



Sterilization and Disinfection Core Competencies

NSW DEPARTMENT OF HEALTH

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Foreword

I am very pleased to be able to introduce the *Sterilization and Disinfection Core Competencies* for NSW Health personnel involved in the reprocessing of instruments and equipment.

NSW Health is committed to minimising the risk of transmission of infections in health care settings, thus ensuring optimum patient outcomes. Appropriate reprocessing of instruments and equipment used in the delivery of health services is an essential component of NSW Health's infection control strategy.

The purpose of these *Sterilization and Disinfection Core Competencies* is to provide a framework for increasing the effectiveness and quality of reprocessing of instruments and equipment in NSW. It is anticipated that these Sterilization and Disinfection Core Competencies will provide the basis for health care workers and the health system to identify training and development needs and to manage performance.

NSW Health acknowledges the Australian National Training Authority (ANTA) and Community Services Health and Training Australia (CSHTA) for providing information used in the development of the *Sterilization and Disinfection Core Competencies*.

The *Sterilization and Disinfection Core Competencies* were developed by a group of experts in the fields of infection control, reprocessing and competency systems. I would like to take this opportunity to thank the members of the expert working party for their support, advice and assistance with the process.



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Introduction

Core competency standards provide an equitable and measurable benchmark against which skills, knowledge and performance can be assessed. If used correctly they remove guesswork and arbitrary and value-based judgments from assessment.

Core competencies are the specification of the knowledge and skill, and the application of that knowledge and skill, to the standards of performance required in the workplace.¹ They describe the core capacity required to prioritise and manage roles and functions, including:

- The skills to perform particular tasks
- Managing a number of different activities within a job
- Responding to problems and non-routine events (contingencies)
- Dealing with broader aspects of the workplace including working with others.

The core competency standards describe three categories of health care workers:

1. The sterilizing services or specialty unit manager/supervisor
2. Staff who are working in sterilizing services
3. And staff who are working in specialty units where instruments and equipment are being reprocessed for clinical use, for example endoscopy and radiology departments. Consequently, not all of the competency standards will apply to each category of staff.

The *Sterilization and Disinfection Core Competencies* are based on the following principles:

- That they do not necessarily describe the whole occupational role. For example, the competency standards for unit managers who may be involved in financial management or workplace training and assessment are not included.
- The promotion of continuous improvement in the safe supply of sterile and disinfected goods for use in health care facilities.
- The promotion of continuous improvement in the processes of cleaning, disinfecting and sterilizing items in health care facilities.
- A framework for the initial education and training of personnel involved in the reprocessing of items and other related processes.
- A framework for the ongoing skills development of personnel involved in the reprocessing of items and other related processes.

It is recommended that when referencing any of the Australian and New Zealand standards, guidelines or legislation relevant to this document, the current editions of the documents be reviewed.

Competency-based assessment

Competency-based assessment is the process of collecting evidence and making judgements on whether competency has been achieved. The purpose of assessment is to confirm that the person can perform to those standards expected in the workplace.²

Judgement made about competency must be based on sufficient evidence. Evidence of competency should be current, gathered over a number of occasions and in a range of contexts, and using different methods for each unit. A range of assessment methods may be used to provide evidence of competency including:^{2,3}

- observing the worker performing work or a specific task
- written tests
- questioning or interviewing
- simulation, role play and case study
- reports.

The methods chosen should be the most direct and relevant to the competencies being assessed. Where access to the workplace is not possible, workplace tasks should be simulated as closely as possible. Assessment should be conducted on more than one occasion to cover a variety of circumstances and a diversity of tasks to establish consistency.⁴

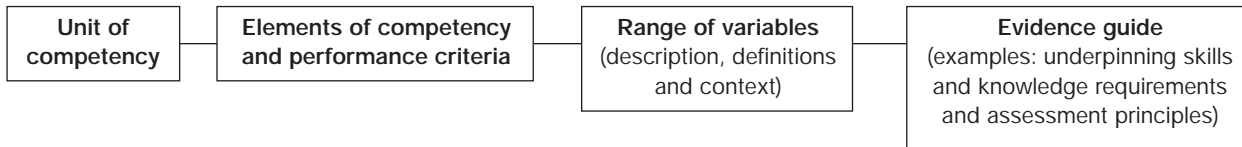
There is critical information about assessing competency standards for consistent performance, and where and how they may be assessed, contained within in the *Assessment Guidelines of the Community Services and Health Training Package*³. To ensure that consistent and valid assessment occurs, it is necessary for workplace assessors and those involved in competency training to have access to and be familiar with both the Assessment Guidelines and the relevant Sector Booklet.

Assessors

Assessors must be competent in assessment processes as specified within the competency standards relating to planning, conducting and reviewing assessment. Assessors must also have a detailed understanding of each unit of competency, be competent in the competency standards to at least the level being assessed or work in conjunction with someone who is competent to at least the level being assessed.

The assessor should provide feedback to the person being assessed, identify any missing evidence of competency and provide advice on how to overcome skill gaps.

Structure of the core competency standards



Unit of competency ⁵

A key outcome or competency is called a unit. Every unit describes the outcomes from the application of a complete set of skills and tasks that are needed to do part of a job. A fully competent person will be able to demonstrate all of the skills contained in a unit.

Element of competence

These are lists of outcomes that make up the unit. All of the elements together fully describe the unit and should cover the full range of functions for that Unit of competency. Elements should be expressed in achievable terms with action terms. For example use, plan, conduct, operate.

Performance criteria

The performance criteria specify the work activities and level of performance required of the worker. They detail how the job is to be performed and what the worker actually needs to do to achieve the outcome as described in the elements.⁵ Performance criteria provide a checklist of the key areas of performance needed to demonstrate competence for each element.

Range of variables

The range of variables specifies a range of situations in which work may be performed. They clarify words used in the unit, elements and performance criteria, to ensure all readers have the same understanding of the unit. They can also specify the context of the competency requirements for the unit.

Evidence guide

The evidence guide is a direction for assessors and developers of training. It provides additional information, such as underpinning knowledge and skills that a worker must have to achieve/demonstrate competency. It also provides assessors with a guide as to where and how the competency should be assessed.⁵

Unit 1. Follow the organisation's Occupational Health and Safety Policies



Unit descriptor

This unit covers general Occupational Health and Safety (OH&S) requirements according to legislation and codes of practice, including duties and responsibilities for all parties under the general duty of care. Work will usually be performed within a prescribed range of functions involving known routines and procedures.

This unit offers direct equivalence to the National Health Unit *HLTHSE1A Follow the Organisation's Occupational Health and Safety Policies*³. The unit is based on generic competency A in the *National Guidelines for Integrating Occupational Health and Safety Competencies into National Industry Competency Standards (NOHSC: 7025 (1998) 2nd edition)*⁹.

ELEMENT	PERFORMANCE CRITERIA
1. <i>Follow organisational procedures for hazard identification and risk control</i>	<ul style="list-style-type: none">1.1 Hazards in the work area are recognised and reported to the supervisor according to workplace procedures.1.2 Organisational procedures and work instructions for assessing and controlling risks are followed accurately.1.3 Organisational procedures for dealing with accidents, fires and other emergencies are followed as required within scope of responsibilities and competencies.
2. <i>Contribute to OH&S in the workplace</i>	<ul style="list-style-type: none">2.1 OH&S issues are raised with designated personnel and co-workers in accordance with organisational procedures.2.2 Contributions are made to participative arrangements for OH&S management in the workplace in accordance with organisational procedures and within scope of responsibilities and competencies.
3. <i>Utilise and implement strategies as directed to prevent infection in the workplace</i>	<ul style="list-style-type: none">3.1 Work environment is kept clean and tidy and personal hygiene practices are followed in accordance with organisational procedures.3.2 Items which may be contaminated are disposed of according to organisational procedures and infection control guidelines.3.3 Standard precautions are followed.
4. <i>Utilise strategies to prevent work overload</i>	<ul style="list-style-type: none">4.1 Work role is confirmed and nominated rest time and breaks followed.4.2 Sources of stress are identified, issues raised and discussed with supervisor.
5. <i>Work in a safe manner</i>	<ul style="list-style-type: none">5.1 Work is carried out in accordance with defined procedures and in a manner which ensures personal safety and the safety of others.5.2 Organisational safe work practices are followed.5.3 Regular reports are submitted in accordance with organisational procedures.

6. Utilise and implement strategies to prevent manual handling injuries

- 6.1 Comply with and contribute to the manual handling risk management system in the workplace.
- 6.2 Appropriate manual handling techniques and equipment are used to meet customer needs.
- 6.3 Organisational procedures for reporting symptoms and injuries to self and/or others are followed.
- 6.4 Organisational procedures for reporting maintenance and difficulties with tasks are followed.

Range of variables

The *Range of variables* explains the range of contexts within which the performance and knowledge requirements of this standard may be assessed. The scope of variables chosen in training and assessment may depend on the work contexts.

Hazards include:

- Workplace workloads
- Manual handling
- Patient handling
- Toxic or hazardous substances/radiation
- Repetitive Strain Injury (RSI) prevention mandatory
- Body fluids and human tissue
- Infections
- Fire
- Clinical waste
- Sharps
- Drug and alcohol use
- Personal threat by patients, visitors and other staff
- Aggressive behaviour of patients i.e. caused by mental health of patient or drug and alcohol use
- Gases.

Relevant organisational procedures will include:

- Hazard identification policies and procedures
- Emergency, fire and accident procedures
- Infection control guidelines
- Procedures for the use of personal clothing and equipment
- Hazard identification and issue resolution procedures
- Job procedures and work instructions
- Waste management
- Security procedures.

- Organisational procedures for controlling risks include:*
- Manual handling techniques
 - Strategies for reducing the amount of manual handling required
 - Strategies for reducing staff stress
 - Recognition of a hostile situation – how to deal with Patients/visitors/staff who threaten
 - Strategies to defuse potential problems.
- Work instructions may be:*
- Given verbally
 - Written in English or in a community language
 - Provided visually eg on video or instruction sheets.
- Designated personnel may be:*
- Nominated personnel
 - OH&S nominee.
- Participative arrangements may include:*
- Formal and informal health and safety meetings
 - Health and safety committees
 - Other committees, eg consultative planning and purchasing
 - Meetings called by health and safety representatives
 - Suggestions, requests, reports and concerns put forward to management.
- Items which might be contaminated may include:*
- Syringes and other 'sharps'
 - Clothing
 - Food
 - Human tissue
 - Clinical waste
 - Soiled linen
 - Instruments and equipment.
- Rest time and breaks may include:*
- Morning tea, lunch, dinner breaks
 - Leave entitlements.
- Workplace procedures may include:*
- Grievance procedures
 - Appropriate induction of staff
 - Team meetings
 - Debriefing procedures following crisis
 - Management of performance levels
 - Employee assistance with problems and introducing them to services available in the community.

Working in a manner which ensures personal safety may include:

- Carrying communication equipment especially if working alone in a remote area
- Wearing protective clothing
- Carrying alarms including duress alarms in situation for isolated or staff working out of hours
- Knowledge of procedures eg code black: for aggressive behaviour where police are called.

Organisational security measures may include:

- Locking doors
- Issuing or wearing ID badges
- Reporting any unauthorised personnel visiting after hours
- Testing door alarms, pagers etc.

Organisational safe work practices may include procedures for:

- Major risks
- Security
- Manual handling.

Reports identifying workplace hazards can be verbal or written and may include:

- Memos
- Specially designed report forms
- Phone messages
- Notes
- Reporting face to face.

Evidence guide

The *Evidence guide* identifies the critical aspects, knowledge and skills to be demonstrated to confirm competence for this unit. This is an integral part of the assessment of competence and should be read in conjunction with the information contained within the *Range of variables*.

What critical aspects are required for evidence of competency?

- Organisation's OH&S policies and procedures
- Comply with the organisation's infection control guidelines
- Ability to identify, report and manage personal and work-related stressors
- The skills and knowledge required to demonstrate competence must be transferable to another workplace.

Is there any concurrent assessment or relationship to other Units?

- This unit can be assessed independently, however holistic assessment practice with other sterilization units of competency is encouraged.

What are the essential knowledge requirements for this Unit?

- Significant hazards in the workplace both indoors and outdoors
- Location and use of safety equipment such as fire extinguishers, emergency units and alarms
- Workplace procedures that apply to fire, accidents and emergency situations
- Potential hazards in the workplace and the risks/potential risks of certain behaviours, layouts/features
- Impact of drug and alcohol use on safety in the workplace
- Standard precautions and infection hazards
- Legislative requirements and best practice approaches to OH&S
- Rights and obligations of employees and employers regarding OH&S
- Reporting mechanisms required for workplace injury and compensation claims.

What are the essential skill requirements for this Unit?

- Lifting, lowering and transfer techniques for manual handling
- Implementation of practices to prevent or minimise risk
- Application of safe handling practices and other safety procedures
- Correct use of equipment according to manufacturers' specifications
- Literacy, numeracy and communication skills to a level that fulfil job roles in a safe manner and as specified by the organisation. The level of skill may range from the ability to understand symbols used in OH&S signs to reading workplace safety pamphlets or procedure manuals, accurately completing documentation, calculating measurements, and in informing supervisors and workmates of relevant issues and events
- Ability to understand assignment instructions, work plans, schedules and follow procedures
- Problem solving skills
- Ability to use available resources and prioritise workload.

What resource implications need to be considered?

- Workplace health and safety policies and procedures (including those relating to use of drugs and alcohol in the workplace)
- Infection control procedures
- Other organisational policies and procedures
- Duties statement and/or job descriptions
- Manual handling equipment
- Access to suitable equipment
- Access to plain English version of relevant statutes and government and organisational policy, guidelines, procedures and protocols
- Access to assignment instructions, work plans and schedules, policy documents and duty statements

- Assessment instruments, including risk assessment record books
- Access to a registered provider of risk assessment services
- Access to relevant workplace or appropriately simulated environment where assessment can take place.

Methods of evidence used to assess competence may include:

- Observation of performance in work or simulated environment
- Completion of set tasks or projects
- Interviewing and questioning
- Documentary evidence (eg photos, reports, worksheets)
- Formal appraisal systems
- Staff/client feedback
- Supporting statement of supervisor(s)
- Authenticated evidence of relevant work experience and/or formal/informal learning
- Case studies and scenarios as a basis for discussion of issues and strategies to contribute to best practice in the work environment.

Context of assessment

- This Unit is most appropriately assessed in the workplace or in a simulated workplace setting under the normal range of workplace conditions. Assessment may be conducted on one occasion but should include the full range of tasks and contingencies, reflecting the complexity of the work involved
- A diversity of assessment tasks is essential for holistic assessment.

Unit 2. Communicate and work effectively in the workplace

2

Unit descriptor

This Unit covers the introductory skills and knowledge required to work within, and communicate effectively, in a healthcare setting with patients, clients, staff, visitors, suppliers and others to meet established work requirements.

Work will be within a prescribed range of functions involving known routines and procedures with some accountability for the quality of outcomes. The workplace context may be: specific community; community or regional service; department of a large institution or organisation; specialised service or organisation.

This Unit offers some linkage and equivalence to National Unit *HLTHIR1A Work Effectively in the Health Industry*³ and also has linkages to *BSBCM105A Communicate in the Workplace*³.

ELEMENT

PERFORMANCE CRITERIA

1. *Work ethically*

- 1.1 Relevant organisational procedures, policies, awards, standards and legislation are located and read, uncertainties are clarified with appropriate personnel.
- 1.2 Any breach or non adherence to standard procedures is referred to appropriate personnel.
- 1.3 Confidentiality of any client or patient matter is maintained in accordance with organisational policy and procedure.
- 1.4 Work practices show respect for rights and responsibilities of others.
- 1.5 All work undertaken reflects current working knowledge and understanding of employee and employer rights and responsibilities.
- 1.6 Individuals and cultural differences are recognised and adjustments made as necessary to assist the achievement of work requirements.
- 1.7 All work undertaken reflects understanding and compliance with the principles of duty of care, legal responsibilities and organisational goals and objectives.

2. *Utilise effective communication methods*

- 2.1 Instructions or enquiries are responded to promptly, correctly and in accordance with organisational requirements.
- 2.2 Effective interpersonal communication techniques are used to receive, relay and understand information.
- 2.3 Routine correspondence is prepared and completed in accordance with job requirements and organisational standards.
- 2.4 Personal communication styles are continually reviewed and revised on basis of feedback and self-reflection to ensure they continue to match organisational standards.

- 3. Communicate effectively with colleagues and clients**
- 3.1 Workplace protocols and communication procedures are routinely applied in all work activities.
 - 3.2 Communication with clients and colleagues demonstrates respect for individual differences.
 - 3.3 Interpersonal communication with clients and colleagues is consistent with the organisation's standards.
 - 3.4 Appropriate measures are taken to resolve conflict and individual differences in a way which reflects positively on the organisation.
 - 3.5 Where teamwork is required, effective contributions are made that enhance team performance and respect own and other team members' rights and responsibilities.
- 4. Participate in quality improvement activities**
- 4.1 Relevant quality activities are participated in to support improved work practices and compliance with accreditation standards.
 - 4.2 Changes to work practices and procedures are responded to positively in accordance with organisational requirements.

Range of variables

The *Range of variables* explains the range of contexts within which the performance and knowledge requirements of this standard may be assessed. The scope of variables chosen in training and assessment may depend on the work contexts.

Type of work role should consider:

- Level of responsibility
- Organisational guidelines
- Individual awards and benchmarks
- Legislation relevant to work area
- Accreditation standards.

Organisational procedures, policies, awards, standards and legislation may include:

- Australian Council on Healthcare Standards
- Home and Community Care Standards
- Australian National Training Authority accreditation
- NSW Health infection control guidelines and National Health and Medical Research Council (NHMRC) guidelines for infection control in health care settings
- Federal and State legislation
- Quality management policy and practice
- Current Australian standards
- Aged care accreditation standards
- Accreditation and service provision standards of other relevant industry organisations
- Relevant health regulations and guidelines, policies and procedures, including child protection.

Organisational policy on confidentiality may relate to:

- Storage of records
- Destruction of records
- Access to records
- Release of information.

Employee rights and responsibilities may relate to:

- Duty of care responsibilities
- Leave entitlements
- Attendance requirements
- Obeying lawful orders
- Confidentiality and privacy of organisational, patient and colleague information
- Adherence to OH&S
- Protection from discrimination and sexual harassment in the workplace
- The right to union representation.

Employer rights and responsibilities may relate to:

- Legislative requirements for employee dismissal
ie *Workplace Relations Act*
- Legislative requirements to provide a safe work environment free from discrimination and sexual harassment (see state and Commonwealth anti-discrimination legislation)
- Enterprise workplace agreements
- Relevant state and territory employment legislation
ie wage rates, employment conditions.

