



HEALTH SCHOOLS AUSTRALIA

HLT60107 Advanced Diploma of Western Herbal Medicine



From the Health Training Package HLT07

Course Information



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Health Training Package HLT07

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UNITS OF COMPETENCY & PERFORMANCE CRITERIA

BSBFLM303A	Contribute to effective workplace relationships
HLTHIR501A	Maintain an effective health work environment
HLTCOM502B	Develop professional expertise
HLTCOM503B	Manage a practice
HLTCOM404B	Communicate effectively with clients/patients
HLTCOM406B	Make referrals to other health care professionals when appropriate
HLTFA301B	Apply First Aid
HLTHIR402B	Contribute to organizational effectiveness in the health industry
HLTOHS300A	Contribute to occupational health and safety processes
HLTIN504B	Manage the control of infection
HLTHER601B	Apply western herbal medicine diagnostic framework
HLTHER602B	Manage work within the western herbal medicine framework
HLTHER603B	Operate a western herbal medicine dispensary



HLTHER604B	Perform western herbal medicine health assessment
HLTHER605B	Plan the western herbal medicine treatment strategy
HLTHER606B	Prepare and dispense western herbal medicine
HLTHER607B	Provide dietary advice
HLTHER608B	Provide specialized western herbal medicine treatment
HLTHER609B	Provide the western herbal medicine treatment



INTRODUCTION TO ADVANCED DIPLOMA OF WESTERN HERBAL MEDICINE

HLT60107 ~ Advanced Diploma of Western Herbal Medicine

The Advanced Diploma of Western Herbal Medicine is designed for individuals who wish to specialise in Complementary Natural Medicine in a professional capacity within the Natural Health Industry. The course incorporates self-directed distance learning and practical application of knowledge and skills. Graduating students may continue their studies to higher Health qualifications including a Bachelor Degree.

Advanced Diploma of Western Herbal Medicine is the qualification requirement for most private Health Funds and Graduates are eligible for membership in the Australian Traditional Medicine Society (A.T.M.S.).

Graduates may choose career pathways as a Herbal Medicine Practitioner which may include:-

- Private clinical practice ~ business owner
- Health spas & retreats ~ contract/employee
- Natural Health clinics ~ contract/employee
- Natural Product manufacturers ~ contract/employee
- Pharmacies ~ contract/employee
- Health Food shops ~ contract/employee

ENTRY ADVICE

The learner's language, literacy and numeracy levels are expected to be equivalent to Level 3 of the National Reporting System.

Reading – a learner will be able to read and interpret texts of some complexity, integrating (where relevant) a number of pieces of information in order to generate meaning and interpret and extrapolate from texts containing data which is unambiguously presented in graphic, diagrammatic, formatted or visual form.

Writing – a learner will be able to communicate relationships between ideas through selecting and using grammatical structures and notations which are appropriate to the purpose.

Oral communication - a learner will be able to participate in short transactions, using basic generic structures, to establish, maintain and develop relationships, explore issues or problem solve.

Numeracy & mathematics – a learner will be able to select and apply a range of mathematical strategies to solve problems in a number of contexts which are familiar and may be interrelated. They will also be able to reflect on and question the reasonableness and appropriateness of the purpose, process and outcomes of a mathematical activity and use symbols and diagrams to communicate mathematically.

As a student in the Advanced Diploma of Western Herbal Medicine you will be engaged in a workplace in which you will normally;

- Demonstrate understanding of a broad knowledge base incorporating some theoretical concepts;
- Apply solutions to a defined range of unpredictable problems;
- Identify and apply skill and knowledge areas to a wide variety of contexts, in some cases in depth;
- Identify, analyse and evaluate information from a variety of sources;
- Take responsibility for their own outputs in relation to specified quality standards;
- Take limited responsibility for the quantity and quality of the output of others.



