

# Community Services, Health and Education Industries



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Department of  
Education  
and Training

## INDUSTRY COVERAGE

### Education

GROUP	CLASS	DESCRIPTION
<b>841</b>	-	<b>Preschool Education</b>
	8410	Pre-School Education
<b>842</b>	-	<b>School Education</b>
	8421	Primary Education
	8422	Secondary Education
	8423	Combined Primary & Secondary Education
	8424	Special School Education
<b>843</b>	-	<b>Post School Education</b>
	8431	Higher Education
	8432	Technical and Further Education
<b>844</b>	-	<b>Other Education</b>
	8440	Other Education

### Health

GROUP	CLASS	DESCRIPTION
<b>861</b>	-	<b>Hospitals and Nursing Homes</b>
	8611	Hospitals
	8612	Psychiatric Hospitals
	8613	Nursing Homes
<b>862</b>	-	<b>Medical and Dental Services</b>
	8621	General Practice Medical Services
	8622	Specialist Medical Services
	8623	Dental Services
<b>863</b>	-	<b>Other Health Services</b>
	8631	Pathology Services
	8632	Optometry & Optical Dispensing
	8633	Ambulance Services
	8634	Community Health Centres
	8635	Physiotherapy Services
	8636	Chiropractic Services
	8639	Health Services n.e.c

### Community Services

GROUP	CLASS	DESCRIPTION
<b>871</b>	-	<b>Child Care Services</b>
	8710	Child Care Services
<b>872</b>	-	<b>Community Care Services</b>
	8721	Accommodation for the Aged
	8722	Residential Care Services n.e.c.
	8729	Non-Residential Care Services n.e.c.

\* ANZSIC Group - \*\* n.e.c. -not elsewhere classified



## TRAINING PACKAGES

The Community Services, Health and Education Industry Training Advisory Body (CSH&E ITAB) has coverage of the following Training Packages:

- **Community Services Training Package - (CHC 02)**
- **Health Training Package - (HLT 02)**

The CSH&E ITAB also has coverage of the **WA Teacher Assistant Qualifications Framework** which is written in a Training Package format in that it includes:

- WA Competency Standards for Teacher Assistants,
- imported units of the Teacher Assistant Competency Standards from Queensland; and
- imported units of Competency Standards from the Community Services Training Package, Health Training Package and the Community Recreation Training Package.

Details of each of the Training Packages and the WA Teacher Assistant Qualifications are provided below.



## Community Services Training Package – (CHC02)

The Community Services Training Package (CSTP) is designed to address the training needs of a broad range of occupations in the community services industry. The different qualifications provide comprehensive and integrated training for new entrants and existing workers. Endorsed in December 2002 it then included 53 qualifications; one at Certificate I, three at Certificate II, nine at Certificate III, twenty at Certificate IV, sixteen at Diploma and four at Advanced Diploma Levels. Other have been added since, please see below..

The main sectors covered include:

Children's Services  
Child Protection  
Community Services Work – Generalist  
Aged Care

Disability Work  
Community Development  
Employment Services  
Community Services Management  
Social Housing Work  
Youth Work  
Juvenile Justice  
Community Services Work – in specialist areas (including Alcohol and other Drugs, Marriage Celebrancy, Mediation, & Advocacy, .

**Status:** Endorsed December 2002

### Important Notice

The review of the Community Services Training Package CHC02 has been scheduled since December 2005 and will now commence in July 2006, following the completion of the review of the Health Training Package HLT02. This second full review of the CSTP start with a scoping exercise. The CS&H ISC will advise stakeholders to forward submissions and data relevant to changes required.

### Changes to CHC-02 since its endorsement in 2002

A Category 2 change to incorporate **Palliative Approach competencies** was completed in 2005.

Three further projects for Category 2 changes have recently been completed, which are:

- Competencies and a new qualification for Family Counsellors, Family Dispute Resolution Practitioners and workers in Children's Contact Services,
- Cmpetencies and a new qualification for Family Educators, Skills Trainers and Family Relationship Practitioners working with men, families with adolescents and families experiencing violence or abuse, and
- the new qualification, Certificate IV in Career Development.



## Further Details on the above changes to CHC-02

### The new Palliative Approach Competency Units – CHC02

The CS&H ISC was engaged by the Department of Health and Ageing (DoHA) to consult with Industry to determine the need for changes to the CHC02 or HLT02 in relation to palliative care competence of the vocational workforce. This request followed the research and publication of the *Guidelines for a Palliative Approach in Residential Aged Care*. The National Quality Council endorsed two new Palliative Approach units of competency on 10 January 2006 and representatives of education ministers agreed to endorsement on 25 January 2006.

Industry Consultation and validation determined that two new units of competency should be placed in the Community Services Training Package - CHC02. The new competency units are:

- **CHCPA01A** Deliver care services using a palliative approach; and
- **CHCPA02A** Plan for and provide care services using a palliative approach.

