SKILLSIQ

CAPABLE PEOPLE MAKE CLEVER BUSINESS

Ambulance

Training Package Products

Consultation Guide

October 2019

Under the remit of the Ambulance and Paramedic IRC

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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 Employment, Skills, Small and Family Business 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.

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.

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 organisation, association members and other networks.

The members of this Committee are:

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

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 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 more on communication than care. 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.

We encourage you to provide feedback on the qualification and Units contained in this first draft and welcome your input to this important project. All feedback will be considered by the IRC in moving forward with future iterations.

There are several areas which were proposed in the Case for Change where further consultation and feedback are required. Please refer to the **Questions for Consideration**.

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

Consultation Activities and Timelines

National consultation for Draft 1 is open from **08 October 2019 to 08 November 2019**. During this period, input will be sought on the following Training Package Products relating to the Pre-hospital and Out-of-hospital services under the remit of the Ambulance and Paramedic IRC:

- 7 Qualifications
- 10 Units of Competency and associated Assessment Requirements.

SkillsIQ will be undertaking a number of key activities to engage community stakeholders and VET professionals. Further details are posted on the SkillsIQ website here: https://www.skillsiq.com.au/CurrentProjectsandCaseStudies/AmbulanceTPD

Feedback can also be provided **online** via the SkillsIQ Feedback Forum, accessed at: https://www.skillsiq.com.au/FeedbackForum/TrainingPackages1/HLTHealth

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 Validation Draft.

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

About this Consultation Guide

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

- A list of Draft 1 Training Package Products (7 qualifications and 10 Units of Competency and associated Assessment Requirements)
- Mapping of qualifications
- Mapping of Units
- Key consultation questions on which SkillsIQ seeks feedback to provide information to the IRC.

Contact Details

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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 1 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 – new core Unit *HLTWHS006 Manage personal stressors in the work environment*
HLT31015 Certificate III in Ambulance Communications (Call-taking)	HLT31020 Certificate III in Ambulance Communications (Call-taking)	N – new core Unit *HLTOUT024 Communicate in complex situations to support health care* and *HLTWHS006 Manage personal stressors in the work environment*
HLT31115 Certificate III in Non-Emergency Patient Transport	HLT31120 Certificate III in Non-Emergency Patient Transport	N – new core Unit *HLTOUT024 Communicate in complex situations to support health care*, *HLTWHS006 Manage personal stressors in the work environment* and *BSBMED301 Interpret and apply medical terminology appropriately*
HLT31215 Certificate III in Basic Health Care	HLT31220 Certificate III in Basic Health Care	N – new core Unit *HLTWHS006 Manage personal stressors in the work environment*
HLT41015 Certificate IV in Ambulance Communications (Dispatch)	HLT41020 Certificate IV in Ambulance Communications (Dispatch)	N – new core Unit *HLTWHS006 Manage personal stressors in the work environment*
HLT41115 Certificate IV in Health Care	HLT41120 Certificate IV in Health Care	N – new core unit *HLTOUT024 Communicate in complex situations to support health care*
HLT51015 Diploma of Paramedical Science	HLT51020 Diploma of Emergency Health Care	E

Unit of Competency Mapping

Previous Unit Code and Title	New 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	*HLTOUT001 Implement safe access and egress*	
HLTAMB003 Transport emergency patients	*HLTOUT006 Transport emergency patients*	E
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
HLTAMB006 Assign and coordinate ambulance service resources	*HLTOUT003 Assign and coordinate ambulance service resources*	E
HLTAMB007 Assess and deliver basic clinical care	*HLTOUT004 Assess and deliver basic clinical care*	E
HLTAMB008 Assess and deliver standard clinical care	*HLTOUT005 Assess and deliver standard clinical care*	N – changes to Elements, Performance Criteria, Knowledge Evidence and Performance Evidence
HLTAMB009 Deliver intensive clinical care	Deleted	N/A
HLTAMB010 Manage and coordinate resources for	*HLTOUT009 Manage the scene of a major incident*	N – changes to Elements, Performance Criteria, Knowledge Evidence and Performance Evidence

