SKILLSIQ

CAPABLE PEOPLE MAKE CLEVER BUSINESS

Ambulance

Training Package Products

Validation Guide

February 2020

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Introduction

SkillsIQ is a not-for-profit Skills Service Organisation (SSO) supporting industry in developing standards to equip the 'people-facing' workforce with the right skills for jobs now and into the future. SkillsIQ is funded by the Department of Education Skills and Employment to support the Industry Reference Committees (IRCs) responsible for the development and maintenance of Training Packages in the following sectors:

- Community Services
- Health
- Local Government
- Public Sector
- Floristry
- Hairdressing and Beauty Services
- Funeral Services
- Retail Services
- Sport, Fitness and Recreation
- Tourism, Travel and Hospitality.
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IRCs drive the process of Training Package development and are made up of people with experience, skills and knowledge of their particular industry sector. IRCs are responsible for the provision of strategic input and advice that represents the needs of their workforce, and for ensuring Training Package Products reflect these needs.

About this Validation Guide

This guide, which should be read in conjunction with the applicable Draft Training Package Products, provides:

- Project background
- Draft 1 consultation activities
- Key changes between drafts
- Draft 2 validation activities and timelines
- A list of Draft 2 Training Package Products (seven qualifications and 10 Units of Competency and associated Assessment Requirements)
- Mapping of qualifications
- Mapping of Units

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Project Background

This project will update the Pre-hospital and Out-of-hospital Training Package Products under the remit of the Ambulance and Paramedic IRC in response to the *Key Drivers for Change* findings in the 2018 Industry Skills Forecast.

This review relates to the qualifications and Units of Competency under the remit of the Ambulance and Paramedic IRC contained in the HLT Training Package.

The following seven qualifications and associated 10 Units of Competency in the Pre-hospital and Out-of-hospital sector are now available for consultation:

Qualifications

- HLT21020 Certificate II in Medical Service First Response
- HLT31020 Certificate III in Ambulance Communications (Call-taking)
- HLT31120 Certificate III in Non-Emergency Patient Transport
- HLT31220 Certificate III in Basic Health Care
- HLT41020 Certificate IV in Ambulance Communications (Dispatch)
- HLT41120 Certificate IV in Health Care
- HLT51020 Diploma of Emergency Health Care.

Units of Competency

- HLTOUT001 Implement safe access and egress
- HLTOUT002 Receive and respond to requests for ambulance service
- HLTOUT003 Assign and coordinate ambulance service resources
- HLTOUT004 Assess and deliver basic clinical care
- HLTOUT005 Assess and deliver standard clinical care
- HLTOUT006 Transport emergency patients
- HLTOUT007 Transport non-emergency patients under operational conditions
- HLTOUT008 Manage a scene
- HLTOUT009 Manage the scene of a major incident
- HLTOUT010 Communicate in complex situations to support health care

Industry Reference Committee

The Ambulance and Paramedic IRC informed the development of this update and is made up of stakeholders and subject matter experts from across Australia who provide:

- guidance at the national level to ensure Training Package Products are flexible and responsive to changing needs and practices
- specialist advice and strategic direction in relation to stakeholder feedback and issues relevant to their sector
- views and feedback on behalf of the sector/organisation they represent
- support and facilitation of communication and consultation with others, including other members of their organisations, association members and other networks.

The members of this Committee are:

- Alan Morrison, Chair - Council of Ambulance Authorities
- Dr Bill Lord - Australia & New Zealand College of Paramedicine
- Dr Izabela Pomes - NSW Ambulance
- Greg Brown - ACT Ambulance Service
- Jonathon Field - Ambulance Tasmania
- Katrina Hansen, Deputy Chair - SA Ambulance Service
- Kylie Douglas - Department of Defence
- Peter Jurkovsky - Paramedics Australasia
- Darren Hawkes - Executive Risk Solutions
- Stephen van Gerwen - St John Ambulance Australia
- Dr Peter Mangles - Paramedical Services
- Rebecca Taylor ASM - Queensland Ambulance Service
- Fiona Scalon - United Workers Union.

Update of the Pre-hospital and Out-of-hospital Training Package Products under the remit of the Ambulance and Paramedic IRC

The update of these Training Package Products has been carried out in response to industry feedback throughout the development of the 2018 Industry Skills Forecast's *Key Drivers for Change*.

Workforce issues, including occupational violence, mental health & wellbeing, and resilience: Packaging rules for the qualifications have been revised to include Units of Competency which address communicating with people with challenging behaviours and managing personal stressors in the work environment.

