Direct Client Care and Support
Industry Reference Group
Meeting papers – February 2014

Community Services & Health
Industry Skills Council
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Qualification frameworks

HLT324XX  Certificate III in Allied Health Assistance

This qualification reflects the role of allied health assistants who provide assistance to allied health professionals under predetermined guidelines. Depending on the setting, work may include following treatment plans for therapeutic interventions and/or conducting programs under the regular direct, indirect or remote supervision of an allied health professional. This qualification is suited to Australian Apprenticeship pathways.

No licensing, legislative, regulatory or certification requirements apply to this qualification at the time of publication.

PACKAGING RULES

Total number of units = 16
- 11 core units
- 5 elective units, consisting of:
  - at least 2 units must be selected from the elective units listed below
  - up to 3 units may be selected from any other endorsed Training Packages or accredited courses – these units must be relevant to the work outcome.

All electives chosen must support the overall integrity of the AQF level of this qualification and contribute to a valid, industry-supported vocational outcome.

Core units

<table>
<thead>
<tr>
<th>Code</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>HLTAA001</td>
<td>Assist with an allied health program</td>
</tr>
<tr>
<td>HLTAPXXX</td>
<td>Recognise healthy body systems</td>
</tr>
<tr>
<td>HLTCOMXXX</td>
<td>Communicate and work effectively in health</td>
</tr>
<tr>
<td>HLTDIVXXX</td>
<td>Work effectively with diverse clients and co-workers</td>
</tr>
<tr>
<td>HLTINFXXX</td>
<td>Comply with infection control policies and procedures</td>
</tr>
<tr>
<td>HLTWHS001</td>
<td>Participate in work health and safety</td>
</tr>
<tr>
<td>CHCCCS010</td>
<td>Maintain high standard of client service</td>
</tr>
<tr>
<td>CHCCCS002</td>
<td>Assist with client movement</td>
</tr>
<tr>
<td>BSBWOR301B</td>
<td>Organise personal work priorities and development</td>
</tr>
<tr>
<td>BSBINM301</td>
<td>Organise workplace information</td>
</tr>
<tr>
<td>BSBMED301</td>
<td>Interpret and apply medical terminology appropriately</td>
</tr>
</tbody>
</table>

Elective units

Administration

<table>
<thead>
<tr>
<th>Code</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBMED302B</td>
<td>Prepare and process medical accounts</td>
</tr>
<tr>
<td>BSBMED303B</td>
<td>Maintain patient records</td>
</tr>
<tr>
<td>BSBWOR204A</td>
<td>Use business technology</td>
</tr>
</tbody>
</table>

Client support

<table>
<thead>
<tr>
<th>Code</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHCCCS006</td>
<td>Contribute to individualised plans</td>
</tr>
<tr>
<td>CHCAGE007</td>
<td>Respond to the needs of older people</td>
</tr>
<tr>
<td>CHCCCS009</td>
<td>Facilitate responsible behaviour</td>
</tr>
</tbody>
</table>
CHC007 Direct Client Care and Support Industry Reference Group meeting papers – 11 February 2014

CHCDIS007 Empower people with a disability using a person-centred approach
CHCMHS001 Respond to the needs of people mental health issues
CHCMHS007 Work with people with mental health problems
CHCOHC303A Use basic oral health screening tools
CHCCOMXXX Communicate with clients and colleagues
HLTCCS022 Support the care of clients
HLTCCS020 Respond effectively to behaviours of concern
HLTDIVXXX Work effectively with Aboriginal and/or Torres Strait Islander people

**Equipment/environment support**

- HLTINFXXX Process reusable instruments and equipment
- HLTTH303D Identify and move to maintain a sterile field

**First aid**

- HLTAID001 Provide cardiopulmonary resuscitation
- HLTAID002 Provide basic emergency life support
- HLTAID003 Provide first aid

**Medical imaging assistance**

- HLTLM001 Contribute to client flow and client information management in medical imaging
- HLTLM002 Support the medical imaging professional

**Performance**

- BSBFLM312C Contribute to team effectiveness
- BSBINN301A Promote innovation in a team environment
- BSBWOR301B Organise personal work priorities and development

**Food services**

- HLTFS201B Distribute meals and refreshments to clients
- HLTFS203B Apply cook-freeze processes
- HLTFS204B Provide ward or unit based food preparation and distribution services
- HLTFS205B Perform kitchenware washing
- HLTFS206B Carry out cafeteria operations
- HLTFS207B Follow basic food safety practices
- HLTFS208B Transport food
- HLTFS302B Prepare foods suitable for a range of food service settings
- HLTFS309B Oversee the day-to-day implementation of food safety in the workplace
- HLTFS310B Apply and monitor food safety requirements
- HLTFS311B Develop food safety programs
- HLTFS312B Conduct food safety audits

**Qualification Mapping Information**

No equivalent qualification

**Links**

HLT425XX Certificate IV in Allied Health Assistance

This qualification reflects the role of workers who provide therapeutic and program related support to allied health professionals. The worker is required to conduct therapeutic and program related activities under the guidance of an allied health professional. Supervision may be direct, indirect or remote and must occur within organisation requirements. The worker is required to identify client circumstances that need additional input from the allied health professional. The worker may be engaged to work in a specialty area or work generically across the organisation in delivery of allied health assistance services. The worker in conjunction with the allied health professional may have responsibility for supervising other Allied Health Assistant workers. This qualification is suited to Australian Apprenticeship pathways.

No licensing, legislative, regulatory or certification requirements apply to this qualification at the time of publication.

PACKAGING RULES

Total number of units = 16

- 7 core units
- 9 elective units, consisting of:
  - at least 6 units must be selected from the elective units listed below
  - up to 3 units may be selected from any other endorsed Training Packages or accredited courses – these units must be relevant to the work outcome.

Where appropriate, electives may be packaged to provide a qualification with a specialisation.

Packaging for each specialisation:

- All Group A electives must be selected for award of the Certificate IV in Allied Health Assistance (Physiotherapy)
- All Group B electives must be selected for award of the Certificate IV in Allied Health (Podiatry)
- All Group C electives must be selected for award of the Certificate IV in Allied Health (Occupational Therapy)
- All Group D electives must be selected for award of the Certificate IV in Allied Health (Speech Pathology)
- All Group E electives must be selected for award of the Certificate IV in Allied Health (Community Rehabilitation)
- All Group F electives must be selected for award of the Certificate IV in Allied Health (Nutrition and Dietetics)

All electives chosen must support the overall integrity of the AQF level of this qualification and contribute to a valid, industry-supported vocational outcome.

Core units

<table>
<thead>
<tr>
<th>Code</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>HLTAAPXXX</td>
<td>Recognise health body systems</td>
</tr>
<tr>
<td>HLTAAPXXX</td>
<td>Confirm physical health status</td>
</tr>
<tr>
<td>HLTCOMXXX</td>
<td>Communicate and work effectively in health</td>
</tr>
<tr>
<td>HLTDIVXXX</td>
<td>Work effectively with diverse clients and co-workers</td>
</tr>
</tbody>
</table>
HLTLEGXXX Implement and monitor compliance with legal and ethical requirements
HLTWHS002 Follow safe work practices for direct client care
BSBMED301 Interpret and apply medical terminology appropriately

**Group A electives – PHYSIOTHERAPY specialisation**
HLTAHA003 Deliver and monitor a client specific physiotherapy program
HLTAHA005 Deliver and monitor physiotherapy program for mobility

**Group B electives – PODIATRY specialisation**
HLTAHA006 Assist with basic foot hygiene
HLTAHA007 Assist with podiatric procedures
HLTAHA008 Assist with podiatry assessment and exercise

**Group C electives – OCCUPATIONAL THERAPY specialisation**
HLTAHA010 Assist with the development and maintenance of client functional status
HLTAHA016 Support the fitting of assistive equipment

**Group D electives – SPEECH PATHOLOGY specialisation**
HLTAHA012 Support the development of speech and communication skills
HLTAHA013 Provide support in dysphagia management
HLTAHA014 Assist and support the use of augmentative and alternative communication systems