BRIEF OVERVIEW OF HLT60107 ADVANCED DIPLOMA OF WESTERN HERBAL MEDICINE

Flexible Delivery ~ 4 days per week over 6 semesters (120 weeks) recommended (full-time)

In the Advanced Diploma of Western Herbal Medicine the content includes: -

- **Practice Management**
BSBFLM303A, HLTCOM502B, HLTCOM503B, HLTCOM406B, HLTHIR402B, HLTHIR501A
- **Anatomy & Physiology**
HLTHER601B, HLTHER604B, HLTHER605B
- **Advanced Anatomy & Physiology**
HLTHER601B, HLTHER604B, HLTHER605B
- **Pathophysiology & Symptomology**
HLTHER601B, HLTHER604B, HLTHER605B
- **Biology**
HLTHER601B, HLTHER604B, HLTHER605B
- **Chemistry**
HLTHER601B, HLTHER604B, HLTHER605B
- **Biochemistry**
HLTHER601B, HLTHER604B, HLTHER605B
- **History & Philosophy**
HLTHER604B
- **Counselling & Psychology**
HLTCOM404B
- **Herbal Medicine**
HLTHER601B, HLTHER602B, HLTHER603B, HLTHER604B, HLTHER605B, HLTHER606B, HLTHER607B, HLTHER608B, HLTHER609B
- **Advanced Herbal Medicine**
HLTHER601B, HLTHER602B, HLTHER603B, HLTHER604B, HLTHER605B, HLTHER606B, HLTHER607B, HLTHER608B, HLTHER609B



- **Nutrition**
HLTHER607B

- **Disorder Profiles**
HLTHER607B, HLTHER608B, HLTHER609B

- **Clinical Practice 2-4**
HLTHER601B, HLTHER602B, HLTHER603B, HLTHER604B, HLTHER605B, HLTHER606B, HLTHER607B, HLTHER608B, HLTHER609B

- **Ethics & Jurisprudence**
HLTHER602B, HLTHER604B, HLTHER609B

- **Occupational Health & Safety 2**
HLTOHS300A, HLTIN504B

- **First Aid**
HLTFA301B
(students must complete a First Aid Certificate and provide a certified copy to Health Schools Australia for completion of this course)

- **Clinical Training – 100 hours** (*clinical work experience with a qualified practitioner*)
HLTHER601B, HLTHER602B, HLTHER603B, HLTHER604B, HLTHER605B, HLTHER606B, HLTHER607B, HLTHER608B, HLTHER609B

- **Seminar Attendance – 300 hours** (*participation in industry related seminars/workshops*)
HLTHER601B, HLTHER602B, HLTHER603B, HLTHER604B, HLTHER605B, HLTHER606B, HLTHER607B, HLTHER608B, HLTHER609B

UNITS OF COMPETENCY

This qualification covers the skills needed to work at practitioner level in Western Herbal Medicine. A substantial range of herbal medicine is included (a minimum of 130 herbs) as well as the skills required to operate a herbal dispensary.

UNITS

19 units must be selected for this qualification including:

- All **common** units
- All specialisation units

COMMON

BSBFLM303A	Contribute to the effective workplace relationship
HLTHIR501A	Maintain an effective health work environment
HLTCOM502B	Develop professional expertise
HLTCOM503B	Manage a practice
HLTCOM404B	Communicate effectively with clients/patients
HLTCOM406B	Make referrals to other health care professionals when appropriate
HLTFA301B	Apply first aid
HLTHIR402B	Contribute to organisational effectiveness in the health industry
HLTIN504B	Manage the control of infection
HLTOHS300A	Contribute to occupational health & safety processes

SPECIALISATION

HLTHER601B	Apply Western Herbal Medicine diagnostic framework
HLTHER602B	Manage work within the Western Herbal Medicine framework
HLTHER603B	Operate a Western Herbal dispensary
HLTHER604B	Perform Western Herbal Medicine health assessment
HLTHER605B	Plan the Western Herbal Medicine treatment strategy
HLTHER606B	Prepare and dispense Western Herbal Medicine
HLTHER607B	Provide dietary advice
HLTHER608B	Provide specialised Western Herbal Medicine treatment
HLTHER609B	Provide Western Herbal Medicine treatment