Effective interpersonal communication techniques include:

- Culturally sensitive methods that pay attention to:
 - verbal communication
 - active listening
 - attending skills
 - body language
- And are respectful of others.

Routine correspondence may include:

- Data sheets
- Quality assurance documentation
- Completion of pro-formas
- Reports and letters consistent with level of responsibility and job expectations within the workplace.

Feedback processes may be:

- Formal or informal and may be from internal or external sources

- Quality activities may include:*
- Reporting and implementing suggested improvements
 - Seeking and utilising customer feedback
 - Monitoring tasks
 - Responding to surveys and questionnaires
 - Assessing/observing/measuring environmental factors
 - Checking equipment.

Evidence guide

The *Evidence guide* identifies the critical aspects, knowledge and skills to be demonstrated to confirm competence for this unit. This is an integral part of the assessment of competence and should be read in conjunction with the information contained within the *Range of variables*.

What critical aspects are required for evidence of competency?

- Demonstrated knowledge of the ramifications of breaches of confidentiality, policies and legislation
- Demonstrated knowledge of ramifications of infection control breaches
- Identification and reporting of workplace hazards and poisons as applied to broad OH&S area
- Demonstrated knowledge of fire safety and emergency response procedures
- Identification of own responsibilities within the workplace
- Compliance with organisational procedures, policies, awards, standards and legislation relevant to a worker operating under supervision within the health industry
- Problems reported according to organisational policy and procedures
- The skills and knowledge required to demonstrate competence must be transferable to another workplace.

What are the essential knowledge requirements for this Unit?

- Relevant legislation including legislation relating to OH&S
- Role and function of the organisation and relevance to specific work role
- Fire safety procedures
- Emergency response procedures
- Security procedures
- Purpose of accreditation process and quality improvement practice
- Relevant organisational procedures, policies, awards, standards and legislation and how to access them
- One's terms and conditions of employment
- Ethical and legal implications of work.

Is there any concurrent assessment or relationship to other Units?

- This Unit can be assessed independently, however holistic assessment practice with other sterilization units of competency is encouraged.

What are the essential skill requirements for this Unit?

- Communication skills to seek clarification of tasks and to interpret and follow instructions
- Operate fire fighting equipment
- Follow correct hygiene/infection control procedures
- Problem solving skills to constructively achieve planned outcomes
- Literacy, numeracy and communication skills to a level that fulfil job roles in a safe manner and as specified by organisation. The level of skill may range from the ability to understand symbols used in OH&S signs, to reading workplace safety pamphlets or procedure manuals, and accurately completing documentation and calculating measurements and in informing supervisors and workmates of relevant issues and events.

What resource implications need to be considered?

- Relevant policies and procedures manuals, legislation and standards
- Organisation's mission statement, strategic and business plan
- Other documentation relevant to the work context such as:
 - organisational charts
 - floor plans
 - instructions for the use of equipment
 - specific instructions for staff
 - emergency response procedures
 - fire safety policies and procedures
 - security procedures
 - relevant human resource management policies and procedures
 - relevant accreditation standards
 - quality improvement policies
 - customer service standards and policy
 - waste management policies and procedures.

Methods of evidence used to assess competence may include:

- Observation of work performance
- Written tasks
- Interview and questioning
- Authenticated portfolio/log book
- Supporting statement of supervisor(s)
- Authenticated evidence of relevant work experience and/or formal/informal learning.

Context of assessment:

- This Unit is most appropriately assessed in the workplace or a simulated workplace Environment under the normal range of work conditions
- To establish consistency assessment should be conducted on more than one occasion to cover a variety of circumstances
- A diversity of assessment tasks is essential for holistic assessment.

Unit 3. Organise personal work priorities and development

3

Unit descriptor

This Unit covers the skills and knowledge required to organise own work schedules, monitor and obtain feedback on work performance, and maintain required levels of competence.

This Unit offers direct equivalence to the National Business Services Unit *BSBCM302A Organise Personal Work Priorities and Development*⁸.

ELEMENT	PERFORMANCE CRITERIA
1. Organise and complete own work schedule	<p>1.1 Work goals and objectives are understood, negotiated and agreed in accordance with organisational requirements.</p> <p>1.2 Workload is assessed and prioritised to ensure completion within identified timeframes.</p> <p>1.3 Factors affecting the achievement of work objectives are identified and incorporated into work plans.</p> <p>1.4 Business systems are used efficiently and effectively to manage and monitor scheduling and completion of tasks.</p>
2. Monitor own work performance	<p>2.1 Personal work performance is accurately monitored and adjusted to ensure maintenance of job quality and customer service.</p> <p>2.2 Feedback on performance is actively sought from colleagues and clients and evaluated in the context of individual and group requirements.</p> <p>2.3 Variations in the quality of service and products are routinely identified and reported in accordance with organisational requirements.</p>
3. Develop and maintain own competence level	<p>3.1 Personal knowledge and skills are assessed against competency standards performance descriptions to determine development needs and priorities.</p> <p>3.2 Opportunities for improvement are identified and planned in liaison with colleagues.</p> <p>3.3 Feedback is used to identify and develop ways to improve competence within available opportunities.</p> <p>3.4 New skills, and opportunities to develop them, are identified to achieve and maintain continuous learning.</p> <p>3.5 Records and documents relating to achievements and assessments are stored and maintained in accordance with own requirements.</p>

Range of variables

The *Range of variables* explains the range of contexts within which the performance and knowledge requirements of this standard may be assessed. The scope of variables chosen in training and assessment may depend on the work contexts.

They may use legislation, codes and national standards relevant to the workplace including:

- Award and enterprise agreements and relevant industrial instruments
- Relevant legislation from all levels of government that affects business operation, especially in regard to OH&S and environmental issues, equal opportunity, industrial relations and anti-discrimination
- Relevant industry codes of practice.

Work goals and objectives may include:

- Reporting deadlines
- Efficiency and hygiene targets
- Organisational and budgetary targets
- Team participation
- Team and individual learning goals.

Organisational requirements may be included in:

- Quality assurance and/or procedures manuals
- Goals, objectives, plans, systems and processes
- Legal and organisational policy/guidelines and requirements
- Business and performance plans
- Access and equity principles and practice
- Ethical standards
- OH&S policies, procedures and programs
- Quality and continuous improvement processes and standards
- Defined resource parameters.

Factors affecting the achievement of work objectives may include:

- Competing work demands
- Technology/equipment breakdowns
- Unforeseen incidents
- Workplace hazards, risks and controls
- Environmental factors such as time, weather, etc
- Resource and materials availability
- Budget constraints.

Business systems may include:

- Computer or manual tracking systems
- Email
- Message boards
- Facsimile machines
- Printers.

Feedback on performance may include:

- Formal/informal performance appraisals
- Obtaining feedback from supervisors and colleagues
- Obtaining feedback from clients
- Personal, reflective behaviour strategies
- Routine organisational methods for monitoring service delivery.

Competency standards are standards which measure:

- Personal and technical knowledge, skills and attitudinal aspects (competencies) required to effectively and efficiently undertake the day-to-day tasks and duties of the practitioner's work function.

Opportunities for improvement may include:

- Coaching, mentoring and/or supervision
- Formal/informal learning programs
- Internal/external training provision
- Work experience/exchange/opportunities
- Personal study
- Career planning/development
- Performance appraisals
- Workplace skills assessment
- Quality assurance assessments and recommendations
- Recognition of prior learning for training/learning programmes.

Evidence guide

The *Evidence guide* identifies the critical aspects, knowledge and skills to be demonstrated to confirm competence for this unit. This is an integral part of the assessment of competence and should be read in conjunction with the information contained within the *Range of variables*.

What critical aspects are required for evidence of competency?

- Preparing work plans
- Prioritising and scheduling work objectives and tasks
- Seeking and acting on feedback from clients and colleagues
- Reviewing own work performance against achievements through self-assessment
- Accessing learning opportunities to extend own personal work competencies.

Is there any concurrent assessment or relationship to other Units?

- This Unit can be assessed independently, however holistic assessment practice with other sterilization units of competency is encouraged.

What are the essential knowledge requirements for this Unit?

- The relevant legislation from all levels of government that affects business operation, especially in regard to OH&S and environmental issues, equal opportunity, industrial relations and anti-discrimination
- Organisation's policies, plans and procedures
- Knowledge of methods to elicit, analyse and interpret feedback
- Understanding techniques to prepare personal plans and establish priorities
- Knowledge of the principles and techniques of goal setting, measuring performance, time management and personal assessment
- Understanding processes to interpret competency standards and apply them to self
- Understanding methods to identify and prioritise personal learning needs.

What are the essential skill requirements for this Unit?

- Literacy skills for reading and understanding the organisation's procedures, own work goals and objectives
- Planning skills to organise work priorities and arrangements
- Problem solving skills to solve routine problems
- Communication skills including giving and receiving constructive feedback on development needs
- Technology skills including the ability to select and use technology appropriate to a task
- Ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and of varying mental abilities.

What resource implications need to be considered? Resource requirements include all the relevant resources commonly provided in the work environment. Specific resources may include:

- Access to a suitable venue and equipment
- Access to plain English version of relevant Australian standards, statutes, government and organisational policy, guidelines, procedures and protocols
- Access to assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including assessment record books
- Access to a registered provider of assessment services
- Access to relevant workplace or appropriately simulated environment where assessment can take place.

Methods of evidence used to assess competence may include:

- Observation of performance in work or simulated environment
- Completion of set tasks or projects
- Interviewing and questioning
- Documentary evidence (eg photos, reports, worksheets)
- Formal appraisal systems
- Staff/client feedback
- Supporting statement of supervisor(s)
- Authenticated evidence of relevant work experience and/or formal/informal learning
- Case studies and scenarios as a basis for discussion of issues and strategies to contribute to best practice in the work environment.

Context of assessment:

- This Unit is most appropriately assessed in the workplace or in a simulated workplace setting under the normal range of workplace conditions
- Assessment may be conducted on one occasion but should include the full range of tasks and contingencies, reflecting the complexity of the work involved
- A diversity of assessment tasks is essential for holistic assessment.

4

Unit 4. Collect and transport used items

Unit descriptor

This Unit is concerned with the ability to collect used items from clinical settings and transport them to a sterilizing services facility safely. It also requires the ability to transport processed items to clinical settings and associated storage areas, while maintaining the sterility and integrity of items. Knowledge of safe handling and transporting procedures and workplace and legislative requirements is needed. This work would generally be carried out with specific supervision. It is a customisation of the nationally endorsed health unit *HLTSTE4A Control Sterile Stock*³ for NSW Health use and offers equivalence to the national unit.

ELEMENT	PERFORMANCE CRITERIA
1. Prepare for collection and transport	<ul style="list-style-type: none">1.1 Correct occupational health and safety practices and required standard precautions are followed at all times. Protective apparel is selected and correctly fitted.1.2 Trolley designated for the collection of items and equipment is prepared and stocked with replacement collection bins.1.3 Designated route and timetable for collecting contaminated items and equipment is identified and followed.1.4 Contaminated items are secured and covered prior to transport.
2. Collect and transport contaminated items and equipment	<ul style="list-style-type: none">2.1 Containers and items are transported correctly and in accordance with legislative and workplace procedures and guidelines.2.2 Incidents where used items have not been collected because of a breakdown in procedures are promptly reported to the supervisor.2.3 Contaminated goods are not left unattended during transportation.2.4 Used items and equipment are transported to the cleaning area in accordance with legislative and workplace procedures and guidelines.
3. Complete collection and transportation	<ul style="list-style-type: none">3.1 Items are delivered to prearranged areas. Workplace procedures for acknowledging their receipt are followed.3.2 Receipts of delivery are obtained and returned to the sterilizing service facility.3.3 Collection trolley and bins are cleaned and stored appropriately after use.3.4 Records and documentation are completed in accordance with legislative and workplace procedures.

Range of variables

The *Range of variables* explains the range of contexts within which the performance and knowledge requirements of this standard may be assessed. The scope of variables chosen in training and assessment may depend on the work contexts.

OH&S practices and required standard precautions may include:

- Treatment of all used items as potential source of infection
- Reporting of accidents and incidents such as occupational exposures, and dirty or ruptured transport containers or transport devices
- Manual handling
- Use of protective barriers such as gloves, fluid resistant gowns/aprons made of impervious material and enclosed footwear
- Use of safe work practices such as hand washing
- Safe handling techniques especially as they relate to lifting and handling dangerous and contaminated items
- Hazard identification policies and procedures
- Emergency, fire and accident procedures
- Infection control guidelines
- Procedures for the use of personnel clothing and equipment
- Specifications within AS/NZS 4187 and other relevant Australian standards.

Protective apparel may include:

- Masks, eye and face protection
- Gloves
- Gowns made of fluid resistant impervious materials – aprons
- Hair protection or covering
- Overshoes or safety footwear.

Contaminated items may include:

- Reusable surgical and medical instruments and equipment
- Reusable anaesthetic/respiratory equipment
- Reusable hollow ware.

Correct transportation of items may include:

- Transporting containers of used items on dedicated trolleys
- Collecting items in puncture resistant containers
- Ensuring that the preliminary removal of gross contamination at the point of use occurs in a safe manner
- Separating used and processed items transported in the same vehicle by approved physical barrier
- Ensuring contaminated items are secured and covered.

Legislative and workplace procedures and guidelines might be included within:

- State and Commonwealth Government health policies and regulations
- Organisational policies guidelines, circulars and procedures (particularly as they relate to transporting items and handling contaminated goods, sharps and other dangerous items)
- Organisational goals and objectives
- The current and endorsed version of relevant Australian Quality Assurance Standards (particularly AS/NZS 4187)
- Other relevant legislation
- OH&S policies, procedures and programs
- Relevant codes of conduct and ethics.

What critical aspects are required for evidence of competency?

- Consistent use of safe and correct handling and transporting procedures
- Use of appropriate OH&S procedures and adherence to principles and practices as outlined in current Australian standards and workplace guidelines and protocols when transporting and handling items
- Use of correct procedures for acknowledging receipt of items
- The skills and knowledge required to demonstrate competence must be transferable to another workplace.

Evidence guide

The *Evidence guide* identifies the critical aspects, knowledge and skills to be demonstrated to confirm competence for this unit. This is an integral part of the assessment of competence and should be read in conjunction with the information contained within the *Range of variables*.

Is there any concurrent assessment or relationship to other Units?

- This Unit can be assessed independently, however holistic assessment practice with other relevant units of competency is encouraged.

What are the essential knowledge requirements for this Unit?

- Relevant aspects of the current Australian standards (especially AS/NZS 4187)
- Relevant components of the NSW Health Infection Control Policy
- Procedure manual as it relates to handling and transporting items
- Workplace protocols and procedures for communicating with relevant personnel in clinical and associated settings
- Working knowledge of decontamination principles
- Principles underpinning the transportation of contaminated and used items
- Understanding the importance of removing and transporting items as a contribution to patient care
- Awareness of the legal responsibilities of providers of health care in relation to confidentiality, patient rights, duty of care and the implications of negligence

- Standard precaution procedures
- Relevant OH&S policies, guidelines and symbols
- Safe handling techniques especially in relation to dangerous and Contaminated items and infection control principles
- Environmental conditions
- Workplace protocols and procedures relating to collecting, transporting and receiving items.

What are the essential skill requirements for this Unit?

- Safely and correctly handle and transport items
- Stack and unload trolleys
- Clean and store trolleys
- Follow procedures for the receipt of items
- Literacy, numeracy and communication skills to a level that fulfil job roles in a safe manner and as specified by the organisation. The level of skill may range from the ability to understand symbols used in OH&S signs, to reading workplace safety pamphlets or procedure manuals, accurately completing documentation, calculating measurements, and in informing supervisors and work colleagues of relevant issues and events.
- Ability to understand assignment instructions, work plans, schedules and follow procedures
- Problem solving skills
- Ability to use available resources and prioritise workload.

What resource implications need to be considered?

- Access to a suitable venue and equipment
- Access to plain-English version of relevant Australian standards, statutes, government and organisational policy, guidelines, procedures and protocols
- Access to assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including assessment record books
- Access to a registered provider of assessment services
- Access to relevant workplace or appropriately simulated environment where assessment can take place.

Methods of evidence used to assess competence may include:

- Observation of performance in work or simulated environment
- Completion of set tasks or projects
- Interviewing and questioning
- Documentary evidence (eg photos, reports, worksheets)
- Formal appraisal systems
- Staff/client feedback

- Supporting statement of supervisor(s)
- Authenticated evidence of relevant work experience and/or formal/informal learning
- Case studies and scenarios as a basis for discussion of issues and strategies to contribute to best practice in the work environment.

Context of assessment

- This Unit is most appropriately assessed in the workplace or in a simulated workplace setting under the normal range of workplace conditions
- Assessment may be conducted on one occasion but should include the full range of tasks and contingencies, reflecting the complexity of the work involved
- A diversity of assessment tasks is essential for holistic assessment.

Unit 5. Clean and dry used items

5

Unit descriptor

This Unit is concerned with the ability to correctly clean and dry used equipment and to operate appropriate cleaning equipment where the range of functions is prescribed around known routines and procedures under the supervision of a key professional worker. It also requires knowledge of cleaning and drying procedures and OH&S considerations. It is a customisation of key components of the Nationally Endorsed Health Unit *HLTSTE1A Cleaning of Reusable Medical Devices*³ for NSW Health use and when offered and assessed in conjunction with *Unit 4 Collect and Transport Used Items* should offer equivalence to the National Unit.

ELEMENT

PERFORMANCE CRITERIA

1. *Prepare to clean and dry used items*

- 1.1 Personal protective equipment and appropriate attire is selected and correctly fitted in accordance with legislative and workplace guidelines prior to beginning procedures.
- 1.2 Safe work practices and standard precautions are followed at all times in accordance with legislative and workplace guidelines.
- 1.3 The work area is checked for correct set up in preparation for cleaning and drying used items/equipment.
- 1.4 Sharps and waste are removed and disposed of at point-of-use and any variance is reported in accordance with legislative and workplace guidelines.
- 1.5 All appliances selected are prepared for use according to manufacturer's and workplace guidelines.

2. *Sort and process contaminated items and equipment*

- 2.1 Items are inspected, identified and classified as they are handled or disassembled.
- 2.2 Missing or damaged items are promptly reported in accordance with workplace protocol.
- 2.3 Items and equipment are grouped and prepared for required cleaning process on basis of priority and other relevant criteria.
- 2.4 The most appropriate cleaning appliances and process that meets job requirements, manufacturer's, legislative and workplace guidelines are identified for the items to be cleaned.
- 2.5 Approved detergents and cleaning equipment are selected.

