodies in line with workplace and legislative requirements.</p> <p>3.4. Maintain privacy and confidentiality of records and information in line with privacy legislation and organisational policies.</p>
<p>4. Review the provision of first aid in the workplace.</p>	<p>4.1. Participate in incident debriefing or evaluation to improve future operations and address individual needs.</p> <p>4.2. Evaluate management of workplace first aid incidents in relation to required equipment, personnel, current organisational procedures and individual first aid action plans.</p> <p>4.3. Contribute to the review of workplace policies and procedures in accordance with risk assessment and evaluation of first aid provision.</p>
<p><b>Foundation skills</b></p> <p>The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.</p>	

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.	
<b>Range of Conditions</b>	
N/A	
<b>Unit mapping information</b>	Supersedes and is equivalent to <i>HLTAID008 Manage first aid services and resources</i>
<b>Links</b>	

Mandatory fields are highlighted ☐

## Assessment Requirements template

<b>Title</b>	Assessment Requirements for <i>HLTAID016 Manage first aid services and resources</i>
<b>Performance evidence</b>	<p>Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role.</p> <p>There must be evidence that the candidate has completed the following tasks in line with State or Territory regulations, first aid codes of practice, Australian Resuscitation Council (ARC) guidelines and workplace procedures:</p> <ul style="list-style-type: none"> <li>• conducted a workplace risk assessment and evaluation of first aid provisions</li> <li>• developed a first aid action plan including strategies for management of incidents and individuals needs in accordance with workplace policies and procedures</li> <li>• used a first aid checklist to service a workplace first aid kit for supplies' replacement and equipment maintenance</li> <li>• maintained first aid equipment and resources according to manufacturers' instructions</li> <li>• used and maintained documentation required by the workplace and regulatory authorities.</li> </ul>
<b>Knowledge evidence</b>	<p>Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:</p> <ul style="list-style-type: none"> <li>• state/territory regulations, first aid codes of practice and workplace procedures including: <ul style="list-style-type: none"> <li>○ workplace requirements for first aid provision in line with the relevant state/territory Work Health and Safety requirements</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ duty of care in relation to first aid provision</li> <li>○ safe work practices to deal with risks and potential hazards including manual handling, hazardous substances, dangerous goods and chemicals</li> <li>○ infection control principles and procedures, including use of standard precautions based on incident</li> <li>○ requirements for currency of skill and knowledge</li> <li>• legal, workplace or community issues relating to the provision of first aid including: <ul style="list-style-type: none"> <li>○ awareness of potential need for stress-management techniques and available support following an emergency situation</li> <li>○ consent</li> <li>○ capabilities of emergency management services</li> <li>○ privacy and confidentiality requirements</li> <li>○ importance of debriefing.</li> </ul> </li> </ul>
<b>Assessment conditions</b>	<p>Skills must be demonstrated in an environment that provides realistic in-depth, scenarios and simulations to assess candidates' skills and knowledge.</p> <p>Assessment must ensure access to:</p> <ul style="list-style-type: none"> <li>• first aid kit and contents checklist</li> <li>• workplace injury, trauma and/or illness record, or other applicable workplace or site incident report form</li> <li>• relevant State or Territory Work Health and Safety First Aid Code of Practice.</li> </ul> <p>Simulated assessment environments must simulate the real-life working environment where these skills and knowledge would be performed, with all the relevant equipment and resources of that working environment, including workplace resources required by the relevant state/territory Work Health and Safety Regulatory Authority.</p> <p>Assessors must satisfy the current Standards for Registered Training Organisations' requirements for assessors.</p>
<b>Links</b>	

## Unit of Competency template

<b>Unit code</b>	HLTHPS001	
<b>Unit title</b>	Take clinical measurements	
<b>Modification History</b>	Release	Comments
	<will be updated based on final changes>	
<b>Application</b>	<p>This unit describes the skills and knowledge required to prepare for, obtain and record simple clinical measurements.</p> <p>This unit applies to individuals who work under the direct or indirect supervision of a health professional.</p> <p><i>The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.</i></p>	
<b>Legislative/ Licensing/Regulatory Requirements</b>	No licensing, legislative or certification requirements apply to this unit at the time of publication.	
<b>Pre-requisite unit</b>	Nil	
<b>Competency field</b>		
<b>Unit sector</b>		
<b>Elements</b>	<b>Performance criteria</b>	
<i>Elements describe the essential outcomes</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>	
1. Prepare for clinical measurement	<p>1.1 Determine clinical measurement requirements based on client information, supervisor's instructions and own role limitations</p> <p>1.2 Assess environment for suitability to conduct a clinical measurement and address any identified issues</p> <p>1.3 Apply infection control and hand hygiene procedures in preparation for clinical measurements according to organisational policies and procedures.</p>	



	<p>1.4 Gather, prepare and check readiness of equipment and consumables prior to use</p> <p>1.5 Confirm client identity according to organisation and regulatory procedures</p> <p>1.6 Communicate measurement procedures and purpose to client</p> <p>1.7 Collect and document required client information and measurement data</p> <p>1.8 Provide client the opportunity to ask questions and discuss any concerns</p> <p>1.9 Respond to client questions within own role limitations, and refer clinical questions or concerns to the supervisor</p> <p>1.10 Obtain agreement from the client to proceed with the clinical measurement according to clinical guidelines, organisational policies and procedures</p>
2. Obtain and record clinical measurements	<p>2.1 Apply personal hygiene and infection control procedures during clinical measurements according to organisational policies and procedures.</p> <p>2.2 Use clinical measurement equipment according to its purpose and operating instructions</p> <p>2.3 Apply manual measurement techniques according to clinical guidelines and adapt to suit specific client needs and issues that arise</p> <p>2.4 Follow established sequences and organisational procedures to obtain valid, reliable and accurate results</p> <p>2.5 Read, interpret and document numerical and other measurement data to document results according to organisational procedures</p> <p>2.6 Identify non-valid results based on equipment indicators and organisational procedures and repeat procedures</p> <p>2.7 Record and report results according to clinical guidelines, organisation procedures and confidentiality requirements</p> <p>2.8 Communicate outcome of measurements to client within own role limitations</p>
3. Finalise clinical measurement process	<p>3.1 Advise and instruct client on post-procedure requirements and next steps according to needs of specific test procedures</p>

	<p>3.2 Clean, sterilise and/or dispose of equipment and consumables according to manufacturers' requirements and infection control procedures</p> <p>3.3 Clean work area and dispose of waste according to organisation procedures and infection control procedures</p> <p>3.4 Store equipment and consumables according to clinical guideline and organisation procedures</p>
<b>Foundation skills</b> <i>The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.</i>	
Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.	
<b>Range of Conditions</b> N/A	
<b>Unit mapping information</b>	<p>Supersedes <i>CHCAC410B Collect technical data to support client health care plan</i></p> <p>Supersedes <i>HLTMAMP401C Assist with clinical measurements in a medical practice</i></p>
<b>Links</b>	