**Group E electives – COMMUNITY REHABILITATION specialisation**
HLTAHA024 Work within a community rehabilitation environment
HLTAHA025 Support client independence and community participation

**Group F electives – NUTRITION and DIETETICS specialisation**
HLTAHA018 Plan and evaluate meals and menus to meet recommended dietary guidelines
HLTAHA019 Plan and modify meals and menus according to individualised plans
HLTAHA021 Assist with screening and implementation of therapeutic diets
HLTAHA023 Support the provision of basic nutrition advice and education

**Elective units**

**Allied health assistance**
HLTAHA009 Assist with the rehabilitation of clients
HLTAHA002 Assist with the application and removal of casts
HLTAHA011 Conduct group sessions for individual client outcomes
HLTAHA015 Deliver and monitor a hydrotherapy program
HLTINFXXX Process reusable instruments and equipment
CHCCCS027 Undertake home visits
SISCCRO303A Plan and conduct a recreation program for older persons
SISCCRO304A Plan and conduct disability recreation programs
CHCCCS002 Assist with client movement
HLTDIVXXX Work effectively with Aboriginal and/or Torres Strait Islander people
Administration
BSBWOR204 Use business technology
SBBINM301A Organise workplace information
BSBMED401B Manage patient record keeping system
BSBSMB406B Manage small business finance
BSBSMB405B Monitor and manage small business operations

Chronic disease support
CHCCCS023 Support client independence and wellbeing
CHCCCS001 Address the needs of people with chronic disease
CHCCDE002 Develop and implement community programs

Client support
CHCCCM401D Undertake case management
CHCCCS009 Facilitate responsible behaviour
CHCEDU001 Facilitate adult learning and development
CHCCOMXXX Provide specific information to clients
CHCAGE007 Respond to the needs of older people
CHCAGE005 Provide support to people living with dementia
CHCCCS004 Assess complex needs
CHCDIS007 Empower people with disabilities using a person-centred approach
CHCHCS001 Provide home and community support services
CHCCCS006 Contribute to individual service planning and delivery
SRCAQU008B Apply the principles of movement in water to aquatic activities
SRFFIT004B Develop basic fitness programs
SRFFIT005B Apply basic exercise science to exercise instruction
CHCAOD001 Work effectively in an alcohol and/or drugs context

First aid
HLTAID001 Provide cardiopulmonary resuscitation
HLTAID002 Provide basic emergency life support
HLTAID003 Provide first aid
HLTAID007 Provide advanced resuscitation

Food Service
HLTFS207C Follow basic food safety practices
HLTAHA020 Support food services in menu and meal order processing
HLTAHA022 Provide education and support in nutrition formula requirements

Medical imaging assistance
HLTMIM001 Contribute to client flow and client information management in medical imaging
HLTMIM002 Support the medical imaging professional

Mental health electives
CHCMHS001 Respond to the needs of people with mental health issues
CHCMHS007 Work with people with mental health problems
CHCCCS020 Respond effectively to behaviours of concern
Oral health electives
CHCOHC303A Use basic oral health screening tools
CHCOHC401A Inform and encourage clients and groups to understand and achieve good oral health
CHCOHC402A Support clients and groups to learn practical aspects of oral health care
CHCOHC404A Recognise and respond to signs and symptoms that may indicate oral health issues
CHCOHC406A Provide or assist with oral hygiene
CHCOHC407A Apply and manage use of basic oral health products

Pediatric environment
CHCPRT002 Support the rights and safety of children and young people
CHCPRT003 Work collaboratively to maintain an environment safe for children and young people
CHCYTH001 Engage respectfully with young people

Performance
BSBAUD402B Participate in a quality audit
BSBINN301A Promote innovation in a team environment
BSBWOR401A Establish effective workplace relationships
BSBWOR502B Ensure team effectiveness
CHCPOL403B Undertake research activities
CHCPRPXXX Manage personal stressors in the work environment
CHCCOMXXX Use targeted communication skills to build relationships

Management and Leadership
BSBFLM409 Implement continuous improvement
CHCMGTXXX Provide supervision support
CHCMGTXXX Coordinate the work environment
CHCMGTXXX Provide coaching and mentoring support to colleagues
CHCMGTXXX Provide leadership in community services delivery

Ear and Hearing Health
HLTAUDXXX Conduct hearing assessments
HLTAUDXXX Conduct screening hearing tests for children
HLTAUDXXX Conduct screening hearing tests for industrial hearing loss

Qualification Mapping Information
No equivalent qualification

Links
www.cshisc.com.au
**HLT325XX Certificate III in Health Services Assistance**

This qualification reflects the role of workers in a range of work roles who provide assistance to health professional staff with the care of clients. Health Services Assistance involves the worker in direct client contact under supervision. This qualification is suited to Australian Apprenticeship pathways.

No licensing, legislative, regulatory or certification requirements apply to this qualification at the time of publication.

**PACKAGING RULES**

Total number of units = 17
- 7 core units
- 10 elective units, consisting of:
  - at least 7 must be selected from the electives listed below, which includes Groups A and B
  - up to 3 units may be selected from any other endorsed Training Packages or accredited courses – these units must be relevant to the work outcome.

Where appropriate, electives may be packaged to provide a qualification with a specialisation in operating theatre technician work or assisting in nursing work in acute care.

**Packaging for each specialisation:**

All Group A electives must be selected for award of the Certificate III in Health Services Assistance (Operating theatre technician)

All Group B electives must be selected for award of the Certificate III in Health Services Assistance (Assisting in nursing work in acute care)

All electives chosen must support the overall integrity of the AQF level of this qualification and contribute to a valid, industry-supported vocational outcome.

**Core units**

- **HLTAAPXXX** Recognise healthy body systems
- **HLTDIVXXX** Work effectively with diverse clients and co-workers
- **HLTINFXXX** Comply with infection control policies and procedures
- **HLTWHS001** Participate in workplace health and safety
- **CHCCOMXXX** Communicate and work effectively in health
- **BSBWOR301B** Organise personal work priorities and development
- **BSBMED301** Interpret and apply medical terminology appropriately

**Group A electives – OPERATING THEATRE TECHNICIAN specialisation**

- **HLTTH301D** Provide theatre support services
- **HLTTH302D** Provide equipment support in an acute care environment
- **HLTTH303D** Identify and move to maintain a sterile field
- **HLTTH405D** Assist with preparation of clients for operative procedures
Group B electives – ASSISTING IN NURSING WORK IN ACUTE CARE specialisation

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>HLTAIN001</td>
<td>Assist with nursing care in an acute care environment</td>
</tr>
<tr>
<td>HLTAIN002</td>
<td>Provide non-client contact support in an acute care environment</td>
</tr>
<tr>
<td>CHCCCS002</td>
<td>Assist with movement</td>
</tr>
<tr>
<td>CHCCCS020</td>
<td>Respond effectively to behaviours of concern</td>
</tr>
<tr>
<td>CHCCCS026</td>
<td>Transport individuals</td>
</tr>
</tbody>
</table>

**Elective units**

**Client care**

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHCAGE007</td>
<td>Respond to the needs of older people</td>
</tr>
<tr>
<td>CHCCCS015</td>
<td>Provide individualised support</td>
</tr>
<tr>
<td>CHCAOD001</td>
<td>Work effectively in an alcohol and/or drugs context</td>
</tr>
<tr>
<td>CHCAOD002</td>
<td>Work with clients who are intoxicated</td>
</tr>
<tr>
<td>CHCMHS001</td>
<td>Respond to the needs of people with mental health issues</td>
</tr>
<tr>
<td>CHCMHS007</td>
<td>Work with people with mental health problems</td>
</tr>
<tr>
<td>CHCOHC303A</td>
<td>Use basic oral health screening tools</td>
</tr>
<tr>
<td>CHCPRPXXX</td>
<td>Engage with health professionals and the health system</td>
</tr>
<tr>
<td>CHCCCS012</td>
<td>Prepare and maintain beds</td>
</tr>
<tr>
<td>CHCCCS010</td>
<td>Maintain high standard of service</td>
</tr>
</tbody>
</table>