- 3. Clean used items and equipment**
- 3.1 Chemicals are identified, selected, stored and used according to manufacturer's instructions, Material Safety Data Sheets (MSDS) and OH&S guidelines and with the MSDS for all chemicals in use visible.
 - 3.2 Cleaning processes are adhered to in accordance with legislative and workplace guidelines.
 - 3.3 Cannulated items are flushed and inspected by light to ensure all lumens are unobstructed.
 - 3.4 Post cleaning procedures are adhered to in accordance with legislative and workplace guidelines.
 - 3.5 Any machine malfunction is recorded and promptly reported to appropriate personnel in accordance with workplace protocol.
- 4. Complete cleaning procedures**
- 4.1 Machines and environment are cleaned in accordance with manufacturer and departmental guidelines.
 - 4.2 Work flow protocols are adhered to at all times.
 - 4.3 Recommendations for improving cleaning procedures are identified and recommendations are made to the appropriate personnel in accordance with workplace protocol.
 - 4.4 Work area and equipment is cleaned to legislative, Australian Standard and workplace requirements.

Range of variables

The *Range of variables* explains the range of contexts within which the performance and knowledge requirements of this standard may be assessed. The scope of variables chosen in training and assessment may depend on the work contexts.

Personal protective equipment and appropriate attire may include:

- Masks, eye and face protection
- Gloves
- Aprons and gowns made of fluid resistant impervious materials
- Hair protection or covering
- Overshoes and/or safety footwear.

Legislative and workplace guidelines and procedures might be included within:

- Current NSW Health Infection Control Policy
- Organisation's policies and procedures
- State and Commonwealth Government health polices and regulations
- Organisational policies, guidelines, circulars, and procedures
- Organisational goals and objectives
- The current and endorsed version of relevant Australian standards (particularly AS/NZS 4187)
- OH&S policies, procedures and programs
- Relevant codes of conduct and ethics.

OH&S practices and required standard precautions may include or relate to:

- Treatment of all used items as potential source of infection
- Reporting of accidents and incidents such as occupational exposures, and dirty or ruptured transport containers or transport devices
- The use of protective barriers such as gloves, fluid resistant gowns/aprons made of impervious material and enclosed footwear and other protective apparel during manual handling
- Use of safe work practices such as hand washing
- Safe handling and storage of sterilant and other chemicals
- Safe handling techniques especially as they relate to lifting and handling dangerous and contaminated items
- Hazard identification policies and procedures
- Emergency, fire and accident procedures
- Infection control guidelines
- Procedures for the use of personnel clothing and equipment
- Specifications within AS/NZS 4187 and other relevant Australian standards
- Requirements of the Material Safety Data Sheets (MSDS) for the chemicals used
- The cooling of items
- Ventilation requirements.

Checking for correct set-up may include:

- Ensuring correct equipment is available and operational
- Ensuring cleaning area is operational and ready for use
- Checking for and controlling/reporting hazards
- Checking and preparing bench space
- Checking lighting, storage space, bins, flooring, sinks and drying equipment.

Items may be inspected for:

- Defects and damage
- Missing items.

Preparation for cleaning might include:

- Disassembly of the item where this is possible so that the detergent can reach all surfaces.

Priority and other relevant criteria may relate to:

- Need for item/equipment to be back in circulation
- Workplace demands
- Hygiene considerations
- Delicate nature of the item/equipments
- Thermal/chemical disinfection.

Cleaning appliances may include:

- Washers/disinfectors
- Single load washers
- Ultrasonic washers
- Cabinet washers
- Tunnel washers
- Drying cabinets
- Compressed air guns
- High pressure water equipment
- Sinks, hot and cold water and brushes
- Index cleaning systems.

Most appropriate cleaning process may include:

- Detergents
- Enzymatic cleaners
- Rinse aid
- Stain remover
- Where enzymatic cleaning agents are used, items will need to be completely submerged in the cleaner for the required time
- Rinsing items until all residual detergent is removed
- Inspection of items for residual contamination or other matter
- Washing, scrubbing and rinsing is done in a way to minimise the generation of aerosols
- Dismantling
- Soaking
- Brushing of cannulated equipment
- Processes for non-submersibles and complex specialised instrumentation
- Ensuring adequate cleaning of dissimilar metals or other instruments with multiple sections.

For machine procedures:

- Performing checks on water quality and/or temperature quality according to departmental policy
- Carrying out test cycles to the appropriate Australian or International standards to ensure appliances are functioning correctly
- Operating and loading machines according to relevant Australian standards (particularly AS/NZS 4187) and manufacturer
- Placing items into the machine according to procedure
- Setting machine cycle or settings according to load requirements.

Processing requirements may vary for:

- Anaesthetic/respiratory equipment
- Items for ultrasonic and mechanical processing
- Items for manual processing.

Post cleaning procedures may include:

- Removing items from the machine (where used) and inspected
- Drying items before being moved to the packaging area
- Using instrument lubrication as necessary and in accordance with departmental policy
- Checking processed items for cleanliness, dryness and need for reprocessing if necessary
- Restocking environment and equipment in accordance with departmental policy
- Items are appropriately transferred to packing or storage area.

Work flow protocols may include:

- In one direction only from dirty to clean
- Designated work areas are segregated and clearly identified
- Performing all tasks in designated area
- Identifying and reporting interruptions to work flow in accordance with departmental procedures.

Evidence guide

The *Evidence guide* identifies the critical aspects, knowledge and skills to be demonstrated to confirm competence for this unit. This is an integral part of the assessment of competence and should be read in conjunction with the information contained within the *Range of variables*.

What critical aspects are required for evidence of competency?

- Consistent use of correct safe handling, cleaning and drying procedures
- Ensuring that all items are cleaned to hygiene requirements using correct equipment and chemicals
- Use of appropriate OH&S procedures and adherence to principles and practices as outlined in current Australian standards and organisational Correct and safe application of post-cleaning procedures
- Use of correct cleaning and re-processing protocols
- The skills and knowledge required to demonstrate competence must be transferable to another workplace.

Is there any concurrent assessment or relationship to other Units?

- This Unit can be assessed independently, however holistic assessment practice with other sterilization units of competency is encouraged.

What are the essential knowledge requirements for this Unit?

- Relevant aspects of the current Australian standards (especially AS/NZS 4187)
- Relevant components of the NSW Health Infection Control Policy
- Workplace procedures for use of mechanical washers and drying machines
- The importance of cleaning for the success of sterilization and disinfection
- The nature and use of cleaning agents
- Working knowledge of microbiology as it affects the maintenance of sterile stock
- Principles underpinning the processes of cleaning and drying used items
- Understanding the importance of clean items as a contribution to patient care
- Awareness of the legal responsibilities of providers of health care in relation to confidentiality, patient rights, duty of care and the implications of negligence
- Standard precaution procedures
- Relevant OH&S policies, guidelines and symbols
- Safe handling techniques especially in relation to cleaning and handling
- Contamination and infection control principles
- Environmental conditions
- Workplace protocols and procedures relating to handling, cleaning used items and operating related machines and equipment
- Containment and disposal of waste principles and considerations.

What are the essential skill requirements for this Unit?

- Safely and correctly handle, clean and dry goods
- Prepare and check items prior to cleaning
- Correctly select and safely use chemicals for cleaning
- Safely and correctly operate cleaning equipment and machines
- Decontaminate anaesthetic and respiratory and other similar equipment
- Safely, efficiently and effectively operate and manage equipment usage
- Correctly dry used items
- Literacy, numeracy and communication skills to a level that fulfil job roles in a safe manner and as specified by the organisation. The level of skill may range from the ability to understand symbols used in OH&S signs, to reading workplace safety pamphlets or procedure manuals, accurately completing documentation, calculating measurements and in informing supervisors and work colleagues of relevant issues and events

- Ability to understand assignment instructions, work plans, schedules and follow procedures
- Problem solving skills
- Ability to use available resources and prioritise workload.

What resource implications need to be considered?

- Access to a suitable venue and equipment
- Access to plain-English version of relevant Australian standards, statutes, government and organisational policy, guidelines, procedures and protocols
- Access to assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including assessment record books
- Access to a registered provider of assessment services
- Access to relevant workplace or appropriately simulated environment where assessment can take place.

Methods of evidence used to assess competence may include:

- Observation of performance in work or simulated environment
- Completion of set tasks or projects
- Interviewing and questioning
- Documentary evidence (eg photos, reports, worksheets)
- Formal appraisal systems
- Staff/client feedback
- Supporting statement of supervisor(s)
- Authenticated evidence of relevant work experience and/or formal/informal learning
- Case studies and scenarios as a basis for discussion of issues and strategies to contribute to best practice in the work environment.

Context of assessment:

- This Unit is most appropriately assessed in the workplace or in a simulated workplace setting under the normal range of workplace conditions
- Assessment may be conducted on one occasion but should include the full range of tasks and contingencies, reflecting the complexity of the work involved
- a diversity of assessment tasks is essential for holistic assessment.

6

Unit 6. Prepare and pack items for sterilization

Unit descriptor

This Unit is concerned with the ability to process decontaminated items in preparation for sterilization where the range of functions is prescribed around known routines and procedures, except on some occasions where staff have to make executive decisions. The ability to identify, assemble, package, label and handle items in accordance with specifications and guidelines is required. Knowledge of legislative and workplace procedures, safe handling techniques and packaging and sterilization techniques is also required. It is a customisation of the Nationally Endorsed Health Unit *HLTSTE2A Prepare and Pack Items*³ for NSW Health use and should offer equivalence to the National Unit.

ELEMENT	PERFORMANCE CRITERIA
<i>1. Prepare packing area</i>	<ul style="list-style-type: none">1.1 Area is inspected for cleanliness and prepared to legislative and workplace procedures and guidelines prior to actual use1.2 Personal protective equipment and appropriate attire is selected and correctly fitted in accordance with legislative and workplace guidelines prior to beginning procedures1.3 Safe work practices and standard precautions are followed at all times in accordance with legislative and workplace guidelines1.4 The work area and equipment are checked for correct set-up in preparation for processing and packing of items1.5 Line management is notified regarding stock requirements and stock levels are maintained to pre-determined levels1.6 Items are checked, grouped and prepared for subsequent packaging, sterilization, packing or storage.
<i>2. Process items</i>	<ul style="list-style-type: none">2.1 Items requiring specific priority are identified and priority is determined in accordance with legislative and workplace guidelines2.2 Damaged items are identified, reported, removed and/or replaced using appropriate equipment where necessary2.3 Inspection and identification of linen suitability is carried out and correct decision made regarding suitability for processing2.4 Packaging materials are inspected for faults and appropriately selected for the sterilizing process required2.5 Equipment is selected and operated correctly and safely.

- 3. Assemble trays and packs**
- 3.1 Sterilizing and packaging processes are selected and implemented for reusable items and linen in accordance with legislative and workplace guidelines
 - 3.2 Items not requiring sterilization are assembled, packed and placed in the dedicated container for transfer to the identified location
 - 3.3 Instrument trays, containers and items for inclusion are identified, assembled and prepared in accordance with legislative and workplace guidelines and protocols
 - 3.4 Chemical indicators are used in accordance with workplace guidelines and protocols
 - 3.5 Suitable linen is correctly folded and packed in designated area in accordance with legislative and workplace guidelines
 - 3.6 Quality assurance documentation is completed in accordance with legislative and workplace guidelines.

Range of variables

The *Range of variables* explains the range of contexts within which the performance and knowledge requirements of this standard may be assessed. The scope of variables chosen in training and assessment may depend on the work contexts.

Legislative and workplace procedures and guidelines might be included within:

- Current NSW Health Infection Control Guidelines
- Organisational policies and procedures
- State and Commonwealth Government health policies and regulations
- Organisational policies guidelines, circulars, and procedures
- Organisational goals and objectives
- The current and endorsed version of relevant Australian Quality Assurance Standards (particularly AS/NZS 4187)
- Other relevant legislation
- OH&S policies, procedures and programs
- Relevant codes of conduct and ethics.

Personal protective equipment and appropriate attire may include:

- Masks, eye and face protection
- Gloves
- Gowns made of fluid resistant impervious materials
- Hair protection or covering
- Overshoes or safety footwear.

OH&S practices and required standard precautions may include:

- Treatment of all used items as potential source of infection
- Reporting of accidents and incidents such as occupational exposures, and dirty or ruptured transport containers or transport devices
- Use of protective barriers such as gloves, fluid resistant gowns/aprons made of impervious material and enclosed footwear during manual handling
- Use of safe work practices such as hand washing
- Safe handling techniques especially as they relate to lifting and handling dangerous and contaminated items
- Emergency, fire and accident procedures
- Infection control guidelines
- Procedures for the use of personal clothing and equipment
- Specifications within AS/NZS 4187 and other relevant Australian standards.

Checking for correct set-up may include:

- Checking requirements against checklists (eg items to be grouped in packs, single item packs, size of pack, type of wrapping material)
- Ensuring correct equipment is available and operational (eg scissors; needle grips, power tools, forceps)
- Ensuring assembly and packing area is operational and ready for use
- Checking for and controlling/reporting hazards
- Checking and preparing bench space
- Checking lighting, storage space, bins, and flooring.

Items might be checked:

- To ensure they are clean and dry
- By assembly and disassembly to ensure completeness and function and then disassembled again, be packaged and sterilized, in order to ensure that sterilant will be able to contact all surfaces
- Linen is inspected using a light inspection table for any faults
- If applicable, tray contents are doubled checked and tray content checklist included
- Where required, items are disassembled for cleaning, reassembled to assess completeness and function
- Items are identified and checked to ensure they are functional and complete, in accordance with manufacturers' specifications.

Items may be grouped by:

- As open or unlocked items
- As disassembled instruments
- Being placed in perforated instrument trays
- Hygiene considerations
- Delicate nature of the item/equipments
- Nature of process to be implemented – packaging, sterilization, storage.

-
- Items may be prepared by:*
- Assembly or disassembly for packaging and sterilization to ensure that sterilant is able to contact all surfaces
 - Identifying and checking to ensure they are functional and complete, in accordance with manufacturers' specifications
 - Ensuring moving parts are lubricated where necessary
 - Following correct procedures for dealing with implantable medical items.
- Equipment may include correct use of:*
- Illuminated magnifier
 - Heat-sealing machine
 - Tape dispensers
 - Scissors
 - Needle grips
 - Power tools
 - Forceps.
- Correct decisions regarding linen include:*
- Discarding linen items that do not meet required standard for launder or repair
 - Identifying faults such as foreign bodies, holes, threadbare areas, and other defects.
- Packaging materials include:*
- Woven textile linen wraps, paper bags and wraps
 - Flexible packaging systems
 - Cellulose based and non-cellulose based
 - Non-woven wraps
 - Rigid reusable sterilization container system
 - Sealed metal or glass containers
 - Aluminium foil
 - Polyethylene film.
- Sterilizing and packaging processes include ensuring:*
- Appropriate packaging material for instruments is selected and used
 - That correct method of wrapping is used in order to maintain sterility of item when opening packages
 - Packages are sealed or contained according to material type and sterilizing process requirements
 - Packages are labeled with contents
 - Packages are batch-coded and appropriate chemical indicator is securely and visibly attached
 - Packaging materials are inspected for faults
 - Packages are wrapped to facilitate aseptic opening

- Packages are sealed or contained according to material type and sterilizing process requirements using heat sealing, indicator tape and locks for containers
- Packages are labeled with contents using suitable marking pens and stamps
- Packages are batch-coded (using date of sterilization, year, number of sterilizer and load).

Items not requiring sterilization include:

- Reusable devices used in non-critical procedures.

Items for inclusion on trays may include:

- Instrument protective device
- Tray list
- Internal chemical indicator
- Packs.

Identification, assembly and preparation of instrument trays may include ensuring:

- Every tray assembled is checked against relevant tray lists for completeness and cleanliness
- Any damage is correctly reported and documented
- Trays are wrapped, labelled and secured with adhesive sterilization indicator tape according to departmental guidelines
- Containers are closed and secured with external tamper-proof clips, chemical indicators and labels, according to manufacturer specifications.

Correct folding and packing of linen includes ensuring that:

- Individual linen items are folded correctly for aseptic draping
- Linen is folded and packed in accordance with departmental and end user specifications and configurations
- Folding of linen allows for steam penetration
- The sterility is maintained when opening and presenting item
- Linen bundles and packs are packed with appropriate density
- Non-linen items are not included in linen packs (eg metal, plastic or synthetic items).

Evidence guide

The *Evidence guide* identifies the critical aspects, knowledge and skills to be demonstrated to confirm competence for this Unit. This is an integral part of the assessment of competence and should be read in conjunction with the information contained within the *Range of variables*.

What critical aspects are required for evidence of competency?

- Correct selection and use of equipment and resources for the given task
- Consistent use of correct packing, assembly and wrapping procedures
- Ensuring that goods are packaged for sterilization, disinfection or storage correctly, efficiently and safely, and that procedures for instrumentation are followed
- Use of appropriate OH&S procedures and adherence to principles and practices as outlined in current Australian standards and organisational guidelines (especially AS/NZS 4187)
- Correct and accurate completion of relevant documentation
- The skills and knowledge required to demonstrate competence must be transferable to another workplace.

Is there any concurrent assessment or relationship to other Units?

- This Unit can be assessed independently, however holistic assessment practice with other sterilization units of competency is encouraged.

What are the essential knowledge requirements for this Unit?

- Relevant aspects of the current Australian standards (especially AS/NZS 4187)
- Relevant components of the NSW Health Infection Control Policy
- Working knowledge of microbiology as it affects the maintenance of sterile stock
- Sterilants and appropriate sterilizers
- Sterilization effects on items and micro-organisms
- Understanding the importance of sterilization technology as a contribution to patient care
- Awareness of the legal responsibilities of providers of health care in relation to confidentiality, patient rights, duty of care and the implications of negligence
- Standard precaution procedures
- Relevant OH&S policies, guidelines and symbols
- Safe handling techniques especially in relation to packaging, assembly and disassembly
- Contamination, cleaning and infection control principles
- Workplace protocols and procedures relating to handling, packaging assembling and disassembling items
- Relevant state/territory/area/local guidelines for sterilizing services
- Environmental conditions and maintenance of environmental standards.

- Sterilization indicators
- Use of recall and tracking systems
- Importance of accurate documentation and requirements
- Different types of wrapping and packaging materials (disposable and reusable)
- Relationships between the wrapping/packaging material and the sterilization method used
- Items to be processed including linen, other textiles items of sterilization, packaging assembly and disassembly
- Packaging/wrapping material and the impact of it on the content
- Sealing material and the impact of it on the sterilization process
- Alternate types of packing/wrapping material for a particular type of sterilization method
- Purpose of chemical indicators.

What are the essential skill requirements for this Unit?