Mandatory fields are highlighted ☐

## Assessment Requirements template

<b>Title</b>	Assessment Requirements for <i>HLTHPS001 Take clinical measurements</i>
<b>Performance evidence</b>	<p>The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be evidence that the candidate has:</p> <ul style="list-style-type: none"> <li>followed established protocols, infection control and safety requirements to produce accurate, valid and reliable clinical measurements from at least 3 different clients</li> <li>taken 3 different types of clinical measurements from the list below: <ul style="list-style-type: none"> <li>vital signs (blood pressure (BP), pulse, respirations, temperature)</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ body height, weight and circumference measurement (including body mass index (BMI) calculation)</li> <li>○ blood glucose measurement</li> <li>○ chemical reagent strip urinalysis</li> <li>○ colour blindness testing</li> <li>○ distance visual acuity testing</li> <li>○ spirometry</li> <li>• on each occasion, there is evidence the candidate has produced valid, reliable and accurate results</li> </ul>
<b>Knowledge evidence</b>	<p>The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role. This includes knowledge of:</p> <ul style="list-style-type: none"> <li>• legal and ethical considerations for taking clinical measurements (national, state/territory, local), including: <ul style="list-style-type: none"> <li>○ children in the workplace</li> <li>○ duty of care</li> <li>○ informed consent, including its meaning and the limitations of obtaining consent by workers who are not health professionals</li> <li>○ mandatory reporting</li> <li>○ records management</li> <li>○ privacy, confidentiality and disclosure</li> <li>○ industry standards</li> <li>○ rights and responsibilities of workers, employers and clients</li> <li>○ work role boundaries – responsibilities and limitations</li> </ul> </li> <li>• standard infection control requirements for clinical measurements: <ul style="list-style-type: none"> <li>○ hand washing</li> <li>○ use of personal protective equipment (PPE)</li> <li>○ avoiding contact with bodily fluids</li> <li>○ sharps injury considerations</li> <li>○ waste disposal</li> </ul> </li> <li>• types of clinical measurements that may be taken by those supporting medical practitioners: <ul style="list-style-type: none"> <li>○ vital signs</li> <li>○ body height, weight and circumference measurement (including BMI calculation)</li> <li>○ colour blindness testing</li> <li>○ distance visual acuity testing</li> <li>○ screening audiometry</li> <li>○ spirometry</li> </ul> </li> <li>• clinical measurement procedures including: <ul style="list-style-type: none"> <li>○ relevant terminology</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ sequencing for measurement</li> <li>○ type of data produced, and requirements for recording and use of data</li> <li>• features and correct use of medical testing equipment: <ul style="list-style-type: none"> <li>○ sphygmomanometer</li> <li>○ stethoscope</li> <li>○ timing device</li> <li>○ thermometer</li> <li>○ peak flow meter and disposable mouth pieces</li> <li>○ penlight</li> <li>○ percussion (reflex) hammer</li> <li>○ measuring tape</li> <li>○ equipment for measuring height and weight</li> <li>○ goose-neck lamp or other light source</li> </ul> </li> <li>• types of information included in client medical records and rationale for these: <ul style="list-style-type: none"> <li>○ test details – name, date, time</li> <li>○ name of supplies used including batch and lot number and expiry date, if applicable</li> <li>○ results</li> <li>○ adverse effects or incidents</li> <li>○ advice or instructions given</li> <li>○ information collected regarding client's current health status, physical and social function</li> <li>○ signature requirements</li> </ul> </li> <li>• cultural and religious factors that impact on the approach to taking clinical measurements</li> <li>• anatomy and physiology to enable performance of clinical measurement to be accurate and of minimum risk to clients</li> </ul>
<b>Assessment conditions</b>	<p>Assessment of performance evidence may be in a workplace setting or an environment that accurately represents a real workplace.</p> <p>The following conditions must be met for this unit:</p> <ul style="list-style-type: none"> <li>• use of suitable facilities, equipment and resources, including: <ul style="list-style-type: none"> <li>○ sphygmomanometer</li> <li>○ stethoscope</li> <li>○ timing device</li> <li>○ thermometer</li> <li>○ peak flow meter and disposable mouth pieces</li> <li>○ spirometer and disposable mouth pieces</li> <li>○ penlight</li> <li>○ measuring tape</li> <li>○ equipment for measuring height and weight</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ colour blindness test plates (eg Ishihara)</li> <li>○ visual acuity chart</li> <li>○ audiometer and quiet room</li> <li>○ goose-neck lamp or other light source</li> <li>○ hand washing facilities</li> <li>○ disposable gloves</li> <li>• modelling of industry operating conditions, including: <ul style="list-style-type: none"> <li>○ interaction with clients</li> <li>○ integration of situations requiring problem solving</li> </ul> </li> </ul> <p>Assessors must satisfy the current Standards for Registered Training Organisations (RTOs) /AQTF mandatory competency requirements for assessors.</p>
<b>Links</b>	

## Unit of Competency template

<b>Unit code</b>	HLTHPS002	
<b>Unit title</b>	Assist health professionals with clinical procedures and client support	
<b>Modification History</b>	Release	Comments
	<will be updated based on final changes>	
<b>Application</b>	<p>This unit describes the skills and knowledge required to complete preparation, general assistance and follow up tasks that support health professionals in the delivery of care to clients.</p> <p>This unit applies to health care workers who work under the direct or indirect supervision of a health professional in medical practices and other care facilities.</p> <p><i>The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.</i></p>	
<b><u>Legislative/Licensing/Regulatory Requirements</u></b>	<a href="#">No licensing, legislative or certification requirements apply to this unit at the time of publication.</a>	
	Nil	
<b>Competency field</b>		
<b>Unit sector</b>		
<b>Elements</b>	<b>Performance criteria</b>	
<i>Elements describe the essential outcomes</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>	
1. Prepare environment and equipment	1.1 Obtain and clarify instructions from health professional or according to organisation procedures 1.2 Follow standard procedures for infection control 1.3 Assess environment for suitability	

	<p>1.4 Gather, prepare and check readiness of equipment and consumables prior to use</p> <p>1.5 Confirm readiness and availability of emergency equipment, medications and supplies as appropriate for procedure</p>
2. Prepare client	<p>2.1 Read client information and confirm client identity in accordance with organisation procedures</p> <p>2.2 Clearly communicate information to client <b>as directed by a health professional</b> and confirm their understanding <b>within own role limitations</b></p> <p>2.3 Give client the opportunity to ask questions and discuss any concerns</p> <p>2.4 <b>Respond to client questions within own role limitations, and refer clinical questions or concerns to the supervising health professional</b></p> <p>2.5 Obtain agreement from the client in accordance with clinical guidelines, organisation policies and procedures</p> <p>2.6 <b>Confirm client information relevant to the procedure as directed by the supervising health professional, and report any concerns within own role limitations</b></p> <p>2.7 Assist with positioning client for procedure ensuring client comfort and accessibility according to safe manual task procedures and health professional's instructions</p> <p>2.8 Recognise and respond appropriately to client needs for reassurance</p>
3. Follow health professional directions	<p>3.1 Respond to requests for assistance according to workplace protocols and within the scope of own job role</p> <p>3.2 Monitor client's condition as directed and within scope of own job role</p> <p>3.3 Report abnormal observations or client reactions to health professional immediately, in line with directions from the health professional</p> <p>3.4 Deal with adverse incidents as per workplace protocols and directions from health professional</p> <p>3.5 Accurately document procedure in client's medical record under supervision of the health professional in line with protocols and confidentiality requirements</p>
4. Complete follow up tasks	<p>4.1 Assist, advise and instruct client in accordance with practitioner instructions</p>

	<p>4.2 Monitor client for signs of adverse reaction for appropriate time period as directed and within scope of own job role</p> <p>4.3 Advise and instruct client as per organisation protocol and in line with health professional's instructions</p> <p>4.4 Clean and dispose of equipment and consumables in accordance with manufacturers' requirements and infection control procedures</p> <p>4.5 Clean work area and dispose of waste in line with practice protocols and infection control procedures</p> <p>4.6 Store equipment and consumables in accordance with clinical guidelines, organisation policies and procedures</p>
<p><b>Foundation skills</b></p> <p><i>The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.</i></p> <p>Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.</p>	
<p><b>Range of Conditions</b></p> <p>N/A</p>	
<b>Unit mapping information</b>	Supersedes <i>HLTMA402C Assist with clinical procedures in a medical practice</i>
<b>Links</b>	

Mandatory fields are highlighted ☐

## Assessment Requirements template

<b>Title</b>	Assessment Requirements for <i>HLTHPS002 Support health professional in the delivery of care</i>
<b>Performance evidence</b>	<p>The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be evidence that the candidate has:</p> <ul style="list-style-type: none"> <li>followed established protocols, procedures and infection control and safety requirements to provide assistance in delivery of care under the direction of a health professional for the following 5 procedures:</li> </ul>