**First aid**

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>HLTAID001</td>
<td>Provide cardiopulmonary resuscitation</td>
</tr>
<tr>
<td>HLTAID002</td>
<td>Provide basic emergency life support</td>
</tr>
<tr>
<td>HLTAID003</td>
<td>Provide first aid</td>
</tr>
</tbody>
</table>

**Medical imaging assistance**

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>HLTMIM301B</td>
<td>Contribute to client flow and client information management in medical imaging</td>
</tr>
<tr>
<td>HLTMIM302B</td>
<td>Support the medical imaging professional</td>
</tr>
</tbody>
</table>

**Miscellaneous support**

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>HLTMS204D</td>
<td>Handle and move equipment, goods, mail and furniture</td>
</tr>
<tr>
<td>HLTMS207D</td>
<td>Handle medical gases safely</td>
</tr>
<tr>
<td>HLTMS208D</td>
<td>Handle waste in a healthcare environment</td>
</tr>
<tr>
<td>CPPCLO4022A</td>
<td>Organise and monitor cleaning operations</td>
</tr>
</tbody>
</table>

**Mortuary practice**

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>HLTMT303D</td>
<td>Maintain a mortuary service</td>
</tr>
<tr>
<td>HLTMT304D</td>
<td>Assist with autopsy</td>
</tr>
<tr>
<td>HLTMT305D</td>
<td>Maintain and record tissue sample collection</td>
</tr>
<tr>
<td>HLTMT310D</td>
<td>Collect, preserve and store post mortem samples</td>
</tr>
</tbody>
</table>

**Operating theatre support**

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>HLTSTE301D</td>
<td>Clean reusable medical equipment</td>
</tr>
</tbody>
</table>

**Transport**

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>HLTAMBT301B</td>
<td>Transport non-emergency clients under operational conditions</td>
</tr>
</tbody>
</table>
CHCCCS026  Transport individuals

Work relationships
BSBFLM312C  Contribute to team effectiveness
BSBINN301A  Promote innovation in a team environment
BSBWOR301B  Organise personal work priorities and development
CHCCCS009  Facilitate responsible behaviour

Food services
HLTFS201B  Distribute meals and refreshments to clients
HLTFS203B  Apply cook-freeze processes
HLTFS204B  Provide ward or unit based food preparation and distribution services
HLTFS205B  Perform kitchenware washing
HLTFS206B  Carry out cafeteria operations
HLTFS207B  Follow basic food safety practices
HLTFS208B  Transport food
HLTFS302B  Prepare foods suitable for a range of food service settings
HLTFS309B  Oversee the day-to-day implementation of food safety in the workplace
HLTFS310B  Apply and monitor food safety requirements
HLTFS311B  Develop food safety programs
HLTFS312B  Conduct food safety audits

Qualification Mapping Information
No equivalent qualification

Links
www.cshisc.com.au
CHC31XXX Certificate III in Individual Support

This qualification reflects the role of workers in the community and/or residential setting who follow an individualised plan to provide person-centred support to people in various settings. Depending on the setting, work may be carried out under regular direct or indirect supervision or by working autonomously. Depending on specialisation, this qualification will require a minimum of either 80 or 120 hours of work placement.

No licensing, legislative, regulatory or certification requirements apply to this qualification at the time of publication.

PACKAGING RULES

Total number of units = 13

- 7 core units
- 6 elective units, consisting of:
  - at least 4 units from the listed electives with at least 2 units from Group A, B or C
  - up to 2 units from other endorsed Training Packages or accredited course – these units must be relevant to the work outcome

Where appropriate, electives may be packaged to provide a qualification with a specialisation in aged care or home and community support or disability.

Packaging for each specialisation:

All Group A electives must be selected for award of the Certificate III in Individual Support (Aged Care)

All Group B electives must be selected for award of the Certificate III in Individual Support (Disability)

All Group C electives must be selected for award of the Certificate III in Individual Support (Home and Community Support)

All electives chosen must support the overall integrity of the AQF level of this qualification and contribute to a valid, industry-supported vocational outcome.

Core units

CHCCCS015 Provide individualised support
CHCCCS023 Support independence and well being
CHCLEGXXX Work within a legal and ethical framework
CHCOMXXX Communicate with clients and colleagues
HLTAAPXXX Recognise healthy body systems
HLTDIVXXX Work effectively with diverse clients and co-workers
HLTWHSXXX Follow WHS safety procedures for direct care work

Group A electives – AGEING SUPPORT specialisation

CHCAGE007 Respond to the needs of older people
CHCAGE005 Provide support to people living with dementia
CHCCCS011 Meet personal support needs
## Group B electives – DISABILITY specialisation

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHCDIS007</td>
<td>Empower people with disabilities using a person-centred approach</td>
</tr>
<tr>
<td>CHCDIS003</td>
<td>Support community participation and social inclusion</td>
</tr>
<tr>
<td>CHCDIS001</td>
<td>Contribute to ongoing skills development using a strengths-based approach</td>
</tr>
<tr>
<td>CHCDIS002</td>
<td>Follow established behaviour support strategies</td>
</tr>
</tbody>
</table>

## Group C electives – HOME AND COMMUNITY SUPPORT specialisation

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHCHCS001</td>
<td>Provide home and community support services</td>
</tr>
<tr>
<td>CHCCCS025</td>
<td>Support relationships with carers families</td>
</tr>
<tr>
<td>CHCCCS011</td>
<td>Meet personal support needs</td>
</tr>
</tbody>
</table>

## Electives units

### Individual support

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHCADV001</td>
<td>Advocate for and support the interests and rights of clients</td>
</tr>
<tr>
<td>CHCCCS013</td>
<td>Provide basic foot care</td>
</tr>
<tr>
<td>CHCCCS006</td>
<td>Facilitate individualised plans and service delivery</td>
</tr>
<tr>
<td>CHCCCS001</td>
<td>Address the needs of people with chronic disease</td>
</tr>
<tr>
<td>CHCCCS021</td>
<td>Respond to suspected abuse of vulnerable people</td>
</tr>
<tr>
<td>CHCCCS009</td>
<td>Facilitate responsible behaviour</td>
</tr>
<tr>
<td>CHCCCS017</td>
<td>Provide loss and grief support</td>
</tr>
<tr>
<td>CHCDEVXXX</td>
<td>Recognise stages of lifespan development</td>
</tr>
<tr>
<td>CHCDIS004</td>
<td>Communicate using augmentative and alternative communication strategies</td>
</tr>
<tr>
<td>CHCGROXXX</td>
<td>Support group activities</td>
</tr>
<tr>
<td>CHCLLNXXX</td>
<td>Identify and respond to clients with language and literacy needs</td>
</tr>
<tr>
<td>CHCMASXXX</td>
<td>Assist clients with medication</td>
</tr>
<tr>
<td>CHCPALXXX</td>
<td>Deliver care services using a palliative approach</td>
</tr>
<tr>
<td>CHCPRPXXX</td>
<td>Participate in and maintain effective networks</td>
</tr>
<tr>
<td>CHCPRPXXX</td>
<td>Reflect on and improve own professional practice</td>
</tr>
<tr>
<td>CHCPRPXXX</td>
<td>Participate effectively in the work environment</td>
</tr>
<tr>
<td>HLTAD003</td>
<td>Provide first aid</td>
</tr>
<tr>
<td>HLTINFXXX</td>
<td>Comply with infection control policies and procedures</td>
</tr>
<tr>
<td>BSBMED310</td>
<td>Interpret and apply medical terminology</td>
</tr>
<tr>
<td>CHCCCS024</td>
<td>Support individuals with autism spectrum disorder</td>
</tr>
</tbody>
</table>