The Unit *HLTAMB012 Communicate in complex situations to support health care* has been updated to focus on communication. The Unit is focused on working with people with challenging behaviours rather than specifically those with mental health issues and, furthermore, is no longer restricted to an emergency setting. The revised Unit is now appropriate and fitting for multiple qualifications covered in this update.

Duplication: Units *HLTAMB001 Follow procedures for routine safe removal of patient* and *HLTAMB002 Implement safe access and egress in an emergency* have been combined, as they have significant duplication and cover skills which are needed by all workers. This combined Unit is now titled *HLTOUT001 Implement safe access and egress*.

HLTAMB011 Manage a routine non-emergency scene and *HLTAMB013 Contribute to managing the scene of an emergency* have also been combined as, again, they have significant duplication and cover skills which are needed by all workers. This combined Unit is now titled *HLTOUT008 Manage a scene*.

Relevance: *HLTAMB010 Manage and coordinate resources for emergency operation* has been reworked to tailor the content to be specifically appropriate to major incidents involving multiple casualties where workers may be on their own for a period of time. This update has now moved the content away from specifically office-based scenarios and incorporates management of the scene, as well as clinical components. This updated Unit is now titled *HLTOUT009 Manage the scene of a major incident*.

HLTAMB008 Assess and deliver standard clinical care has been reworked to cater to the diverse range of employers that use it while still aligning to industries' expectations of the requirements of the role for which it is intended.

Regulation and Registration: Since Registration for Paramedics was legislated, all Paramedics have been required to obtain a Higher Education bachelor's degree qualification. The Units subject to the current update comprise the only non-degree national qualifications for other support workers in the Pre-hospital and Out-of-hospital sectors. The IRC has agreed that these qualifications continue to have relevance to first responders and support staff, particularly those in remote or offshore locations. The *HLT51015 Diploma of Paramedical Science* title and application have therefore been updated for consistency within the suite of qualifications and will be provisionally titled the *Diploma of Emergency Health Care*, given the recent establishment of mandatory registration for Paramedics

Draft 1 Consultation Activities

National consultation on Draft 1 was open from **08 October 2019 to 08 November 2019**. During this period, input was sought on the Training Package Products relating to the Pre-hospital and Out-of-hospital services under the remit of the Ambulance and Paramedic IRC. Draft 1 of the seven qualifications and 10 Units of Competency was published and made available for feedback via SkillsIQ's Feedback Forum webpage.

SkillsIQ undertook a number of other key activities to engage the community, stakeholders and VET professionals, and these details were posted - and can be still viewed - online on SkillsIQ's Projects webpage.

In addition to collecting feedback via the Feedback Forum, consultation activities involved two webinars and eight face-to-face workshops held during October 2019 in:

- Sydney
- Melbourne
- Perth
- Darwin
- Adelaide
- Brisbane
- Hobart
- Canberra.

On completion of the consultation period, IRC members met to analyse and discuss feedback received on Draft 1 and determined actions for the development of the second Draft.

Summary of Changes, Draft 1 to Draft 2

Global Issues

A few global issues were raised in respondents' comments with diverse and sometimes contradictory viewpoints expressed. These were referred to the Industry Reference Committee for resolution.

General issues with all Units

In general, the feedback highlighted a few issues that impact the application and the delivery of the Ambulance and Paramedic Units, as follows:

- *Terminology used in Draft 1* – in reference to:
  - 'pets' was changed to 'assistance animals'
  - 'manual handling' was changed to 'manual tasks'

- ‘ingenuity’ was changed to ‘problem solving’.

Additionally, subjective wording was removed which might cause confusion or be difficult to assess, e.g. ‘accurately’, ‘appropriate’, ‘potential’, ‘may’ and ‘relevant’, etc.

Prerequisite Units

Draft 1 HLTOUT units had no prerequisite in order to avoid a trail of prerequisites leading to multiple others and a mandatory ‘lock-step’ approach to training and assessment. The stipulation of multiple prerequisites allows no flexibility and forces all RTOs to sequence delivery in the same way, despite diverse course content and both learner and industry needs.

There were respondents who asked for prerequisites to be added and, in those cases, the IRC felt it better placed to reword units in question to clarify required outcomes so that prerequisites would not be necessary. Draft 2 therefore, like Draft 1, contains no prerequisite Units.