	<ul style="list-style-type: none"> <li>○ dressing simple wounds using non-medicated materials</li> <li>○ suture and staple removal</li> <li>○ removal of plasters</li> <li>○ application of bandaging, splints and slings</li> <li>○ set up and monitoring of nebulisation without medication</li> </ul> <ul style="list-style-type: none"> <li>• followed established protocols, procedures, infection control and safety requirements to provide assistance to a health professional who is undertaking:             <ul style="list-style-type: none"> <li>○ pap tests or cervical screening tests</li> <li>○ plastering</li> <li>○ physical examination</li> <li>○ minor operations</li> </ul> </li> <li>• acted as a chaperone during an examination or procedure for at least one client, in line with organisational policy and role boundaries</li> </ul>
<b>Knowledge evidence</b>	<p>The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role. This includes knowledge of:</p> <ul style="list-style-type: none"> <li>• legal and ethical considerations for supporting the health professional in the delivery of care, including:             <ul style="list-style-type: none"> <li>○ duty of care</li> <li>○ informed consent, what it means, and the limitations of obtaining consent by workers who are not health professionals</li> <li>○ records management</li> <li>○ privacy, confidentiality and disclosure</li> <li>○ industry standards</li> <li>○ work role boundaries – responsibilities and limitations</li> <li>○ chaperoning requirements, including purpose, responsibilities, safeguarding principles, and organisational policies and procedures</li> <li>○ risk management considerations</li> <li>○ work health and safety                 <ul style="list-style-type: none"> <li>▪ manual task safety procedures</li> </ul> </li> </ul> </li> <li>• standard infection control requirements for clinical procedures:             <ul style="list-style-type: none"> <li>○ hand washing</li> <li>○ use of personal protective equipment (PPE)</li> <li>○ avoiding contact with bodily fluids</li> <li>○ needle stick injury considerations</li> <li>○ waste disposal</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ how to assist with the maintenance of surgical asepsis and the reasons for maintaining a sterile field</li> <li>• how to assist with the maintenance of surgical asepsis and the reasons for maintaining a sterile field</li> <li>• procedures, equipment and terminology used for commonly occurring care procedures undertaken by health professionals, including: <ul style="list-style-type: none"> <li>○ dressing of wounds not involving scheduled medication wound care</li> <li>○ suture and staple removal</li> <li>○ pap tests or cervical screening tests</li> <li>○ plastering/removal of plasters</li> <li>○ physical examination</li> <li>○ application of bandaging, splints and slings</li> <li>○ set up and monitoring of nebulisation without medication</li> <li>○ minor operations</li> </ul> </li> <li>• types of information included in client medical records and rationale for these, including: <ul style="list-style-type: none"> <li>○ procedures detail – name, date, time</li> <li>○ name of supplies used including batch and lot number and expiry date, if applicable</li> <li>○ details of procedure</li> <li>○ site of procedure</li> <li>○ results of procedure</li> <li>○ any adverse effects or incidents</li> <li>○ advice or instructions given</li> <li>○ information collected regarding client's current health status, physical and social function</li> <li>○ medical assistant's signature or initials</li> </ul> </li> </ul>
<b>Assessment conditions</b>	<p><u>Assessment of performance evidence may be in a workplace setting or an environment that accurately represents a real workplace.</u></p> <p>The following conditions must be met for this unit:</p> <ul style="list-style-type: none"> <li>• use of suitable facilities, equipment and resources, including: <ul style="list-style-type: none"> <li>○ client information and medical records</li> <li>○ disposable gloves</li> <li>○ hand hygiene facilities</li> <li>○ equipment and consumables needed for specific procedures, including: <ul style="list-style-type: none"> <li>▪ bandage scissors</li> <li>▪ cleaning agents</li> <li>▪ dressing packs – basic, for skin lesion</li> <li>▪ dressings, swabs and bandages</li> </ul> </li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>▪ examination couch with sheets or disposable covers</li> <li>▪ flow meter for oxygen cylinder</li> <li>▪ moisture proof sheets (blueys)</li> <li>▪ nebulisation mask and bowl (adult and child sizes)</li> <li>▪ oxygen tubing</li> <li>▪ equipment for pap tests or cervical screening tests</li> <li>▪ patient gown</li> <li>▪ plaster of paris and padding</li> <li>▪ plaster saw</li> <li>▪ sharps container</li> <li>▪ simulated wound with removable sutures and staples</li> <li>▪ skin cleansing solution</li> <li>▪ splinting material</li> <li>▪ stainless steel dressing trolley</li> <li>▪ staple remover, stitch cutting blade, stitch removal scissors</li> <li>▪ suture material</li> <li>• modelling of industry operating conditions, including: <ul style="list-style-type: none"> <li>○ interaction with clients</li> <li>○ integration of situations requiring problem solving</li> </ul> </li> </ul> <p>Assessors must satisfy the <a href="#">current</a> Standards for Registered Training Organisations (RTOs)'s <del>20</del> requirements for assessors.</p>
<b>Links</b>	

## Unit of Competency template

<b>Unit code</b>	HLTHPS003	
<b>Unit title</b>	Maintain medication stocks	
<b>Modification History</b>	Release	Comments
	<will be updated based on final changes>	
<b>Application</b>	<p>This unit describes the skills and knowledge required to order, store and monitor medication stock levels and complete associated documentation to meet regulatory requirements.</p> <p>This unit applies to individuals working under the direct or indirect supervision of a health professional.</p> <p><i>The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.</i></p>	
<b><u>Legislative/Licensing/Regulatory Requirements</u></b>	<u>No licensing, legislative or certification requirements apply to this unit at the time of publication.</u>	
	Nil	
<b>Competency field</b>		
<b>Unit sector</b>		
<b>Elements</b>	<b>Performance criteria</b>	
<i>Elements describe the essential outcomes</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>	
1. Monitor medication stock levels	<p>1.1 Conduct an inventory of medications against required stock levels according to instructions from health professional and established procedures</p> <p>1.2 Check and confirm that medications beyond expiry date are not used, in line with organisation guidelines</p>	

	<p>1.3 Correctly interpret information about cold chain requirements and monitor and maintain cold chain according to medication needs</p> <p>1.4 Monitor and update medication stock in the health practitioner's bag according to instructions from health professional</p>
2. Order stock	<p>2.1 Identify potential shortfalls in stock levels and take action to ensure stock is replenished in a timely manner under direction from health professionals</p> <p>2.2 Complete stock orders, as required, according to organisational procedures</p>
3. Handle and store medication stocks	<p>3.1 Handle medications according to scope of own role and in accordance with manufacturer's instructions</p> <p>3.2 Unpack medication orders and check items and quantities against order for accuracy, reporting any discrepancies according to organisational procedures</p> <p>3.3 Store medications according to manufacturer's recommendations</p> <p>3.4 Dispose of medications in accordance with regulatory requirements and health professional instructions</p>
4. Maintain medication documentation	<p>4.1 Maintain log books of medications in accordance with legislative requirements</p> <p>4.2 Maintain documentation of cold chain management according to organisational procedures</p>
<p><b>Foundation skills</b></p> <p><i>The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.</i></p> <p>Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.</p>	
<p><b>Range of Conditions</b></p> <p>N/A</p>	
<b>Unit mapping information</b>	Supersedes <i>HLTMAMP404B Maintain medication stocks in a medical practice</i>
<b>Links</b>	

Mandatory fields are highlighted ☐

# Assessment Requirements template

<b>Title</b>	Assessment Requirements for <i>HLTHPS003 Maintain medication stocks</i>
<b>Performance evidence</b>	<p>The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be evidence that the candidate has:</p> <ul style="list-style-type: none"> <li>followed state and territory legislation, regulatory and organisation procedures to maintain the medication stocks for at least 1 health workplace under the direct or indirect supervision of a health professional</li> </ul>
<b>Knowledge evidence</b>	<p>The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role. This includes knowledge of:</p> <ul style="list-style-type: none"> <li>basic pharmacology, including the major medication categories and the types of conditions they treat</li> <li>storage requirements for different types of medication</li> <li>purpose and features of consumer medicine information (CMI)</li> <li>how to organise dosage administration aids</li> <li>Organisational policies and procedures relevant to medication management, including stock monitoring, ordering, handling, storage, cold chain management, documentation and disposal of medications.</li> <li>legal and ethical considerations (national, state/territory and local) for medication storage, handling and checking, including:             <ul style="list-style-type: none"> <li>codes of practice                 <ul style="list-style-type: none"> <li>Australian Psychology Accreditation Council (APAC) <i>Guiding principles to achieve continuity in medication management</i></li> <li>Royal Australian College of General Practitioners (RACGP) <i>Standards for general practices</i></li> <li><i>Standard for the uniform scheduling of medicines and poisons</i></li> </ul> </li> <li>specific legislation, including:                 <ul style="list-style-type: none"> <li>health acts and regulations</li> <li>legislation and regulations pertaining to Schedule 8 (S8) controlled drugs</li> <li>drugs and poisons</li> </ul> </li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>▪ controlled substances</li> </ul>
<b>Assessment conditions</b>	<p><u>Assessment of performance evidence may be in a workplace setting or an environment that accurately represents a real workplace.</u> The following conditions must be met for this unit:</p> <ul style="list-style-type: none"> <li>• use of suitable facilities, equipment and resources, including: <ul style="list-style-type: none"> <li>○ temperature controlled storage</li> <li>○ secure storage</li> <li>○ dosage administration aids</li> <li>○ medication stocks</li> <li>○ medication documentation</li> <li>○ regulatory requirements for medications</li> <li>○ MIMS or similar reference guide</li> <li>○ procedures for the candidate to follow</li> </ul> </li> <li>• modelling of industry operating conditions, including integration of situations requiring problem solving n context of maintaining medication stocks.</li> </ul> <p>Assessors must satisfy the current Standards for Registered Training Organisations (RTOs)'s requirements for assessors.</p>
<b>Links</b>	

## Unit of Competency template

<b>Unit code</b>	HLTHPS005	
<b>Unit title</b>	Handle medical specimens	
<b>Modification History</b>	Release	Comments
	Will be updated based on final changes	
<b>Application</b>	<p>This unit describes the skills and knowledge required to handle medical specimens including receiving specimens, organising off-site testing and performing delegated on-site tests under the direction of health practitioner and in accordance with workplace protocols.</p> <p>This unit applies to health workers who handles medical specimens under the direction of health practitioner, and in accordance with workplace protocols. The scope of this unit does not include invasive specimen collection.</p> <p><i>The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.</i></p>	
<b>Legislative/ Licensing/Regulatory Requirements</b>	No licensing, legislative or certification requirements apply to this unit at the time of publication.	
<b>Pre-requisite unit</b>	Nil	
<b>Competency field</b>		
<b>Unit sector</b>		
<b>Elements</b>	<b>Performance criteria</b>	
<i>Elements describe the essential outcomes</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>	
1. Follow standard procedures for handling medical specimens	1.1 Handle medical specimens following standard precautions and relevant codes of practice  1.2 Select and use equipment and instruments appropriate to the type of specimen being handled	