### CHANGES TO CHC02 VERSION 1.00 - OCTOBER 2003

The CSTP has undergone Category 1 changes. This means that the version number 1.00 remains the same. The bases for the changes are:

- 1.1 Correcting codes of units of competency and any text which refers to the code:
  - A Units - are units that are new in CHC02 ie were not in CHC99
  - B Units - are units from CHC99 version that have NOT been changed
  - C Units - are units from CHC99 version that HAVE been changed
- 1.2 Correcting typographical and grammatical errors in units
- 1.3 Inserting clarification text in the body of the document which supports more accurate interpretation
- 1.4 Amending unit content where the structure and overall outcomes of the unit remain consistent with the original unit outcomes
- 1.5 Deletion of one already endorsed unit from the non core bank (Elective) of units for a qualification. Maximum of one unit per qualification at any one time (CHC30402 Certificate III in Children's Services)

Download the complete [List of CHC02 Category 1 Changes](#) (.pdf file) here.

Click here for a definition of [Category 1 and 2 changes](#) to Training Packages.

The Community Services & Health Industry Skills Council has ensured that these changes are reflected in all products associated with the CHC02 including the Qualifications Framework.

Download a [complete list of qualifications](#) included in the CHC02 here.



## Assessment Guidelines

The Assessment Guidelines provide the endorsed framework for assessment of the Units of Competency in the Community Services Training Package.

They are designed to ensure that assessment activities are consistent with the *Australian Quality Training Framework Standards for Registered Training Organisations* and that the assessment processes and outcomes are valid, reliable, flexible and fair.

Assessments against the Competency Standards in the Training Package *must* be carried out in accordance with these endorsed guidelines.

The Assessment Guidelines comprise six key sections:

- Assessment system overview
- Assessor requirements
- Designing assessment resources
- Conducting assessment
- Assessment in the community services industry
- Further sources

Click here to download the [Assessment Guidelines for the CHC02](#) (.pdf file)

## National User Guide for the Implementation of the Community Services Training Package CHC02: NOW AVAILABLE

### *Who is it for?*

The National User Guide for the Implementation of the CSTP CHC02 was designed to assist employers and RTOs plan their transition from CHC99 version to the CHC02 version.

### *What does it contain?*

1. Qualifications and Qualification Descriptors
2. Occupational Title Index (an index of industry job titles relevant to qualifications)
3. Career Pathways
4. Units of Competency and Descriptors
5. Units and Elements
6. Mapping of relationship of Qualifications in the Community Services Training Package

CHC99 to CHC02

7. Mapping of units in the Community Services Training Package CHC02 units mapped to CHC99 units

### To purchase a copy?

Go to the [Resources and Products Directory](#) for more information or purchase the User Guide using our [Order Online](#) payment system and you will be able to immediately download the Guide as a .pdf document.



## **Definitions of Category 1 and 2 changes**

During the life of a Training Package, there may be occasions when changes need to be made to reflect feedback from users or to include the latest industry practices.

To accommodate this process of continuous improvement, the Department of Education Science and Training - DEST (previously by ANTA) has processes in place that fall into two categories:

### **Category 1**

The predominant criteria for changes falling within Category 1 is that they must have little impact on the Training Package outcomes. For that reason, any changes proposed should preferably be dealt with when Category 2 changes are considered. Category 1 changes will usually be dealt with in a six monthly cycle and require an internal DEST evaluation only with notification provided to State Training Authorities.

Category 1 changes *do not affect the version identifier* of the Training Package itself.

Category 1 changes can include:

Changes where the unit version identifier is not affected:


- Correcting typographical, spelling and grammar errors in units.
- Correcting codes of units of competency and any text which refers to the code.

Changes where the unit version identifier is affected:

- Amending unit content where the structure and overall outcomes of the unit remain consistent with the original unit outcomes.
- Replacement of an imported endorsed unit with a later version of the same unit. Changes not related to specific units and with no impact on a unit or Training Package version identifier.
- Correcting typographical, spelling and grammatical errors in the body text of the Training Package or in units.
- Inserting clarification text in the body of the document which supports more accurate interpretation.
- Addition of one already endorsed unit per qualification at any one time.
- Deletion of one already endorsed unit from the non core bank of units for a qualification. Maximum of one unit per qualification at any one time.
- Inclusion of complete detail of a unit of competency which is imported but which was previously only referenced and not included in the published hard copy of the Training Package.
- Additional Training Package guidance material. Additional information to be consistent with original intent and not to impose additional restrictions.

### **Category 2**

Changes falling within Category 2 are considered to impact on the Training Package and training delivery so require a DEST and STA evaluation with changes having to



be submitted to the NTQC for endorsement and subsequent consideration by Ministers.

Category 2 changes can include:

- Additions/deletions to the requirements for a qualification involving core units of competency.
- Addition of multiple already endorsed units of competency to a qualification.
- Deletion of multiple already endorsed units of competency from a qualification.
- Amendments to content of existing units of competency resulting in a change in outcome and hence a different unit code.
- Splitting or combining existing units of competency.
- Any modification to the assessment guidelines that affects delivery conditions for qualifications.
- Addition of an entire new industry sector resulting in new units of competency and qualifications.
- Addition of new qualifications.
- Replacement of existing qualifications.
- Inclusion of an imported qualification to replace an existing qualification.
- Changes to pre-requisites or co-requisites for units of competency.
- Changes to units of competency that have an effect on resources for delivery.
- Addition of completely new units of competency.