### Leisure and health

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHCLAHXXX</td>
<td>Work effectively in the leisure and health industry</td>
</tr>
<tr>
<td>CHCLAHXXX</td>
<td>Undertake leisure and health programming</td>
</tr>
<tr>
<td>CHCLAHXXX</td>
<td>Plan, implement and monitor leisure and health programs</td>
</tr>
</tbody>
</table>

### Mental health

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>CHCMHSXXX</td>
<td>Work with people with mental health issues</td>
</tr>
</tbody>
</table>
Nutrition
CHCAGE006 Provide food services
SITHCCC201 Produce dishes using basic methods of cooking
SITHCCC307 Prepare food to meet special dietary requirements

Oral health
CHCOHC303 Use basic oral health screening tools
CHCOHC401 Inform and encourage clients and groups to understand and achieve good oral health
CHCOHC402 Support clients and groups to learn practical aspects of oral health care
CHCOHC404 Recognise and respond to signs and symptoms that may indicate oral health issues
CHCOHC406 Provide or assist with oral hygiene

Organisational support
BSBINM201 Process and maintain workplace information
BSBWOR204 Use business technology
CHCINMXXX Comply with information requirements in the community sector

Financial
CHCFLE301A Work with clients needing financial literacy education
CHCFLE302A Educate clients in fundamental financial literacy skills

Transport
CHCCCS026 Transport individuals
TLIC1051A Operate commercial vehicle
TLIH2001A Interpret road maps and navigate pre-determined routes

Working with children and young people
CHCPRT002 Support the rights and safety of children and young people
CHCYTH001 Engage respectfully with young people

Working with older people
CHCAGE001 Collect technical data to support client’s individualised plan
CHCAGE004 Implement interventions with ageing individuals at risk
CHCAGE008 Implement falls prevention strategies

Qualification Mapping Information
No equivalent qualification

Links
www.cshisc.com.au
CHC401XX Certificate IV in Ageing Support

This qualification addresses support work in aged care either in residential, home or community based environments within defined organisation guidelines. Workers may be required to demonstrate leadership and maintain quality service delivery through the development, facilitation and review of individualised service planning and coordination. Workers may be required to supervise of other workers. This qualification requires a minimum of 120 hours of work placement.

No licensing, legislative, regulatory or certification requirements apply to this qualification at the time of publication.

PACKAGING RULES

17 units are required for award of this qualification including:
- 14 core units
- 3 elective units
- at least 2 units from the listed electives
- up to 1 units from other endorsed Training Packages or accredited course – this unit must be relevant to the work outcome

All electives chosen must support the overall integrity of the AQF level of this qualification and contribute to a valid, industry-supported vocational outcome.

Core units

CHCADV001 Advocate for and support the interests and rights of clients
CHCAGE003 Coordinate services for older people
CHCAGE004 Implement interventions with ageing individuals at risk
CHCAGE005 Provide support to people living with dementia
CHCAGE007 Respond to the needs of older people
CHCCCS011 Meet personal support needs
CHCCCS023 Support independence and well being
CHCCCS025 Support relationships with carers and families
CHCCM401 Undertake case management
CHCLEGXXX Maintain legal and ethical work practices
CHCPRPXXX Participate in and maintain effective networks
HLTAAPXXX Recognise healthy body systems
HLTDIVXXX Work effectively with diverse clients and co-workers
HLTWHS002 Follow safe work practices for direct care work

Electives units

Ageing support

CHCAGE001 Collect technical data to support client’s individualised plan
CHCAGE008 Implement falls prevention strategies
CHCHCS001 Provide home and community support services
CHCHCS002 Coordinate and monitor home based support
CHCEDUXXX Implement health promotion and community intervention
Diversity
HLTDIVXXX Work effectively with Aboriginal and/or Torres Strait Islander people
HLTDIVXXX Manage diversity

Grief and Loss
CHCCCS017 Provide loss and grief support
CHCCCS018 Provide suicide bereavement support

Information and technology an administration
CHCINM505 Meet statutory and organisation information requirements
BSBINM201 Process and maintain workplace information
BSBWOR204 Use business technology

Medication and health professional support
CHCMASXXX Assist clients with medication
CHCMASXXX Support health professional
HLTaida003 Provide first aid
HLTaida006 Provide advanced first aid

Networking and relationship building
CHCCCS025 Support relationships with carers and families
CHCCOMXXX Use targeted communication skills to build relationships
BSBWOR401 Establish effective workplace relationships

Oral health
CHCOHC401 Inform and encourage clients and groups to understand and achieve good oral health
CHCOHC402 Support clients and groups to learn practical aspects of oral health care
CHCOHC404 Recognise and respond to signs and symptoms that may indicate oral health issues
CHCOHC406 Provide or assist with oral hygiene
CHCOHC407 Apply and manage use of basic oral health products

Outreach work
CHCCH427 Work effectively with people experiencing or at risk of homelessness

Palliative Care
CHCPALXXX Deliver support services using a palliative approach
CHCPALXXX Plan for and provide support services using a palliative approach

Service coordination and supervision
CHCCCS007 Develop and implement service programs
CHCCCS010 Maintain high standard service
CHCMGTXXX Maintain quality service delivery
CHCMGTXXX Provide leadership in community service delivery
CHCMGTXXX Provide coaching and mentoring support
CHCMGTXXX Coordinate the work environment
CHCPRPPXXX Develop, establish and maintain networks
BSBFMLM513A Manage budgets and financial plans within the work team
BSBFLM306C Provide workplace information and resourcing plans
BSBMGT401 Show leadership in the workplace
BSBMGT406A Plan and monitor continuous improvement
TAEDEL301 Provide work skill instruction

Service delivery
CHCCCS001 Address the needs of people with chronic disease
CHCCCS019 Recognise and respond to crisis situations
CHCCCS021 Respond to suspected abuse of vulnerable people
CHCLLN403 Identify and respond to clients with language and literacy needs
HLTAAPXXX Confirm physical health status
HLTFS207 Follow basic food safety practices

Transport
CHCCCH026 Transport individuals

Training and Education
CHCEDU001 Facilitate adult learning and development

Work Health and Safety
HLTWHS003 Maintain work health and safety
HLTWHS004 Manage work health and safety

Working with people with alcohol and other drug issues
CHCAOD001 Work effectively in an alcohol and/or drugs context

Working with people with disabilities
CHCDIS004 Communicate using augmentative and alternative communication strategies
CHCDIS008 Facilitate community participation and inclusion
CHCDIS009 Facilitate ongoing skills development using a person centred approach
CHCDIS010 Provide services to people with disabilities with complex needs

Working with people with mental health issues
CHCMHS007 Work with people with mental health issues

Qualification Mapping Information
No equivalent qualification

Links
www.cshisc.com.au
CHC403XX Certificate IV in Disability

This qualification reflects the role of workers in a range of community settings and clients’ homes, who provide training and support in a manner that empowers people with disabilities to achieve greater levels of independence, self-reliance, community participation and wellbeing. Individuals promote a person-centred approach while working without direct supervision and may be required to supervise and/or coordinate a limited number of lower classified workers.

No licensing, legislative, regulatory or certification requirements apply to this qualification at the time of publication.

PACKAGING RULES

Total number of units = 17

- 14 core units
- 3 elective units, consisting of:
  - at least 2 units must be selected from the listed specialisation electives, which includes all units listed under the specialisation groups
  - up to 1 units from other endorsed Training Packages or accredited course – these units must be relevant to the work outcome

All electives chosen must support the overall integrity of the AQF level of this qualification and contribute to a valid, industry-supported vocational outcome.

