

Ambulance Training Package Products

Consultation Workshop



SKILLSIQ

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Overview of Workshop

- 1 Who we are
- 2 Industry Reference Committee (IRC)
- 3 Project background
- 4 Training Package Product Development
- 5 How to provide your feedback
- 6 Questions



SkillsIQ Limited

- We are a not-for-profit, independent Skills Service Organisation (SSO)
- As an SSO, SkillsIQ is funded by the Department of Employment, Skills, Small and Family Business to support 19 Industry Reference Committees (IRCs) in the people-facing industries
- Driven by the IRCs, we undertake training product development to ensure skills are relevant for industry's jobs of today and the future
- Also undertake workforce development and research projects.

Industry Reference
Committees (IRCs)

Workforce Development
- Industry Skills Forecasts

Workforce & Skills Policy
and Strategy
– Nationally and
Internationally

Industry Reference Committees (IRCs)

- SkillsIQ supports 19 Industry Reference Committees (IRCs) across a range of sectors.
- IRCs are made up of industry representatives.
- IRCs are responsible for oversight and for final approval content of Training Package material before submission to the Australian Industry and Skills Committee.

IRC duties

IRCs are responsible for:

- **Directing** their allocated Skills Service Organisation (SSO) in developing Cases for Change to request the commissioning of training package development work to meet the skills needs of industry.
- **Gathering** industry intelligence to inform training product development.
- **Overseeing** the development and review of training packages, including preparation of cases for endorsement and providing sign-off on completed training packages, prior to submission to the AISC for endorsement.

Our Industry Reference Committees

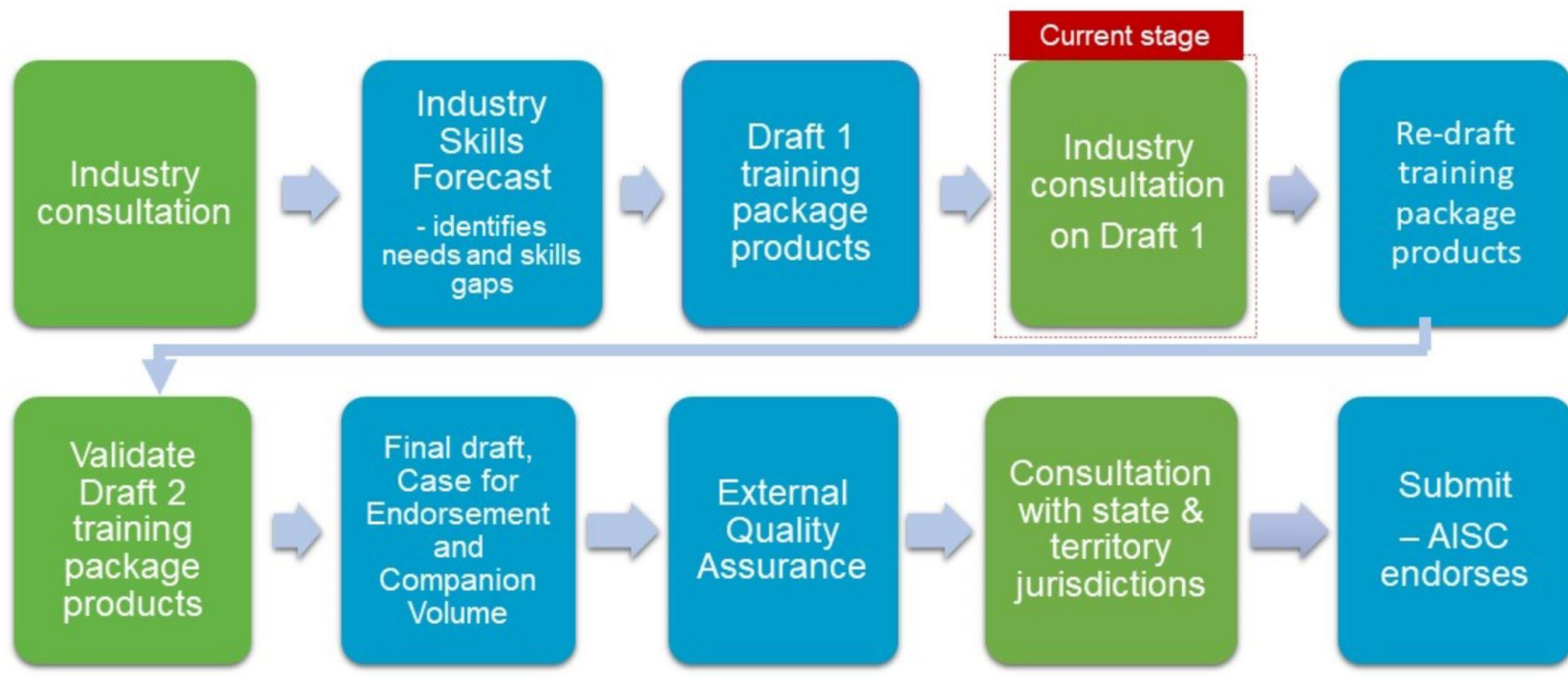
- Aboriginal and Torres Strait Islander Health Worker
- Aged Services
- Ambulance and Paramedic
- Children's Education and Care
- Client Services
- Community Sector and Development
- Complementary Health
- Dental
- Direct Client Care and Support
- Disability Support
- Enrolled Nursing
- First Aid
- Local Government
- Personal Services
- Public Sector
- Sport and Recreation
- Technicians Support Services
- Tourism, Travel and Hospitality
- Wholesale and Retail Services.