## COMMUNITY SERVICES TRAINING PACKAGE QUALIFICATIONS

### Volume 1 Community Services

[Modification history](#)

[Certificate I \(1 qualifications\)](#)

[Certificate II \(3 qualifications\)](#)

[Certificate III \(9 qualifications\)](#)

[Certificate IV \(20 qualifications\)](#)

[Diploma \(16 qualifications\)](#)

[Advanced Diploma \(4 qualifications\)](#)

[No Sector Assigned \(345 units\)](#)

[Imported units \(132 imported units\)](#)

### **Certificate II Qualifications (3)**

Code	Name
CHC20102	<a href="#">Certificate II in Community Services Support Work</a>
CHC20202	<a href="#">Certificate II in Community Services Work</a>
CHC20302	<a href="#">Certificate II in Community Services (First Point of Contact)</a>

### **Certificate III Qualifications (9)**

Code	Name
CHC30102	<a href="#">Certificate III in Aged Care Work</a>
CHC30202	<a href="#">Certificate III in Home and Community Care</a>
CHC30302	<a href="#">Certificate III in Disability Work</a>

CHC30402	<a href="#">Certificate III in Children's Services</a>
CHC30502	<a href="#">Certificate III in Employment Services</a>
CHC30602	<a href="#">Certificate III in Youth Work</a>
CHC30702	<a href="#">Certificate III in Social Housing</a>
CHC30802	<a href="#">Certificate III in Community Services Work</a>
CHC30902	<a href="#">Certificate III in Telephone Counselling Skills</a>

## Certificate IV Qualifications (20)

Code	Name
CHC40102	<a href="#">Certificate IV in Aged Care Work</a>
CHC40202	<a href="#">Certificate IV in Service Co-ordination (Ageing and Disability)</a>
CHC40302	<a href="#">Certificate IV in Disability Work</a>
CHC40402	<a href="#">Certificate IV in Out of School Hours Care</a>
CHC40502	<a href="#">Certificate IV in Employment Services</a>
CHC40602	<a href="#">Certificate IV in Youth Work</a>
CHC40702	<a href="#">Certificate IV in Youth Work (Juvenile Justice)</a>
CHC40802	<a href="#">Certificate IV in Social Housing</a>
CHC40902	<a href="#">Certificate IV in Community Services Work</a>
CHC41002	<a href="#">Certificate IV in Telephone Counselling Skills</a>
CHC41102	<a href="#">Certificate IV in Mental Health Work (Non-clinical)</a>
CHC41202	<a href="#">Certificate IV in Community Services Advocacy</a>
CHC41302	<a href="#">Certificate IV in Community Mediation</a>
CHC41402	<a href="#">Certificate IV in Community Services (Information, Advice and Referral)</a>
CHC41502	<a href="#">Certificate IV in Marriage Celebrancy</a>
CHC41602	<a href="#">Certificate IV in Community Services (Lifestyle and Leisure)</a>
CHC41702	<a href="#">Certificate IV in Alcohol and Other Drugs Work</a>
CHC41802	<a href="#">Certificate IV in Community Services (Protective Care)</a>
CHC41902	<a href="#">Certificate IV in Community Development</a>
CHC42002	<a href="#">Certificate IV in Community Services (Service Co-ordination)</a>

## Diploma Qualifications (16)


Code	Name
CHC50102	<a href="#">Diploma of Disability Work</a>
CHC50202	<a href="#">Diploma of Out of School Hours Care</a>
CHC50302	<a href="#">Diploma of Children's Services</a>
CHC50402	<a href="#">Diploma of Employment Services</a>
CHC50502	<a href="#">Diploma of Youth Work</a>
CHC50602	<a href="#">Diploma of Social Housing</a>
CHC50702	<a href="#">Diploma of Community Welfare Work</a>
CHC50802	<a href="#">Diploma of Community Services (Lifestyle and Leisure)</a>
CHC50902	<a href="#">Diploma of Community Services (Case Management)</a>
CHC51002	<a href="#">Diploma of Community Services (Financial Counselling)</a>
CHC51102	<a href="#">Diploma of Alcohol and Other Drugs Work</a>
CHC51202	<a href="#">Diploma of Community Services (Protective Intervention)</a>
CHC51302	<a href="#">Diploma of Statutory Child Protection</a>
CHC51402	<a href="#">Diploma of Community Development</a>
CHC51502	<a href="#">Diploma of Community Education</a>
CHC51602	<a href="#">Diploma of Community Services Management</a>

## Advanced Diploma Qualifications (4)

Code	Name
CHC60102	<a href="#">Advanced Diploma of Disability Work</a>
CHC60202	<a href="#">Advanced Diploma of Children's Services</a>
CHC60302	<a href="#">Advanced Diploma of Community Services Work</a>
CHC60402	<a href="#">Advanced Diploma of Community Services Management</a>

## WA IMPLEMENTATION GUIDE CHC02 (DET 20020)

The WA Implementation Guide for the CSTP as well as containing the key to which units and qualifications can be delivered via public funding also contains a number of WA packaging variations from those within the Training Package. These variations were developed through



extensive consultation with the relevant WA Industry sector and were endorsed by DET when the Implementation Guide was endorsed.