- Safely and efficiently use equipment and operate machines ie illuminated magnifier, heat sealer
- Clean correctly and thoroughly
- Select and use appropriate attire
- Identify and report faults
- Prepare, process and assemble trays and packs
- Safely and correctly handle, pack and assemble/disassemble items
- Monitor and maintain the integrity of packaging
- Check that the items are clean and dry
- Check the completeness and function of items
- Choose the required wrapping materials, labelling materials and sealing methods that are suitable for the packaged contents
- Wrap items correctly so that when opened and presented, sterility is maintained
- Correctly label and attach appropriate indicators so that they are visible
- Literacy, numeracy and communication skills to a level that fulfil job roles in a safe manner and as specified by the organisation. The level of skill may range from the ability to understand symbols used in OH&S signs, to reading workplace safety pamphlets, procedure manuals, accurately completing documentation, calculating measurements, and informing supervisors and work colleagues of relevant issues and events
- Ability to understand assignment instructions, work plans, schedules and follow procedures
- Problem solving skills
- Ability to use available resources and prioritise workload.

What resource implications need to be considered?

- Access to a suitable venue and equipment
- Access to government and organisational policy, guidelines, procedures and protocols
- Access to assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including assessment record books
- Access to a registered provider of assessment services
- Access to relevant workplace or appropriately simulated environment where assessment can take place.

Methods of evidence used to assess competence may include:

- Observation of performance in work or simulated environment
- Completion of set tasks or projects
- Interviewing and questioning
- Documentary evidence (eg photos, reports, worksheets)
- Formal appraisal systems
- Staff/client feedback
- Supporting statement of supervisor(s)
- Authenticated evidence of relevant work experience and/or formal/informal learning
- Case studies and scenarios as a basis for discussion of issues and strategies to contribute to best practice in the work environment.

Context of assessment

- This Unit is most appropriately assessed in the workplace or in a simulated workplace setting under the normal range of workplace conditions
- Assessment may be conducted on one occasion but should include the full range of tasks and contingencies, reflecting the complexity of the work involved
- A diversity of assessment tasks is essential for holistic assessment.

7

Unit 7. Comply with infection control policies and procedures

Unit descriptor

This Unit describes the skills and knowledge required of workers to understand and comply with infection control guidelines. Policies and procedures may be organisational, industry-based or legislated.

The Unit applies to a wide range of workers in health industry settings reflecting the importance of controlling infection risks and self-protection. This Unit offers direct equivalence to the Nationally Endorsed Health Unit *HLTIN1A Comply with Infection Control Policies and Procedures*³.

ELEMENT	PERFORMANCE CRITERIA
1. <i>Collect, handle, store and manage clinical and other waste</i>	<ul style="list-style-type: none">1.1 Appropriate personal protective equipment is worn and/or used according to safety guidelines and procedures when handling waste.1.2 Waste is segregated, contained, stored and transported according to organisational policy and procedures.1.3 Waste is disposed of safely according to established organisational and legislative requirements.
2. <i>Clean and disinfect equipment and surfaces</i>	<ul style="list-style-type: none">2.1 Appropriate cleaning products, disinfectants and equipment are selected, prepared and used to clean and disinfect equipment and surfaces in accordance with infection control guidelines and scheduled cleaning routines.2.2 Standard precautions are practised, including the use of personal protective clothing and equipment.2.3 Organisational infection control policy and procedures are followed.2.4 Equipment is correctly stored in accordance with organisational procedures.
3. <i>Maintain hygiene</i>	<ul style="list-style-type: none">3.1 Standard and additional infection control precautions are used when required.3.2 Cleanliness of work clothes is maintained.3.3 Personal hygiene is maintained.3.4 Open-skin areas on self are covered with an occlusive dressing.3.5 Hand washing procedures are correctly followed according to the organisation's infection control policy and procedures.3.6 Appropriate protective clothing is checked prior to use, and worn correctly according to the organisation's infection control policy and procedures.3.7 Where appropriate, one-way work flows from clean to dirty zones are adhered to.3.8 Immunisation is undertaken in accordance with organisational policy.

- 4. Identify and responds to infection risks**
- 4.1 Awareness of common infection risks in own workplace is maintained.
 - 4.2 Infection risks are identified and appropriate response implemented within own role and responsibility to maintain a clean environment.
 - 4.3 Situations that pose an infection risk are responded to appropriately in accordance with organisational policy and procedures.
 - 4.4 Appropriate signs are placed as when and where appropriate.
 - 4.5 Personal protective clothing is used in accordance with standard precautions.
 - 4.6 Risk control and risk containment procedures are followed for specific risks when required.
 - 4.7 Spillages are removed in accordance with organisational policy and procedure.

Range of variables

The *Range of variables* explains the range of contexts within which the performance and knowledge requirements of this standard may be assessed. The scope of variables chosen in training and assessment may depend on the work contexts.

Protective clothing may include:

- Masks, eye and face protection
- Gloves
- Gowns made of fluid resistant impervious materials
- Hair protection or covering
- Overshoes or safety footwear.

Wastes may include:

- Clinical and related wastes
- Cytotoxic waste
- Sharps
- Radioactive waste
- General waste
- Food wastes
- Human or animal tissue
- Hazardous substances.

Disposal requirements may be:

- Determined by NSW Health and other government requirements, including local government
- Determined by organisational policy
- Landfill
- Flushing into sewerage system
- Incineration.

Waste may be transported or contained in:

- Lockable bins
- Special containers
- Trolley
- Bags
- Suitable vehicle.

Cleaning equipment may include:

- Buckets
- Mops and brushes
- Mechanical cleaning equipment.

Infection risks may include:

- Sharps
- Waste
- Human waste and human tissue
- Body fluids
- Personal contact with infectious patients
- Stagnant water
- Stock including food which has passed 'used-by' dates
- Animals, insects and vermin
- Incorrect concentration of disinfectants and chemicals.

Responses to infection risks may include:

- Incident reporting
- Cleaning
- Removal of waste or spillage
- Following standard and additional precautions
- Containment or elimination of the risk
- Using personal protective clothing and/or equipment
- Following specified organisational procedures
- Seeking advice from or reporting to an appropriate person.

Infection control policy and practice resources may include:

- Organisation's infection control policy and procedure manual
- Standard and additional precautions
- Codes of practice
- Relevant Australian standards
- National Health and Medical Research Council guidelines
- Local government ordinances
- Material Safety Data Sheets for chemical use.

Evidence guide

The *Evidence guide* identifies the critical aspects, knowledge and skills to be demonstrated to confirm competence for this Unit. This is an integral part of the assessment of competence and should be read in conjunction with the information contained within the *Range of variables*.

What critical aspects are required for evidence of competency?

- Compliance with organisation's infection control policy as it relates to specific work roles
- Safe waste handling and management procedures
- Application of personal hygiene and environmental practices
- The skills and knowledge required to demonstrate competence must be transferable to another workplace.

Is there any concurrent assessment or relationship to other Units?

- This Unit can be assessed independently, however holistic assessment practice with other sterilization Units of competency is encouraged.

What are the essential knowledge requirements for this Unit?

- Organisation's infection control policy as it relates to specific how infection is spread
- Infection risks in a health environment, and specifically in own organisation's waste management policy and procedures
- Applicable OH&S policy and practice in relation to infection risks, hygiene, waste management and cleaning
- Relevant Material Safety Data Sheets (MSDS).

What are the essential skill requirements for this Unit?

- Apply standard and additional precautions
- Use technology to work safely and competently
- Follow correct hygiene procedures
- Selecting and using equipment and disinfectants effectively
- Follow correct hand washing techniques
- Correctly using personal protective clothing and equipment
- Follow procedures appropriate to the cleaning area and purpose
- Minimise disruption to the work environment
- Minimise infection risks and hazards for self and others
- Communicate constructively to achieve planned outcomes in relation to infection risks, waste management and hygiene issues
- Use appropriate chemicals for cleaning and disinfection
- Use available resources and prioritise workload.

What resource implications need to be considered?

- Access to plain-English version of relevant Australian standards, statutes and government relevant policies and procedures manuals, and infection control policy and practice resource documents and waste management policies
- Incident reporting procedures
- Information on the common infection risks in the workplace and procedures for responding and controlling such infection risks
- Instructions for the use of personal and protective clothing and equipment
- Specific instructions for staff concerning hygiene practices
- Relevant procedures for use of cleaning chemicals and cleaning equipment
- Access to a suitable venue and equipment
- Access to workplace health and safety policies and procedures
- Access to assignment instructions, work plans and schedules, policy documents and duty statements/job descriptions
- Assessment instruments, including assessment record books
- Access to a registered provider of assessment services
- Access to relevant workplace or appropriately simulated environment where assessment can take place.

Methods of evidence used to assess competence may include:

- Observation of performance in work or simulated environment
- Completion of set tasks or projects
- Interviewing and questioning
- Documentary evidence (eg photos, reports, worksheets)
- Formal appraisal systems
- Staff/client feedback
- Supporting statement of supervisor(s)
- Authenticated evidence of relevant work experience and/or formal/informal learning
- Case studies and scenarios as a basis for discussion of issues and strategies to contribute to best practice in the work environment.

Context of assessment:

- This Unit is most appropriately assessed in the workplace or in a simulated workplace setting under the normal range of workplace conditions
- Assessment may be conducted on one occasion but should include the full range of tasks and contingencies, reflecting the complexity of the work involved
- A diversity of assessment tasks is essential for holistic assessment.

Unit descriptor

This Unit is concerned with the ability to safely prepare for, follow and complete sterilization processes for standard items. The range of functions for this Unit are prescribed around known routines and procedures which would generally be completed under the supervision of a key professional worker. Knowledge of OH&S requirements and sterilizing procedures are also essential. This Unit offers direct equivalence to national unit *HLT3STE3A Sterilize Loads*.

ELEMENT

PERFORMANCE CRITERIA

1. *Prepare load for sterilization*

- 1.1 Preparations for sterilization procedures are completed in accordance with legislative and workplace guidelines and procedures.
- 1.2 Items are grouped for sterilization and items that do not meet the specified standards are identified and dealt with appropriately.
- 1.3 Correct loading method is followed and load is configured for safe handling.
- 1.4 Items are loaded on or in sterilizer carriages to enable total contact of all load surfaces by the sterilant for the appropriate exposure period selected.
- 1.5 Personal protective equipment and appropriate attire is selected and correctly fitted in accordance with legislative and workplace guidelines prior to beginning procedures.

2. *Maintain and monitor sterilizers*

- 2.1 Safe work practices and standard precautions are followed at all times in accordance with legislative and workplace guidelines.
- 2.2 Sterilizers are cleaned and maintained according to manufacturer specifications, and legislative and workplace guidelines and procedures.
- 2.3 The sterilizing cycle is monitored and details recorded as specified in current Australian standards and other relevant legislative and workplace guidelines and procedures.
- 2.4 Monitoring cycles are performed according to current Australian standards and documentation identifying results is maintained.
- 2.5 Faults are identified and action taken in accordance with legislative and organisational guidelines.

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| 3. Operate sterilizers | <p>3.1 Safety precautions are identified and observed at all times to ensure the safety of personnel and the safe and effective operation of pressure sterilizers.</p> <p>3.2 Sterilizers are operated safely and in accordance with manufacturer, legislative and organisational guidelines.</p> <p>3.3 Carriage and items are placed in the sterilizer chamber with no contact being made with the chamber boundaries and walls.</p> <p>3.4 Product traceability guidelines are followed according to current Australian standards.</p> |
| 4. Complete sterilization procedures | <p>4.1 Monitoring devices are checked and results recorded on completion of cycle, as specified and in accordance with legislative and organisational procedures and guidelines.</p> <p>4.2 Post sterilization procedures are followed.</p> <p>4.3 Sterilizer records are completed, filed and appropriately stored.</p> <p>4.4 OH&S guidelines are followed at all times during the sterilization process including preparation and post sterilization.</p> <p>4.5 All items processed are recorded.</p> |

Range of variables

The *Range of variables* explains the range of contexts within which the performance and knowledge requirements of this standard may be assessed. The scope of variables chosen in training and assessment may depend on the work contexts.

- Preparations must include:**
- The checking of packaging, sealing and labelling of each pack to ensure standards are met prior to sterilizing
 - Selecting the appropriate sterilizing method for reusable items
 - Recording of batch data (contents, date and time, machine number) and for low temperature peracetic acid Sterilization – logging of each cycle including the chemical indicator response
 - Batch labeling of items as required according to recall protocol
 - Preparing non-wrapped items according to legislative and organisational protocol
 - Completing cycle documentation for each load and initial validation results are recorded in batching records as per AS/NZS 4187 and any other relevant guidelines
 - Items are grouped for required sterilization process and clearly marked.

- Legislative and workplace procedures might be included within:**
- State and Commonwealth government health polices and regulations
 - Organisational policies guidelines, circulars, and procedures
 - Organisational goals and objectives

- The current and endorsed version of relevant Australian Quality Assurance Standards (particularly AS/NZS 4187)
- Other relevant legislation
- OH&S policies, procedures and programs
- Relevant codes of conduct and ethics.

Items may include:

- Surgical instruments
- Bowls
- Jugs
- Scopes
- Diathermy
- Heat sensitive items
- Micro-instruments.

Items are grouped for sterilization in accordance with the sterilization process needed including:

- Steam under pressure (moist heat)
- Dry heat
- Low temperature hydrogen peroxide vapour plasma
- Low temperature peracetic acid
- Ethylene oxide
- 'Flash' – emergency instrument
- Portable steam (bench top).

Items that do not meet the specified standards may be dealt with by:

- Removal and appropriate tagging/identification of unsuitable and unacceptable items.

The following need to be considered when determining load composition and configuration:

- Mix of packs
- Positioning of packs
- Size (volume) of load
- Nature and variety of baskets and carts
- Mix of materials being loaded for sterilization
- Inclusion of relevant indicators
- The order of packing
- Machine/side clearances and spatial considerations.

Personal protective equipment and appropriate attire may include:

- Masks, eye and face protection
- Gloves
- Aprons and gowns made of fluid resistant impervious materials
- Hair protection or covering
- Overshoes or safety footwear.

Occupational Health and Safety practices and required standard precautions may include or relate to:

- Treatment of all used items as potential source of infection
- Reporting of accidents and incidents such as occupational exposures, and dirty or ruptured transport containers or transport devices
- During manual handling the use of protective barriers such as gloves, fluid resistant gowns/aprons made of impervious material, enclosed footwear and other protective apparel
- Use of safe work practices such as hand washing
- Safe handling and storage of sterilant and other chemicals
- Safe handling techniques especially as they relate to lifting and handling dangerous and contaminated items
- Hazard identification policies and procedures
- Emergency, fire and accident procedures
- Infection control guidelines
- Procedures for the use of personnel clothing and equipment
- Specifications within AS/NZS 4187 and other relevant Australian standards
- Requirements of the Material Safety Data Sheets (MSDS) for the chemicals used
- The cooling of items
- Ventilation requirements.

Identified and current Australian standards may include:

- Currently endorsed version of Australian standards (eg AS/NZS 4187).

Operation of sterilizers may include:

- For using steam under pressure, dry heat and low temperature ethylene oxide gas may include:
 - loading equipment on shelves to enable contact of all load surfaces by the sterilant
 - ensuring load composition is correct
 - ensuring load is configured for safe handling
 - placing items in the sterilizer chamber, without touching the chamber walls.
- For portable bench top sterilizers may include:
 - ensure water reservoir (in portable bench top sterilizers) is filled to correct level with demineralised water.
- For low temperature peracetic acid sterilization:
 - ensuring start-up procedure is followed
 - running the diagnostic cycle the night before day-of-use wherever possible to check on whether calibration is required
 - calibration of machine as required
 - choosing appropriate tray insert

- connecting required ports to lumens to ensure sterilant has contact with all surfaces
- placing chemical indicators in each load
- conducting weekly biological tests.
- For low temperature hydrogen peroxide gas:
 - connection of booster to lumens
 - cassette is changed when indicated
 - start-up procedure is followed
 - chemical indicators are placed on each item
 - biological testing is performed weekly
 - sterilization cycle is activated
 - visual checking of chemical indicators to assess for a satisfactory result.
- For all:
 - the selection and activation of the appropriate sterilization equipment and cycles
 - placing items in the sterilizer chamber without touching the chamber walls
 - visual and aural (watching and listening) monitoring
 - checking on automatic recording devices where fitted
 - in cases where there is no automatic recording device recording the observation data from the physical monitoring devices
 - promptly observing and reporting any malfunctions
 - making appropriate and defined responses in the event of a malfunction
 - in manual switchover machines, activating the drying cycle without opening the chamber door when the buzzer indicates that the sterilization cycle is complete
 - checking physical monitoring devices where fitted to indicate when the sterilizer can be opened safely
 - selecting the appropriate drying time for the composition of the load
 - ensuring cycle is complete before removing of items
 - observing safety precautions when removing items.

Action taken may include may include:

- Arranging for the decommissioning of Unit until repaired
- Informing appropriate personnel such as managers, supervisors, or assigned technical experts/repair personnel
- Fixing non complex problems that are easily identifiable and within your level of expertise and job function.

***Monitoring devices
may include:***

- Checking printouts
- Diagnostic cycles
- Physical indicators
- Biological indicators
- Chemical indicators
- Verifying printouts
- Load dryness
- Indicator tape
- Data records or graphs
- Cycle number/date
- Visually checking chemical indicators to assess for a satisfactory result in low temperature peracetic acid and hydrogen peroxide sterilization applications
- Alerting user when item is ready for use in low temperature peracetic acid sterilization applications.

***Post-sterilization
procedures may include:***

- The removal and checking of the sterilizer trolley or basket immediately upon completion of the cycle to ensure specified performance cycle criteria have been met
- The removal and dismantling of damaged and/or wet items for manufacturer's reprocessing and recording according to current Australian standards requirements
- Placing the trolley in designated location for cooling down period
- The use of specified handling techniques to unload sterile items from the trolley
- For sterilizers without a drying cycle, the removal of items on completion of the cycle at which time the item is checked for dryness and the load is allowed to cool to room temperature in a non-traffic area without the assistance of fans
- When using a non-drying cycle machine informing the operator that items are being removed.

***Sterilizer records
may include:***

- Potentiometers
- Log sheets
- Computer records
- Bar codes
- Permanent copies of thermal printouts.

OH&S guidelines include:

- When using a low temperature peracetic acid method for sterilization ensuring that suitable protective apparel is worn.

Evidence guide

The *Evidence guide* identifies the critical aspects, knowledge and skills to be demonstrated to confirm competence for this unit. This is an integral part of the assessment of competence and should be read in conjunction with the information contained within the *Range of variables*.

What critical aspects are required for evidence of competency?