	<p>1.3 Transfer specimen into container and seal according to required preservation and handling conditions</p> <p>1.4 Label specimen containers and store specimens under specified conditions</p> <p>1.5 Follow established organisational procedures in the event of an adverse incident</p>
2. Organise off-site testing of specimens	<p>2.1 Prepare specimens for transport in accordance with specifications for packaging and transport</p> <p>2.2 Check specimens are accompanied by all required documentation completed accurately and in full</p> <p>2.3 Arrange pick-up of specimens, where required, ensuring specimens are placed in the correct location for collection</p>
3. Conduct on-site testing of specimens	<p>3.1 Prepare and set up equipment and materials required for on-site testing in accordance with manufacturer's instructions and organisational procedures</p> <p>3.2 Conduct on site tests in line with organisational protocols, standard precautions and relevant industry standards</p> <p>3.3 Document test results and report to personnel</p> <p>3.4 Recognise significantly abnormal results and report them in a timely manner in accordance with organisational procedures.</p>
<p><b>Foundation skills</b></p> <p><i>The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.</i></p> <p>Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.</p>	
<p><b>Range of Conditions</b></p> <p>N/A</p>	
<b>Unit mapping information</b>	Supersedes and is equivalent to HLTMAMP409B <i>Handle specimens in a medical practice</i>
<b>Links</b>	

Mandatory fields are highlighted ☐

# Assessment Requirements template

<b>Title</b>	Assessment Requirements for <i>HLTHPS005 Handle medical specimens</i>
<b>Performance evidence</b>	<p>The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role.</p> <p>Evidence of the ability to:</p> <ul style="list-style-type: none"> <li>• follow established technical, infection control, and safety procedures when handling at least four (4) different specimen types, including: <ul style="list-style-type: none"> <li>○ blood</li> <li>○ urine</li> <li>○ swabs</li> <li>○ tissue</li> </ul> </li> <li>• select and use appropriate equipment and containers for each specimen type</li> <li>• label, store, and prepare specimens for transport or on-site testing in accordance with organisational procedures</li> <li>• organise off-site testing, ensuring specimens are accompanied by required documentation and placed in the correct location for collection</li> <li>• conduct on-site tests following organisational protocols and industry standards</li> <li>• document test results and report findings to relevant personnel</li> <li>• recognise significantly abnormal results and report them according to organisational procedures</li> <li>• follow procedures in the event of adverse incidents or errors</li> </ul>
<b>Knowledge evidence</b>	<p>The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role. This includes knowledge of:</p> <ul style="list-style-type: none"> <li>• legal and ethical considerations for specimen handling (national, state/territory, local): <ul style="list-style-type: none"> <li>○ codes of practice</li> <li>○ records management and labelling</li> <li>○ privacy, confidentiality and disclosure</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ work role boundaries – responsibilities and limitations</li> <li>○ work health and safety requirements</li> <li>• standard infection control requirements: <ul style="list-style-type: none"> <li>○ hand hygiene</li> <li>○ use of personal protective equipment (PPE)</li> <li>○ avoiding contact with bodily fluids</li> <li>○ needle stick injury considerations</li> <li>○ waste disposal</li> </ul> </li> <li>• different types of medical specimens and associated handling procedures, including those for: <ul style="list-style-type: none"> <li>○ urine</li> <li>○ blood</li> <li>○ oral fluids</li> <li>○ skin scrapings</li> <li>○ semen</li> </ul> </li> <li>• storage conditions for different types of specimens</li> <li>• transport requirements for different types of specimens</li> <li>• types of on-site tests and procedures for conducting them, including: <ul style="list-style-type: none"> <li>○ uriscreen</li> <li>○ pregnancy tests</li> <li>○ blood glucose level measurement</li> </ul> </li> <li>• how to deal appropriately with adverse incidents</li> </ul>
<b>Assessment conditions</b>	<p>Assessment of performance evidence may be in a workplace setting or an environment that accurately represents a real workplace.</p> <p>The following conditions must be met for this unit:</p> <ul style="list-style-type: none"> <li>• use of suitable facilities, equipment and resources, including: <ul style="list-style-type: none"> <li>○ real or synthetic specimens</li> <li>○ packaging</li> <li>○ storage facilities</li> <li>○ documented procedures for the candidate to follow</li> </ul> </li> <li>• modelling of industry operating conditions, including integration of situations requiring problem solving</li> </ul> <p>Assessors must satisfy the current Standards for Registered Training Organisations (RTOs) requirements for assessors.</p>
<b>Links</b>	

## Unit of Competency template

<b>Unit code</b>	HLTMED000M (Currently BSBMED301)	
<b>Unit title</b>	Interpret and apply medical terminology appropriately	
<b>Modification History</b>	Release	Comments
	<will be updated based on final changes>	
<b>Application</b>	<p>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 stakeholders using appropriate medical terminology as relevant to job role.</p> <p>It applies to individuals who apply a broad range of competencies in various medical administration contexts. They may exercise discretion and judgment using appropriate knowledge to provide technical advice and support to a team.</p>	
<b>Legislative/ Licensing/Regulatory Requirements</b>	<u>No licensing, legislative or certification requirements apply to this unit at the time of publication.</u>	
<b>Pre-requisite unit</b>	Nil	
<b>Competency field</b>		
<b>Unit sector</b>	Administration – Medical Services Administration	
<b>Elements</b>	<b>Performance criteria</b>	
Elements describe the essential outcomes	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>	
1. Respond appropriately to instructions which contain medical terminology	1.1 Receive, interpret and document written and oral instructions using medical terminology 1.2 Use checklists where appropriate 1.3 Interpret abbreviations for specialised medical terminology 1.4 Interpret and adhere to the policies and procedures of the workplace 1.5 Seek clarification when necessary	

2. Carry out routine tasks	<p>2.1 Use medical terminology correctly in the completion of routine tasks</p> <p>2.2 Seek assistance from supervisor or experienced staff member as required</p>
3. Use appropriate medical terminology in oral and written communication	<p>3.1 Use appropriate medical terminology as directed, in oral communication with patients, fellow workers and health professionals</p> <p>3.2 Use appropriate medical terminology as directed, in written communication with patients, fellow workers and health professionals</p> <p>3.3 Present written communication to a designated person for verification if required</p> <p>3.4 Spell and pronounce medical terminology correctly</p>

### Foundation skills

*This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.*

Skill	Performance Criteria	Description
Reading	1.1-1.4, 3.2, 3.4	<ul style="list-style-type: none"> <li>Interprets technical language within various texts</li> <li>Determines how content can be used appropriately in the workplace</li> </ul>
Writing	1.1, 1.2, 1.5, 2.1, 3.2, 3.3, 3.4	<ul style="list-style-type: none"> <li>Uses clear, specific and industry related terminology to complete and update workplace documentation</li> </ul>
Oral Communication	1.5, 2.1, 2.2, 3.1, 3.2, 3.4	<ul style="list-style-type: none"> <li>Pronounces complex and specific words correctly and uses them in the correct context</li> <li>Seeks the view and opinions of others by listening and questioning</li> </ul>
Navigate the world of work	1.4	<ul style="list-style-type: none"> <li>Understands and operates within organisational procedures and policies</li> </ul>
Interact with others	1.1, 1.5, 2.2, 3.1-3.3	<ul style="list-style-type: none"> <li>Selects the appropriate form, channel and mode of communication for a specific purpose relevant to own role</li> </ul>
Get the work done	1.1, 1.2	<ul style="list-style-type: none"> <li>Plans a range of routine tasks, accepting goals and aiming to achieve them efficiently</li> </ul>

<b>Range of conditions</b>  N/A	
<b>Unit mapping information</b>	Supersedes and is equivalent to BSBMED301B Interpret and apply medical terminology appropriately
<b>Links</b>	

## Assessment Requirements template

<b>Title</b>	Assessment Requirements for BSBMED301 Interpret and apply medical terminology appropriately
<b>Performance evidence</b>	<p>Evidence of the ability to:</p> <ul style="list-style-type: none"> <li>• interpret and follow written instructions containing medical terminology</li> <li>• produce documents containing correct medical terminology according to organisational requirements</li> <li>• use medical terminology correctly in oral communications</li> <li>• identify and use appropriate abbreviations for medical terms and associated processes.</li> </ul> <p>Note: if a specific volume or frequency is not stated, then evidence must be provided at least once.</p>
<b>Knowledge evidence</b>	<p>Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:</p> <ul style="list-style-type: none"> <li>• medical terminology relevant to the practice, including the fundamental word structure used in medical terms</li> <li>• relevant policies and procedures</li> <li>• sources of information available to check on medical terminology.</li> </ul>

<b>Assessment conditions</b>	<p><a href="#"><u>Assessment of performance evidence may be in a workplace setting or an environment that accurately represents a real workplace.</u></a></p> <p>Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the medical services administration field of work and include access to:</p> <ul style="list-style-type: none"> <li>• office equipment and resources</li> <li>• examples of documentation</li> <li>• case studies and, where possible, real situations.</li> </ul> <p><a href="#"><u>Assessors must satisfy the current Standards for Registered Training Organisations (RTOs)'s requirements for assessors.</u></a></p>
<b>Links</b>	