Draft 2 Validation Activities and Timelines

Feedback collated and reviewed during Draft 1 consultation has informed the development of Draft 2. Validation of Draft 2 allows stakeholders to review changes made to the Draft 1 components and confirm that the resultant Training Package Products will meet their needs. It provides an opportunity for final input prior to submission for endorsement.

National validation of Draft 2 will be open from **Monday, 10 February** to **Friday, 28 February 2020**. During this period input will be sought on the following:

- Seven qualifications
- 10 Units of Competency and their attendant Assessment Requirements.

Following the close of validation, feedback will be collated and evaluated by the IRC. This feedback will inform the development of the final draft for submission. We encourage you to provide feedback on the qualifications and Units contained in this second draft and welcome your input to this important project.

Unit of Competency and qualification codes have been updated to reflect the expected year of endorsement.

Webinars

SkillsIQ will host a series of webinars to seek stakeholder input. To register your interest in attending a webinar, please click on one of the links below.

Webinar 1: Wednesday, 12 February at 3:30pm AESDT

Ambulance and Paramedic Draft 2 Validation - Webinar 1

Webinar 2: Friday, 14 February at 2:00pm AESDT

Ambulance and Paramedic Draft 2 Validation - Webinar 2

Webinar 3: Friday, 21 February at 10:00am AESDT

Ambulance and Paramedic Draft 2 Validation - Webinar 3

Webinar 4: Tuesday, 25 February at 2:00pm AESDT

Ambulance and Paramedic Draft 2 Validation – Webinar 4

Online Feedback Forum

Feedback can be provided online via the SkillsIQ Online Feedback Forum. The Feedback Forum is a tool designed to capture stakeholder feedback on draft Training Package Products. It also provides an opportunity for stakeholders to view feedback left by others. To access the Feedback Forum, click here.

For information on how to use the Feedback Forum, please click here.

When accessing the Feedback Forum, please first refer to the 'How To' guide located on the page. It will provide directions for leaving and submitting comments.

Following the close of the consultation period, feedback received will be collated and evaluated. This feedback will inform the development of the final draft to be submitted for endorsement.

To remain up to date with project developments, subscribe to SkillsIQ at:
https://www.skillsiq.com.au/Subscribetoournewsletter.aspx

List of Pre-hospital and Out-of-hospital Qualifications

Qualification Code	Qualification Title
HLT21020	Certificate II in Medical Service First Response
HLT31020	Certificate III in Ambulance Communications (Call-taking)
HLT31120	Certificate III in Non-Emergency Patient Transport
HLT31220	Certificate III in Basic Health Care
HLT41020	Certificate IV in Ambulance Communications (Dispatch)
HLT41120	Certificate IV in Health Care
HLT51020	Diploma of Emergency Health Care

List of Pre-hospital and Out-of-hospital Units

Unit Code	Unit Title	Prerequisite(s)
HLTOUT001	Implement safe access and egress	Nil
HLTOUT002	Receive and respond to requests for ambulance service	Nil
HLTOUT003	Assign and coordinate ambulance service resources	Nil
HLTOUT004	Assess and deliver basic clinical care	Nil
HLTOUT005	Assess and deliver standard clinical care	Nil
HLTOUT006	Transport emergency patients	Nil
HLTOUT007	Transport non-emergency patients under operational conditions	Nil
HLTOUT008	Manage a scene	Nil
HLTOUT009	Manage the scene of a major incident	Nil
HLTOUT010	Communicate in complex situations to support health care	Nil

Qualification Mapping

Existing Qualification Code and Title	Draft 2 Qualification Code and Title	Comment in Relation to Previous Version E = Equivalent N = Not Equivalent
HLT21015 Certificate II in Medical Service First Response	*HLT21020 Certificate II in Medical Service First Response*	**N – changes to:** **Core Units:** ***Added*** - HLTWHS002 Follow safe work practices for direct client care