There has been some confusion about this during Audits with some Auditors refusing to accept the Implementation Guide variations and thus confusing the RTOs, especially the TAFE Colleges, who understood they were obligated to follow the Implementation Guide packaging rules, since these had been accepted by both the Industrial Parties, and both the Government and Non Government Disability Peaks, and the CSH&E ITAB.

Prime examples are:

CHC-DIS 15B provide behaviour support. This unit was actually written by the WA Disability Services Commission and was added to the CSTP in the 2002 Review. The WA Implementation Guide (page 39, states: CHC-Dis15B Provide behaviour support, is an **essential elective** for Western Australia); and

CHC-DIS16B Provide advanced behaviour support; is an essential elective for Social Trainers in A.

This means that aspirant Disability workers presenting with either the Certificate III Disability Work CHC 30302, or the Certificate IV Disability Work CHC-40302 to WA Government or non Government employers that do not include either CHC-DIS15B or DIS16B would be required to acquire the unit concerned before being eligible for employment in the agency. It is for this reason that the 'essential elective' requirement was added to the Implementation Guide to help WA RTOs recognise what the Industry requires.

Other variations include:

HLTFA1A Apply basic first aid, is listed as a 'pre-requisite' to a number of Cert III & IV qualifications in the WA Implementation Guide whereas in the CSTP proper it is listed as an elective unit. In contrast the same unit is made a pre-requisite for the Diploma of Disability Work CHC-50102 in the WA Implementation Guide whereas in the packaging rules for the Diploma in the CSTP it is not listed as either a compulsory or elective.

### **Solution**

These variations between the CSTP CHC02 and the WA Implementation Guide need to be discussed and resolved at a system level rather than left to the individual interpretations of Auditors or RTOs. It is suggested that this be done via a meeting between the CSSN/DET-VET Learning & Teaching/TAC and the Auditors.


More information on the Community Services Training Package, its qualifications and units of competency can be found on the following websites:

<http://www.cshisc.com.au>

<http://www.ntis.gov.au>

### **COMMUNITY SERVICES WORKFORCE ISSUES, CHARACTERISTICS, ACTIVITIES**

- Workforce is predominantly female and the proportions particularly high (plus 90%) in Teacher Assistant, Aged Care and Children's Services sectors.
- Large percentage of mature age workers, with average age in some areas plus fifty.

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- Pockets in some sectors where despite TAFE and private RTO delivery of qualifications over a number of years there are still high proportions of workers not formally trained or qualified. Employment circumstances are seen as a factor in the high turnover rates that maintain these non qualified proportions
  - Lack of access to on/off the job training and assessment, despite the scope offered by the Community Services Training Package, and the increasing flexibility of delivery becoming available
  - Flexibly delivered training and assessment both on and off the job required to up-skill existing workforces and to meet workplace realities
  - Increasing use of technology and computers, even at the direct carer level
  - Multicultural sensitivity and knowledge and skills to enable workers to work in cross cultural context required in the majority of sectors
  - Projected skill shortages for nearly all sectors/occupations particularly Disability Work (Certificate III & IV levels), Child Care work (Diploma level), Aged Care work (Certificate III level), Family Day Care workers (Cert III level), Aboriginal Child Care workers (Cert III & Diploma levels)
  - Demographic changes imply increased service requirements in some areas (eg. Aged Care given changing proportion of older people) however whether these pressures will result in increases in the size of workforces and therefore on skill gaps will largely depend on government policy and funding responses.

## WORKSAFE

For the Community Services sector, Worksafe identifies the following as areas needing to be addressed in staff induction and training:

- Hazard identification
- Manual handling
- Risk reduction
- Transmission of disease
- Personal protective equipment
- Storage, transport and disposal of medical waste
- Work related stress
- Policies on HIV/AIDS and Hepatitis B
- Right to refuse work

These ought now to be covered in the Training Package Units CHC-OHS 201A Follow OHS Procedures; CHC-OHS 301A participate in workplace safety procedures; CHC-OHA302A participate in safety procedures in direct care work; CHC-OHS 401A Implement and Monitor OHS policies and procedures for a workplace. Please note they are **not** now covered by CHC-ORG4A as they were in the CHC 99 version

For Codes of Practice – Manual Handling, please refer to <http://www.safetyline.wa.gov.au/PageBin/codewswa0072.htm>

A fact sheet on stress at work can be found at <http://www.safetyline.wa.gov.au/PageBin/disegeenl0007.htm>

For Codes of Practice on the Management of HIV/AIDS and Hepatitis in the Workplace, please refer to <http://www.safetyline.wa.gov.au/PageBin/codewswa0198.htm>