Previous Unit Code and Title	New Unit Code and Title	Comment in Relation to Unit E = equivalent N = not equivalent
emergency operations		
HLTAMB011 Manage a routine non-emergency scene	*HLTOUT008 Manage a scene*	N - Merge
HLTAMB013 Contribute to managing the scene of an emergency	*HLTOUT008 Manage a scene*	
HLTAMB012 Communicate in complex situations to support health care	*HLTOUT010 Communicate in complex situations to support health care*	N – changes to Performance Evidence
HLTAMB014 Transport non-emergency patients under operational conditions	*HLTOUT007 Transport non-emergency patients under operational conditions*	E

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

Questions for Consideration

The following specific questions have been developed to clarify detailed information within the Draft 1 of the Ambulance Training Package Products.

HLT31020 Certificate III in Ambulance Communications (Call-taking)

- Is *HLTINF001 Comply with infection prevention and control policies and procedures* relevant as an elective Unit in this qualification?

HLT31220 Certificate III in Basic Health Care

- Should *HLTOUT010 Communicate in complex situations to support health care* be moved from the electives to the core in this qualification?

HLT51020 Diploma of Emergency Health Care

- The term *Paramedic* was removed from the application statement, and the term *Emergency Medical Technician* was replaced with *Ambulance Officer and Medic*. The title of the Diploma was also changed from *Diploma of Paramedical Science*. Is this appropriate terminology for the job roles?

HLTOUT002 Receive and respond to requests for ambulance services

- The IRC is looking for clarity on the Knowledge Evidence '*problem-solving skills for contingencies using available tools and referrals'* and whether this evidence is required.

HLTOUT003 Assign and coordinate ambulance service resources

- Under the Performance Evidence *'coordinated and managed ambulance service resources for the following 5 situations'*, do routine scheduled bookings fit into non-urgent situations, and can they be removed?

HLTOUT004 Assess and deliver basic clinical care

- Should *'chief complaints when attending Pre-hospital/Out-of-hospital situations including trauma and medical disorders and possible actions to alleviate complaints'* be a part of assessment and interpretation of vital signs or is this already covered under *'recognise patterns of illness and injury'*?

HLTOUT008 Manage a scene

- Is the Assessment Condition requirement *'operational vehicle used for the transport of an emergency or non-emergency patient'* achievable by non-jurisdictional ambulance services?

The following series of general questions have been developed to guide feedback for Draft 1 of the Ambulance Training Package Products.

Qualifications

- Do the qualifications provide a clear and accurate description of the skills outcome for the qualification?
- Are the qualifications structured properly so that learners could progress from Certificate III to Certificate IV and so on, if required?

- Are the core Units and the number of electives appropriate? As we've merged Units, should the number of electives be reduced by one in the relevant qualifications packaging rules, as the content would be absorbed into the single Unit which sits in the core?
- Are there any imported Units which should be listed? (**Note:** The content of any imported Units is outside the scope of this review.)
- Should the qualification name be updated to better reflect job outcomes?

Suite of Units of Competency

- Are all the draft Units required? Should any be deleted?
- Are there any additional Units of Competency required?

Titles and Application Statements - Units of Competency

- Do the titles reflect the skills being described? Could any titles be changed to better indicate what the Units cover?
- Do the Application Statements provide a clear and accurate description of the skills being described?

Elements and Performance Criteria

- Do the Elements and Performance Criteria accurately describe what people do in these roles? If not, what could be added?
- Do the Performance Criteria adequately describe the level of proficiency?

Performance Evidence

- Would the types of evidence prove that a person is competent in all the Unit outcomes, including Performance Criteria, Foundation Skills and knowledge?
- Is the suggested volume (sufficiency) of evidence appropriate? Too little, too much?
- Are the statements clear? Would assessors understand exactly what they must do?

Knowledge Evidence

- What is the essential knowledge required of an individual in order to perform the tasks described in the Performance Criteria? Is the Knowledge Evidence requirement specific enough?
- Is there anything which should be added or deleted?
- What is the breadth and depth of knowledge required? Is this described well enough to assist assessors in understanding the scope?

Assessment Conditions

- Are the nominated environments appropriate?
- Are the statements clear? Would assessors understand what they must provide for the purposes of assessment?

Terminology

- Are there any words or terms used in any of the Units that aren't reflective of current industry terminology?

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.