Core units

- CHCDIS001 Contribute to ongoing skills development using a strengths-based approach
- CHCDIS002 Follow established behaviour support strategies
- CHCDIS003 Support community participation and social inclusion
- CHCDIS005 Coordinate services for people with disabilities
- CHCDIS006 Develop and promote positive behaviour support strategies
- CHCDIS007 Empower people with disabilities using a person-centred approach
- CHCDIS008 Facilitate community participation and inclusion
- CHCDIS009 Facilitate ongoing skills development using a person-centred approach
- CHCDIS010 Provide services to people with disabilities with complex needs
- CHCCCS015 Provide individualised support
- HLTAAPXXX Recognise healthy body systems
- CHCLEGXXX Maintain legal and ethical work practices
- HLTDIVXXX Work effectively with diverse clients and co-workers
- HLTWHS002 Follow safe work practices for direct care work

Electives

Individual support

- CHCCCS006 Facilitate individualised plan and service delivery
- CHCCCS023 Support independence and wellbeing
- CHCAGE001 Collect technical data to support client’s individualised plan
CHCCCS005  Conduct individual assessment
CHCCCS004  Assess complex needs
CHCCCS008  Develop strategies to address unmet needs
CHCCCS024  Support individuals with autism spectrum disorder
CHCCCS001  Address the needs of people with chronic disease
CHCCCS021  Respond to suspected abuse of vulnerable people
CHCLLN403  Identify and respond to clients with language and literacy needs
HLTAAPXXX  Confirm physical health status
CHCCCS019  Recognise and respond to crisis situations
CHCLD315  Recognise stages in lifespan development
HLTFS207  Follow basic food safety practices

Advocacy
CHCADV001  Advocate for and support the interests and rights of clients
CHCADV002  Provide advocacy and representation services

Palliative Care
CHCPALXXX  Deliver support services using a palliative approach
CHCPALXXX  Plan for and provide support services using a palliative approach

Grief and Loss
CHCCCS018  Provide suicide bereavement support
CHCCCS017  Provide loss and grief support

Financial
CHCFLE301A  Work with clients needing financial literacy education
CHCFLE302A  Educate clients in fundamental financial literacy skills

Home and community based support
CHCHCS001  Provide home and community support services
CHCHCS002  Coordinate and monitor home based support

Medication and health professional support
CHCMASXXX  Assist clients with medication
CHCMASXXX  Administer and monitor medications
CHCMASXXX  Support health professional
HLTAID003  Provide first aid
HLTAID006  Provide advanced first aid

Working with people with disabilities
CHCDIS004  Communicate using augmentative and alternative communication strategies

Working with older people
CHCAGE007  Respond to the needs of older people
CHCAGE005  Provide support to people living with dementia
CHCAGE003  Facilitate services to older people

Working with children and young people
CHCPRT002  Support the rights and safety of children and young people
CHCYTH001 Engage respectfully with young people

**Working with people with mental health issues**
CHCMH402 Apply understanding of mental health issues and recovery processes
CHCMH411 Work with people with mental health issues

**Working with people with alcohol and other drug issues**
CHCAOD001 Work effectively in an alcohol and/or drugs context

**Leisure and health**
CHCLAHXXX Work effectively in the leisure and health industry
CHCLAHXXX Undertake leisure and health programming
CHCLAHXXX Plan, implement and monitor leisure and health programs

**Oral health**
CHCOHC303 Use basic oral health screening tools
CHCOHC401 Inform and encourage clients and groups to understand and achieve good oral health
CHCOHC402 Support clients and groups to learn practical aspects of oral health care
CHCOHC404 Recognise and respond to signs and symptoms that may indicate oral health issues
CHCOHC406 Provide or assist with oral hygiene
CHCOHC407 Apply and manage use of basic oral health products

**Outreach work**
CHCCH427 Work effectively with people experiencing or at risk of homelessness
CHCCH522 Undertake outreach work

**Case Management**
CHCCM401 Undertake case management
CHCCM402 Establish and monitor case plan
CHCCM404 Undertake case management for clients with complex needs

**Relationship Building**
CHCCCS025 Support relationships with carers and families
CHCCOMXXX Use targeted communication skills to build relationships
BSBWOR401 Establish effective workplace relationships
CHCCCS010 Maintain high standard service

**Service coordination and supervision**
CHCMGTXXX Provide coaching and mentoring support
CHCMGTXXX Coordinate the work environment
BSBMGT401 Show leadership in the workplace
BSBFLM513A Manage budgets and financial plans within the work team
BSBFLM306C Provide workplace information and resourcing plans

**Quality Service delivery**
CHCCCS007 Develop and implement service programs
CHCPRPXXX Participate in and maintain effective networks
CHCPRPXXX Develop, establish and maintain networks
CHCMGTXXX Maintain quality service delivery
BSBMGT406A Plan and monitor continuous improvement

**Training and Education**
CHCEDU001 Facilitate adult learning and development
TADEDEL301 Provide work skill instruction
CHCEDUXXX Implement health promotion and community intervention

**Work Health and Safety**
HLTWHS003 Maintain work health and safety
HLTWHS004 Manage work health and safety

**Administration and Information and technology**
BSBINM201 Process and maintain workplace information
BSBWOR204 Use business technology
CHCINM505 Meet statutory and organisation information requirements

**Diversity**
HLTDIVXXX Work effectively with Aboriginal and/or Torres Strait Islander people
HLTDIVXXX Manage diversity

**Transport**
CHCCCH026 Transport individuals

**Qualification Mapping Information**
No equivalent qualification

**Links**
www.cshisc.com.au
CHC406XX Certificate IV in Leisure and Health
This qualification reflects the role of workers participating in the design, implementation and evaluation of leisure, health activities and programs for clients in one or more sector areas. Workers may be in residential facilities and/or in community agencies and day centres. Whilst workers are responsible for their own outputs, work is carried out under direct or indirect supervision within defined organisation guidelines. This qualification requires a minimum of 120 hours of work placement.

No licensing, legislative, regulatory or certification requirements apply to this qualification at the time of publication.

PACKAGING RULES
Total number of units = 17
- 10 core units
- 7 elective units, consisting of:
  - the electives listed below
  - up to 3 units may be selected from any other endorsed Training Packages or accredited courses – these units must be relevant to the work outcome.

All electives chosen must support the overall integrity of the AQF level of this qualification and contribute to a valid, industry-supported vocational outcome.

Core units
CHCCOM403 Use targeted communication skills to build relationships
CHCPRPXXX Reflect on and improve own professional practice
CHCLAH001 Work effectively in the leisure and health industry
CHCLAH002 Contribute to leisure and health programming
CHCLAH003 Participate in the planning, implementation and monitoring of individual leisure and health programs
CHCLAH004 Participate in planning leisure and health programs for clients with complex needs
CHCLAH005 Incorporate lifespan development and sociological concepts into leisure and health programming
HLTAAPXXX Confirm physical health status
HLTDIVXXXX Work effectively with diverse clients and co-workers
HLTWHS002 Follow safe work practices for direct client care

Elective units
Aged care
CHCAGE007 Respond to the needs of older people
CHCAGE005 Provide support to people living with dementia
CHCCCS023 Support independence and well being
SISCCRO303A Plan and conduct a recreation program for older persons

Alcohol and other drugs
CHCAOD001 Work effectively in an alcohol and/or drugs context
Community care
CHCHCS001 Provide home and community support services
CHCCCS025 Support relationships with carers and families
HLTCCS027 Undertake home visits

Disability
CHCDIS007 Empower people with a disability using a person-centred approach
CHCDIS003 Support community participation and social inclusion
CHCDIS002 Follow established behaviour support strategies
SISCCRD303A Facilitate inclusion for people with a disability
SISCCRO304A Plan and conduct disability recreation programs

Leisure and health electives
CHCCD404E Develop and implement community programs
CHCCD412B Work within a community development framework
CHCCCS015 Provide individualised support
CHCCCS008 Develop strategies to address unmet needs
HLTCCS020 Respond effectively to behaviours of concern
CHCINCXXX Comply with information requirements of the aged care and community care sectors
CHCORG525D Recruit and coordinate volunteers
CHCPALXXX Deliver care services using a palliative approach
HLTAID002 Provide first aid
BSBINM201A Process and maintain workplace information
BSBWOR402 Promote team effectiveness
SISCCRO301A Assist with recreation games not requiring equipment
CHCMGTXXX Coordinate the work environment

Mental health
CHCMHS007 Work with people with mental health problems
CHCMHS002 Establish a self-directed recovery relationship
CHCMHS003 Recovery oriented service provision
CHCMHS004 Work collaboratively with the care network and other services

Youth
CHCPRT002 Support the rights and safety of children and young people
CHCYTH001 Engage respectfully with young people
CHCYTH009 Support youth programs

Qualification Mapping Information
No equivalent qualification

Links
www.cshisc.com.au
**CHC505XX Diploma of Leisure and Health**

This qualification reflects the role of workers designing, implementing and evaluating health and leisure activities and programs for clients in one or more sector areas. Work may be in residential facilities and/or in community agencies and day centres. Workers work under supervision or as sole practitioners and may be required to plan, coordinate and evaluate other workers and work teams within broad but generally well-defined guidelines. This qualification requires a minimum of 240 hours of work placement.

