

PERSONAL LEARNING REQUIREMENTS

HLT33115 Certificate III in Health Services Assistance

The skills and abilities required to study in this course and work in the industry include:

Communication Skills

- Ability to listen to feedback and advice of supervisors
- Demonstrate accurate and clear written communication (e.g. reports, care / support plans, messages)
- Listen actively (e.g. understand instructions and client feedback)
- Respond to communication in a time efficient, accurate and appropriate manner (e.g. verbal instructions or emails)

Physical Skills

- Adequate vision (e.g. observing clients to ensure they're appropriately positioned and safe, reading case notes, observing client's pain and symptoms, accurately identifying medicines, identifying hazards)
- Gross motor abilities and good mobility, as the role involves significant physical activity, including lifting, carrying, pushing, pulling, standing, twisting and bending (e.g. physically assisting clients to move safely from a lying or sitting to a standing position)
- Sufficient hearing ability to hear and differentiate distant sounds that may alert you to a problem (e.g. client with breathing difficulties, calls for help, activation of call bell)

Cognitive Skills

- Ability to perform basic mathematical skills
- Ability to reflect and act on feedback, and undertake professional development if required
- Awareness / ability to diligently observe and respond (e.g. clients, equipment, broader environment)
- Be responsible for self and others' health and safety
- Capacity to develop, apply and maintain health industry and medical terminology knowledge
- Critical thinking (e.g. using logic and reasoning to identify the strengths and weaknesses of alternative solutions or approaches to a problem)
- Good working memory (e.g. able to recall customer requirements, procedures, information)
- Read, understand and interpret written materials (e.g. workplace documents, procedures, industry related terminology, symbols, abbreviations)

Behavioural & Social Skills

- Ability to work as part of a team and/or independently
- Friendly and caring approach
- Genuine interest in interacting and working with people
- Tolerate close proximity with individuals (including physical contact and being alone with other students/supervisor/clients as appropriate)

Technical Skills

- Operational knowledge of computers/smart devices, including capacity to use industry specific software
- Use information technology to support communication (e.g. computers for reports, email)

Digital Skills

- Able to log on with a username and password
- Able to complete a basic internet search to find specific information, e.g. Today's temperature
- Able to turn a computer on and off again
- Able to create a new folder for student files
- Able to use a drop down menu to select an option on digital form, e.g. state or territory
- Able to save a file
- Able to use a computer mouse with increasing accuracy and right clicks to locate menu
- Can distinguish 'Reply' from 'Reply all' in emails
- Recognises a range of software icons on desktop

Work Experience Skills

Trainees will undertake work placement with their employer, non-trainees will undertake work experience with health care providers in the region. Specific skills in addition to those listed above that will be required during any work experience you undertake as part of this course include:

- Ability to be on your feet for extended periods of times, both walking and standing, bending and maintaining consistent physical performance throughout your day
- Ability to develop and maintain relationships with all stakeholders (e.g. build trust and rapport)
- Ability to manage personal emotions and behaviour calmly and respectfully (e.g. dealing with clients)
- Ability to organise and manage own workload (e.g. planning and prioritising tasks, time management)
- Ability to separate work and life, including practice self-care
- Ability to understand and follow instructions
- Ability to undertake frequent handwashing including in chemically based substances
- Ability to work under pressure
- Accept responsibility for accurate completion of work and seek help when required
- Capacity to develop and apply knowledge and practice of safe, ethical and effective care
- Capacity to maintain focus and concentration (e.g. to ensure accurate and safe care of clients)
- Capacity to undertake shift work and/or work on weekends
- Communicate in a professional manner (e.g. using appropriate language and respect, demonstrating empathy, as well as sensitivity to individual and/or cultural differences)
- Comply with legal and/or licencing requirements of industry
- Dependable and professional (e.g. reliable, responsible, punctual, professional approach and personal presentation, fulfilling obligations, maintaining confidentiality)
- Effective problem-solving ability (including in a time efficient manner)
- Maintain neat personal appearance, including a high level of personal hygiene
- Speak clearly and directly with clients, colleagues and stakeholders
- Understand and follow policies and procedures (e.g. work instructions, health & safety)
- Understand other people's perspectives/opinions and respect their choices
- Understand, use and respond to non-verbal communication appropriately (e.g. open body language to demonstrate understanding)
- Use effective questioning techniques (e.g. understand customer needs / job requirements)
- Willingness to care/work with people regardless of social and cultural backgrounds, or gender, age, culture, sexuality or religion

Industry Legislation or Licencing

- Knowledge of and ability to apply current relevant legislation, regulations and codes of practice will be required to work in this industry
- Police Check is required for work experience

Before you Enrol

Please review the requirements listed in this document and think about if you might experience challenges in meeting them related to your disability, health condition, learning support assistance or for any other reason. You should discuss your concerns with us before enrolling in your course and can start the conversation by contacting our Customer Service team at:

Phone: 03 5225 0500

Email: courinfo@gordontafe.edu.au

You can also contact any of our support services:

- Disability Support Team: <https://www.thegordon.edu.au/future-students/student-services/disability-support>
- Learning Support Services: <https://www.thegordon.edu.au/quick-links/gordon-students/learning-support>
- Career Counselling: <https://www.thegordon.edu.au/future-students/student-services/career-services>
- Contact the Geelong or Werribee Skills and Jobs Centre here: <https://www.thegordon.edu.au/skills-and-jobs-centre/about-us>

You can view all courses offered at The Gordon here: <https://www.thegordon.edu.au/courses/all-courses>