Recommended Nominal Hours

Training Package Name: Health		
Training Package Code: HLT07		
HLT60107 ADVANCED DIPLOMA OF WESTERN HERBAL MEDICINE		
Unit Code	Unit Title	PSU Recommendation for Nominal Hours in Qld
BSBFLM303A	Contribute to effective workplace relationship	40
HLTHIR501A	Maintain an effective health work environment	20
HLTCOM502B	Develop professional expertise	40
HLTCOM503B	Manage a practice	50
HLTCOM404B	Communicate effectively with clients/patients	30
HLTCOM406B	Make referrals to other health care professionals when appropriate	40
HLTFA301B	Apply First Aid	Outsourced
HLTHIR402B	Contribute to organisational effectiveness in the health industry	30
HLTIN504B	Manage the control of infection	50
HLTOHS300A	Contribute to occupational health & safety processes	30
HLTHER601B	Apply Western Herbal Medicine diagnostic framework	40
HLTHER602B	Manage work within the Western Herbal Medicine framework	40
HLTHER603B	Operate a Western Herbal dispensary	80
HLTHER604B	Perform Western Herbal Medicine health assessment	240
HLTHER605B	Plan the Western Herbal Medicine treatment strategy	40
HLTHER606B	Prepare and dispense Western Herbal Medicine	80
HLTHER607B	Provide dietary advice	40
HLTHER608B	Provide specialised Western Herbal Medicine treatment	260
HLTHER609B	Provide Western Herbal Medicine treatment	80
	Seminar hours	300
	Clinical hours	100
	Total Nominal Hours	1630



FEE STRUCTURE

HLT60107 Advanced Diploma of Western Herbal Medicine ~ made up of 19 Units of competency

Fees (deposit) are payable when you enrol and prior to commencement of training.

Please refer to Health Schools Australia's "Fee Schedule" Sheet for Course fees and payment plans.

Our standard Refund Policy applies and is included in the Student Handbook for your reference.

Unless otherwise agreed upon, the Fee for Service fees (deposit) are payable immediately upon completion of enrolment. Fees are payable in advance for each course. A student is not considered enrolled in the course and therefore not eligible for the issue of the award, until the required fee is paid.

Two attempts at an assessment are included in the tuition and assessment fees. Please consult the *Course Fees Structure* for fees payable if more than two attempts is required.

RESOURCES

Learner resources are included in the course unit fees.

These resources include textbooks, unit notes and assessment tools to complete during the course of your training.

No refund applies to resources once they have been issued to the student.

RECOGNITION OF PRIOR LEARNING FEES

The fee for RPL is \$65.00 in total for HLT60107 Advanced Diploma of Western Herbal Medicine.

You must be enrolled with Health Schools Australia as a Student to apply for RPL. Once your completed RPL application has been received by Health Schools Australia the fee paid to process your application is non refundable.

ASSESSMENT STRATEGY

Assessment for each unit of competency in the course must be consistently demonstrated by you over a period of time and observed by the assessor and/or the technical expert working in partnership with the assessor.

These assessments will include demonstration in the workplace and/or a simulated environment, to ensure that the demonstration of competency is valid and reliable. You need to be aware that the collection of evidence is ongoing. Competency must be demonstrated in the workplace or a simulated workplace environment through a range of situations, which may include interruptions, and involvement in other related activities normally expected in the work environment. The assessment will be undertaken in an environment that meets industry codes of practice and relevant industry regulations and legislation and to achieve competency in each unit, you must achieve competency in all of the performance criteria for each unit of competency to be deemed competent.

ASSESSMENT METHODS

The Health Training Package defines “on-the-job” assessment as assessment, which occurs in the workplace as part of the normal operation of the business. The Health Training Package defines “off-the-job” assessment as that which occurs outside the immediate workplace, including, for example, assessment which may occur on the worksite but not in the actual candidate’s place of work. Assessment for this course will be carried out both on and off-the-job and the assessment methods may include any or a combination of any of the following:

- Observation of workplace tasks;
- Written or oral questioning to assess knowledge;
- Completing workplace documents; and
- Role-plays

Participants will be assessed on evidence collected from a range of activities, which may include:

- Course participation
- Self assessment
- Demonstration in the workplace

DELIVERY METHOD & TIME-FRAME:

Each unit of competency is delivered using a combination of distance learning and on-the-job training.