No licensing, legislative, regulatory or certification requirements apply to this qualification at the time of publication.

**PACKAGING RULES**

Total number of units = 22
- 15 core units
- 7 elective units, consisting of:
  - electives listed below
  - up to 3 units may be selected from any other endorsed Training Packages or accredited courses – these units must be relevant to the work outcome.

All electives chosen must support the overall integrity of the AQF level of this qualification and contribute to a valid, industry-supported vocational outcome.

**Core units**

- CHCCCOM504 Develop, implement and promote effective workplace communication
- CHCLAH001 Work effectively in the leisure and health industry
- CHCLAH002 Contribute to leisure and health programming
- CHCLAH003 Participate in the planning, implementation and monitoring of individual leisure and health programs
- CHCLAH004 Participate in planning leisure and health programs for clients with complex needs
- CHCLAH005 Incorporate lifespan development and sociological concepts into leisure and health programming
- CHCLAH006 Coordinate planning, implementation and monitoring of leisure and health programs
- CHCLAH008 Provide leisure education
- CHCLAH009 Apply concepts of human psychology to facilitate involvement in leisure programs
- CHCPRPXXX Reflect on and improve own professional practice
- CHCMGTXXX Provide supervision support
- CHCPOL004 Access evidence and apply in practice
- HLTAAPXXX Confirm physical health status
- HLTWHS003 Maintain work health and safety
- HLTDIVXXX Work effectively with diverse clients and co-workers
Elective units

Aged care
- CHCAGE007 Respond to the needs of older people
- CHCAGE003 Facilitate services to older people
- CHCAGE002 Facilitate support responsive to the specific nature of dementia
- CHCAGE004 Implement interventions with older people at risk
- SISCCRO303A Plan and conduct a recreation program for older persons

Alcohol and other drug issues
- CHCAOD007 Support clients with complex alcohol and/or other drugs issues
- CHCAOD008 Provide advanced interventions to meet the needs of clients with alcohol and/or other drug issues
- CHCAOD009 Develop and implement a behaviour response plan
- CHCAOD010 Develop strategies for relapse prevention and management
- CHCEDUXXX Provide community focused promotion and prevention strategies

Client support
- CHCCCS023 Support independence and wellbeing

Disability
- CHCDIS007 Empower people with a disability using a person-centred approach
- CHCDIS009 Facilitate ongoing skills development using a person-centred approach
- CHCDIS010 Provide services to people with disabilities with complex needs
- CHCDIS008 Facilitate community participation and inclusion
- CHCDIS004 Communicate using augmentative and alternative communication strategies
- CHCDIS005 Coordinate services for people with disabilities
- SISCCRO304A Plan and conduct disability recreation programs

Mental health issues
- CHCMHS004 Work collaboratively with the care network and other services
- CHCMHS007 Work with people with mental health problems
- CHCMHS012 Provide supports to develop wellness plans and advanced directives
- CHCMHS009 Provide forensic mental health services
- CHCEDUXXX Provide community focused promotion and prevention strategies
- CHCMHS014 Provide early intervention, health prevention and promotion programs

Organisation requirements
- CHCINCXXX Meet statutory and organisation information requirements
- CHCDEV001 Confirm client developmental status
- CHCDEV003 Analyse client information for service planning and delivery
- CHCPOL005 Develop and implement policy

Management and Leadership
- CHCMGTXXX Coordinate the work environment
- CHCMGTXXX Manage quality of organisation’s service delivery outcomes
- CHCMGTXXX Provide coaching and mentoring support
- CHCMGTXXX Provide leadership in community services delivery
CHCMGTXXX Establish and manage new programs or services

**Working with young people**

CHCPRT007 Provide supervision in the community
CHCLAH007 Conduct a program for children and young people with special needs
CHCMHS008 Provide supports for children at risk of mental illness

**Qualification Mapping Information**

No equivalent qualification

**Links**

**CHC405XX Certificate IV in Mental Health**

This qualification reflects the role of workers who work autonomously under the broad guidance of other practitioners and professionals in a range of community contexts such as community based non-government organisations; home based outreach; centre-based programs; respite care; residential services, rehabilitation programs; clinical settings; or supporting people in employment. They provide self directed recovery oriented support for people affected by mental illness and psychiatric disability. Work involves implementing community based programs and activities focusing on mental health, mental illness and psychiatric disability, and mental health promotion work and early intervention.

No licensing, legislative, regulatory or certification requirements apply to this qualification at the time of publication.

**PACKAGING RULES**

Total number of units = 15

- 11 core units
- 4 elective units, consisting of:
  - at least 3 units must be selected from the electives listed below which includes at least one unit from the ‘At risk electives’
  - up to 1 unit from other endorsed Training Packages or accredited course – this unit must be relevant to the work outcome

All electives chosen must support the overall integrity of the AQF level of this qualification and contribute to a valid, industry-supported vocational outcome.

**Core units**

- CHCLEGXXX Work within a relevant legal and ethical framework
- CHCMHS002 Establish a self-directed recovery relationship
- CHCMHS003 Recovery oriented service provision
- CHCMHS004 Work collaboratively with the care network and other services
- CHCMHS005 Work with people with co-existing mental health and AOD issues
- CHCPWK004 Work effectively in trauma informed care
- CHCPWK005 Promote and facilitate self advocacy
- CHCPWK007 Support self-directed physical health and wellbeing
- HLTDIVXXX Work effectively with Aboriginal and/or Torres Strait Islander people
- HLTDIVXXX Work effectively with diverse clients and co-workers
- HLTWHS001 Participate in work health and safety

**Elective units**

**At risk electives – one unit must be selected for this qualification**

One of the following units must be selected for this qualification.

- CHCCCS019 Recognise and respond to crisis situations
- CHCCCS003 Assess and respond to individuals at risk of suicide

**Alcohol and other drugs work**

- CHCAOD004 Assess needs of clients with alcohol and/or other drugs issues
CHCAOD005  Provide alcohol and/or other drug withdrawal services
CHCAOD006  Provide interventions for people with alcohol and other drug issues

**Addressing complex needs**
CHCAOD007  Support clients with complex alcohol and/or other drugs issues
CHCCCS009  Facilitate responsible behaviour
CHCCCS004  Assess complex needs
CHCLLN403  Identify clients with language, literacy and numeracy needs and respond effectively
CHCMHS411  Work with people with mental health issues
CHCPRPXXX  Reflect on and improve own professional practice

**Work in residential settings**
CHCMASXXX  Assist clients with medication
HLTAAPXXX  Recognise healthy body systems
CHCCCS020  Respond effectively to behaviours of concern

**Outreach and home based work**
CHCADV001  Advocate for and support the interests and rights of clients
CHCHH410  Manage and maintain tenancy agreements and services
CHCHH427  Work effectively with people experiencing or at risk of homelessness
CHCHH522  Undertake outreach work
CHCCCS014  Provide brief intervention
CHCDIS007  Empower people with a disability using a person-centred approach
CHCDIS008  Facilitate community participation and social inclusion
CHCCCS023  Support independence and wellbeing
CHCCCS027  Undertake home visits