Australian Industry and Skills Committee (AISC)

- Responsible for endorsement of all Training Packages.
- Responsible for the allocation of IRC members.
- Provides advice to Commonwealth and State Industry and Skills Ministers.

Training Package Development Process



Training Package Product update

- The following 7 qualifications and associated units of competency will be updated:
 - HLT21015 Certificate II in Medical Service First Response
 - HLT31015 Certificate III in Ambulance Communications (Call-taking)
 - HLT31115 Certificate III in Non-Emergency Patient Transport
 - HLT31215 Certificate III in Basic Health Care
 - HLT41015 Certificate IV in Ambulance Communications (Dispatch)
 - HLT41115 Certificate IV in Health Care
 - HLT51015 Diploma of Paramedical Science.

Key considerations

- 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.

Key considerations

- 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*.

Key considerations

- **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.

Key considerations

- 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 Updates: Existing qualifications

Updates based on feedback since last review in 2015.

Qualifications:

- Certificate II in Medical Service First Response
 - Addition of *HLTWHS006 Manage personal stressors in the work environment* to the core
- Certificate III in Ambulance Communications (Call-taking)
 - Addition of the updated *Communicate in complex situations to support health care unit* to the core
 - Addition of *HLTWHS006 Manage personal stressors in the work environment* to the core
 - *BSBWOR203 Work effectively with others* has been removed from the core and qualification all together

Draft 1 Updates: Existing qualifications

Updates based on feedback since last review in 2015.

Qualifications:

- Certificate III in Basic Health Care

- Addition of HLTWHS006 *Manage personal stressors in the work environment* to the core
- Addition of CHCCCS020 *Respond effectively to behaviours of concern* to the electives
- Addition of the updated *Communicate in complex situations to support health care* unit to the electives – one of the questions the IRC is asking is if this should be moved to the core?
- Addition of the new merged unit *Manage a scene* to the electives

Draft 1 Updates: Existing qualifications

Updates based on feedback since last review in 2015.

Qualifications:

- Certificate III in Non-Emergency Patient Transport
 - Addition of the updated *Communicate in complex situations to support health care* unit to the core
 - Addition of *HLTWHS006 manage personal stressors in the work environment* to the core
 - Addition of *BSBMED301 Interpret and apply medical terminology appropriately* to the core
 - Addition of *HLTWHS005 Conduct manual tasks safely and Contribute to the scene of an emergency* to the electives list.

Draft 1 Updates: Existing qualifications

Updates based on feedback since last review in 2015.

Qualifications:

- Certificate IV in Ambulance Communications (Dispatch)
 - Addition of *HLTWHS006 Manage personal stressors in the work environment* to the core
 - *BSBWOR203 Work effectively with others* has been removed from the core and qualification
 - *Work with people with mental health issues* has been removed from the electives list – as the updated *Communicate in complex situations to support health care* unit has been added

Draft 1 Updates: Existing qualifications

Updates based on feedback since last review in 2015.

Qualifications:

- Certificate IV in Health Care

- Addition of the updated *Communicate in complex situations to support health unit* to the core and the removal of *CHCMHS001 Work with people with mental health issues*
- *HLTWHS005 Conduct manual tasks safely* and *HLTHPS008 Provide clinical mentoring in the work environment* have been added to the electives

- Diploma of Emergency Health Care

- The title has been changed from the *Diploma of Paramedical Science* to the *Diploma of Emergency Health Care*
- Terminology has been updated in the Qualification Description. The roles of *paramedic* and *emergency medical technician* have been replaced with *ambulance officer* and *medic*. The IRC is asking industry if this is the appropriate terminology for the job roles.