Existing Qualification Code and Title	Draft 2 Qualification Code and Title	Comment in Relation to Previous Version E = Equivalent N = Not Equivalent
		Added - HLTWHS006 Manage personal stressors in the work environment ***Removed*** - HLTWHS001 Participate in workplace health and safety **Packaging Rules**: Numbers changed to reflect additional core Units
HLT31015 Certificate III in Ambulance Communications (Call-taking)	*HLT31020 Certificate III in Ambulance Communications (Call-taking)*	**N – changes to**: **Core Units:** ***Added*** - HLTWHS006 Manage personal stressors in the work environment ***Removed*** - BSBWOR203 Work effectively with others ***Not equivalent*** - HLTOUT010 Communicate in complex situations to support health care **Packaging Rules:** Numbers changed to reflect additional core Units
HLT31115 Certificate III in Non-Emergency Patient Transport	*HLT31120 Certificate III in Non-Emergency Patient Transport*	**N – changes to:** **Core Units**: ***Added*** - HLTWHS006 Manage personal stressors in the work environment ***Added*** - HLTWHS005 Conduct manual tasks safely ***Added*** - BSBMED301 Interpret and apply medical terminology appropriately ***Added*** - HLTOUT010 Communicate in complex situations to support health care ***Not equivalent*** - HLTAID011 Provide first aid ***Removed*** - CHCCOM005 Communicate and work in health or community services **Packaging Rules**: Numbers changed to reflect additional core Units
HLT31215 Certificate III in Basic Health Care	*HLT31220 Certificate III in Basic Health Care*	**N – changes to:** **Core units**: ***Added*** - HLTWHS006 Manage personal stressors in the work environment ***Added*** - HLTAID011 Provide first aid ***Added*** - HLTOUT010 Communicate in complex situations to support health care ***Not equivalent*** - HLTAID014 Provide advanced first aid ***Removed*** - CHCCOM005 Communicate and work in health or community services **Packaging Rules**:

Existing Qualification Code and Title	Draft 2 Qualification Code and Title	Comment in Relation to Previous Version E = Equivalent N = Not Equivalent
		Numbers changed to reflect additional core Units
HLT41015 Certificate IV in Ambulance Communications (Dispatch)	*HLT41020 Certificate IV in Ambulance Communications (Dispatch)*	**N – changes to:** **Core Units**: ***Added*** - HLTWHS006 Manage personal stressors in the work environment ***Added*** - HLTOUT010 Communicate in complex situations to support health care ***Not equivalent*** - HLTOUT003 Assign and coordinate ambulance service resources ***Removed*** - BSBWOR203 Work effectively with others ***Removed*** - CHCCOM005 Communicate and work in health or community services
HLT41115 Certificate IV in Health Care	*HLT41120 Certificate IV in Health Care*	**N – changes to:** **Core Units**: ***Added*** - HLTOUT001 Implement safe access and egress ***Not equivalent*** - HLTOUT004 Assess and deliver basic clinical care ***Not equivalent*** - HLTOUT008 Manage a scene ***Not equivalent*** - HLTOUT010 Communicate in complex situations to support health care ***Removed*** **-** HLTAMB001 Follow procedures for routine safe removal of patient
HLT51015 Diploma of Paramedical Science	*HLT51020 Diploma of Emergency Health Care*	**N – changes to:** **Core Units**: ***Added*** **-** HLTOUT001 Implement safe access and egress ***Not equivalent*** - HLTOUT005 Assess and deliver standard clinical care ***Not equivalent*** **-** HLTOUT010 Communicate in complex situations to support health ***Removed*** **-** HLTAMB001 Follow procedures for routine safe removal of patient

Unit of Competency Mapping

List of abbreviations:

AC: Assessment Conditions ***AR: Assessment Requirements*** ***KE: Knowledge Evidence*** ***PC: Performance Criteria*** ***PE: Performance Evidence***

Existing Unit Code and Title	Draft 2 Unit Code and Title	Comment in Relation to Unit E = equivalent N = not equivalent
HLTAMB001 Follow procedures for routine safe removal of patient	*HLTOUT001 Implement safe access and egress*	**N** - Merge
HLTAMB002 Implement safe access and egress in an emergency		
HLTAMB003 Transport emergency patients	*HLTOUT006 Transport emergency patients*	**N** – changes as follows: PC: Removed PC 2.3, new PC 4.4, 5.5 and 5.6 and reworded to ensure clarity PE: Reworded to ensure clarity and reflect new PC requirements KE: Reworded to ensure clarity and reflect new PC requirements AC: Reworded to ensure clarity
HLTAMB004 Conduct advanced clinical assessment	Deleted	**N/A**
HLTAMB005 Receive and respond to requests for ambulance service	*HLTOUT002 Receive and respond to requests for ambulance service*	**E** - reworded to ensure clarity
HLTAMB006 Assign and coordinate ambulance service resources	*HLTOUT003 Assign and coordinate ambulance service resources*	**N** – changes as follows: PC: Removed PC 3.4, 5.2 and reworded to ensure clarity PE: Reworded to ensure clarity and reflect new PC requirements KE: Reworded to ensure clarity and reflect new PC requirements AC: Reworded to ensure clarity
HLTAMB007 Assess and deliver basic clinical care	*HLTOUT004 Assess and deliver basic clinical care*	**N** – changes as follows: PC: Added PC 1.10 and reworded to ensure clarity
HLTAMB008 Assess and deliver standard clinical care	*HLTOUT005 Assess and deliver standard clinical care*	**N** – changes as follows: Elements: Renamed and additional element included PC: Renumbered to reflect additional element and reworded to ensure clarity P E: Reworded to ensure clarity and reflect new