The course is delivered over a recommended full-time 120 week period and it is anticipated you will complete one unit of competency per month during that time frame.

WORKPLACE HEALTH AND SAFETY

All Workplace Health & Safety requirements must be adhered to while participating in the course.

ASSISTANCE WITH LEARNING

If at any time during the course you experience learning difficulties or require other assistance and advice, you can access support by contacting your Trainer. Information is provided in your Student Handbook for this purpose.

UNITS OF COMPETENCY & PERFORMANCE CRITERIA

BSBFLM303A CONTRIBUTE TO EFFECTIVE WORKPLACE RELATIONSHIPS

Unit Descriptor

This unit covers the skills and knowledge required to develop, establish and maintain effective workplace relationships and networks. It covers the activities of communication and representation.

At this level, work will normally be carried out within known routines, methods and procedures which require the exercise of some discretion and judgement.

This unit is related to BSBCM403A Establish and maintain effective business relationships and networks.

ELEMENTS	PERFORMANCE CRITERIA
1. Gather, convey and receive information and ideas	1.1 Information to achieve work responsibilities is collected from appropriate sources 1.2 The method(s) used to communicate ideas and information is appropriate to the audience 1.3 Communication takes into account social and cultural diversity 1.4 Input from internal and external sources is sought, and valued in developing and refining new ideas and approaches
2. Develop trust and confidence	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, customers and suppliers is gained and maintained through competent performance
3. Build and maintain networks and relationships	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
4. Manage difficulties to achieve positive outcomes	4.1 Problems are identified and analysed, and action is taken to rectify the situation with minimal disruption to performance 4.2 Colleagues receive guidance and support to resolve their work difficulties 4.3 Poor work performance is managed within the organisation's processes 4.4 Conflict is managed constructively within the organisation's processes 4.5 Difficult situations are negotiated to achieve results acceptable to the participants, and which meet organisation's and legislative requirements



HLTHIR501A MAINTAIN AN EFFECTIVE HEALTH WORK ENVIRONMENT

Unit Descriptor

This unit of competency describes the skills and knowledge required to work, maintain an effective work environment in a health setting by monitoring, coordinating and promoting the implementation of ethical, safe and effective work practices in line with established work requirements

ELEMENT		PERFORMANCE CRITERIA	
1.	Promote ethical work practices	1.1	Monitor decision-making to ensure ethical guidelines are followed and underlying ethical complexity is recognised
		1.2	Ensure understanding and compliance with the principles of duty of care and legal responsibilities in all work undertaken
		1.3	Ensure appropriate action is taken to address any breach or non adherence to standard procedures or adverse event
		1.4	Monitor work practices to ensure confidentiality of any client matter in line with organisation policy and procedure
		1.5	Promote respect for rights and responsibilities of others through considered application of work practices
		1.6	Apply and promote knowledge and understanding of employee and employer rights and responsibilities in all work practices
		1.7	Identify potential conflict of interest in the workplace and take action to avoid and/or address
2.	Support culture of effective communication	2.1	Monitor and address communication issues in the workplace
		2.2	Monitor oral and written communication in the workplace to ensure confidentiality of client and staff matters
		2.3	Monitor workplace communication to support accuracy and understanding of information provided and received
		2.4	Promote recognition of individual and cultural differences in the workplace and support any adjustments to communication needed to facilitate the achievement of identified outcomes
		2.5	Promote and support a client-centred approach to health care throughout interpersonal communication with clients and colleagues
		2.6	Promote and assist with the resolution of conflict and interpersonal differences in the workplace
3.	Maintain a positive approach to health in the workplace	3.1	Monitor work practices to ensure they contribute to maintaining an effective and client-centred approach to health
		3.2	Monitor implementation of work practices to ensure clients