Information on hazard identification can be found at <http://www.safetyline.wa.gov.au/PageBin/codewswa0077.htm>



The Code of Practice for the Transport and Disposal of Medical Waste can be found at <http://www.safetyline.wa.gov.au/PageBin/codewswa0018.htm>

### **INDUSTRY ORGANISATIONS/ASSOCIATIONS AND LARGE AGENCIES**

*nb. Please note this list is not exhaustive and is provided as a guide only. Also Commonwealth and State Government Departments are not included.*

- Aboriginal Legal Service
- ACROD
- ACTIV Foundation Inc
- Aged & Community Services WA (ACSWA)
- Alzheimer's Association of WA
- Australian Medical Association (AMA).
- Anglicare
- Anglican Homes
- Association of Independent Schools of WA
- Australian Association of Adult & Community Education
- Australian Red Cross
- Office of Catholic Education
- Centrecare
- Cerebral Palsy Association
- Child Care Services Board (now the Children's Services Licensing Unit of the Department for Community Development)
- Children's Services Support Unit (CSSU)
- Complementary Medicine Association
- Community Housing Coalition
- Community & Public Services Union (CPSU)
- Domestic Violence Prevention Unit
- Ethnic Child Care Resources Unit (ECCRU)
- Family Planning Association of WA
- Good Samaritan Industries
- The Gowrie
- Learning Centre Link
- Liquor, Hospitality & Miscellaneous Workers Union (ALHMU)
- Migrant Resource & Information Centres
- Australian Aged Care Association (AACA)
- National Heart Foundation
- Next Step Specialist Drug & Alcohol Services
- Relationships Australia
- Resource Unit for Children with Special Needs (RUCSN)
- Sexual Assault Referral Centre.
- Silver Chain
- St John Ambulance Association.
- Teacher Assistants' Association.
- WA Council of Social Services.
- Western Institute of Self Help (WISH)
- WESTREK Foundation
- Youth Affairs Council of WA (YACWA)



## LICENSING OR REGULATORY REQUIREMENTS

Police clearance is required for employment in any Community Services Agency that is in receipt of Government service delivery funds. This includes members of Voluntary Management Committees. Details of requirements and timelines are varied. Full information can be found on the Working with Children Check Unit's website:  
[www.checkwwc.wa.gov.au](http://www.checkwwc.wa.gov.au)

Particular requirements include:

Child Care Worker: Working with Children Check, TB Certificate, certification and registration  
Counselling Services (Police Clearance from Police Department)

Youth Work (Working with Children Check)

Home and Community Care (Police Clearance from Police Department)

Working with Children Checks and Police clearance requirements create EEO difficulties for Public Training Providers. Students cannot be prevented from accessing the course but are warned that to successfully complete the qualification they must undertake a fieldwork placement and therefore have a current Working with Children Check or Police Clearance certificate.

## HIGH RISK TRAINING CONCERNS

### Occupational Health & Safety issues

Please note CHC99-Org4A no longer covers Occupational Health & Safety issues. These are covered by the specific CHC-OHS units: CHC-OHS 201A Follow OHS Procedures; CHC-OHS 301A participate in workplace safety procedures; CHC-OHA302A participate in safety procedures in direct care work; CHC-OHS 401A Implement and Monitor OHS policies and procedures for a workplace.

## Health Industry Training Package – (HLT02)

The Health Training Package contains qualifications from Certificate II to Advanced Diploma in the areas of general health services delivery, ambulance, dental technology and dental prosthetics, dental assisting, complementary and alternative health care and Health Technicians. A range of Health Population qualifications are undergoing validation and endorsement and should be available in 2004.

**Status** – Endorsed 2002, with additions in 2003 and others anticipated in 2004

### Details

#### Industry skills council:

[Community Services and Health Industry Skills Council](#)

#### Developer:

[Community Services and Health Industry Skills Council](#)

#### Copyright owner:

[Commonwealth of Australia](#)

#### Where to purchase:

[Australian Training Products](#)

[Community Services and Health Industry Skills Council](#)

### Description

Health

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[Modification history](#)

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[Certificate III \(21 qualifications\)](#)

[Certificate IV \(24 qualifications\)](#)

[Diploma \(11 qualifications\)](#)

[Advanced Diploma \(8 qualifications\)](#)

[No Sector Assigned \(338 units\)](#)

[Imported units \(265 imported units\)](#)

### Certificate II

#### Qualifications (10)

Code	Name
HLT20102	<a href="#">Certificate II in Health Support Services (Stores)</a>
HLT20202	<a href="#">Certificate II in Health Support Services (General Transport Support)</a>
HLT20302	<a href="#">Certificate II in Health Support Services (Laundry Support Services)</a>
HLT20402	<a href="#">Certificate II in Health Support Services (Grounds Maintenance)</a>
HLT20502	<a href="#">Certificate II in Health Support Services (General Maintenance)</a>
HLT20602	<a href="#">Certificate II in Health Support Services (Food Support Services)</a>
HLT20702	<a href="#">Certificate II in Health Support Services (Client/Patient Support Services)</a>
HLT20802	<a href="#">Certificate II in Health Support Services (Cleaning Support Services)</a>
HLT20905	<a href="#">Certificate II in Population Health</a>
HLT21005	<a href="#">Certificate II in Indigenous Environmental Health</a>