- Preparation and correct batching of items for sterilization and identification of inappropriate items
- Correct and safe operation of a range of sterilizing equipment
- Early detection of faults and malfunctions in equipment
- Correct and safe application of post-sterilization procedures
- Accurate interpretation of data and completion of sterilization records
- Compliance with relevant current Australian Standard such as AS/NZS 4187 and/or AS/NZS 4815 for all procedures
- The skills and knowledge required to demonstrate competence must be transferable to another workplace.

Is there any concurrent assessment or relationship to other Units?

- This Unit can be assessed independently, however holistic assessment practice with other sterilization Units of competency is encouraged.

What are the essential knowledge requirements for this Unit?

- For low temperature peracetic acid applications completion of specific training
- Working knowledge of microbiology as it affects the sterilization work environment
- Sterilants and appropriate sterilizers
- Sterilization effects on items and micro-organisms
- Principles underpinning the processes of steam under pressure, dry heat and low temperature ethylene oxide gas and hydrogen peroxide sterilization techniques
- Understanding the importance of sterilization technology as a contribution to patient care
- Awareness of the legal responsibilities of providers of health care in relation to confidentiality, patient rights, duty of care and the implications of negligence
- Standard precaution procedures
- OH&S policies, guidelines and symbols and particularly the National Code of Practice for the Safe Use of Ethylene Oxide in Sterilization and Fumigation (NOSC:2008)
- Safe handling techniques especially as they relate to chemicals, sterilants and sterilized equipment
- Decontamination and infection control principles
- Environmental conditions
- AS/NZS 4187 and other relevant guidelines, standards and procedural directives

- State/territory guidelines for sterilizing services and maintenance of sterilization equipment
- Workplace protocols and procedures for sterilizer use
- Requirements and processes for validating procedures.

What are the essential skill requirements for this Unit?

- Safe and effective operation of a variety of sterilizers
- Literacy, numeracy and communication skills to a level that fulfil job roles in a safe manner and as specified by the organisation. The level of skill may range from the ability to understand symbols used in OH&S signs, to reading workplace safety pamphlets or procedure manuals, accurately completing documentation, calculating measurements, and informing supervisors and work colleagues of relevant issues and events
- Ability to understand assignment instructions, work plans, schedules and to follow procedures
- Problem solving skills
- Ability to use available resources and prioritise workload.

What resource implications need to be considered?

- Access to a suitable venue and equipment
- Access to plain-English version of relevant Australian standards, statutes and government and organisational policy, guidelines, procedures and protocols
- Access to assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments including assessment record books
- Access to a registered provider of assessment services
- Access to relevant workplace or appropriately simulated environment where assessment can take place.

Methods of evidence used to assess competence may include:

- Observation of performance in work or simulated environment
- Completion of set tasks or projects
- Interviewing and questioning
- Documentary evidence (eg photos, reports, worksheets)
- Formal appraisal systems
- Staff/client feedback
- Supporting statement of supervisor(s)
- Authenticated evidence of relevant work experience and/or formal/informal learning
- Case studies and scenarios as a basis for discussion of issues and strategies to contribute to best practice in the work environment.

Context of assessment

- This Unit is most appropriately assessed in the workplace or in a simulated workplace setting under the normal range of workplace conditions
- Assessment may be conducted on one occasion but should include the full range of tasks and contingencies, reflecting the complexity of the work involved
- A diversity of assessment tasks is essential for holistic assessment.

9

Unit 9. Disinfect items

Unit descriptor

This Unit is concerned with the ability to safely prepare for, follow and complete disinfection processes for standard items using either manual, automated or chemical methods. The range of functions for this unit are prescribed around known routines and procedures that would generally be completed under the supervision of a key professional worker. Knowledge of OH&S requirements, and disinfecting procedures are also essential.

ELEMENT	PERFORMANCE CRITERIA
1. Prepare for disinfection	<ul style="list-style-type: none">1.1 Preparations for disinfection procedures are completed in accordance with legislative and workplace guidelines and procedures.1.2 Personal protective equipment and appropriate attire is selected and correctly fitted in accordance with legislative and workplace guidelines prior to beginning procedures.1.3 Safe work practices and standard precautions are followed at all times in accordance with legislative and workplace guidelines.1.4 The most appropriate disinfection method that meets job requirements, legislative and workplace guidelines is identified for the items to be disinfected.1.5 Washer/disinfector is checked for correct operation and is prepared for use.
2. Disinfect items using correct method	<ul style="list-style-type: none">2.1 Correct solution/disinfectant that matches most appropriate method of disinfecting is identified and selected in accordance with job requirements.2.2 Correct loading method is followed and load is configured for safe handling.2.3 The disinfection process/cycle is monitored and details recorded as specified in current Australian standards and other relevant legislative and workplace guidelines and procedures.2.4 The integrity of the disinfection cycle is maintained.2.5 Disinfection equipment is operated safely, correctly and in accordance with manufacturer, legislative and organisational guidelines to ensure disinfection occurs.
3. Complete disinfection procedures	<ul style="list-style-type: none">3.1 Monitoring devices are checked, signed off as required and results recorded on completion of process in accordance with legislative and workplace procedures and guidelines.3.2 Post-disinfection procedures are followed upon completion of disinfection.

- 3.3 Items are re-assembled where necessary in accordance with legislative and workplace procedures.
- 3.4 Items are identified and packaged in clear plastic bags for transport or storage.
- 3.5 Disinfection records are kept, filed and appropriately stored.

Range of variables

The *Range of variables* explains the range of contexts within which the performance and knowledge requirements of this standard may be assessed. The scope of variables chosen in training and assessment may depend on the work contexts.

Preparations must include:

- Identifying items for disinfection
- Ensuring disinfection area is clean and meets occupational and legislative requirements in regard to hygiene and disinfection protocol
- Ensuring equipment and materials required in disinfection process are valid, operational and ready for use.

Legislative and workplace procedures might be included within:

- State and Commonwealth Government health polices and regulations
- Organisational policies guidelines, circulars, and procedures
- Organisational goals and objectives
- The current and endorsed version of relevant Australian standards (particularly AS/NZS 4187)
- Other relevant legislation
- OH&S policies, procedures and programs
- Relevant codes of conduct and ethics.

Personal protective equipment and appropriate attire may include:

- Masks, eye and face protection
- Gloves
- Gowns made of fluid resistant impervious materials
- Hair protection or covering
- Overshoes or safety footwear.

Occupational Health and Safety practices and required standard precautions may include or relate to:

- Treatment of all used items as a potential source of infection
- Reporting accidents and incidents such as occupational exposures, and dirty or ruptured transport containers or transport devices
- During manual handling the use of protective barriers such as gloves, fluid resistant gowns/aprons made of impervious material, enclosed footwear and other protective apparel
- Use of safe work practices such as hand washing
- Safe handling techniques especially as they relate to lifting and handling dangerous and contaminated items

- Hazard identification policies and procedures
- Emergency, fire and accident procedures
- Infection control guidelines
- Procedures for the use of personal clothing and equipment
- Specifications within AS/NZS 4187 and other relevant Australian standards
- Requirements of the Material Safety Data Sheets (MSDS) for the chemicals used
- Cooling of items
- Ventilation requirements.

Disinfection methods may include:

- Thermal disinfecting using hot water in a mechanical washer disinfector
- Manual chemical disinfection
- Mechanical chemical disinfection.

Preparing washer/ disinfector for use may include:

- Ensuring it is empty
- Choosing correct cycle
- Setting time and temperature in accordance with AS/NZS 4187.

Solution/disinfectant may include:

- Water
- Chemicals
- Disinfectants listed in the Australian Register of Therapeutic Goods (ARTG)
- The preparation and use of chemicals/disinfectants in accordance with manufacturer's instructions, AS/NZS 4187 and relevant NSW Health policies.

Operation of chemical/ thermal disinfectors may include:

- For thermal disinfecting using hot water in a mechanical washer disinfector:
 - loading the washer-disinfector is in a manner that ensures that detergent and water reaches all surfaces
 - choosing and monitoring the correct cycle
 - observing approved safety precautions when removing goods from the washer
 - removing items immediately upon completion of the cycle
 - allowing items to cool to room temperature in a non-traffic area without the assistance of fans
 - reading and signing appropriate graphs and other printouts where appropriate to verify that required parameters have been met.

- For thermal disinfecting after manual washing:
 - loading instruments and equipment in water tank, allowing complete submersion and ensuring there is no air entrapment
 - setting the time and temperature according to requirements of AS/NZS 4187
 - not adding additional items during the procedure
 - removing items from the disinfectant observing safe work practices after completion of the machine cycle
 - transferring items to a drying machine without contaminating the items.
- For mechanical chemical disinfection:
 - selecting and using the specified disinfectant in accordance with the manufacturer's instructions
 - loading the machine to allow disinfectant contact to all surfaces
 - selecting and monitoring the process sequence is selected and monitored
 - checking relevant readout dials on completion of the process cycle to ensure that items can be safely removed from the machine
 - observing safety precautions when removing items
 - ensuring that the required ventilation hood is operational
 - ensuring activity of disinfection using the appropriate reagent strip
 - positioning instruments and equipment in the container to ensure they are completely immersed in the disinfectant solution
 - timing device to be set to time specified by chemical manufacturer
 - not adding additional items during the procedure
 - rinsing instruments and equipment with sterile water at completion of the disinfection process
 - alerting, where required, the user that disinfection has been completed.

Post-disinfection procedures may include:

- The removal and checking of items immediately upon completion of the disinfection process to ensure that disinfection process has been successful
- The use of specified handling techniques to unload disinfected items
- The removal of items on completion of disinfection cycle to check for dryness
- Allowing the load to cool to room temperature in a non-traffic area without the assistance of fans
- When disinfecting using a manual process informing the operator that you are removing items
- Work area is cleaned and restored to original condition with excess items being removed and stored appropriately.

Evidence guide

The *Evidence guide* identifies the critical aspects, knowledge and skills to be demonstrated to confirm competence for this Unit. This is an integral part of the assessment of competence and should be read in conjunction with the information contained within the *Range of variables*.

What critical aspects are required for evidence of competency?

- Correct identification and preparation of items for disinfection
- Correct and safe operation of a range of disinfecting equipment
- Early detection of faults and malfunctions in equipment
- Correct and safe application of post-disinfection procedures
- Accurate interpretation of data and completion of disinfection records
- Compliance with the manufacturer's instructions for effective and safe use of the disinfectant and mechanical washer disinfectors
- Compliance with relevant current Australian Standard such as AS/NZS 4187 and/or AS/NZS 4815 for all procedures
- The skills and knowledge required to demonstrate competence must be transferable to another workplace.

Is there any concurrent assessment or relationship to other Units?

- This Unit can be assessed independently, however holistic assessment practice with other sterilization Units of competency is encouraged.

What are the essential knowledge requirements for this Unit?

- Working knowledge of microbiology as it affects the disinfection work environment
- Appropriate disinfectants for particular methods of disinfection
- Disinfection effects on items and micro-organisms
- Principles underpinning the processes of chemical and thermal disinfection
- Approved Australian Register of Therapeutic Goods disinfectants
- Principles of action and safe use of chemical disinfectants
- The importance of an item being clean before it can be disinfected
- Time and temperature combinations required for effective thermal disinfection
- Indications, contraindications and disinfection limitations
- The need for validation of processes, and the need to re-validate a process if the variables alter
- Understanding the importance of disinfection as a contribution to patient care
- Awareness of the legal responsibilities of providers of health care in relation to confidentiality, patient rights, duty of care and the implications of negligence
- Standard precaution procedures
- OH&S policies, guidelines and symbols.

- Safe handling techniques especially as they relate to chemicals, disinfectants and disinfected equipment
- Decontamination and infection control principles
- Environmental conditions
- AS/NZS 4187 and other relevant guidelines, standards and procedural directives
- State/territory guidelines for disinfection services and maintenance of disinfection equipment
- Workplace protocols and procedures for disinfecting items and operation of machines
- Requirements and processes for validating procedures.

What are the essential skill requirements for this Unit?

- Safe and effective operation of a variety of disinfection equipment including mechanical washer-disinfectors and other machines
- Safe use of chemical disinfectants used for disinfection processes
- Literacy, numeracy and communication skills to a level that enables job roles to be fulfilled in a safe manner and as specified by the organisation. The level of skill may range from the ability to understand symbols used in OH&S signs, to reading workplace safety pamphlets or procedure manuals, accurately completing documentation, calculating measurements, and in informing supervisors and work colleagues of relevant issues and events
- Ability to understand assignment instructions, work plans, schedules and follow procedures
- Problem solving skills
- Ability to use available resources and prioritise workload.

What resource implications need to be considered?

- Access to a suitable venue and equipment
- Access to plain-English version of relevant Australian standards, statutes and government and organisational policy, guidelines, procedures and protocols
- Access to assignment instructions, work plans, schedules, policy documents and duty statements
- Assessment instruments, including assessment record books
- Access to a registered provider of assessment services
- Access to relevant workplace or appropriately simulated environment where assessment can take place.

Methods of evidence used to assess competence may include:

- Observation of performance in work or simulated environment
- Completion of set tasks or projects
- Interviewing and questioning
- Documentary evidence (eg photos, reports, worksheets)
- Formal appraisal systems
- Staff/client feedback
- Supporting statement of supervisor(s)
- Authenticated evidence of relevant work experience and/or formal/informal learning
- Case studies and scenarios as a basis for discussion of issues and strategies to contribute to best practice in the work environment.

Context of assessment

- This Unit is most appropriately assessed in the workplace or in a simulated workplace setting under the normal range of workplace conditions
- Assessment may be conducted on one occasion but should include the full range of tasks and contingencies, reflecting the complexity of the work involved
- A diversity of assessment tasks is essential for holistic assessment.

Unit 10. Control and transport sterile stock

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Unit descriptor

This Unit is concerned with the ability to correctly handle, store maintain and transport sterile stock. The range of functions for this Unit are prescribed around known routines and procedures and would generally be carried out under the supervision of a key professional worker. Knowledge of workplace and OH&S procedures as they relate to controlling, maintaining and transporting sterile stock is also required. It is a customisation of the nationally endorsed health unit *HLTSTE4A Control Sterile Stock*³ for NSW Health use and offers equivalence to the national unit.

ELEMENT	PERFORMANCE CRITERIA
<i>1. Maintain stock levels</i>	<ul style="list-style-type: none">1.1 All items on imprest list are identified and located as required.1.2 Stock not complying with inventory control guidelines is identified, removed and/or disposed of in accordance with Health Care facility guidelines.1.3 Recall processes and reprocessing procedures are followed as required.1.4 Stock levels are assessed and stock replenished to pre-determined levels to maintain adequate supplies.
<i>2. Store sterile stock</i>	<ul style="list-style-type: none">2.1 Dedicated area for storing sterile stock is identified.2.2 Dust covers and labels are used in accordance with current Australian standards and legislative and workplace guidelines and procedures.2.3 Handling of stock is kept to a minimum and all storage and handling complies with current Australian standards, legislative and workplace guidelines and procedures.2.4 Stock is managed according to inventory control guidelines.2.5 Stock rotation principles are followed and accord with current Australian standards and legislative and workplace guidelines and procedures.
<i>3. Maintain packaging integrity of sterilized stock</i>	<ul style="list-style-type: none">3.1 Storage areas are correctly labelled.3.2 Stock is periodically monitored to ensure integrity of stock is maintained.3.3 Packaging integrity of sterilized stock is checked prior to issue.3.4 Departmental and legislative procedures are followed when packaging integrity or sterility is compromised.

4. Control and maintain sterile stock area

- 4.1 Cleaning protocols are followed.
- 4.2 Hand washing guidelines are followed.
- 4.3 Protective apparel is selected and worn in accordance with current Australian standards and legislative and workplace guidelines and procedures.
- 4.4 Access by unauthorised staff is monitored and restricted.
- 4.5 Traffic is minimized.
- 4.6 Manufacturers' transport containers are excluded from sterile stock area.

5. Transport sterile stock

- 5.1 Transfer carts are cleaned and maintained.
- 5.2 Designated trolleys are used to transport stock in accordance with current Australian standards and legislative and workplace guidelines and procedures.
- 5.3 Transfer carts are loaded and handled according to OH&S, Manual Handling and Infection Control Guidelines and correctly conveyed to specified area.
- 5.4 Goods transported externally are removed from outer transport containers prior to transfer into sterile stock room.

Range of variables

The *Range of variables* explains the range of contexts within which the performance and knowledge requirements of this standard may be assessed. The scope of variables chosen in training and assessment may depend on the work contexts.

Stock may include:

- Items such as cotton wool balls, gauze, swabs, syringes, wraps, papers
- Packaging
- Imprest items
- Instruments
- Packs
- Chemical indicators
- Biological indicators
- Tubing.

Products may be recalled by the:

- Manufacturer or supplier
- Therapeutic Goods Administration body
- Organisation checking printouts.

Stock may be assessed by:

- Physical inspection
- Identifying and checking for availability and accessibility of specified Items against the preference card list.

<i>Pre-determined levels or imprest may be determined by:</i>	<ul style="list-style-type: none"> ● Batching processes ● Top-up system ● Customer needs.
<i>Adequate supplies may include:</i>	<ul style="list-style-type: none"> ● Routine imprest delivery.
<i>Dedicated area may include:</i>	<ul style="list-style-type: none"> ● Shelves ● Cupboards ● Receptacles ● Storage bins ● Storeroom.
<i>Identified and current Australian standards may include:</i>	<ul style="list-style-type: none"> ● Currently endorsed version of Australian standards (eg AS/NZS 4187).
<i>Legislative and workplace guidelines and procedures might be included within:</i>	<ul style="list-style-type: none"> ● State and Commonwealth Government health polices and regulations ● Organisational policies guidelines, circulars, and procedures (particularly NSW Health Peak Purchasing Council guidelines and other relevant purchasing guidelines) ● Organisational goals and objectives ● The current and endorsed version of relevant Australian Quality Assurance Standards (particularly AS/NZS 4187) ● other relevant legislation ● OH&S policies, procedures and programs ● Relevant codes of conduct and ethics.
<i>Handling of stock may relate to:</i>	<ul style="list-style-type: none"> ● Receiving goods ● Unloading and storing goods ● Culling out of date stock.
<i>Storage area labels may relate to:</i>	<ul style="list-style-type: none"> ● The clear delineation and marking of a facilities design systems and flow ● Warning and other signs.
<i>Integrity of stock includes checking to ensure that packages and goods are:</i>	<ul style="list-style-type: none"> ● Are free of dirt and dust ● Are free of holes or tears ● Have not been previously opened or damaged ● Have not been compromised and therefore requiring disposal or re-sterilization.

Cleaning protocols may include:

- Cleaning according to set schedules/routines
- Drying cleaning equipment after use
- Storage of cleaning equipment and chemicals
- Following appropriate health industry standards and OH&S safety precautions when cleaning
- Correct fitting and use of protective apparel.