## Unit of Competency template

<b>Unit code</b>	HLTADM000M (Currently BSBMED302)	
<b>Unit title</b>	Prepare and process medical accounts	
<b>Modification History</b>	Release	Comments
		<will be updated based on final changes>
<b>Application</b>	<p>This unit describes the skills and knowledge required to provide advice to patients regarding fee structures and process referrals, as well as prepare and process medical accounts for a range of patients.</p> <p>This unit applies to individuals who apply a broad range of competencies in various medical administration contexts. They may exercise discretion and judgement using appropriate knowledge to provide technical advice and support to a team.</p>	
<b>Legislative/ Licensing/Regulatory Requirements</b>	No licensing, legislative or certification requirements apply to this unit at the time of publication.	
	Nil	
<b>Competency field</b>		
<b>Unit sector</b>	Administration – Medical Services Administration	
<b>Elements</b>	<b>Performance criteria</b>	
Elements describe the essential outcomes	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>	
1. Provide information to patients about fees and billing arrangements  Provide advice to patients about fee structure	1.1 Identify and clearly communicate the applicable fee schedules for different services in accordance with organisational policies  1.2 Provide accurate information to patients about available entitlements, rebates and billing options within own scope of role  1.3 Schedule medical appointments using appropriate booking and billing systems in line with organisational procedures and patient requirements	



2. Process referrals to specialist practitioners	<p>2.1 Check referrals for completeness and validity in accordance with organisational requirements</p> <p>2.2 Process referrals by following established workplace procedures and relevant legislative requirements</p> <p>2.3 Store and file referral letters in line with privacy, confidentiality, legislative and organisational policy requirements</p>
3. Prepare medical accounts for bulk billed and private billed patients	<p>3.1 Apply correct billing procedures according to account type and organisational requirements</p> <p>3.2 Identify procedures and services that are not eligible for Medicare rebates and apply correct billing processes</p> <p>3.3 Select, complete and process appropriate billing and account documentation in accordance with workplace and legislative requirements</p> <p>3.4 Prepare Department of Veterans' Affairs, workers' compensation and motor vehicle third party accounts accurately, following established procedures</p> <p>3.5 Forward medical account to designated person or organisation according to legislation and account processing procedures</p>
4. Process accounts	<p>4.1 Receive, record and document payments in accordance with workplace procedures</p> <p>4.2 Prepare and issue receipts to the relevant person or authority in line with to legislative and organisational requirements</p> <p>4.3 Reconcile Medicare payments against claims submitted by the medical practice, following established procedures</p> <p>4.4 Monitor and follow up outstanding and overdue accounts in accordance with organisational policies and procedures</p> <p>4.5 Maintain, store and provide access to financial records and data in compliance with workplace policies, privacy, and legislative requirements</p>

#### Foundation skills

*This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.*

Skill	Performance Criteria	Description
Reading	1.1, 1.3, 2.1, 2.2, 2.3, 3.1-3.5, 4.1-4.5	<ul style="list-style-type: none"> <li>Recognises text within job specifications and work processes related to the processing and preparation of medical accounts</li> </ul>
Writing	1.3, 2.2, 2.3, 3.1-3.5, 4.1-4.5	<ul style="list-style-type: none"> <li>Records and uses appropriate written communication when preparing medical</li> </ul>

		accounts and in various other medical administration contexts
Oral Communication	1.1, 1.2, 4.4	<ul style="list-style-type: none"> <li>Uses everyday language with patients to provide advice relating to the fee structure for different services as well as following up overdue accounts</li> </ul>
Numeracy	1.1, 3.2, 3.3, 3.4, 4.1, 4.2, 4.3, 4.4	<ul style="list-style-type: none"> <li>Uses basic mathematical calculations and arranges sequential numerical information when dealing with fees and processing medical accounts</li> </ul>
Navigate the world of work	2.2, 2.3, 3.1, 3.3, 3.4, 3.5, 4.2, 4.5	<ul style="list-style-type: none"> <li>Recognises and responds to organisational and legislative requirements for tasks</li> </ul>
Get the work done	1.1, 1.3, 2.1, 2.3, 3.1, 3.3, 3.5, 4.1-4.5	<ul style="list-style-type: none"> <li>Plans and organises workload and commitments to ensure work is completed in a timely manner</li> <li>Uses digitally based systems and technologies to access, organise and present information</li> </ul>
<b>Range of conditions</b> N/A		
<b>Unit mapping information</b>	Supersedes and is equivalent to BSBMED302B Prepare and process medical accounts	
<b>Links</b>		

## Assessment Requirements template

<b>Title</b>	Assessment Requirements for BSBMED302 Prepare and process medical accounts
<b>Performance evidence</b>	Evidence of the ability to: <ul style="list-style-type: none"> <li>provide accurate, clear, and appropriate information to patients about fees, billing arrangements, entitlements, and available benefits, in line with organisational procedures, demonstrated in at least two (2) different patient scenarios</li> </ul>

	<ul style="list-style-type: none"> <li>• use approved appointment-booking systems to schedule and manage medical appointments, demonstrated for at least two (2) types of appointments (e.g., new patient, follow-up)</li> <li>• process referrals in accordance with legislative requirements and workplace policies and procedures, demonstrated for at least two (2) different referral types</li> <li>• prepare, process, and maintain medical accounts, billing documentation, and payment records in line with legislative and organisational requirements, demonstrated across at least two (2) account types (for example, bulk-billed and privately billed accounts)</li> <li>• monitor, follow up, and document unpaid or outstanding accounts in accordance with workplace procedures, demonstrated at least once with follow-up actions completed</li> </ul>
<b>Knowledge evidence</b>	<p>Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:</p> <ul style="list-style-type: none"> <li>• Medicare entitlements, including eligibility, billing, and rebate procedures</li> <li>• public and private health insurance systems, and how they impact patient billing and account processing</li> <li>• key aspects of relevant legislation, regulations, standards, and codes of practice that influence workplace operations and administrative procedures</li> <li>• differences between workers' compensation, TAC, and Department of Veterans' Affairs claims, including submission and billing requirements</li> <li>• procedures for managing patients without a Medicare card or number, including alternative billing and documentation processes</li> </ul>
<b>Assessment conditions</b>	<p><u><a href="#">Assessment of performance evidence may be in a workplace setting or an environment that accurately represents a real workplace.</a></u></p> <p>Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical administrative activities in the medical services field. Assessment must include access to:</p> <ul style="list-style-type: none"> <li>• office equipment and resources commonly used in medical administration</li> </ul>

	<ul style="list-style-type: none"> <li>examples of documentation relevant to patient accounts, referrals, and appointments</li> <li>case studies, simulations, and, where possible, real workplace situations</li> </ul> <p><del>Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.</del> <u>Assessors must satisfy the current Standards for Registered Training Organisations (RTOs)'s requirements for assessors.</u></p>
<b>Links</b>	

FIRST DRAFT

## Unit of Competency template

<b>Unit code</b>	HLTADM000M (Currently BSBMED303)	
<b>Unit title</b>	Maintain patient records	
<b>Modification History</b>	Release	Comments
<b>Application</b>	<p>This unit describes the skills and knowledge required to maintain patient records within an existing medical records management system, under the supervision of a senior receptionist or practice manager.</p> <p>It applies to individuals who apply a broad range of competencies in various medical administration contexts. They are skilled operators who are expected to exercise discretion and judgement in accessing and maintaining patient records while fully respecting patient privacy and the confidentiality of their details.</p>	
<b>Legislative/ Licensing/Regulatory Requirements</b>	No licensing, legislative or certification requirements apply to this unit at the time of publication.	
<b>Pre-requisite unit</b>	Nil	
<b>Competency field</b>		
<b>Unit sector</b>	Administration – Medical Services Administration	
<b>Elements</b>	<b>Performance criteria</b>	
Elements describe the essential outcomes	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>	
1. Identify and clarify own role and procedures for patient recordkeeping	<p>1.1 Determine own role and responsibilities within patient recordkeeping system through consultation with relevant personnel or by referring to organisational policies and procedures</p> <p>1.2 Access and review documented procedures for the patient recordkeeping system to ensure understanding</p> <p>1.3 Seek clarification from relevant personnel regarding any unclear or ambiguous procedures</p>	

2. Access patient records	<p>2.1 Access patient records as required to support patient visits, in accordance with organisational procedures</p> <p>2.2 Verify the currency and accuracy of patient demographic and personal details</p> <p>2.3 Create new patient records following organisational protocols and documentation standards</p> <p>2.4 Review patient records after visits to identify practitioners' instructions and follow-up actions</p> <p>2.5 Store and maintain patient records in accordance with organisational policies, procedures and privacy requirements</p>
3. Help maintain records	<p>3.1 Perform required checks of patient records to ensure accuracy, completeness and currency</p> <p>3.2 Archive patient records in accordance with organisational procedures and retention requirements</p> <p>3.3 Transfer patient records to another health facility upon authorised request, following organisational policies and privacy requirements f</p>
4. Monitor and review own role	<p>4.1 Monitor and review own role and responsibilities in maintaining patient records to identify opportunities for improvement in the recordkeeping system and own work practices</p> <p>4.2 Provide recommendations to relevant personnel for enhancements to established procedures and processes for maintaining patient records</p>