- are included in shared decision-making as partners in health care
- 3.3 Monitor compliance with relevant accreditation standards applying to work undertaken and address issues
 - 3.4 Monitor staff understanding and focus on achieving organisation goals and objectives in work undertaken
 - 3.5 Monitor and support staff efforts to respond positively to improved work practices and procedures
 - 3.6 Ensure issues requiring mandatory notification are identified and reported appropriately
4. Work in the health industry context
- 4.1 Establish effective relationships with workers from different sectors and levels of the industry in line with work role and requirements
 - 4.2 Apply knowledge of the roles and functions of various health care structures, organisations and systems in Australia
 - 4.3 Maintain knowledge of current issues influencing the health care system, including health issues for Indigenous Australians
 - 4.4 Work with an understanding of funding mechanisms, and how the organisation's operations are financed
5. Take opportunities to develop own competence
- 5.1 Monitor own skills/knowledge in relation to ongoing and changing work requirements
 - 5.2 Identify areas for personal development in line with health industry developments, organisation requirements and personal interest.
 - 5.3 Take initiative to access and/or create development opportunities to support organisation need and personal career development.
 - 5.4 Undertake available formal and informal skill/knowledge development and maintenance activities

HLTCOM502B DEVELOP PROFESSIONAL EXPERTISE

Unit Descriptor

This unit describes the skills required to initiate and maintain continual development of professional skills and knowledge in complementary healthcare and contribute to the knowledge base of the specific healthcare practice.

ELEMENT	PERFORMANCE CRITERIA
1. Seek out and apply traditional, alternative and scientific information	1.1 A variety of methods are utilised to collect and evaluate data in the clinical setting
	1.2 Literature on the theory and practice of traditional, alternative and scientific medicine is accessed and evaluated
	1.3 Case presentations and/or literature reviews are given in a public/peer setting
2. Implement reflective learning practices	2.1 New treatments, protocols and other new ideas are evaluated, compared and contrasted
	2.2 Skills and competencies are transferred to new contexts
	2.3 Knowledge of the historical, theoretical and philosophical aspects of the field of practice is used to improve existing practices
	2.4 Strengths and weaknesses are identified and measures to improve these are implemented
3. Contribute to the development of professional practices	3.1 Links with other healthcare professionals are established using a knowledge of local, community and hospital based services
	3.2 Membership of relevant professional association/s is maintained
	3.3 Participation in <i>professional development activities</i> is actively pursued
	3.4 Progress of professional development is <i>monitored</i> on a regular basis
4. Critically evaluate specific research	4.1 Research strategies are described
	4.2 Stakeholders and their communication needs are identified
	4.3 Research requirements are identified
	4.4 Research information and data is analysed
	4.5 Research is reported

HLTCOM503B MANAGE A PRACTICE

Unit Descriptor

This unit describes the skills required to manage a clinical health practice according to the size and scale of the business.

ELEMENT	PERFORMANCE CRITERIA
1. Establish the practice	1.1 <i>A business plan</i> is prepared 1.2 <i>Policies and procedures</i> are established 1.3 <i>Required resources</i> are available 1.4 <i>Statutory and regulatory requirements</i> are complied with
2. Implement financial management procedures	2.1 The finances of the business are managed 2.2 Systems for financial documentation are established 2.3 Information for financial reports is recorded
3. Implement practice management strategies	3.1 <i>Operational strategies</i> are implemented 3.2 <i>Marketing strategies</i> are implemented 3.3 Meetings are planned and managed 3.4 <i>Stock levels and supplies</i> are monitored
4. Implement personnel management strategies	4.1 <i>Support strategies</i> are implemented to support self 4.2 <i>Human resource strategies</i> are developed 4.3 Payroll and <i>employee records</i> are managed if necessary 4.4 Diversity is managed appropriately

**HLTCOM404B COMMUNICATE EFFECTIVELY WITH
CLIENTS/PATIENTS**

Unit Descriptor

This unit covers the skills required by practitioners to establish and maintain effective communication with the client/patient throughout all interactions and provide basic counselling as required and as appropriate to facilitate the treatment.