## Certificate III Qualifications (21)

Code	Name
HLT30102	<a href="#">Certificate III in Pathology Specimen Collection</a>
HLT30202	<a href="#">Certificate III in Non-Emergency Patient Transport</a>
HLT30402	<a href="#">Certificate III in Health Support Services (Laundry Support Services)</a>
HLT30502	<a href="#">Certificate III in Health Support Services (Grounds Maintenance)</a>
HLT30602	<a href="#">Certificate III in Health Support Services (General Maintenance)</a>
HLT30802	<a href="#">Certificate III in Health Support Services (Client/Patient Support Services)</a>
HLT30902	<a href="#">Certificate III in Health Support Services (Cleaning Support Services)</a>
HLT31002	<a href="#">Certificate III in Health Support Services</a>
HLT31102	<a href="#">Certificate III in Health service Assistance (Sterilisation Services)</a>
HLT31202	<a href="#">Certificate III in Health Service Assistance (Pathology Assistance)</a>
HLT31302	<a href="#">Certificate III in Health Service Assistance (Operating Theatre Support)</a>
HLT31402	<a href="#">Certificate III in Health Service Assistance (Hospital and Community Health Pharmacy Assistance)</a>
HLT31502	<a href="#">Certificate III in Health Service Assistance (Nutrition and Dietetic Support)</a>
HLT31602	<a href="#">Certificate III in Health Service Assistance (Client/Patient Services)</a>
HLT31702	<a href="#">Certificate III in Health Service Assistance (Allied Health Assistance)</a>
HLT31802	<a href="#">Certificate III in Dental Assisting</a>
HLT31902	<a href="#">Certificate III in Ambulance Communications (Call Taking)</a>
HLT32002	<a href="#">Certificate III in Mortuary Practice</a>
HLT32102	<a href="#">Certificate III in Prosthetic/Orthotic Technology</a>
HLT32205	<a href="#">Certificate III in Population Health</a>
HLT32305	<a href="#">Certificate III in Indigenous Environmental Health</a>

## Certificate IV Qualifications (24)

Code	Name
HLT40102	<a href="#">Certificate IV in Traditional Chinese Medicine Remedial Massage (An Mo Tui Na)</a>
HLT40202	<a href="#">Certificate IV in Shiatsu</a>
HLT40302	<a href="#">Certificate IV in Massage</a>
HLT40402	<a href="#">Certificate IV in Health Support Services (Supervision)</a>
HLT40502	<a href="#">Certificate IV in Health Service Assistance (Hospital and Community Health Pharmacy Technician)</a>
HLT40602	<a href="#">Certificate IV in Dental Assisting (Oral Health Education)</a>
HLT40702	<a href="#">Certificate IV in Dental Assisting (Dental Radiography)</a>
HLT40802	<a href="#">Certificate IV in Dental Assisting (Assistance during General Anaesthesia and Conscious Sedation)</a>
HLT40902	<a href="#">Certificate IV in Complementary and Alternative Health Care Assistance</a>
HLT41002	<a href="#">Certificate IV in Basic Emergency Care</a>
HLT41102	<a href="#">Certificate IV in Ambulance Communications (Despatch)</a>
HLT41202	<a href="#">Certificate IV in Ayurvedic Lifestyle Consultation</a>
HLT41302	<a href="#">Certificate IV in Audiometry</a>
HLT41402	<a href="#">Certificate IV in Cast Technology</a>
HLT41502	<a href="#">Certificate IV in Hyperbaric Technology</a>
HLT41602	<a href="#">Certificate IV in Mortuary Practice</a>
HLT41702	<a href="#">Certificate IV in Neurophysiology Technology</a>
HLT41802	<a href="#">Certificate IV in Pathology Specimen Collection</a>
HLT41902	<a href="#">Certificate IV in Sleep Technology</a>
HLT42002	<a href="#">Certificate IV in Health Service Assistance (Operating Theatre Technical Support)</a>
HLT42102	<a href="#">Certificate IV in Cardiac Technology</a>
HLT42202	<a href="#">Certificate IV in Health Services (Supervision)</a>
HLT42305	<a href="#">Certificate IV in Population Health</a>
HLT42405	<a href="#">Certificate IV in Indigenous Environmental Health</a>



## Diploma Qualifications (11)

Code	Name
HLT50102	<a href="#">Diploma of Traditional Chinese Medicine Remedial Massage (An Mo Tui Na)</a>
HLT50202	<a href="#">Diploma of Shiatsu and Oriental Therapies</a>
HLT50302	<a href="#">Diploma of Remedial Massage</a>
HLT50402	<a href="#">Diploma of Paramedical Science (Ambulance)</a>
HLT50502	<a href="#">Diploma of Dental Technology</a>
HLT50602	<a href="#">Diploma of Anaesthetic Technology</a>
HLT50702	<a href="#">Diploma of Hyperbaric Technology</a>
HLT50802	<a href="#">Diploma of Health Technology (Prosthetics/Orthotics)</a>
HLT50902	<a href="#">Diploma of Sleep Technology</a>
HLT51005	<a href="#">Diploma of Population Health</a>
HLT51105	<a href="#">Diploma of Indigenous Environmental Health</a>