#### Foundation skills

*This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.*

Skill	Performance Criteria	Description
Reading	1.1, 1.2, 1.3, 2.2, 2.3, 2.4, 2.5, 3.1, 3.2, 4.2	<ul style="list-style-type: none"> <li>Recognises and interprets a range of everyday workplace information including organisational procedures and medical data</li> </ul>
Writing	2.3, 3.2, 3.3, 4.2	<ul style="list-style-type: none"> <li>Creates and maintains records according to organisational requirements</li> </ul>

		<ul style="list-style-type: none"> <li>Documents recommendations for improved processes using simple vocabulary and required structure</li> </ul>
Oral Communication	1.1, 1.3, 4.2	<ul style="list-style-type: none"> <li>Uses specific vocabulary and active listening and questioning techniques to confirm understanding</li> </ul>
Navigate the world of work	1.1, 2.3, 2.5, 3.3	<ul style="list-style-type: none"> <li>Identifies and works within own roles and responsibilities according to organisational and legislative requirements</li> </ul>
Interact with others	1.1, 1.3, 3.3, 4.2	<ul style="list-style-type: none"> <li>Uses appropriate practices and protocols for workplace communication</li> <li>Collaborates with others to achieve results in immediate work context</li> </ul>
Get the work done	1.1, 2.1, 2.5, 3.1-3.3, 4.1, 4.2	<ul style="list-style-type: none"> <li>Plans and sequences workload to ensure tasks are completed in a timely manner</li> <li>Uses analytical skills to determine recommendations for improvement to established processes and procedures</li> </ul>
<b>Range of conditions</b> N/A		
<b>Unit mapping information</b>	Supersedes and is equivalent to BSBMED303B Maintain patient records	
<b>Links</b>		

## Assessment Requirements template

<b>Title</b>	Assessment Requirements for BSBMED303 Maintain patient records
<b>Performance evidence</b>	<ul style="list-style-type: none"> <li>use a patient recordkeeping system to create, access, store, and maintain accurate and up-to-date records in accordance with organisational procedures and legislative requirements, demonstrated across at least two (2) different record types</li> </ul>

	<ul style="list-style-type: none"> <li>• identify opportunities for improvement in the recordkeeping system or own work practices and make recommendations to relevant personnel, demonstrated at least once</li> <li>• communicate effectively with relevant personnel regarding patient records, demonstrated in at least two (2) workplace scenarios</li> </ul>
<b>Knowledge evidence</b>	<p>Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:</p> <ul style="list-style-type: none"> <li>• relevant legislation, standards, and/or codes of practice that impact patient recordkeeping, including privacy, confidentiality, and data protection requirements</li> <li>• workplace policies and procedures related to patient recordkeeping, including privacy, confidentiality, and record retention</li> <li>• processes for setting up, creating, maintaining, and updating patient records in accordance with organisational requirements</li> <li>• how coding or classification systems are used to organise, access, and maintain patient records effectively</li> </ul>
<b>Assessment conditions</b>	<p><u>Assessment of performance evidence may be in a workplace setting or an environment that accurately represents a real workplace.</u></p> <p>Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities in the medical services administration field.</p> <p>Assessment must include access to:</p> <ul style="list-style-type: none"> <li>• a patient recordkeeping system commonly used in the workplace</li> <li>• documented procedures for creating, accessing, storing, and maintaining patient records</li> <li>• case studies, simulations, and, where possible, real workplace situations</li> </ul> <p>office equipment and resources required to complete recordkeeping tasks</p> <p><u>Assessors must satisfy the current Standards for Registered Training Organisations (RTOs)'s requirements for assessors.</u></p>
<b>Links</b>	



FIRST DRAFT

## Unit of Competency template

<b>Unit code</b>	HLTADM000M (Currently BSBMED304)	
<b>Unit title</b>	Assist in controlling stocks and supplies	
<b>Modification History</b>	Release	Comments
		<will be updated based on final changes>
<b>Application</b>	<p>This unit describes the skills and knowledge required to provide assistance in stock control processes within a medical environment. This involves assisting in maintaining stock levels, storing stock, stocktaking and disposing of out-of-date stock.</p> <p>It applies to individuals who provide assistance in controlling required levels of stocks and supplies in a medical administration context or work area. All work is undertaken in accordance within legislative requirements, Australian and industry standards and codes of practice, and in line with organisational policies, procedures and specific requirements.</p>	
<b>Legislative/ Licensing/Regulatory Requirements</b>	<u>No licensing, legislative or certification requirements apply to this unit at the time of publication.</u>	
<b>Pre-requisite unit</b>	Nil	
<b>Competency field</b>		
<b>Unit sector</b>	Administration – Medical Services Administration	
<b>Elements</b>	<b>Performance criteria</b>	
Elements describe the essential outcomes	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>	
1. Determine own role in stock control processes	1.1 Determine own role and responsibilities in stock control processes by consulting with manager or supervisor 1.2 Access and review documented procedures for stock control to ensure understanding 1.3 Seek clarification with relevant personnel regarding any unclear or ambiguous procedures	

2. Assist in maintaining stock levels	<p>2.1 Monitor stock levels against required minimum and maximum levels to ensure availability</p> <p>2.2 Place stock orders in a timely manner or according to established ordering cycles, to maintain continuity of supplies</p> <p>2.3 Identify potential shortfalls in stock levels and take appropriate action to ensure stock is replenished promptly</p> <p>2.4 Check received orders against enterprise documentation and take corrective actions where discrepancies or shortfalls are identified</p> <p>2.5 Complete, record and store documentation for stock maintenance in accordance with organisational procedures</p>
3. Store stock	<p>3.1 Unpack stock and check it against the order for accuracy, condition and currency</p> <p>3.2 Identify damaged, missing or incorrect stock and take appropriate action to replace or rectify it</p> <p>3.3 Store stock in accordance with established storage systems and organisational procedures</p> <p>3.4 Identify stock requiring specialised storage conditions and store it correctly to maintain quality and safety</p> <p>3.5 Rotate stock to minimise items reaching expiry or use-by-dates, in line with organisational procedures</p>
4. Assist in stocktaking	<p>4.1 Assist in stocktaking to identifying, counting, moving and locating items according to organisational procedures</p> <p>4.2 Complete, record and store stocktaking documentation accurately and in line with workplace requirements</p> <p>4.3 Provide support for other stocktaking activities as directed by relevant personnel, following organisational procedures</p>
5. Assist in disposal of out-of-date stock and recalls	<p>5.1 Dispose of stock marked for disposal in accordance with legislative, industry specific and manufacturer requirements, under the direction of a supervisor</p> <p>5.2 Complete, record and store all documentation related to the disposal of out-of-date or recalled stock in line with organisational procedures</p>

#### Foundation skills

*This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.*

Skill	Performance Criteria	Description

Reading	1.2, 2.2, 2.4, 2.5, 3.1, 3.5	<ul style="list-style-type: none"> <li>Recognises text within job specifications and work processes relating to maintaining stock levels and other job-related outcomes</li> </ul>
Writing	2.2, 2.4, 2.5, 4.1, 4.2, 5.2	<ul style="list-style-type: none"> <li>Produces familiar text types using simple vocabulary, grammatical structures and numerical text when writing down stock levels, completing documentation and while undertaking administrative tasks</li> </ul>
Oral Communication	1.1, 1.3, 4.1, 4.3	<ul style="list-style-type: none"> <li>Listens closely to directions and asks questions to clarify understanding</li> </ul>
Numeracy	2.1-2.5, 3.5, 4.1-4.3, 5.2	<ul style="list-style-type: none"> <li>Identifies and understands relevant mathematical information while monitoring stock levels, ordering stock and determining out-of-date stock</li> </ul>
Navigate the world of work	1.1, 1.2, 5.1, 5.2	<ul style="list-style-type: none"> <li>Recognises and adheres to organisational policies and procedures and legislative requirements</li> </ul>
Interact with others	1.1, 1.3, 2.4, 3.2, 4.1, 4.3	<ul style="list-style-type: none"> <li>Collaborates and consults with others to clarify own role and the requirements for the stock control process</li> </ul>
Get the work done	2.1-2.5, 3.2, 3.3, 3.4, 3.5, 4.1, 4.2, 5.1, 5.2	<ul style="list-style-type: none"> <li>Plans own workload in accordance with organisational requirements</li> <li>Uses problem-solving skills to analyse storage and disposal requirements</li> </ul>
<b>Range of conditions</b> N/A		
<b>Unit mapping information</b>		Supersedes and is equivalent to BSBMED304B Assist in controlling stocks and supplies
<b>Links</b>		