Protective apparel may include:

- Masks, eye and face protection
- Gloves
- Gowns made of fluid resistant and impervious material
- Hair protection or covering
- Overshoes or safety footwear.

Transfer carts may include:

- Trolleys
- Containers.

Evidence guide

The *Evidence guide* identifies the critical aspects, knowledge and skills to be demonstrated to confirm competence for this unit. This is an integral part of the assessment of competence and should be read in conjunction with the information contained within the *Range of variables*.

What critical aspects are required for evidence of competency?

- Consistent use of correct handling and storage procedures
- Ensuring that a sterile and secure environment is maintained
- Use of appropriate OH&S procedures and adherence to principles and practices as outlined in current Australian standards and organisational guidelines
- Correct and safe application of post-sterilization procedures
- Use of correct cleaning and re-processing protocols
- The skills and knowledge required to demonstrate competence must be transferable to another workplace.

Is there any concurrent assessment or relationship to other Units?

- This Unit can be assessed independently, however holistic assessment practice with other sterilization Units of competency is encouraged.

What are the essential knowledge requirements for this Unit?

- Relevant aspects of the current Australian standards (especially AS/NZS 4187)
- Relevant components of the NSW Health Infection Control Policy
- Relevant aspects of the NSW Health Peak Purchasing Council, Guidelines for Storage and Handling of Pre-sterilized Consumables
- Working knowledge of microbiology as it affects the maintenance of sterile stock

- Sterilants and appropriate sterilizers
- Sterilization effects on items and micro-organisms
- Principles underpinning the processes of steam under pressure, dry heat and low temperature ethylene oxide gas
- Understanding the importance of sterilization technology as a contribution to patient care
- Awareness of the legal responsibilities of providers of health care in relation to confidentiality, patient rights, duty of care and the implications of negligence
- Standard precaution procedures
- Relevant OH&S policies, guidelines and symbols
- Safe handling techniques especially in relation to storage and handling
- Contamination and infection control principles
- Environmental conditions
- Workplace protocols and procedures relating to handling, controlling and maintaining sterile stock.

What are the essential skill requirements for this Unit?

- Safely and correctly handle and store sterile goods
- Manage and rotate stock
- Monitor and maintain the integrity of packaging
- Literacy, numeracy and communication skills to a level that enables job roles to be fulfilled in a safe manner and as specified by the organisation. The level of skill may range from the ability to understand symbols used in OH&S signs, to reading workplace safety pamphlets or procedure manuals, accurately completing documentation, calculating measurements, and in informing supervisors and work colleagues of relevant issues and events
- Ability to understand assignment instructions, work plans, schedules and follow procedures
- Problem solving skills
- Ability to use available resources and prioritise workload.

What resource implications need to be considered?

- Access to a suitable venue and equipment
- Access to plain-English version of relevant Australian standards, statutes and government and organisational policy, guidelines, procedures and protocols
- Access to assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including assessment record books
- Access to a registered provider of assessment services
- Access to relevant workplace or appropriately simulated environment where assessment can take place.

Methods of evidence used to assess competence may include:

- Observation of performance in work or simulated environment
- Completion of set tasks or projects
- Interviewing and questioning
- Documentary evidence (eg photos, reports, worksheets)
- Formal appraisal systems
- Staff/client feedback
- Supporting statement of supervisor(s)
- Authenticated evidence of relevant work experience and/or formal/informal learning
- Case studies and scenarios as a basis for discussion of issues and strategies to contribute to best practice in the work environment.

Context of assessment

- This Unit is most appropriately assessed in the workplace or in a simulated workplace setting under the normal range of workplace conditions
- Assessment may be conducted on one occasion but should include the full range of tasks and contingencies, reflecting the complexity of the work involved
- A diversity of assessment tasks is essential for holistic assessment.

Unit 11. Monitor a safe workplace

11

Unit descriptor

This Unit is equivalent to the current national Unit *BSBMGT505A Ensure a Safe Workplace*³.

This Unit is concerned with OH&S responsibilities of employees with supervisory responsibilities to implement and monitor the organisation's OH&S policies, procedures and programs in the relevant work area to meet legislative requirements. This Unit has been adapted from Generic Competency B in the National Guidelines for Integrating OH&S Competencies into *National Industry Competency Standards* [NOHSC:7025 (1998) 2nd edition]⁹.

ELEMENT	PERFORMANCE CRITERIA
1. <i>Provide information to the work group about OH&S policies and procedures</i>	<ul style="list-style-type: none">1.1 Relevant provisions of OH&S legislation and codes of practice are accurately explained to the work group.1.2 Information on the organisation's OH&S policies, procedures and programs is provided in a readily accessible manner to the work group.1.3 Information about identified hazards and the outcomes of risk assessment and control is regularly provided and clearly explained to the work group.
2. <i>Implement and monitor participative arrangements for the management of OH&S</i>	<ul style="list-style-type: none">2.1 The importance of effective consultative mechanisms in managing health and safety risks are explained.2.2 Consultative procedures are implemented and monitored to facilitate participation of work group in management of work area hazards.2.3 Issues raised through consultation are promptly dealt with in accordance with organisational consultation procedures.2.4 The outcomes of consultation over OH&S issues are recorded and communicated promptly to the work group.
3. <i>Implement and monitor the organisation's procedures for providing OH&S training</i>	<ul style="list-style-type: none">3.1 OH&S training needs are systematically identified in line with organisational requirements.3.2 Arrangements are made to meet OH&S training needs of team members in consultation with relevant individuals.3.3 Workplace learning opportunities and coaching and mentoring assistance are provided to facilitate team and individual achievement of identified training needs.3.4 Costs associated with provision of training for the work team are identified and reported to management for inclusion in financial plans.

<p>4. Implement and monitor procedures for identifying hazards and assessing risks</p>	<p>4.1 Hazards in work area are identified and reported in accordance with OH&S policies and procedures.</p> <p>4.2 Team member hazard reports are actioned promptly in accordance with organisational procedures.</p>
<p>5. Implement and monitor the organisation's procedures for controlling risks</p>	<p>5.1 Procedures to control risks are implemented using the hierarchy of controls and organisational requirements.</p> <p>5.2 Inadequacies in existing risk control measures are identified and reported in accordance with hierarchy of controls.</p> <p>5.3 Outcomes of reported inadequacies are monitored where appropriate to ensure a prompt organisational response.</p>
<p>6. Implement and monitor the organisation's procedures for maintaining OH&S records for the team</p>	<p>6.1 OH&S records of incidents of occupational injury and disease in work area are accurately completed and maintained in accordance with OH&S legal requirements.</p> <p>6.2 Aggregate information and data from work area records are used to identify hazards and monitor risk control procedures in work area.</p>

Range of variables

The *Range of variables* explains the range of contexts within which the performance and knowledge requirements of this standard may be assessed. The scope of variables chosen in training and assessment may depend on the work contexts.

Legislation, codes and national standards relevant to the workplace including:

- Award and enterprise agreements and relevant industrial instruments
- Relevant legislation from all levels of government that affects business operation, especially in regard to OH&S and environmental issues, equal opportunity, industrial relations and anti-discrimination
- Relevant industry codes of practice.

OH&S legislation will depend on State and Territory legislation and requirements and will include:

- Common law duties to meet the general duty of care requirements
- Requirements for the maintenance and confidentiality of records of occupational injury and disease
- Provision of information, induction and training
- Regulations and approved codes of practice relating to hazards present in work area
- Health and safety representatives and health and safety committees
- Prompt resolution of health and safety issues.

OH&S policies and procedures may include:

- Procedures for hazard identification
- Procedures for risk assessment, selection and implementation of risk control measures
- Incident (accident) investigation

- OH&S audits and safety inspections
- Consultative arrangements for employees in work area
- Hazard reporting procedures
- Safe operating procedures/instructions
- Use and care of personal protective equipment
- Emergency and evacuation procedures
- Purchasing policy and procedures
- Plant and equipment maintenance and use
- Hazardous substances use and storage
- Dangerous goods transport and storage
- OH&S arrangements for on-site contractors, visitors and members of public
- First Aid provision/medical practitioner contact
- Site access.

Identifying hazards and assessing risk may occur through activities such as:

- Workplace inspections in area of responsibility
- Consulting with work team members
- Housekeeping
- OH&S audits and review of audit reports
- Daily informal employee consultation and regular formal employee meetings
- Checking equipment before and during work
- Review of health and safety records including hazard reports, hazardous substances and dangerous goods registers, injury records.

Organisational procedures for consultation may include:

- Formal and informal meetings
- Health and safety committees
- Election of health and safety representatives in accordance with legislative requirements
- Attendance of health and safety representatives at management and OH&S planning meetings
- Other committees, for example, planning and purchasing
- Early response to employee suggestions, requests, reports and concerns put forward to management
- Counselling/disciplinary processes.

Controlling risks may include actions such as:

- Removing the cause of a risk at its source (eliminating the hazard) eg removal of stored goods permanently from emergency exit passageways
- Selecting control measures in accordance with the hierarchy ie work through hierarchy from most effective to least effective controls
- Job/process/workplace re-design eg introduce mechanical handling equipment, re-arrange materials flow/timing/scheduling, and raise/lower work platforms
- Consultation with employees and their representatives.

OH&S records may include:

- Audit and inspection reports
- Workplace environmental monitoring records
- Consultation eg meetings of Health and Safety Committees, work group meeting agendas including OH&S items and actions
- Induction, instruction and training
- Manufacturer's and supplier's information including dangerous goods storage lists
- Hazardous substances registers
- Plant and equipment maintenance and testing reports
- Workers compensation and rehabilitation records
- First Aid/medical post records.

Evidence guide

The *Evidence guide* identifies the critical aspects, knowledge and skills to be demonstrated to confirm competence for this Unit. This is an integral part of the assessment of competence and should be read in conjunction with the information contained within the *Range of variables*.

What critical aspects are required for evidence of competency?

- Apply organisational management systems and procedures to OH&S within work group area
- Identify and comply with OH&S legal and organisational requirements
- Apply procedures for identifying hazards in the work area
- Apply procedures for assessing and controlling risks to health and safety associated with those hazards, in accordance with the hierarchy of control
- Provide specific, clear and accurate information and advice on workplace hazards to work group
- Provide appropriate supervision of work group.

What are the essential knowledge requirements for this Unit?

At this level the learner must demonstrate understanding of a broad knowledge base incorporating some theoretical concepts.

Underpinning knowledge relates to the essential knowledge and understanding a person needs to perform work to the required standard.

- The relevant legislation from all levels of government that affects business operation, especially in regard to OH&S and environmental issues, equal opportunity, industrial relations and anti-discrimination
- The legal responsibilities of employers, supervisors and employees in the workplace
- Hazards and associated risks which exist in the workplace
- Organisation's policies and procedures relating to hazard management, fire, emergency, evacuation, incident (accident) investigating and reporting
- The relevance of consultation as a key mechanism for improving workplace OH&S culture
- The principles and practices of OH&S management
- Characteristics and composition of the work group.

Is there any concurrent assessment or relationship to other Units?

- This Unit can be assessed independently, however holistic assessment practice with other Sterilization units of competency is encouraged.

What are the essential skill requirements for this Unit?

- Analysing skills to identify hazards and assess risks in the work area
- Data analysis skills including:
 - incident (accident) monitoring
 - environmental monitoring
 - evaluation of effectiveness of risk control measures
 - assessment skills to assess resources required to apply risk control measures
 - literacy skills for comprehending documentation and interpreting OH&S requirements
 - technology skills including the ability to operate and shut down equipment
 - coaching and mentoring skills to provide support to colleagues
 - ability to relate to people from a range of social, cultural and ethnic backgrounds & of varying physical and mental abilities.

What resource implications need to be considered?

- The learner and trainer should have access to appropriate documentation and resources normally used in the workplace.

Methods of evidence used to assess competence may include:

- Observation of work performance
- Written tasks
- Interview and questioning
- Authenticated portfolio/log book
- Supporting statement of supervisor(s)
- Authenticated evidence of relevant work experience and/or formal/informal learning.

Context of assessment

- This Unit is most appropriately assessed in the workplace or a simulated workplace environment under the normal range of work conditions
- To establish consistency assessment should be conducted on more than one occasion to cover a variety of circumstances
- A diversity of assessment tasks is essential for holistic assessment.

Unit 12. Support continuous improvements systems and processes

12

Unit descriptor

Frontline management has an active role in managing the continuous improvement process in achieving the organisation's objectives. Their position, closely associated with the creation and delivery of products and services, means that they play an important part in influencing the on-going development of the organisation. At this level, work will normally be carried out within known routines, methods and procedures that require the exercise of some discretion and judgment.

This unit is equivalent to the national unit *BSBFLM309A Support Continuous Improvement Systems and Processes*³ and the original unit *BSXFLM409A Implement and Monitor Continuous Improvement Systems and Processes*.

ELEMENT	PERFORMANCE CRITERIA
<i>1. Implement continuous improvement systems and processes</i>	<p>1.1 The manager actively encourages and supports team members to participate in decision making processes and to assume responsibility and authority.</p> <p>1.2 The organisation's continuous improvement processes are communicated to individuals/teams.</p> <p>1.3 The manager's mentoring and coaching support ensures that individuals/teams are able to implement the organisation's continuous improvement processes.</p>
<i>2. Monitor, adjust and report performance</i>	<p>2.1 The organisation's systems and technology are used to monitor progress and to identify ways in which planning and operations could be improved.</p> <p>2.2 Customer service is strengthened through the use of continuous improvement techniques and processes.</p> <p>2.3 Plans are adjusted and communicated to those who have a role in their development and implementation.</p>
<i>3. Consolidate opportunities</i>	<p>3.1 Work schedules are adjusted to incorporate necessary modifications existing work patterns and routines.</p> <p>3.2 Team members are informed of savings and productivity/service improvements in achieving the business plan.</p> <p>3.3 Work performance is documented and the information is used to identify opportunities for further improvement.</p> <p>3.4 Records, reports and recommendations for improvement are managed within the organisation's systems and processes.</p>

Range of variables

The *Range of variables* explains the range of contexts within which the performance and knowledge requirements of this standard may be assessed. The scope of variables chosen in training and assessment may depend on the work contexts.

Legislation, codes and national standards relevant to the workplace which may include:

- Award and enterprise agreements and relevant industrial instruments
- Relevant legislation from all levels of government that affects business operation, especially in regard to OH&S and environmental issues, equal opportunity, industrial relations and anti-discrimination
- Relevant industry codes of practice.

At AQF level 3, frontline management will normally be engaged in a workplace context where they:

- Engage in short term planning within the department's business plans. For example, prepares a weekly schedule of outputs and/or outcomes to be achieved
- Take responsibility for own outputs in work and learning. For example, assesses own performance and identifies the competencies which need to be upgraded/developed
- Take limited responsibility for the output of others. For example, provides coaching support to assist individuals meet their performance requirements
- Demonstrate some relevant theoretical knowledge. For example, explains the purpose of Key Performance Indicators to others
- Perform a defined range of skills, usually within known routines, methods and procedures and within known time constraints. For example, provides services to internal customers within an agreed schedule
- Apply known solutions to a variety of predictable problems. For example, within the organisation's standard procedures considers the options and, using some discretion and judgement, selects the preferred action to rectify faulty service to a customer
- Interpret available information, using some discretion and judgement in work responsibilities. For example, interprets the continuous improvement processes, procedures and documentation used by the team and decides how to apply them to own work function.

Frontline management at this level normally operate in a relatively simple and routine workplace environment in which they use the organisation's:

- Goals, objectives, plans, systems and processes
- Business and performance plans
- Access and equity principles and practice
- Ethical standards
- Quality and continuous improvement processes and standards
- Defined resource parameters.

- Technology will be:**
- Readily available in the workplace and will be appropriate to frontline management's roles and responsibilities.
- Customer service may be:**
- Internal or external, to existing or new clients.
- OH&S considerations may include:**
- Implement and monitor participative arrangements for the management of OH&S
 - Delegation and reporting complies with requirements of OH&S legislation
 - The continuous improvement processes of any OH&S management system are implemented and monitored.

Evidence guide

The *Evidence guide* identifies the critical aspects, knowledge and skills to be demonstrated to confirm competence for this Unit. This is an integral part of the assessment of competence and should be read in conjunction with the information contained within the *Range of variables*.

- What critical aspects are required for evidence of competency?**
- Adjusts plans, processes and procedures to improve performance
 - Supports others to implement the continuous improvement system/processes
 - Identifies opportunities for further improvement.
- What are the essential knowledge requirements for this Unit?**
- Relevant legislation from all levels of government that affects organisational operation, especially in regard to OH&S and environmental issues, equal opportunity, industrial relations and anti-discrimination
- Underpinning knowledge relates to the essential knowledge and understanding a person needs to perform work to the required standard**
- The principles and techniques associated with:
 - continuous improvement systems and processes
 - benchmarking
 - best practice
 - The benefits of continuous improvement
 - The quality approaches which the organisation may implement
 - The methods that can be used in continuous improvement
 - The barriers to continuous improvement
 - The organisation's recording, reporting and recommendation processes to facilitate continuous improvement.
- Is there any concurrent assessment or relationship to other Units?**
- This Unit can be assessed independently, however holistic assessment practice with other sterilization units of competency is encouraged.

What are the essential skill requirements for this Unit?

- Functional literacy skills to access and use workplace information
- Communication skills including researching, analysing and interpreting information from a variety of people and reporting
- Monitoring and evaluating systems, processes and procedures
- Gaining the commitment of individuals/teams to continuous improvement
- Consolidating opportunities for improvement
- Dealing with people openly and fairly
- Using consultation skills effectively
- Using coaching and mentoring skills to provide support to colleagues
- Ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities.

What resource implications need to be considered?

- The learner and trainer should have access to appropriate documentation and resources normally used in the workplace

Methods of evidence used to assess competence may include:

- Observation of work performance
- Written tasks
- Interview and questioning
- Authenticated portfolio/log book
- Supporting statement of supervisor(s)
- Authenticated evidence of relevant work experience and/or formal/informal learning.

Context of assessment

- This Unit is most appropriately assessed in the workplace or a simulated workplace environment under the normal range of work conditions
- To establish consistency assessment should be conducted on more than one occasion to cover a variety of circumstances
- A diversity of assessment tasks is essential for holistic assessment.

Unit 13. Commission equipment and validate processes

13

Unit descriptor

This Unit is concerned with the ability to commission and validate sterilizing processes. It requires the ability to co-ordinate and ensure the correct installation of equipment, validate equipment, complete records and maintain a clean work environment. Knowledge of commissioning procedures, validation processes and OH&S requirements is also required. Work would generally be carried out at a Unit management level with limited supervision.