Questions for Consideration

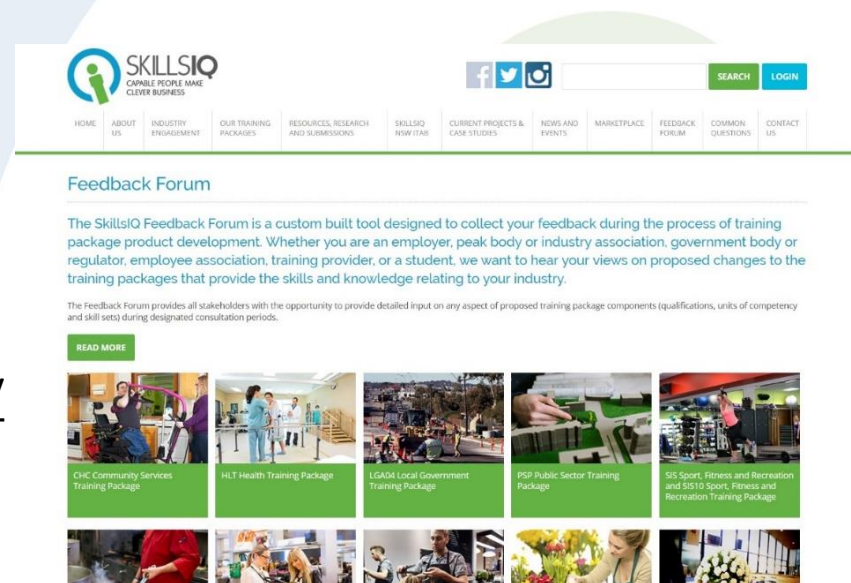
- Refer to General and Specific Questions for Consideration listed on Page 11-12 in the Consultation Guide.

Providing feedback

SkillsIQ Feedback Forum

Detailed Feedback can be left on each Qualification and/or Unit of Competency

<http://skillsiq.com.au/feedbackforum/FeedbackHome>



The screenshot shows the SkillsIQ website's Feedback Forum page. At the top, there is a navigation menu with links for HOME, ABOUT US, INDUSTRY ENGAGEMENT, OUR TRAINING PACKAGES, RESOURCES, RESEARCH AND SUBMISSIONS, SKILLSIQ KNOWTAP, CURRENT PROJECTS & CASE STUDIES, NEWS AND EVENTS, MARKETPLACE, FEEDBACK FORUM, COMMON QUESTIONS, and CONTACT US. The SkillsIQ logo is on the left, and social media icons for Facebook, Twitter, and Instagram are on the right. Below the navigation, the page title is "Feedback Forum". The main content area contains a paragraph explaining the forum's purpose: "The SkillsIQ Feedback Forum is a custom built tool designed to collect your feedback during the process of training package product development. Whether you are an employer, peak body or industry association, government body or regulator, employee association, training provider, or a student, we want to hear your views on proposed changes to the training packages that provide the skills and knowledge relating to your industry." Below this is a "READ MORE" button and a grid of ten training packages, each with a small image and a title: CHC Community Services Training Package,HLT Health Training Package, LG004 Local Government Training Package, PSP Public Sector Training Package, and SIS Sport, Fitness and Recreation and SIS10 Sport, Fitness and Recreation Training Package.

Next steps

- Draft 1 feedback period is open until **8 November**
- Feedback will be collated to inform the development of a second draft
- An additional round of national consultation will take place before finalisation, quality assurance and submission to AISC.

Questions?



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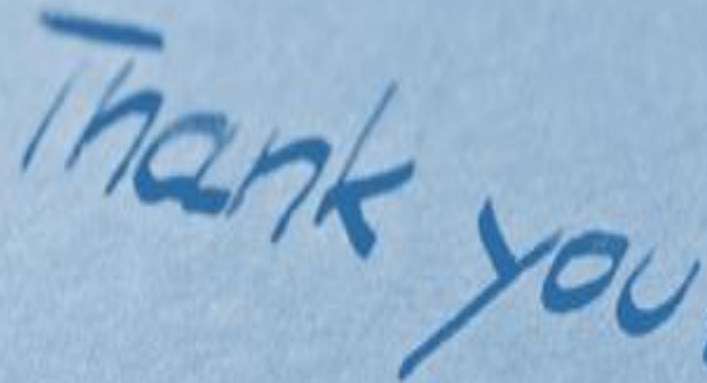
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Thank you