# Assessment Requirements template

<b>Title</b>	Assessment Requirements for BSBMED304 Assist in controlling stocks and supplies
<b>Performance evidence</b>	<p>Evidence of the ability to:</p> <ul style="list-style-type: none"> <li>• carry out and document activities according to procedures, including: <ul style="list-style-type: none"> <li>○ monitoring stock levels</li> <li>○ ordering stock</li> <li>○ unpacking and checking orders</li> <li>○ storing and rotating stock</li> <li>○ assisting in stocktaking</li> <li>○ disposing of out-of-date stock</li> </ul> </li> <li>• communicate with required person if orders are incorrect.</li> </ul>
<b>Knowledge evidence</b>	<p>Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:</p> <ul style="list-style-type: none"> <li>• carry out and document stock control activities in accordance with organisational procedures, including: <ul style="list-style-type: none"> <li>○ monitoring stock levels</li> <li>○ placing and following up stock orders</li> <li>○ unpacking and checking received orders for accuracy, condition, and currency</li> <li>○ storing, rotating, and maintaining stock</li> <li>○ assisting in stocktaking activities</li> <li>○ disposing of out-of-date or recalled stock in line with legislative, industry, and organisational requirements</li> </ul> </li> <li>• communicate with relevant personnel regarding discrepancies, errors, or issues with stock orders</li> </ul>
<b>Assessment conditions</b>	<p><u>Assessment of performance evidence may be in a workplace setting or an environment that accurately represents a real workplace.</u></p> <p>Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities in the medical services administration field.</p> <p>Assessment must include access to:</p> <ul style="list-style-type: none"> <li>• office equipment and resources commonly used in stock control activities</li> <li>• workplace records, documentation, and processes for managing stock</li> </ul>

	<ul style="list-style-type: none"> <li>• security arrangements and procedures for handling stock and supplies</li> <li>case studies, simulations, and, where possible, real workplace situations</li> </ul> <p><a href="#">Assessors must satisfy the current Standards for Registered Training Organisations (RTOs)'s requirements for assessors</a></p>
<b>Links</b>	

FIRST DRAFT

## Unit of Competency template

<b>Unit code</b>	HLTADM000M (Currently BSBMED305)	
<b>Unit title</b>	Apply the principles of confidentiality, privacy and security within the medical environment	
<b>Modification History</b>	Release	Comments
		<will be updated based on final changes>
<b>Application</b>	<p>This unit describes the skills and knowledge required to apply principles and procedures relating to confidentiality, privacy and security to own work within the medical environment.</p> <p>It applies to individuals required to maintain confidentiality, privacy and security under legislation, and workplace policies and procedures in a medical environment. It covers working within accepted codes of conduct and following confidentiality, privacy and security provisions.</p>	
<b>Legislative/ Licensing/Regulatory Requirements</b>	No licensing, legislative or certification requirements apply to this unit at the time of publication.	
	Nil	
<b>Competency field</b>		
<b>Unit sector</b>	Administration – Medical Services Administration	
<b>Elements</b>	<b>Performance criteria</b>	
Elements describe the essential outcomes	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>	
1. Work within accepted codes of conduct	1.1 Ensure work is reviewed and approved by a health practitioner or senior administrator delegated to oversee tasks 1.2 Keep records up-to-date and complete tasks neatly, accurately and within required timeframes 1.3 Seek clarification from relevant personnel regarding unclear or ambiguous procedures 1.4 Treat patients, colleagues and health practitioners with respect, courtesy and professionalism 1.5 Refer health-related matters raised by patients to the appropriate medical practitioner	

	<p>1.6 Act with honesty, integrity and accountability at all times</p> <p>1.7 Promptly communicate any conflict of interest or potential conflict of interest to a manager or supervisor</p>
2. Follow confidentiality and privacy procedures	<p>2.1 Assess information and requests for information to determine what is disclosable in accordance with legislative, organisational and professional requirements</p> <p>2.2 Apply discretion and sound judgement in all communications involving patient or workplace information</p> <p>2.3 Discuss patient-related matters only within the facility and with authorised personnel</p> <p>2.4 Seek advice and clarification from relevant personnel when potential confidentiality issues arise in interactions with patients, their families, or other stakeholders</p>
3. Follow security procedures	<p>3.1 Store and secure patient records and other confidential documentation in accordance with organisational policies and privacy requirements</p> <p>3.2 Clearly label and securely store documents that are required by legislation to be retained for specific periods, following organisational procedures</p> <p>3.3 Ensure drugs, equipment and other materials that could pose a work health and safety (WHS) risk are stored securely at all times</p>

#### Foundation skills

*This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.*

Skill	Performance Criteria	Description
Reading	1.2, 2.1, 3.1, 3.2	<ul style="list-style-type: none"> <li>Recognises familiar text types within job specifications and regulatory requirements and uses different strategies to identify relevant information</li> </ul>
Writing	1.2, 3.2	<ul style="list-style-type: none"> <li>Produces records and labels according to workplace requirements</li> </ul>
Oral Communication	1.1, 1.3, 1.4, 1.5, 1.7, 2.4	<ul style="list-style-type: none"> <li>Uses appropriate language and non-verbal features to provide information</li> <li>Obtains information from others by active listening and questioning</li> </ul>
Navigate the work of work	1.6, 2.1, 2.2, 3.1, 3.2, 3.3	<ul style="list-style-type: none"> <li>Operates according to ethical guidelines and legislative requirements</li> <li>Follows organisational procedures and protocols</li> </ul>



Interact with others	1.1, 1.3, 1.4, 1.5, 1.7, 2.2, 2.3, 2.4	<ul style="list-style-type: none"> <li>Collaborates with others to achieve outcomes, playing an active role in facilitating respectful interactions</li> </ul>
Get the work done	1.1, 1.2, 1.7, 2.1, 3.1, 3.2	<ul style="list-style-type: none"> <li>Plans and sequences workload to ensure tasks are completed accurately and in a timely manner</li> <li>Takes responsibility for the outcomes of routine decisions related directly to own role</li> <li>Recognises and takes responsibility for addressing predictable problems in familiar work contexts</li> <li>Understands the importance of secure information and privacy in relation to own work</li> </ul>
<b>Range of conditions</b> N/A		
<b>Unit mapping information</b>	Supersedes and is equivalent to BSBMED305B Apply the principles of confidentiality, privacy and security within the medical environment	
<b>Links</b>		

## Assessment Requirements template

<b>Title</b>	Assessment Requirements for BSBMED305 Apply the principles of confidentiality, privacy and security within the medical environment
<b>Performance evidence</b>	<ul style="list-style-type: none"> <li>communicate effectively with patients, colleagues, and other personnel in accordance with accepted codes of conduct, demonstrated across at least two (2) workplace interactions</li> <li>assess information and requests for information to determine what is disclosable in line with legislative, organisational, and professional requirements, demonstrated at least twice with different types of information</li> </ul>

	<ul style="list-style-type: none"> <li>• identify and promptly communicate actual or potential conflicts of interest to the appropriate manager or supervisor, demonstrated at least once</li> <li>• store patient records and other confidential documentation securely and in accordance with organisational procedures, demonstrated across at least two (2) different record types</li> <li>• identify drugs, equipment, and other materials requiring secure storage and store them appropriately in line with workplace procedures and WHS requirements, demonstrated at least once with a real or simulated scenario</li> </ul>
<b>Knowledge evidence</b>	<p>Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:</p> <ul style="list-style-type: none"> <li>• enterprise policies and procedures for confidentiality, privacy, and security, including handling and storage of records</li> <li>• relevant legislation, regulations, standards, and codes of practice related to confidentiality, privacy, security, recordkeeping, and work health and safety (WHS)</li> <li>• principles of professional conduct, ethics, honesty, and integrity in a medical services administration context</li> <li>• accepted codes of conduct and workplace behavioural standards</li> <li>• procedures for identifying, managing, and reporting conflicts of interest</li> <li>• organisational procedures for secure storage of drugs, equipment, and other materials that may pose a WHS risk</li> <li>• appropriate communication methods for discussing sensitive information with patients, colleagues, and authorised personnel</li> </ul>
<b>Assessment conditions</b>	<p><u><a href="#">Assessment of performance evidence may be in a workplace setting or an environment that accurately represents a real workplace.</a></u></p> <p>Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities in the medical services administration field.</p> <p>Assessment must include access to:</p>

	<ul style="list-style-type: none"> <li>• office equipment and resources required to complete professional conduct and administrative tasks</li> <li>• case studies, simulations, or, where possible, real workplace experiences involving confidentiality, privacy, and security issues</li> <li>• workplace policies and procedures related to confidentiality, privacy, security, record storage, and work health and safety (WHS)</li> <li>• examples of patient records, confidential documentation, and materials requiring secure storage access to relevant personnel (e.g., managers, supervisors, or senior staff) for consultation and clarification</li> </ul> <p><a href="#">Assessors must satisfy the current Standards for Registered Training Organisations (RTOs)'s requirements for assessors</a></p>
<b>Links</b>	

## Unit of Competency template

<b>Unit code</b>	HLTADM000M (Currently BSBMED401)	
<b>Unit title</b>	Manage patient recordkeeping system	
<b>Modification History</b>	Release	Comments
	<will be updated based on final changes>	
<b>Application</b>	<p>This unit describes the skills and knowledge required to manage a patient recordkeeping system within a medical environment and to supervise others. It covers clarifying roles and responsibilities, managing the operation of a patient recordkeeping system, and reviewing and improving the system. The unit does not cover the design of a new system but does cover reviews and improvements to an existing system.</p> <p>It applies to individuals managing an existing recordkeeping system (and sub-systems within the overall system) in a medical context. It may involve supervising the work of other personnel who implement the system and maintain patient records day-to-day. It also involves working with users of the system such as the health practitioners in the enterprise.</p>	
<b><u>Legislative/ Licensing/Regulatory Requirements</u></b>	<u>No licensing, legislative or certification requirements apply to this unit at the time of publication.</u>	
	Nil	
<b>Competency field</b>		
<b>Unit sector</b>	Administration – Medical Services Administration	
<b>Elements</b>	<b>Performance criteria</b>	
Elements describe the essential outcomes	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>	