ELEMENTS	PERFORMANCE CRITERIA
1. Establish professional relationship with the client/patient	1.1 Practice is evaluated to maintain a high standard of client/patient service 1.2 <i>Special needs</i> of clients/patients are identified and responded to 1.3 <i>Effective communication</i> is used with clients/patients 1.4 Clients/patients are encouraged to voice queries and/or fears and these are addressed appropriately 1.5 <i>Cultural and personal factors</i> are taken into consideration when consulting or interacting with clients/patients 1.6 Discretion and confidentiality are exercised appropriately and boundaries of confidentiality are outlined and explained to clients/patients whenever appropriate or required 1.7 <i>Boundaries</i> of the practitioner/client/patient relationship are defined and applied
2. Provide effective response to client/patient enquiries	2.1 <i>Relevant information</i> is presented clearly and comprehensively and in sufficient detail to meet the needs of the enquirer 2.2 Appropriate <i>modes of communication</i> are selected to suit the enquiry and the purpose and context of the enquiry 2.3 <i>Enquirer's expectations</i> are identified and acknowledged 2.4 Any unresolved concerns or issues are discussed with enquirers 2.5 Appointments are made for client/patients according to clinic guidelines
3. Respond effectively to difficult or challenging behaviour	3.1 Responses to difficult or challenging behaviour are planned and <i>managed appropriately</i> 3.2 Professional integrity is maintained at all times
4. Use basic counselling skills as required to facilitate treatment	4.1 Need for <i>basic counselling</i> is determined 4.2 Basic counselling is provided to facilitate treatment when necessary and in accordance with <i>practice specific guidelines</i> 4.3 Details of care are recorded according to <i>clinic guidelines</i>

HLTCOM406B MAKE REFERRALS TO OTHER HEALTH CARE PROFESSIONALS WHEN APPROPRIATE

Unit Descriptor

This unit describes the skills required to arrange referrals to other health care professionals when required.

ELEMENT	PERFORMANCE CRITERIA
1. Formulate a referral plan for client/patients requiring further treatment	1.1 <i>Need for referral to other health care professionals /services is determined</i> 1.2 Need for referral is communicated to the client/patient 1.3 Financial aspects of complementary health care are considered
2. Interact with other health care professionals	2.1 A range of <i>complementary health care</i> professionals and services is identified 2.2 Complementary health care professionals and <i>support services</i> are consulted to determine the most appropriate source for <i>referral</i> 2.3 Relate effectively and knowledgeably with other health care professionals
3. Arrange a referral to an appropriate source for clients/patients with specific needs	3.1 The health care professional and/or service to whom clients are to be referred are contacted 3.2 Transfer of <i>copies of client/patient records</i> to the appropriate referral source is arranged 3.3 The client/patient is included in referral communications and provided with written referrals 3.4 The appropriate health professional/service is <i>briefed</i> on reason for referral 3.5 Queries regarding the referral are answered 3.6 Assistance is provided to other health care professionals/services as required 3.7 Referrals are recorded in case notes

HLTFA301B APPLY FIRST AID

Unit Descriptor

This unit of competency deals with the provision of essential First Aid in recognising and responding to an emergency using basic life support measures. The First Aider is not expected to deal with complex casualties or incidents, but to provide an initial response where First Aid is required. In this unit it is assumed the First Aider is working under supervision and/or according to established workplace First Aid procedures and policies.

ELEMENT	PERFORMANCE CRITERIA
1. Assess the situation	1.1 Physical hazards to own and others' health and safety are identified 1.2 Immediate risk to self and health and safety of the casualty/OHS are minimised by controlling the hazard in accordance with OHS requirements 1.3 Casualty's vital signs and physical condition are assessed in accordance with workplace procedures
2. Apply First Aid techniques	2.1 First Aid management is provided in accordance with established First Aid procedures 2.2 Casualty is reassured in a caring and calm manner and made comfortable using available resources 2.3 First Aid assistance is sought from others in a timely manner and as appropriate 2.4 Casualty's condition is monitored and responded to in accordance with effective First Aid principles and workplace procedures 2.5 Details of casualty's physical condition, changes in conditions, management and response to management are accurately recorded in line with organisational procedures 2.6 Casualty management is finalised according to casualty's needs and First Aid principles
3. Communicate details of the incident	3.1 Appropriate medical assistance is requested using relevant communication media and equipment 3.2 Details of casualty's condition and management activities are accurately conveyed to emergency services/relieving personnel 3.3 Reports to supervisors are prepared in a timely manner, presenting all relevant facts according to established company procedures

HLTHIR402B CONTRIBUTE TO ORGANISATIONAL EFFECTIVENESS IN THE HEALTH INDUSTRY

Unit Descriptor

This unit is concerned with the skill and knowledge required to work effectively in the healthcare industry, and the ability to understand relevant patient/client care issues of a legal nature, the relationships between the organisation and other health industry organisations and participants, and contribution to improving the performance of the organisation.