**Group and community based work**
CHCCD402  Develop and provide community education projects
CHCCD404  Develop and implement community programs
CHCCD420  Work to empower Aboriginal and/or Torres Strait Islander communities
CHCEDU002  Provide parenting health and well being education
CHCEDU004  Support community engagement
CHCPRPXXX  Develop, establish and maintain networks
CHCEDUXXX  Share health information
CHCEDUXXX  Implement health promotion and community intervention
CHCEDUXXX  Provide community focused promotion and prevention strategies

**Working with children, youth and families**
CHCHIL404  Support the rights and safety of children and young people
CHCRF402  Provide intervention support to children and families
CHCYTH511  Work effectively with young people and their families

**Working with families and carers**
CHCCCS018  Provide suicide bereavement support
CHCCCS017  Provide loss and grief support
CHCMH409  Facilitate consumer, family and carer participation in the recovery process

**Service coordination**
- CHCCOMXXX  Use targeted communication skills to build relationships
- CHCCCS007  Develop and implement service programs
- CHCMGTXXX  Maintain quality service delivery
- CHCPRPXXX  Reflect on and improve own professional practice
- CHCPOL001  Contribute to the review and development of policies

**First aid**
- HLTAID003  Provide first aid
- HLTAID005  Provide first aid in remote situation
- HLTAID006  Provide advanced first aid

**Administration and organisational support**
- BSBINM201A  Process and maintain workplace information
- CHCCH426B  Support client participation in the organisation
- CHCPRPXXX  Develop, establish and maintain effective networks

**Financial literacy education electives**
- CHCFLE301A  Work with clients needing financial literacy education
- CHCFLE302A  Educate clients in fundamental financial literacy skills
- CHCFLE303A  Educate clients to understand debt and consumer credit

**Settlement work electives**
- CHCSW401A  Work effectively with forced migrants
- CHCSW402B  Undertake bicultural work with forced migrants in Australia

**Oral health**
- CHCOHC303B  Use basic oral health screening tools
- CHCOHC401A  Inform and encourage clients and groups to understand and achieve good oral health
- CHCOHC402A  Support clients and groups to learn practical aspects of oral health care
- CHCOHC404A  Recognise and respond to signs and symptoms that may indicate oral health issues

**Qualification Mapping Information**
No equivalent qualification

**Links**
CHC503XX Diploma of Mental health

This qualification reflects the role of workers who provide services to clients in relation to mental health issues. They can provide counselling, referral, advocacy and education/health promotion services and are required to have high level specialist knowledge, skills and competencies especially in regard to laws affecting people with mental health issues, the range of services available to them and health issues related to mental health.

No licensing, legislative, regulatory or certification requirements apply to this qualification at the time of publication.

PACKAGING RULES

Total number of units = 20

- 14 core units
- 6 elective units, consisting of:
  - at least 4 units must be selected from the electives listed below which includes at least one unit from the ‘Diversity electives’
  - up to 2 units from other endorsed Training Packages or accredited course – these units must be relevant to the work outcome

All electives chosen must support the overall integrity of the AQF level of this qualification and contribute to a valid, industry-supported vocational outcome.

Core units

- CHCADVXXX Individual and organisational advocacy
- CHCAOD007 Support clients with complex alcohol and/or other drugs issues
- CHCMHS002 Establish a self-directed recovery relationship
- CHCMHS003 Recovery oriented service provision
- CHCMHS004 Work collaboratively with the care network and other services
- CHCMHS005 Work with people with co-existing mental health and AOD issues
- CHCMHS010 Recovery oriented approaches to complexity
- CHCMHS011 Enhancing social emotional wellbeing
- CHCMHS012 Provide support to develop wellness plans and advanced directives
- CHCMHS013 Implementing trauma informed care principles and practice
- CHCMHS014 Provide early intervention, health prevention, and promotion programs
- CHCORGXXX Reflect on and improve own professional practice
- CHCPOL004 Access evidence and apply in practice
- HLTWHS004 Maintain WHS

Elective units

Diversity electives – one unit must be selected for this qualification

One of the following units must be selected for this qualification

- HLTDIVXXX Work effectively with Aboriginal and/or Torres Strait Islander people
- HLTDIVXXX Work effectively with diverse clients and co-workers
Work with people with mental health issues
CHCCM501 Coordinate complex case requirements
CHCMHS008 Provide supports for children at risk of mental health problems
CHCMHS009 Provide forensic mental health services

Work with people with alcohol and other drugs issues
CHCAOD008 Provide advanced interventions to meet the needs of clients with alcohol and/or other drug issues
CHCAOD009 Develop and implement a behaviour response plan
CHCAOD010 Provide relapse prevention strategies

Client support electives
CHCCM404 Undertake case management for clients with complex needs
CHCCM705 Work effectively with carers and families in complex situations
CHCMASXXX Assist clients with medication
CHCCCS018 Provide support and care relating to suicide bereavement
CHCCCS017 Provide support and care relating to loss and grief
CHCCSL501 Work within a structured counselling framework
CHCCSL502 Apply specialist interpersonal and counselling interview skills
CHCCSL503 Facilitate the counselling relationship
CHCCSL507 Support clients in decision-making processes
CHCCSL509 Reflect and improve upon counselling skills
CHCDFV402 Manage own professional development in responding to domestic and family violence
CHCDFV505 Counsel clients affected by domestic and family violence
CHCLLN403 Identify clients with language, literacy and numeracy needs and respond effectively
HLTAP301 Recognise healthy body systems in a health care context

Team coordination and management electives
CHCINM505 Meet statutory and organisation information requirements
CHCNET503 Develop new networks
CHCVOL003 Recruit and coordinate volunteers
CHCMGTXXX Provide coaching and mentoring support

Problem gambling electives
CHCGM501 Work effectively in the problem gambling sector
CHCGM502 Assess the needs of clients with problem gambling issues
CHCGM503 Provide counselling for clients with problem gambling issues

Social housing / homelessness electives
CHCSOHXXX Manage and maintain tenancy agreements and services
CHCSOHXXX Work with people experiencing or at risk of homelessness
CHCSOHXXX Work within the Australian housing system
CHCH522 Undertake outreach work

Social diversity and community support work
CHCCDE006 Work to empower Aboriginal and/or Torres Strait Islander communities
CHCDIVXXX Promote and respond to workplace diversity

Qualification Mapping Information
No equivalent qualification

Links
www.cshisc.com.au
**CHC404XX Certificate IV in Alcohol and Other Drugs**

This qualification reflects the role of workers who work autonomously under the broad guidance of other practitioners and professionals in a range of contexts such as community based organisations, residential rehabilitation services and outreach services. They provide services and interventions to clients with alcohol and other drugs issues and/or implement health promotion and community interventions.

No licensing, legislative, regulatory or certification requirements apply to this qualification at the time of publication.

**PACKAGING RULES**

Total number of units = 17

- 11 core units
- 6 elective units, consisting of:
  - at least 3 units must be selected from the electives listed below
  - up to 3 units from other endorsed Training Packages or accredited course – these units must be relevant to the work outcome

All electives chosen must support the overall integrity of the AQF level of this qualification and contribute to a valid, industry-supported vocational outcome.