ELEMENT	PERFORMANCE CRITERIA
<i>1. Commission equipment</i>	<ul style="list-style-type: none">1.1 Key personnel are coordinated and equipment requirements are identified and selected to ensure effective installation.1.2 All relevant documentation is received and correctly filed for future access.1.3 Equipment is correctly installed and connected in accordance with manufacturer's and organisation's instructions.1.4 Equipment is performance tested to ensure that the required parameters are met, that it is operating to specification and that it is compatible with existing operations and services.1.5 Data is checked and reconciled, with any unacceptable results discussed and resolved with key personnel.
<i>2. Validate equipment</i>	<ul style="list-style-type: none">2.1 Safe work practices are employed at all times and hazards are identified and promptly reported and/or rectified in accordance with legislative and workplace guidelines.2.2 Test packs and items are prepared, incorporating the required monitoring devices.2.3 The load is correctly configured to maximise effectiveness and operation.2.4 The thermocouple leads are connected to the potentiometer in accordance with the manufacturer's instructions.2.5 The correct process cycle in relation to the selected test is activated and monitored in accordance with manufacturer specifications and organisational and legislative requirements.
<i>3. Complete validation and commissioning procedures</i>	<ul style="list-style-type: none">3.1 On completion of the process cycle, chemical and physical indicator results are read and biological indicators are processed and all results are recorded.3.2 Validation procedures are repeated in accordance with organisation procedures and protocol to ensure thorough validation occurs within set parameters.

- 3.3 Records are completed and maintained in accordance with legislative and workplace guidelines and procedures.
- 3.4 The cleanliness and hygiene of the work area is maintained at all times.
- 3.5 All excess items and equipment used in commissioning and validating equipment is removed and stored correctly.

Range of variables

The *Range of variables* explains the range of contexts within which the performance and knowledge requirements of this standard may be assessed. The scope of variables chosen in training and assessment may depend on the work contexts.

***Key personnel
may include:***

- Manufacturer's or distributor's representatives
- Organisation's engineering or maintenance personnel
- External engineering or maintenance personnel under pre-arranged contract arrangements.

***Relevant documentation
includes:***

- Test data
- Operation and procedures manuals.

***Performance testing
will occur***

- Before and after installation.

Test Packs may include:

- Actual packs and items that would be the required product of the machine's processing
- The processing of any pack, with its specific components, configurations and packaging materials etc. to achieve validated results.

***Correct configuration
of load includes:***

- Ensuring that the densest and/or the most complicated test packs are centred in the load to be processed
- Ensuring that the load is balanced and that load configuration matches test condition and operational requirements.

***Legislative and
organisational requirements
might be included within:***

- State and Commonwealth Government health polices and regulations
- Organisational policies guidelines, circulars, and procedures
- Organisational goals and objectives
- The current and endorsed version of relevant Australian Quality Assurance Standards (particularly AS/NZS 4187)
- Other relevant legislation
- OH&S policies, procedures and programs
- Relevant codes of conduct and ethics.

Indicators may include measuring devices such as:

- Potentiometer or other similar instrument that records the temperature and other parameters
- Thermocouples
- Temperature measurement device.

Preparations for validation include:

- Seeking the assistance of the equipment supplier to validate the equipment-based process
- Preparation of packs, incorporating required indicators, for validation trial runs
- Initiation of the machine cycle being validated.
- When commissioning off-site:
 - testing in the manufacturer's facilities according to the user's requirements
 - ensuring compliance with the Therapeutic Goods Administration (TGA) requirements
 - anticipating the power, electrical, water, waste water requirements.
- When commissioning on-site:
 - coordination, by the manager of the sterilizing services facility, in conjunction with the manufacturer or distributor and the engineering and maintenance staff.

Validation is the documented procedure for obtaining, recording and interpreting results and may be verified:

- After three consecutive validation runs
- If the results of biological monitoring are negative (no growth of organisms in a culture of spores)
- If the results of chemical indicators/integrators are positive (for Example, colour change in an indicator tape)
- If the required core temperature of a pack is reached as measured by a thermocouple and recorded by potentiometer reading
- If other successful outcomes in other processes being validated may include visually clean article, an article dry to touch and a package that remains intact after packaging and sealing.

Validation processes are conducted when:

- The nature of packs alters
- When equipment is serviced or repaired after malfunction
- Annually (if there is no change to validated processes)
- When commissioning equipment.

Organisational procedures and protocol might specify that validation can be verified:

- After three consecutive validation runs to ensure accurate results
- If the results of biological monitoring are negative (no growth of organisms in a culture of spores)

- If the results of chemical indicators/integrators are positive (for example, colour change in an indicator tape)
- If the required core temperature of a pack is reached as measured by a thermocouple and recorded by potentiometer reading
- If other successful outcomes in other processes being validated may include visually clean article, an article dry to touch and a package that remains intact after packaging and sealing.

Parameters may be measured by checking:

- Temperature/time/pressure to be achieved in the core of a pack being sterilized.

Records include:

- Data and information regarding equipment commissioning and process validations
- Data and information concerning all process cycles, successful and unsuccessful are maintained.

Evidence guide

The *Evidence guide* identifies the critical aspects, knowledge and skills to be demonstrated to confirm competence for this Unit. This is an integral part of the assessment of competence and should be read in conjunction with the information contained within the *Range of variables*.

What critical aspects are required for evidence of competency?

- Effective communication with equipment manufacturers, engineering and maintenance staff to achieve effective installation of equipment
- Correct and safe validation of sterilizing and disinfecting equipment
- Accurate reading and interpretation of data
- Maintenance of a clean and streamlined work environment
- Accurate record keeping
- The skills and knowledge required to demonstrate competence must be transferable to another workplace.

Is there any concurrent assessment or relationship to other Units?

- This Unit can be assessed independently, however holistic assessment practice with other sterilization units of competency is encouraged.

What are the essential knowledge requirements for this Unit?

- Comprehensive understanding of the clinical consequences of a breakdown in reprocessing procedures
- Working knowledge of microbiology as it affects the sterilization work environment
- Validation processes and requirements and their importance to maintaining sterile and disinfected stock
- Understanding the importance of sterilization technology as a contribution to patient care

- Awareness of the legal responsibilities of providers of health care in relation to confidentiality, patient rights, duty of care and the implications of negligence
- Standard precaution procedures
- OH&S policies, guidelines and symbols
- Safe handling and operating techniques especially as they relate to using sterilizing and disinfecting equipment
- Contamination and infection control principles
- Environmental conditions
- AS/NZS 4187 and other relevant guidelines, standards and procedural directives
- State/territory guidelines for sterilizing services and maintenance of sterilization equipment
- Workplace protocols and procedures for sterilizer use
- Hygiene requirements.

What are the essential skill requirements for this Unit?

- Safe and effective operation of a variety of sterilizers and disinfecting equipment
- Identify workplace improvements
- Match staff to tasks
- Maintain records
- Identify when validation is required
- Schedule maintenance
- Design effective work areas
- Maintain a clean and hygienic environment
- Literacy, numeracy and communication skills to a level that fulfil job roles in a safe manner and as specified by the organisation. The level of skill may range from the ability to understand symbols used in OH&S signs, to reading workplace safety pamphlets or procedure manuals, accurately completing documentation, calculating measurements, and in informing supervisors and work colleagues of relevant issues and events.
- Ability to understand assignment instructions, work plans, schedules and follow procedures
- Problem solving skills
- Ability to use available resources and prioritise workload.

What resource implications need to be considered?

- Access to a suitable venue and equipment
- Access to plain-English version of relevant Australian standards, statutes and government and organisational policy, guidelines, procedures and protocols
- Access to assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including assessment record books
- Access to a registered provider of assessment services
- Access to relevant workplace or appropriately simulated environment where assessment can take place.

Methods of evidence used to assess competence may include:

- Observation of performance in work or simulated environment
- Completion of set tasks or projects
- Interviewing and questioning
- Documentary evidence (eg photos, reports, worksheets)
- Formal appraisal systems
- Staff/client feedback
- Supporting statement of supervisor(s)
- Authenticated evidence of relevant work experience and/or formal/informal learning
- Case studies and scenarios as a basis for discussion of issues and strategies to contribute to best practice in the work environment.

Context of assessment

- This Unit is most appropriately assessed in the workplace or in a simulated workplace setting under the normal range of workplace conditions
- Assessment may be conducted on one occasion but should include the full range of tasks and contingencies, reflecting the complexity of the work involved
- A diversity of assessment tasks is essential for holistic assessment.

Unit 14. Manage and maintain reprocessing services, equipment and facilities

14

Unit descriptor

This Unit of competency covers the skills and knowledge required to manage the maintenance of sterilizing services, associated equipment and facilities to ensure that quality assurance standards are met and that the supply of sterile goods is consistently reliable. It requires the ability to identify maintenance requirements and organise and schedule maintenance while following safe work procedures. Knowledge of Occupation Health and Safety requirements, and of the processes for maintaining sterilizing equipment and facilities are also essential. The work functions relating to this competency would be generally carried out under minimal supervision.

ELEMENT	PERFORMANCE CRITERIA
<i>1. Prepare maintenance plan</i>	<ul style="list-style-type: none">1.1 Routines are established and monitored in accordance with legislative and workplace guidelines and procedures.1.2 Routine and preventative maintenance contracts are scheduled, organised and monitored in liaison with key agents to ensure that equipment down time and workplace disruption is minimised.1.3 Protocols are confirmed and correctly implemented as required.1.4 Adequate supplies of protective apparel and safety devices are maintained and are readily accessible.
<i>2. Implement maintenance plan</i>	<ul style="list-style-type: none">2.1 Routine maintenance is conducted as required and in accordance with legislative and workplace requirements and manufacturer's recommendations.2.2 Equipment faults/malfunctions are identified and promptly reported to the appropriate personnel for action.2.3 Traffic routes are specified and monitored to ensure that dirty to clean work flows are maintained.2.4 Workplace hazards are identified and controlled in accordance with OH&S and workplace guidelines/requirements and to ensure a safe work environment.
<i>3. Monitor maintenance</i>	<ul style="list-style-type: none">3.1 Appropriate validation processes are carried out following repairs for quality assurance purposes and to ensure that protocols have been followed.3.2 Waste management procedures are regularly monitored to ensure compliance with relevant guidelines.3.3 Improvements to maintenance plans and strategies that will reduce workplace hazards and improve processes are identified and recommendations made to the appropriate personnel.3.4 Sterilizers, washers and associated equipment are maintained in a clean condition.

- 3.5 Details of maintenance conducted and other relevant information and data is documented in accordance with legislative and workplace requirements.

Range of variables

The *Range of variables* explains the range of contexts within which the performance and knowledge requirements of this standard may be assessed. The scope of variables chosen in training and assessment may depend on the work contexts.

Routines may relate to cleaning and waste and may include:

- Organising staff to undertake cleaning
- Routine and special cleaning of work area and surfaces
- Waste management including disposal, segregation and transportation.

Legislative and workplace procedures might be included within:

- State and Commonwealth Government health polices and regulations
- Organisational policies guidelines, circulars, and procedures
- Organisational goals and objectives
- Relevant Australian standards (particularly AS/NZS 4187)
- Other relevant legislation
- OH&S policies, procedures and programs
- relevant codes of conduct and ethics.

Preventative maintenance may be carried out on:

- Sterilizing machinery
- Associated equipment
- Work areas.

Key agents may include:

- Skilled in house personnel
- Manufacturers
- Suppliers.

Protocols may relate to:

- Procedures for routine and regular maintenance
- Procedures for urgent or unscheduled maintenance
- Notification procedures for breakdowns and malfunctions
- OH&S requirements
- Legislative and quality assurance requirements
- Procedures and information relating to after hours maintenance contact details.

Protective apparel and safety devices might include:

- Protective clothing such as eye and face protection, gloves, aprons, gowns made of fluid resistant impervious materials, masks, hair protection or covering, overshoes or safety footwear
- Ventilation equipment
- Cooling equipment
- Material Safety Data Sheets (MSDS) requirements for handling chemicals.

Routine maintenance might be carried out on and include:

- Cleaning of work areas and bench tops
- Regular maintenance of ventilation, all air conditioning filters and filters associated with equipment.

Appropriate personnel may include:

- Managers and supervisors
- Assigned technical experts/repair personnel.

Workplace hazards may include:

- Health and hygiene risks
- Safety risks
- Noise levels
- Technical procedures that may have risks to staff
- Work area and its traffic ways
- Positioning of safety devices
- Chemical and biological hazards
- Potential injuries from sharps
- Electrical hazards.

Workplace hazards be identified and controlled by:

- Considering the ergonomic features of work areas
- Monitoring ambient noise to ensure there is no potential for hearing damage
- Conducting regular audits of the facility and its work areas to identify potential work hazards.

Appropriate validation processes may include:

- Use of workplace approved methods to check on maintenance process
- Checking to ensure that appropriate procedures and protocols have been followed
- Ensuring that appropriate personnel have been informed.

Evidence guide

The *Evidence guide* identifies the critical aspects, knowledge and skills to be demonstrated to confirm competence for this unit. This is an integral part of the assessment of competence and should be read in conjunction with the information contained within the *Range of variables*.

What critical aspects are required for evidence of competency?

- Establishment and monitoring of housekeeping and maintenance routines
- Understanding and following maintenance procedures and protocols for maintaining sterile environments and equipment
- Observing OH&S hazards and ensuring a safe workplace
- Compliance with relevant legislation and workplace procedures when implementing and monitoring maintenance
- The skills and knowledge required to demonstrate competence must be transferable to another workplace.

Is there any concurrent assessment or relationship to other Units?

- This Unit can be assessed independently, however holistic assessment practice with other related units of competency is encouraged.

What are the essential knowledge requirements for this Unit?

- Working knowledge of microbiology as it affects the sterilization work environment
- Understanding the importance of sterilization technology as a contribution to patient care
- Awareness of the legal responsibilities of providers of health care in relation to confidentiality, patient rights, duty of care and the implications of negligence
- Standard precaution procedures
- OH&S policies, guidelines and symbols
- Contamination and infection control principles
- Environmental conditions
- AS/NZS 4187 and other relevant guidelines, standards and procedural directives
- State/territory guidelines for sterilizing services and maintenance of sterilization equipment.

What are the essential skill requirements for this Unit?

- Literacy, numeracy and communication skills to a level that fulfil job roles in a safe manner and as specified by the organisation. The level of skill may range from the ability to understand symbols used in OHS signs, to reading workplace safety pamphlets or procedure manuals, accurately completing documentation, calculating measurements, and in informing supervisors and work colleagues of relevant issues and events.
- Ability to understand assignment instructions, work plans, schedules and follow procedures
- Problem solving skills
- Ability to use available resources and prioritise workload.

What resource implications need to be considered?

- Access to a suitable venue and equipment
- Access to plain-English version of relevant Australian standards, statutes and government and organisational policy, guidelines, procedures and protocols
- Access to assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including assessment record books
- Access to a registered provider of assessment services
- Access to relevant workplace or appropriately simulated environment where assessment can take place.

Methods of evidence used to assess competence may include:

- Observation of performance in work or simulated environment
- Completion of set tasks or projects
- Interviewing and questioning
- Documentary evidence (eg photos, reports, worksheets)
- Formal appraisal systems
- Staff/client feedback
- Supporting statement of supervisor(s)
- Authenticated evidence of relevant work experience and/or formal/informal learning
- Case studies and scenarios as a basis for discussion of issues and strategies to contribute to best practice in the work environment.

Context of assessment

- This Unit is most appropriately assessed in the workplace or in a simulated workplace setting under the normal range of workplace conditions
- Assessment may be conducted on one occasion but should include the full range of tasks and contingencies, reflecting the complexity of the work involved
- A diversity of assessment tasks is essential for holistic assessment.

15

Unit 15. Manage sterilization and disinfection processes

Unit descriptor

This Unit is concerned with the ability to manage and maintain the supply of sterilized and disinfected goods. It requires the ability to match staff to tasks, provide relevant information, maintain a clean and safe working environment and record information. Knowledge of validation processes, sterilization and disinfection processes and of when to seek assistance is also required. Work would generally be carried out at a Unit management level with limited supervision.

ELEMENT	PERFORMANCE CRITERIA
1. Maximise productivity	<ul style="list-style-type: none">1.1 Procedures manuals for safe and correct machine operation and processes are developed or accessed and made accessible to staff.1.2 Team members are matched to processing tasks in accordance with their level of competence and training.1.3 Opportunities for continuous improvement in the facility are identified and acted upon.1.4 Processes that are conducted conform to the limits and tolerances of the facility's equipment and resources.1.5 Malfunctions and maintenance requirements within the unit are quickly identified and prompt action taken to ensure minimum downtime.
2. Validate Sterilization and disinfection processes	<ul style="list-style-type: none">2.1 Preparations for validating sterilization and disinfection processes are made in accordance with legislative and workplace guidelines and procedures.2.2 Indicators are read and or processed, and data recorded and interpreted accurately to validate the specified process and check parameters.2.3 Microbiology services are consulted as required to assist with interpretation of data.2.4 Validation processes are conducted in accordance with legislative and workplace guidelines and procedures.2.5 Assistance is sought when data suggests process cycles are not operating to validation requirements or when a malfunction is evident.
3. Maintain systems and clean work environment	<ul style="list-style-type: none">3.1 Validation processes and results are documented.3.2 Records are completed and maintained in accordance with legislative and workplace guidelines and procedures.3.3 Schedules for preventative maintenance of equipment are devised and documented.

- 3.4 Work-flow is designed to provide a dirty to clean path of operation.
- 3.5 The work area and equipment are maintained to provide a clean and hygienic sterilizing and disinfecting facility.

Range of variables

The *Range of variables* explains the range of contexts within which the performance and knowledge requirements of this standard may be assessed. The scope of variables chosen in training and assessment may depend on the work contexts.

Procedures manual can be made accessible to staff by:

- Ensuring ready access to the document
- Explaining as necessary the procedures manual.

Opportunities for continuous improvement by:

- Staff training opportunities
- Information sessions
- Staff incentives and encouragement
- Identification and implementation of procedural improvements
- Dissemination of relevant information.

Preparations for validation include:

- Seeking the assistance of the equipment supplier to validate the equipment-based process
- Preparation of packs, incorporating required indicators, for validation trial runs
- Initiation of the machine cycle being validated.
- When commissioning off-site:
 - Testing in the manufacturer's facilities according to the user's requirements;
 - Ensuring compliance with the Therapeutic Goods Administration (TGA) requirements
 - Anticipating the power, electrical, water, waste water requirements.
- When commissioning on-site:
 - Coordination, by the manager of the sterilizing services facility, in conjunction with the manufacturer or distributor and the engineering and maintenance staff.