		PC requirements K E: Reworded to ensure clarity and reflect new PC requirements AC: Reworded to ensure clarity
HLTAMB009 Deliver intensive clinical care	Deleted	**N/A**
HLTAMB010 Manage and coordinate resources for emergency operations	*HLTOUT009 Manage the scene of a major incident*	**N** – changes as follows: Title: Reworded to better reflect role Application: reworded to ensure clarity Elements: additional elements PC: Renumbered to reflect additional elements PE: Reworded to ensure clarity and reflect new PC requirements KE: Reworded to ensure clarity and reflect new PC requirements AC: Reworded to ensure clarity
HLTAMB011 Manage a routine non-emergency scene	*HLTOUT008 Manage a scene*	**N** - Merge
HLTAMB013 Contribute to managing the scene of an emergency		
HLTAMB012 Communicate in complex situations to support health care	*HLTOUT010 Communicate in complex situations to support health care*	**N** – changes as follows: Elements: E4 has been removed PC: Renumbered to reflect removed element and reworded to ensure clarity PE: Reworded to ensure clarity and reflect new PC requirements KE: Reworded to ensure clarity and reflect new PC requirements AC: Reworded to ensure clarity
HLTAMB014 Transport non-emergency patients under operational conditions	*HLTOUT007 Transport non-emergency patients under operational conditions*	**N** – changes as follows: Elements: 3, 4 and 5 retitled PC: Removed PC 2.4. added PC 4.5, 5.6 and reworded to ensure clarity PE: Reworded to ensure clarity KE: Reworded to ensure clarity AC: Reworded to ensure clarity

Skill Set Mapping

Previous Skill Set Code and Title	New Skill Set Code and Title	Comment in Relation to Unit E = equivalent N = not equivalent
HLTSS00063 Advanced Paramedical Science Skill Set	Deleted	**N/A**

Appendix A: Training Package Unit of Competency Terminology Guide

Units of Competency specify the skills and knowledge a learner needs in order to complete a work task. Each Unit of Competency has associated Assessment Requirements, which detail what a learner must demonstrate and know in order to be deemed competent, along with any special conditions which apply to the assessment of competency.

UNIT CODE	Unique code which identifies the Unit of Competency
UNIT TITLE	The Unit title is a brief statement of the outcome of the Unit of Competency, i.e. what the task is that learners will be able to complete once they are deemed competent.
APPLICATION	The application summarises: • the content of the Unit of Competency and the skill area it addresses • any relationship with other Units of Competency • any licensing requirements or relevant legislation • any elaboration of the Unit of Competency's scope, purpose and operation in different contexts; for example, by showing how it applies in the workplace.
PREREQUISITE UNIT	Prerequisites are other Units of Competency or, in some cases, licences, etc. that a learner must complete before undertaking this Unit of Competency. This may be in order to provide underpinning skills or knowledge that is essential prior to a learner undertaking this Unit.
ELEMENTS	The elements are the basic themes of the Unit of Competency. They describe the significant functions that form part of the work task that the Unit of Competency covers.
PERFORMANCE CRITERIA	The Performance Criteria specify the required steps that enable the learner to undertake the work task.
Assessment Requirements	
PERFORMANCE EVIDENCE	Identifies what a learner must demonstrate in order to be deemed competent at the work task.
KNOWLEDGE EVIDENCE	Identifies what a learner needs to know to perform the work task effectively.

ASSESSMENT CONDITIONS	Assessment Conditions provide the context for the Unit of Competency, describing essential operating conditions that must be present for assessment, depending on the work situation, needs of the candidate, accessibility of the item/s, and local industry and regional contexts. They may specify any of the following: • conditions under which competency must be assessed, including variables such as the assessment environment or necessary equipment or tools • whether or not the Unit must be assessed in the workplace or may also be assessed via simulation • resource implications; for example, access to particular equipment, infrastructure or situations • any required characteristics of the assessor; for example, whether or not the assessor must hold a higher qualification in that field, etc.