**Core units**

- CHCAOD001 Work effectively in an alcohol and/or drugs context
- CHCAOD002 Work with clients who are intoxicated
- CHCAOD004 Assess needs of clients with alcohol and/or other drugs issues
- CHCAOD006 Provide interventions for people with alcohol and other drug issues
- CHCCCS014 Provide brief intervention
- CHCCM401 Undertake case management
- CHCCOMXXX Use targeted communication skills to build relationships
- CHCLEGXXX Work within a relevant legal and ethical framework
- CHCMHS007 Work with people with mental health problems
- HLTAID003 Provide first aid
- HLTDIVXXX Work effectively with diverse clients and co-workers

**Elective units**

**Client needs**

- CHCAOD003 Provide needle and syringe services
- CHCAOD005 Provide alcohol and/or other drug withdrawal services
- CHCH522 Undertake outreach work
- CHCPRT002 Support the rights and safety of children and young people
- CHCCM501 Coordinate complex case requirements
- CHCMASXXX Assist clients with medication
- CHCCCS009 Facilitate responsible behaviour
- CHCEDU002 Provide parenting health and well being education
- CHCCCSSXXX Provide suicide bereavement support
CHCCCS004  Assess complex needs
CHCCCS017  Provide loss and grief support
CHCDIS007  Empower people with a disability using a person centred approach
CHCDIS008  Facilitate community participation and social inclusion
CHCFAM406  Engage and resource clients to improve their interpersonal relationships
CHCFAM407  Work effectively in relationship work
CHCGROUP403  Plan and conduct group activities
CHCGROUP408  Facilitate and review a psycho-educational group
CHCGROUP410  Deliver a structured program
CHCCCS023  Support client independence and wellbeing
CHCCCS001  Address the needs of people with chronic disease
CHCLLN403  Identify and respond to clients with language and literacy needs
CHCEDUXXX  Provide community-focused promotion and prevention strategies
CHCRF402  Provide intervention support to children and families
CHCYTH011  Work effectively with young people and their families
HLTAAP301  Recognise healthy body systems
HLTDIVXXX  Work effectively with diverse clients and co-workers

**Financial literacy education**
CHCFLE301  Work with clients needing financial literacy education
CHCFLE302  Educate clients in fundamental financial literacy skills
CHCFLE303  Educate clients to understand debt and consumer credit

**Mental health**
CHCCCS019  Recognise and respond to crisis situations
CHCCCS003  Assess and respond to individuals at risk of suicide
CHCMHS007  Work with people with mental health problems
CHCMHS002  Establish a self-directed recovery relationship
CHCMHS003  Recovery oriented service provision
CHCMHS004  Work collaboratively with the care network and other services
CHCMHS005  Recognise and respond to consumers with mental health and AOD issues
CHCMHS006  Facilitate consumer, family and carer participation in the recovery process

**Oral health**
CHCOHC303  Use basic oral health screening tools
CHCOHC401  Inform and encourage clients and groups to understand and achieve good oral health
CHCOHC402  Support clients and groups to learn practical aspects of oral health care
CHCOHC404  Recognise and respond to signs and symptoms that may indicate oral health issues

**Outreach work**
CHCCH427  Work effectively with people experiencing or at risk of homelessness
CHCCH522  Undertake outreach work
Service delivery

BSBINM201 Process and maintain workplace information
CHCADV001 Advocate for and support the interests and rights of clients
CHCCD402 Develop and provide community education projects
CHCCD404 Develop and implement community programs
CHCCD420 Work to empower Aboriginal and/or Torres Strait Islander communities
CHCCH426 Support client participation in the organisation
CHCPRT001 Identify and respond to children and young people at risk
CHCEDU004 Support community engagement
CHCCCS006 Contribute to individualised plans
CHCPRPXXX Develop, establish and maintain networks
CHCPRPXXX Reflect on and improve own professional practice
CHCEDUXXX Share health information
CHCEDUXXX Implement health promotion and community intervention
HLTAID005 Provide first aid in remote situation
HLTAID006 Provide advanced first aid techniques

Settlement work

CHCSW401 Work effectively with forced migrants
CHCSW402 Undertake bicultural work with forced migrants in Australia

Qualification mapping information

No equivalent qualification

Links

www.cshisc.com.au
CHC502XX Diploma of Alcohol and other drugs

This qualification reflects the role of workers who provide services to clients with alcohol and other drugs issues. They can provide counselling, referral, advocacy, promotion services and require high level specialist knowledge, skills and competencies especially in regard to laws affecting clients, the range of services available to them and health issues related to alcohol and drug use and misuse.

No licensing, legislative, regulatory or certification requirements apply to this qualification at the time of publication.

PACKAGING RULES
Total number of units = 18

- 13 core units
- 5 elective units, consisting of:
  - at least 3 units must be selected from the electives listed below
  - up to 2 units from other endorsed Training Packages or accredited course – these units must be relevant to the work outcome

All electives chosen must support the overall integrity of the AQF level of this qualification and contribute to a valid, industry-supported vocational outcome.

Core units
CHCAOD001 Work effectively in an alcohol and/or other drugs context
CHCAOD002 Work with clients who are intoxicated
CHCAOD004 Assess needs of clients with alcohol and/or other drugs issues
CHCAOD006 Provide interventions for people with alcohol and other drug issues
CHCAOD007 Support clients with complex alcohol and/or other drugs issues
CHCAOD008 Provide advanced interventions to meet the needs of clients with alcohol and/or other drug issues
CHCAOD009 Develop an individual treatment plan
CHCAOD010 Develop strategies for relapse prevention, management and harm minimisation
CHCCOMXXX Use targeted communication skills to build relationships
CHCMHS005 Work with people with co-existing mental health and AOD issues
CHCPRPXXX Reflect on and improve own professional practice
CHCPOL004 Access evidence and apply in practice
HLTDIVXXX Work effectively with diverse clients and co-workers

Elective units

Client support electives
CHCCM404 Undertake case management for clients with complex needs
CHCCM705 Work effectively with carers and families in complex situations
CHCMASXXX Assist clients with medication
CHCCCS018 Provide suicide bereavement support
CHCCCS017 Provide loss and grief support
CHCCSL501 Work within a structured counselling framework
CHCCSL502 Apply specialist interpersonal and counselling interview skills
CHCCSL503 Facilitate the counselling relationship
CHCCSL507 Support clients in decision-making processes
CHCCSL509 Reflect and improve upon counselling skills
CHCDFV402 Manage own professional development in responding to domestic and family violence
CHCDFV505 Counsel clients affected by domestic and family violence
CHCLLN403 Identify and respond to clients with language and literacy needs
HLTAAPXXX Recognise healthy body systems
HLTINF301 Comply with infection control policies and procedures

Mental health
CHCCCM501 Coordinate complex case requirements
CHCMHS001 Respond to the needs of people with mental health issues
CHCMHS002 Establish a self-directed recovery relationship
CHCMHS003 Recovery oriented service provision
CHCMHS004 Work collaboratively with the care network and other services
CHCMHS006 Facilitate consumer, family and carer participation in the recovery process
CHCMHS007 Work with people with mental health problems
CHCMHS008 Provide supports for children at risk of mental illness
CHCMHS009 Provide forensic mental health services
CHCMHS010 Working with complexity in mental health settings
CHCMHS011 Enhancing social emotional wellbeing
CHCMHS012 Provide support to develop wellness plans and advanced directives
CHCMHS013 Implementing trauma informed care principles and practice
CHCMHS014 Provide early intervention, health prevention, and promotion programs

First Aid
HLTAID001 Perform cardiopulmonary resuscitation
HLTAID003 Provide first aid
HLTAID006 Provide advanced first aid

Oral health
CHCOHC401 Inform and encourage clients and groups to understand and achieve good oral health
CHCOHC402 Support clients and groups to learn practical aspects of oral health care
CHCOHC404 Recognise and respond to signs and symptoms that may indicate oral health issues

Problem gambling
CHCGMB501 Work effectively in the problem gambling sector
CHCGMB502 Assess the needs of clients with problem gambling issues
CHCGMB503 Provide counselling for clients with problem gambling issues

Social housing / homelessness
CHCCH301 Work effectively in social housing
CHCCH410 Manage and maintain tenancy agreements and services
CHCCH427 Work effectively with people experiencing or at risk of homelessness
CHCCH428 Work effectively within the Australian housing system
CHCCH522 Undertake outreach work

**Social diversity and community support work**
CHCCD420 Work to empower Aboriginal and/or Torres Strait Islander communities
CHCCDE004 Support community engagement
CHCDIV5XX Promote and respond to workplace diversity
CHCEDUXXX Provide community focused promotion and prevention strategies

**Team coordination and management**
CHCINF505 Meet statutory and organisation information requirements
CHCNET503 Develop, establish and maintain networks
CHCPRPXXX Recruit and coordinate volunteers
CHCMGTXXX Provide coaching and mentoring support

**Qualification mapping information**
No equivalent qualification

**Links**
www.cshisc.com.au