Legislative and workplace guidelines and procedures might be included within:

- State and Commonwealth Government health policies and regulations
- Organisational policies, guidelines, circulars, and procedures
- Organisational goals and objectives
- The current and endorsed version of relevant Australian standards (particularly AS/NZS 4187)
- Other relevant legislation

- OH&S policies, procedures and programs
 - Relevant codes of conduct and ethics.
- Indicators may include measuring devices such as:*
- Potentiometer or other similar instrument that records the temperature and other parameters.
 - Thermocouples
 - Temperature measurement device
 - Chemical
 - Biological.
- Parameters may be measured by checking:*
- Temperature/time/pressure to be achieved in the core of a pack being sterilized.
- Validation is the documented procedure for obtaining, recording and interpreting results and may be verified:*
- After three consecutive validation runs
 - If the results of biological monitoring are negative (no growth of organisms in a culture of spores)
 - If the results of chemical indicators/integrators are positive (for example, colour change in an indicator tape)
 - If the required core temperature of a pack is reached as measured by a thermocouple and recorded by potentiometer reading
 - If other successful outcomes in other processes being validated may include: visually clean article; an article dry to touch; and a package that remains intact after packaging and sealing.
- Validation processes are conducted when:*
- The nature of packs alters
 - Equipment is serviced or repaired after malfunction
 - Annually (if there is no change to validated processes)
 - Commissioning equipment
 - New instruments are purchased.
- Records include:*
- Data and information regarding equipment commissioning and process validations
 - Data and information concerning all process cycles, successful and unsuccessful are maintained.

Evidence guide

The *Evidence guide* identifies the critical aspects, knowledge and skills to be demonstrated to confirm competence for this unit. This is an integral part of the assessment of competence and should be read in conjunction with the information contained within the *Range of variables*.

What critical aspects are required for evidence of competency?

- Effective communication with equipment manufacturers, engineering and maintenance staff to achieve effective installation of equipment
- Matching of staff to tasks and identification of areas for improvement in the workplace
- Correct and safe validation of sterilizing and disinfecting equipment
- Accurate reading and interpretation of data
- Maintenance of a clean and streamlined work environment
- Accurate record keeping
- The skills and knowledge required to demonstrate competence must be transferable to another workplace.

Is there any concurrent assessment or relationship to other Units?

- This Unit can be assessed independently, however holistic assessment practice with other sterilization units of competency is encouraged.

What are the essential knowledge requirements for this Unit?

- Comprehensive understanding of the clinical consequences of a breakdown in reprocessing procedures
- Working knowledge of microbiology as it affects the sterilization work environment
- Validation processes and requirements and their importance to maintaining sterile and disinfected stock
- Understanding the importance of sterilization technology as a contribution to patient care
- Awareness of the legal responsibilities of providers of health care in relation to confidentiality, patient rights, duty of care and the implications of negligence
- Standard precaution procedures
- OH&S policies, guidelines and symbols
- Safe handling and operating techniques especially as they relate to using sterilizing and disinfecting equipment
- Contamination and infection control principles
- Environmental conditions
- AS/NZS 4187 and other relevant guidelines, standards and procedural directives
- State/territory guidelines for sterilizing services and maintenance of sterilization equipment
- Workplace protocols and procedures for sterilizer use
- Hygiene requirements.

What are the essential skill requirements for this Unit?

- Safe and effective operation of a variety of sterilizers and disinfecting equipment
- Identify workplace improvements
- Match staff to tasks
- Maintain records
- Identify when validation is required
- Schedule maintenance
- Design effective work areas
- Maintain a clean and hygienic environment
- Literacy, numeracy and communication skills to a level that fulfil job roles in a safe manner and as specified by the organisation. The level of skill may range from the ability to understand symbols used in OH&S signs, to reading workplace safety pamphlets or procedure manuals, accurately completing documentation, calculating measurements, and in informing supervisors and work colleagues of relevant issues and events
- Ability to understand assignment instructions, work plans, schedules and follow procedures
- Problem solving skills
- Ability to use available resources and prioritise workload.

What resource implications need to be considered?

- Access to a suitable venue and equipment
- Access to plain-English version of relevant Australian standards, statutes and government and organisational policy, guidelines, procedures and protocols
- Access to assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including assessment record books
- Access to a registered provider of assessment services
- Access to relevant workplace or appropriately simulated environment where assessment can take place.

Methods of evidence used to assess competence may include:

- Observation of performance in work or simulated environment
- Completion of set tasks or projects
- Interviewing and questioning
- Documentary evidence (eg photos, reports, worksheets)
- Formal appraisal systems
- Staff/client feedback
- Supporting statement of supervisor(s)
- Authenticated evidence of relevant work experience and/or formal/informal learning
- Case studies and scenarios as a basis for discussion of issues and strategies to contribute to best practice in the work environment.

Context of assessment

- This Unit is most appropriately assessed in the workplace or in a simulated workplace setting under the normal range of workplace conditions
- Assessment may be conducted on one occasion but should include the full range of tasks and contingencies, reflecting the complexity of the work involved
- A diversity of assessment tasks is essential for holistic assessment.

16

Unit 16. Participate in work teams

Unit descriptor

This Unit is equivalent to the original unit *BSXFM304A Participate In, Lead and Facilitate Work Teams* and the current national Unit *BSBFLM304A Participate in Work Teams*³.

Frontline management has a key role in leading, participating in, facilitating and empowering work teams/groups within the context of the organisation. They play a prominent part in motivating, mentoring, coaching and developing team members, and in achieving team cohesion. At this level, work will normally be carried out within known routines, methods and procedures that require the exercise of some discretion and judgement.

ELEMENT	PERFORMANCE CRITERIA
1. <i>Participate in team planning</i>	<ul style="list-style-type: none">1.1 The manager assists the team establish its purpose, roles, responsibilities and accountabilities in accordance with the organisation's goals, plans and objectives.1.2 The manager assists the team to monitor and adjust its performance within the organisation's continuous improvement policies and processes.1.3 The manager encourages the team to use the competencies of each member for team and individual benefit.
2. <i>Develop team commitment and cooperation</i>	<ul style="list-style-type: none">2.1 The manager assists the team to use open communication processes to obtain and share information.2.2 The team makes decisions in accordance with its agreed roles and responsibilities.2.3 The manager supports the team to develop mutual concern and camaraderie.
3. <i>Manage and develop team performance</i>	<ul style="list-style-type: none">3.1 The results achieved by the team contribute positively to the organisation's business plans.3.2 The manager encourages the team to exploit innovation and initiative.3.3 Team and individual competencies are monitored regularly to confirm that the team is able to achieve its goals.3.4 Team members share and enhance their knowledge and skills.
4. <i>Participate in and facilitate the work team</i>	<ul style="list-style-type: none">4.1 Team members participate actively in team activities and communication processes.4.2 Individuals and teams take individual and joint responsibility for their actions.4.3 The team receives support to identify and resolve problems which impede its performance.

Range of variables

The *Range of variables* explains the range of contexts within which the performance and knowledge requirements of this standard may be assessed. The scope of variables chosen in training and assessment may depend on the work contexts.

Legislation, codes and national standards relevant to the workplace which may include:

- Award and enterprise agreements and relevant industrial instruments
- Relevant legislation from all levels of government that affects organisational operation, especially in regard to OH&S and environmental issues, equal opportunity, industrial relations and anti-discrimination
- Relevant industry codes of practice.

Frontline management at this level normally operate in a relatively simple and routine workplace environment in which they use the organisation's:

- Goals, objectives, plans, systems and processes
- Business and performance plans
- Quality and continuous improvement processes and standards
- Ethical standards
- Access and equity principles and practice
- Defined resource parameters.

The manager may:

- Adopt a variety of roles in teams including leader, facilitator, participant, coach, mentor.

Teams may be:

- One or a mixture of on-going, work-based, project-based, task specific, or cross-functional. Teams may include full time employees, contractors, part-time employees.

The organisation's goals, plans and objectives refers to:

- Those relevant to frontline management's work activities and to the teams in which frontline management is involved.

Competencies refer to:

- The abilities of the team members and may be formally recognised or not formally recognised. They may be industry-wide, enterprise specific or individual specific.

Knowledge and skill development may:

- Take place through a variety of methods including for example, coaching, mentoring, exchange/rotation, shadowing, action learning, structured training programs.

OH&S considerations may include:

- Implement and monitor participative arrangements
- Information to team about OH&S and the organisation's OH&S policies, procedures and practices.

Evidence guide

The *Evidence guide* identifies the critical aspects, knowledge and skills to be demonstrated to confirm competence for this unit. This is an integral part of the assessment of competence and should be read in conjunction with the information contained within the *Range of variables* Statement.

What critical aspects are required for evidence of competency?

- Provides leadership to team
- Contributes positively to team performance
- Provides coaching and mentoring support.

What are the essential knowledge requirements for this Unit?*

* At this level the learner must demonstrate some relevant theoretical knowledge.

Underpinning knowledge relates to the essential knowledge and understanding a person needs to perform work to the required standard

- Relevant legislation from all levels of government that affects business operation, especially in regard to OH&S environmental issues, equal opportunity, industrial relations and anti-discrimination
- The principles and techniques associated with:
 - the organisation of teams
 - team goal setting
 - devolving responsibility/accountability to teams
 - team dynamics
 - conflict resolution
 - gaining team commitment
 - monitoring and assessing team performance
 - gaining team commitment to the organisation's goals, values and plans.
- The forms of bias/discrimination and how to deal with them.

Is there any concurrent assessment or relationship to other Units?

- This Unit can be assessed independently, however holistic assessment practice with other relevant units of competency is encouraged.

What are the essential skill requirements for this Unit?

- Functional literacy skills to access and use workplace information
- Assessing the competence of the team
- Facilitating the participation of team members
- Working effectively with team members who have diverse work styles, aspirations, cultures and perspectives
- Facilitating team development and improvement
- Assessing competency development requirements
- Gaining the trust and confidence of colleagues
- Dealing with people openly and fairly
- Using coaching and mentoring skills to provide support to colleagues
- Ability to relate to people from a range of social, cultural and ethnic backgrounds and of varying physical and mental abilities.

What resource implications need to be considered?

- The learner and trainer should have access to appropriate documentation and resources normally used in the workplace.

Methods of evidence used to assess competence may include:

- Observation of work performance
- Written tasks
- Interview and questioning
- Authenticated portfolio/log book
- Supporting statement of supervisor(s)
- Authenticated evidence of relevant work experience and/or formal/informal learning.

Context of assessment

- This Unit is most appropriately assessed in the workplace or a simulated workplace environment under the normal range of work conditions
- To establish consistency assessment should be conducted on more than one occasion to cover a variety of circumstances
- A diversity of assessment tasks is essential for holistic assessment.

17

Unit 17. Contribute to effective workplace relationships

Unit descriptor

This Unit is equivalent to the current national unit *BSBFLM403A Manage Effective Workplace Relationships*³ but also draws upon Element 4 of *BSBFLM402A Show leadership in the workplace*³ and some additional communication performance criteria to more fully cover the range of functions in health sterilization context at a supervisory level.

Frontline management plays an important role in developing and maintaining positive relationships in internal and external environments so that customers, suppliers and the organisation achieve planned outputs/outcomes. At this level, work will normally be carried out within routine and non-routine methods and procedures that require the exercise of some discretion and judgement.

ELEMENT	PERFORMANCE CRITERIA
1. <i>Gather, convey and receive information and ideas</i>	<ul style="list-style-type: none">1.1 Information to achieve work responsibilities is collected from appropriate sources.1.2 Effective interpersonal communication techniques are used to receive, relay and understand information.1.3 Routine correspondence is prepared and completed in accordance with job requirements and organisational standards.1.4 Personal communication styles are continually reviewed and revised on basis of feedback and self-reflection to ensure they continue to match organisational standards.1.5 Input from internal and external sources is sought, and valued in developing and refining new ideas and approaches.
2. <i>Develop trust and confidence</i>	<ul style="list-style-type: none">2.1 People are treated with integrity, respect and empathy.2.2 The organisation's social, ethical and business standards are used to develop and maintain positive relationships.2.3 Trust and confidence of colleagues and suppliers is gained and maintained through competent performance.2.4 Interpersonal styles and methods are adjusted to the social and cultural environment and take account of diversity.
3. <i>Build and maintain networks and relationships</i>	<ul style="list-style-type: none">3.1 Networking is used to identify and build relationships.3.2 Networks and other work relationships provide identifiable benefits for the team and organisation.3.3 Action is taken to maintain the effectiveness of workplace relationships.

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|---|--|
| <p>4. Manage difficulties to achieve positive outcomes</p> | <p>4.1 Problems are identified and analysed, and action is taken to rectify the situation with minimal disruption to performance.</p> <p>4.2 Colleagues receive guidance and support to resolve their work difficulties.</p> <p>4.3 Poor work performance is managed within the organisation's processes.</p> <p>4.4 Conflict is managed constructively within the organisation's processes.</p> <p>4.5 Difficult situations are negotiated to achieve results acceptable to the participants, and which meet organisation's and legislative requirements.</p> |
| <p>5. Make informed decisions</p> | <p>5.1 Information relevant to the issue(s) under consideration is gathered and organised.</p> <p>5.2 Individuals/teams participate actively in the decision making processes.</p> <p>5.3 Options are examined and their associated risks assessed to determine preferred course(s) of action.</p> <p>5.4 Decisions are timely and communicated clearly to individuals/teams.</p> <p>5.5 Plans to implement decisions are prepared and agreed by relevant individuals.</p> <p>5.6 Feedback processes are used effectively to monitor the implementation and impact of decisions.</p> |

Range of variables

The *Range of variables* explains the range of contexts within which the performance and knowledge requirements of this standard may be assessed. The scope of variables chosen in training and assessment may depend on the work contexts.

Legislation, codes and national standards relevant to the workplace which may include:

- Award and enterprise agreements and relevant industrial instruments
- Relevant legislation from all levels of government that affects business operation, especially in regard to OH&S and environmental issues, equal opportunity, industrial relations and anti-discrimination
- Relevant industry codes of practice.

At AQF level 3, frontline management will normally be engaged in a workplace context where they:

- Engage in short term planning within the organisation's business plans. For example, prepares a weekly schedule of outputs and/or outcomes to be achieved
- Take responsibility for own outputs in relation to specific quality standards. For example, assesses own performance and identifies the competencies which need to be upgraded/developed
- Take limited responsibility for the output of others. For example, provides coaching support to assist individuals meet their performance requirements

- Demonstrate some relevant theoretical knowledge. For example, explains the purpose of Key Performance Indicators to others
- Perform a defined range of skills, usually within known routines, methods and procedures and within known time constraints. For example, provides sterilization services within an agreed schedule
- Apply known solutions to a variety of predictable problems. For example, within the organisation's standard procedures considers the options and, using some discretion and judgment, selects the preferred action to rectify faults or procedural breakdowns
- Interpret available information, using some discretion and judgement in work responsibilities. For example, interprets the continuous improvement processes, procedures and documentation used by the team and decides how to apply them to own work function.

Frontline management at this level normally operates in a relatively simple and routine workplace environment in which they use the organisation's:

- Goals, objectives, plans, systems and processes
- Business and performance plans
- Access and equity principles and practice
- Ethical standards
- Quality and continuous improvement processes and standards
- Defined resource parameters.

Sources of information may be:

- Internal or external and print or non-print.

Effective interpersonal communication techniques include:

- Culturally sensitive methods that pay attention to:
 - verbal communication
 - active listening
 - attending skills
 - body language
- And are respectful of others.

Routine correspondence may include:

- Data sheets
- Quality assurance documentation
- Completion of pro-formas
- Reports and letters consistent with level of responsibility and job expectations within the workplace.

The organisation's social, ethical and business standards refers to:

- Those relevant to frontline management's work activities. They may be written or oral, stated or implied.

Colleagues may include:

- Team members, employees at the same level and more senior managers, and may include people from a wide variety of social, cultural and ethnic backgrounds.

- Customers and suppliers would typically be from:**
- Internal sources, although there may be some limited external contact.
- Networks may be:**
- Internal and/or external. They may be with individuals or groups, either through established structures or through unstructured arrangements.
- Guidance and support may be:**
- Provided by frontline management or arranged from alternative internal or external sources.
- Feedback processes may be:**
- Formal or informal and may be from internal or external sources.
- OH&S considerations may include:**
- OH&S practice as an ethical standard and legislative requirement
 - Organisation's responsibilities to customers and suppliers
 - Adjusting communication and OH&S approach to cater for social and cultural diversity.

Evidence guide

The *Evidence guide* identifies the critical aspects, knowledge and skills to be demonstrated to confirm competence for this Unit. This is an integral part of the assessment of competence and should be read in conjunction with the information contained within the *Range of variables*.

What critical aspects are required for evidence of competency?

- Establishes and maintains positive work relationships
- Develops trust and confidence
- Accesses and analyses information to achieve planned outcomes
- Resolves problems and conflicts effectively and efficiently.

What are the essential knowledge requirements for this Unit?

At this level the learner must demonstrate some relevant theoretical knowledge.

Underpinning knowledge relates to the essential knowledge and understanding a person needs to perform work to the required standard.

- Relevant legislation from all levels of government that affects business operation, especially in regard to OH&S and environmental issues, equal opportunity, industrial relations and anti-discrimination
- The principles and techniques associated with:
 - developing trust and confidence
 - consistent behaviour in work relationships
 - identifying the cultural and social environment
 - identifying and assessing interpersonal styles
 - establishing networks
 - problem identification and resolution
 - handling conflict
 - managing poor work performance
 - managing relationships to achieve planning responsibilities
 - monitoring and introducing ways to improve work relationships
 - contributing to the elimination of discrimination/bias.

Is there any concurrent assessment or relationship to other Units?

- This Unit can be assessed independently, however holistic assessment practice with other relevant units of competency is encouraged.

What are the essential skill requirements for this Unit?

- Functional literacy skills to access and use workplace information
- Communication skills including researching, analysing and interpreting information from a variety of people, reporting
- Responding to unexpected demands from a range of people
- Using consultative processes effectively
- Forging effective relationships with internal and/or external people
- Gaining the trust and confidence of colleagues
- Dealing with people openly and fairly
- Using coaching and mentoring skills to provide support to colleagues
- Ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities.

What resource implications need to be considered?

- The learner and trainer should have access to appropriate documentation and resources normally used in the workplace.

Methods of evidence used to assess competence may include:

- Observation of work performance
- Written tasks
- Interview and questioning
- Authenticated portfolio/log book
- Supporting statement of supervisor(s)
- Authenticated evidence of relevant work experience and/or formal/informal learning.

Context of assessment

- This Unit is most appropriately assessed in the workplace or a simulated workplace environment under the normal range of work conditions
- To establish consistency assessment should be conducted on more than one occasion to cover a variety of circumstances
- A diversity of assessment tasks is essential for holistic assessment.

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Notes