## Advanced Diploma Qualifications (8)

Code	Name
HLT60102	<a href="#">Advanced Diploma of Western Herbal Medicine</a>
HLT60202	<a href="#">Advanced Diploma of Paramedical Science (Supervision)</a>
HLT60302	<a href="#">Advanced Diploma of Paramedical Science (Ambulance)</a>
HLT60402	<a href="#">Advanced Diploma of Dental Prosthetics</a>
HLT60502	<a href="#">Advanced Diploma of Naturopathy</a>
HLT60602	<a href="#">Advanced Diploma of Homoeopathy</a>
HLT60702	<a href="#">Advanced Diploma of Ayurveda</a>
HLT60802	<a href="#">Advanced Diploma of Neurophysiology Technology</a>

## Health Technicians

More information on the Health Training Package, its qualifications and units of competency can be found on the following websites:

<http://www.cshisc.com.au>

<http://www.ntis.gov.au>

**HLT02 -- Health Industry Training Package Additions (addition of Indigenous Health Workers – under development, endorsement expected September 2006)**

Assessment Tools for the Health Training Package qualifications are available from the National ITAB Community Services and Health Training Australia on or on the CSHTA website [www.cshisc.com.au](http://www.cshisc.com.au)

Implementation Kits for Training Packages can be found at the following website:-  
<http://www.det.wa.edu.au>

## HEALTH WORKFORCE ISSUES, CHARACTERISTICS, ACTIVITIES

- Workforce is predominantly female and the proportions particularly high (plus 90%) in Enrolled Nursing
- Large percentage of mature age workers, with average age for Enrolled Nurses being 49
- in some occupations high proportions not formally trained or qualified. There has been minimal delivery of Health Training Package qualifications through the TAFE sector and thus so far there has been no major reductions in the proportions not qualified as yet.

- Lack of access to on/off the job training and assessment, despite the scope offered by the Health Training Packages.
- Flexibility crucial because of employment patterns. Flexibility delivered training and assessment both on and off the job required to up-skill existing workforces and to meet workplace realities
- Increasing use of technology and computers, even at the direct carer level
- Multicultural sensitivity and knowledge and skills to enable workers to work in cross cultural context required in the Health Industry and in most of its sectors
- Projected skill shortages for qualified Enrolled Nurses (Cert IV), Enrolled Mental Health Nurses (Cert IV), Dental Assistants (Cert III).
- Demographic changes imply increased service requirements in some areas (eg. Aged Care given changing proportion of older people) however whether these pressures will result in increases in the size of workforces and therefore on skill gaps will largely depend on government policy and funding responses.

## **WORKSAFE**

Worksafe identifies the following as areas needing to be addressed in staff induction and training:

- Hazard identification
- Infection control & Transmission of disease
- Manual handling
- Risk reduction eg Stick injuries
- Personal protective equipment
- Storage, transport and disposal of medical waste
- Work related stress
- Policies on HIV/AIDS and Hepatitis B
- Right to refuse work

For Codes of Practice – Manual Handling, please refer to <http://www.safetyline.wa.gov.au/PageBin/codewswa0072.htm>

A fact sheet on stress at work can be found at <http://www.safetyline.wa.gov.au/PageBin/disegenl0007.htm>

For Codes of Practice on the Management of HIV/AIDS and Hepatitis in the Workplace, please refer to <http://www.safetyline.wa.gov.au/PageBin/codewswa0198.htm>

Information on hazard identification can be found at <http://www.safetyline.wa.gov.au/PageBin/codewswa0077.htm>

The Code of Practice for the Transport and Disposal of Medical Waste can be found at <http://www.safetyline.wa.gov.au/PageBin/codewswa0018.htm>

## **INDUSTRY ORGANISATIONS/ASSOCIATIONS**

*nb. Please note this list is not exhaustive and is provided as a guide only. Also Commonwealth and State Government Departments are not included.*

- ALHMWU

- 
- Australian Medical Association AMA.
  - Australian Commercial Dental Association
  - Australian Dental Association (WA)
  - Australian Federation of Natural Therapists
  - Australian Nursing Federation
  - Australian Red Cross
  - Centrecare
  - Cerebral Palsy Association
  - Chase Personnel/Silver Chain
  - Complementary Medicine Association
  - Dental Assistants Association of WA
  - Dental Board of WA
  - Dental Prosthetists Society of WA
  - Dental Therapy Association of WA
  - Dental Technicians and Employees Union
  - Disability Services Commission
  - Dispensing Opticians Association
  - Family Planning Association of WA
  - Health Consumers Council of WA
  - Health Consumers Council WA (Inc)
  - Health Department of WA
  - National Association of Nursing Homes
  - National Heart Foundation
  - Next Step Specialist Drug & Alcohol Services
  - St John Ambulance Association.
  - Western Australian Aboriginal Community Controlled Health Organisations (WAACCHO)