1. Clarify how the patient records system operates	1.1 Access and review organisational policies and procedures for patient records system 1.2 Consult relevant personnel to understand how the patient records system operates 1.3 Determine own role and responsibilities in the operation of the patient records system 1.4 Communicate roles and responsibilities for system operations to relevant personnel, in accordance with organisational procedures
2. Manage operation of the patient records system	2.1 Supervise staff involved in maintaining patient records, ensuring compliance with the organisational policies and procedures 2.2 Provide training and guidance to staff maintaining patient records as required 2.3 Regularly consult with staff using patient records system to assess its effectiveness and identify improvements 2.4 Maintain integrity and accuracy of patient records at all times 2.5 Ensure the security of patient records in accordance with organisational policies and legislative requirements 2.6 Reinforce the importance of confidentiality for all staff handling or accessing patient records 2.7 Authorise the transfer of patient records from the workplace in accordance with procedures and privacy requirements 2.8 Archive patient records appropriately, following organisational procedures and legislative requirements
3. Review and improve patient records system	3.1 Monitor and review the implementation of the patient records system to identify opportunities for improvements 3.2 Make recommendations to relevant personnel for enhancements to the system 3.3 Implement approved recommendations in accordance with organisational procedures 3.4 Supervise staff maintaining patient records to ensure changes are correctly applied 3.5 Plan and deliver any required training to staff to support the implement of system changes

#### Foundation skills

*This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.*

Skill	Performance Criteria	Description

Reading	1.1, 1.3, 1.4, 2.1, 2.5, 2.7, 2.8, 3.1-3.5	<ul style="list-style-type: none"> <li>Identifies and interprets relevant information and ideas within organisational texts</li> </ul>
Writing	1.4, 2.1, 2.2, 2.3, 2.4, 2.7, 2.8, 3.1-3.5	<ul style="list-style-type: none"> <li>Creates and maintains records using required words and codes</li> <li>Prepares documentations for others using words and style appropriate to audience and context</li> </ul>
Oral Communication	1.2, 1.4, 2.1, 2.2, 2.3, 2.6, 3.2, 3.4, 3.5	<ul style="list-style-type: none"> <li>Communicates with relevant personnel and uses everyday language to train or supervise staff</li> <li>Asks questions and listens for relevant information in oral texts</li> </ul>
Navigate the world of work	1.1, 1.3, 2.6	<ul style="list-style-type: none"> <li>Identifies and works according to roles and responsibilities, policies and procedures</li> <li>Ensures own and others behaviour is consistent with the expected policies, procedures and responsibilities related to privacy, confidentiality and security in a medical environment</li> </ul>
Interact with others	1.2, 1.4, 2.1, 2.2, 2.3, 3.2, 3.4, 3.5	<ul style="list-style-type: none"> <li>Collaborates with relevant personnel to ensure understanding of the records system</li> <li>Selects and uses appropriate communication practices when providing training or feedback to others</li> </ul>
Get the work done	1.1-1.4, 2.1-2.5, 2.8, 3.1-3.5	<ul style="list-style-type: none"> <li>Plans and organises own and others' tasks to ensure work is completed according to legislative and organisational requirements</li> <li>Uses analytical processes to determine opportunities for improvements to processes</li> </ul>
<b>Range of conditions</b> N/A		
<b>Unit mapping information</b>		Supersedes and is equivalent to BSBMED401B Manage patient record keeping system
<b>Links</b>		

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## Assessment Requirements template

<b>Title</b>	Assessment Requirements for BSBMED401 Manage patient recordkeeping system
<b>Performance evidence</b>	<p>Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:</p> <ul style="list-style-type: none"><li>• manage a patient recordkeeping system and supervise its use, demonstrated at least twice in a workplace or simulated environment</li><li>• document how records have been accessed, updated, or archived by staff or self in accordance with organisational and legislative requirements, demonstrated across at least two (2) different record types</li><li>• provide guidance, training, or activities to others that support correct use of a patient records system, demonstrated at least once with staff or peers</li></ul>
<b>Knowledge evidence</b>	<p>Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:</p> <ul style="list-style-type: none"><li>• relevant legislation, regulations, standards, and codes of practice that govern the maintenance, access, storage, archiving, and transfer of patient records in a medical environment</li><li>• enterprise policies and procedures related to:<ul style="list-style-type: none"><li>○ patient recordkeeping, including archiving, records transfer, and retention requirements</li><li>○ privacy, confidentiality, and security of records</li><li>○ access to and authorisation for patient records</li></ul></li><li>• filing systems, classification systems, and record management processes used in medical administration</li><li>• how medical coding, indexing, or classification systems assist in accessing, maintaining, and retrieving patient records efficiently</li><li>• principles of professional conduct, accountability, and ethical considerations in maintaining patient records</li><li>• procedures for monitoring, reviewing, and improving patient recordkeeping systems</li></ul>

	<ul style="list-style-type: none"> <li>workplace procedures for supervising staff in the operation of patient records systems, including training and guidance</li> </ul>
<b>Assessment conditions</b>	<p><a href="#">Assessment of performance evidence may be in a workplace setting or an environment that accurately represents a real workplace.</a></p> <p>Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities in the medical services administration field.</p> <p>Assessment must include access to:</p> <ul style="list-style-type: none"> <li>office equipment and resources commonly used in medical administration and recordkeeping</li> <li>documents, patient records, and other workplace records for creating, accessing, updating, and archiving</li> <li>a patient records system (electronic or paper-based) used in the workplace</li> <li>documented policies and procedures relating to recordkeeping, privacy, confidentiality, security, archiving, and records transfer</li> <li>case studies, simulations, and, where possible, real workplace situations relevant to patient recordkeeping</li> <li>access to relevant personnel, such as managers, supervisors, or experienced staff, for consultation and clarification</li> <li>examples of records requiring secure storage, restricted access, or special handling</li> <li>opportunities to supervise or provide guidance to others in using the patient records system</li> </ul> <p><a href="#">Assessors must satisfy the current Standards for Registered Training Organisations (RTOs)'s requirements for assessors.</a></p>
<b>Links</b>	



## HLTSS000M Treatment Room Clinical Support Skill Set

<b>Skill set code</b>	HLTSS000M	
<b>Skill set title</b>	Treatment Room Clinical Support Skill Set	
<b>Modification History</b>	Release	Comments
	Release 1	This version was released in HLT Health Training Package release __.0. New skill set.
<b>Skill set description</b>	<p>This skill set is designed for individuals who have completed a Certificate III in Health Administration, or who are currently working in health administration roles, and wish to develop the skills to support clinical teams as Medical Practice Assistants (MPAs) or in similar clinical support roles.</p> <p>It equips individuals with the skills to assist health professionals in routine clinical activities within treatment rooms and primary care settings, focusing on performing delegated clinical support tasks and providing assistance with selected procedures under the guidance of a health professional.</p> <p><i>No licensing, legislative or certificate requirements apply to this qualification at the time of publication.</i></p>	
<b>Pathways information</b>	These units provide credit towards a range of qualifications in the Health and Community Services Training Packages.	
<b>Foundation skills outcomes</b>	<will be added after finalisation of units to be included>	
<b>Skill Set requirements</b>	HLTCAR001 Perform electrocardiography (ECG) HLTHPS001 Take clinical measurements HLTHPS002 Support health professional in the delivery of care HLTHPS011 Measure spirometry	
<b>Skill set mapping information</b>	<i>No equivalent skill set</i>	
<b>Links</b>	Link to Companion Volume Implementation Guide	

**HLTSS00043 Telehealth Administration skill set**

<b>Skill set code</b>	HLTSS00043	
<b>Skill set title</b>	Telehealth Administration skill set	
<b>Modification History</b>	Release	Comments
	<will be updated based on final changes>	
<b>Skill set description</b>	<p>This skill set provides a set of skills to coordinate and support the provision of Telehealth services in health or community services organisations.</p> <p>This skill set is for individuals who coordinate and support the provision of Telehealth services in health or community services organisations.</p> <p><i>No licensing, legislative or certificate requirements apply to this qualification at the time of publication.</i></p>	
<b>Pathways information</b>	These units provide credit towards a range of qualifications in the Health and Community Services Training Packages.	
<b>Foundation skills outcomes</b>		
<b>Skill Set requirements</b>	HLTADM009 Manage Telehealth technology HLTADM008 Administer and coordinate Telehealth services CHCDIV001 Work with diverse people CHCDIV002 Promote Aboriginal and/or Torres Strait Islander cultural safety	
<b>Skill set mapping information</b>	<i>No equivalent skill set</i>	
<b>Links</b>	Link to Companion Volume Implementation Guide	