### **LICENSING OR REGULATORY REQUIREMENTS**

Nurse and Enrolled Nurse Registration (Nurses Board of WA) [www.anci.org.au](http://www.anci.org.au); or [www.nursing.health.wa.gov.au](http://www.nursing.health.wa.gov.au)

Licence to engage in practice of Dental Prosthetics (Dental Prosthetics Advisory Committee)  
 Licence to Practice as Dental Therapists/Hygienist (Dental Board of WA)  
 Ambulance/Paramedic Services (Police Clearance from Police Department)

### **NATIONAL ITAB**

Community Services and Health Training Australia (CSHTA) [www.cshisc.com.au](http://www.cshisc.com.au)

### **STATE ITAB**

Community Services, Health and Education Industry Training Advisory Body (CSH&E ITAB) [www.csheita.org.au](http://www.csheita.org.au)

## EDUCATION

The Qualifications Framework for the suite of WA Teacher Assistant Qualifications can be obtained from the CSSN Website at :

[www.cssn.training.wa.gov.au](http://www.cssn.training.wa.gov.au)

Information on the range of resources now available for Teacher Assistant Qualification delivery is available from the CSSN as above.

In the pipeline at March 2004 are:


Some resources now available from WestOne - see the Product Catalogue at <http://wpc.westone.wa.gov/search.asp>

A project to re-accredit the WA Teacher Assistant qualifications will begin in July 2006. For information on the re-accreditation process please contact the CSSN as above.

## WORKFORCE ISSUES, CHARACTERISTICS, ACTIVITIES

The total workforce of the WA Education Industry is **64,900**. Within this overall figure:

- approximately **23,350 people** work in the **eight** occupations '**covered**' by the VET Sector. For most of these eight occupations there is no requirement for a qualification, hence 21% of the total Education workforce does not have a post School qualification. These occupations are the principal focus of the Training Matrix which aims to identify the Education Industry's VET requirements;
- nearly **9,000** of the 23,350 are in the following six Education Support Occupations in the (ANZSIC) *School Education Group*:
  - ⇒ Teacher Assistants - Pre-Primary, Primary and Secondary
  - ⇒ Teacher Assistants-Special Needs - Pre-Primary, Primary and Secondary
  - ⇒ Aboriginal and Islander Education Officers
  - ⇒ Home Economics Assistants
  - ⇒ Education Registrars (or School Secretaries in Catholic and Independent Schools)
  - ⇒ School Officers.
- these six Education Support occupations in combination constitute the major entry point to the Education Industry for women seeking a return to the workforce and Aboriginal and Torres Strait Islander people;
- there are no formal entry qualifications for the six Education Support occupations, and most of the workforce is not qualified. They constitute a large proportion of the 21% of the total Education workforce who do not have a post School qualification;
- at least two thirds of the total Industry are women, and in the six School Education Support occupations covered the proportion rises to over 90%;

- 
- over 14,000 people are found in the following two occupations in the *Technical and Further Education Industry Class*;
    - ⇒ Vocational Education and Training (VET ) lecturers and trainers;
    - ⇒ Adult and Community Education (ACE) teachers and trainers. and
  - at least two thirds of the total workforce of the Education Industry are in professional level jobs for which Higher Education qualifications are mandatory.

One reason for this is that the turnover rate will be high because more than 40% of the Industry are over 48 years of age, with 10% over 57 years. The number retiring in the next five years will mean a corresponding **increase** in the demand for new recruits.



## WORKSAFE

Worksafe identifies the following as areas needing to be addressed in staff induction and training:

- Lifting
- Infection Control
- Exposure to violence
- Handling equipment

The Education Department of Western Australia has developed a Noise Control Manual for Schools to provide staff with information on practical methods for reducing noise levels in school workshops and gardening areas. Please refer to <http://www.safetyline.wa.gov.au/pagebin/pg000871.htm>

For Code of Practice: Management of HIV/AIDS, Hepatitis B & C at the Workplace, please refer to <http://www.safetyline.wa.gov.au/PageBin/codewswa0013.htm>

For information for workplaces where people may be exposed to physical assault, verbal abuse, threats and intimidation, please refer to

<http://www.safetyline.wa.gov.au/PageBin/workhazd0013.htm>

For Codes of Practice – Manual Handling, please refer to <http://www.safetyline.wa.gov.au/PageBin/codewswa0072.htm>

## **CURRICULUM SERVICES SUPPORT NETWORK FOR COMMUNITY SERVICES, EDUCATION AND CHILDREN'S SERVICES**

For information on Curriculum and Moderation in respect of qualifications for the Community Services, Education and Children's Services in WA contact:

Jim Thompson  
Curriculum Officer  
CSSN  
Challenger TAFE

ph: 9239 8245  
fax: 9239 8537

[jim.thompson@challengertafe.wa.edu.au](mailto:jim.thompson@challengertafe.wa.edu.au)