ELEMENT	PERFORMANCE CRITERIA
1. Contribute to ethical work practice	1.1 Client/patient confidentiality is maintained in accordance with organisational policy and procedure 1.2 Rights and responsibilities of patients/clients are respected and promoted in the organisation 1.3 Colleagues/team members are appropriately encouraged to comply with confidentiality requirements, and patient/client rights and responsibilities 1.4 All work undertaken reflects and promotes understanding and compliance with the principles of duty of care, legal responsibilities and related organisational goals and objectives
2. All work undertaken reflects the health industry context of the organisation	2.1 Work is undertaken in the context of the role of the organisation and the range of services it provides 2.2 Work is undertaken in the context of the client/patient groups accessing the services of the organisation 2.3 Work reflects an understanding of how the organisation's operations are financed 2.4 Recognition is given to the role of relevant organisations and individuals and the relationships between those and own organisation
3. Contribute to the improved performance of the organisation	3.1 Organisational improvement activities, functions and strategies are participated in and contributed to

HLTOHS300A CONTRIBUTE TO OCCUPATIONAL HEALTH & SAFETY PROCESSES

Unit Descriptor

This unit is concerned with OHS responsibilities of employees with supervisory responsibilities to implement and monitor the organisation's OHS policies, procedures and programs in the relevant work area. Legislative and codes of practice requirements are addressed including duties and responsibilities for all parties under the general duty of care.

The unit is based on generic competency B in the national *Guidelines for Integrating Occupational Health and Safety Competencies into National Industry Competency Standards (NOHSC:7025 (1998) 2nd edition)*.

ELEMENT	PERFORMANCE CRITERIA
1. Plan and conduct work safely	1.1 Plan work in accordance with relevant provisions of OHS legislation, standards, codes of practice/compliance codes and guidance material. Identify hazards as part of work planning and work process 1.2 Address identified hazards prior to starting work using judgement within defined scope of responsibilities 1.3 Report residual risk according to organisation procedures 1.4 Report incidents and injuries in line with organisation policies and procedures 1.5 Undertake OHS housekeeping in work area 1.6 Maintain and update own knowledge of OHS issues as they apply to workplace systems, equipment and processes
2. Support others in working safely	2.1 Share information on safe work practices and work procedures with members of the work group. Check the OHS practices of less experienced members of the workgroup 2.2 Provide guidance and coaching to less experienced members of the workgroup to support them in working safely 2.3 Support members of the workgroup to accurately record incidents and complete associated workplace documentation according to organisation procedures
3. Contribute to OHS participative processes	3.1 Raise OHS issues in accordance with organisation procedures. Contribute to workplace meetings, workplace inspections or other consultative activities in a constructive manner to improve safety. Provide assistance to workgroup members to contribute to workplace safety 3.2 Apply knowledge of roles and responsibilities of OHS representatives and OHS committees
4. Contribute to hazard identification, OHS risk assessment and risk control activities	4.1 Report identified hazards and inadequacies in risk controls. Sources of stress are identified, issues raised and discussed with supervisor 4.2 Check the workplace for hazards using itemised checklist(s)



ELEMENT**PERFORMANCE CRITERIA**

in accordance with work procedures

- | | |
|---|--|
| 4.3 | Contribute to risk assessments |
| 4.4 | Provide input to development and implementation of control measures, with reference to the hierarchy of control |
| 5. Participate in the control of emergency situations | 5.1 Identify emergency signals and alarms and responded to them appropriately. Take initial action to control/confine emergency according to organisation procedures, and taking account of the nature and scope of the emergency. Implement emergency response procedures within scope of training and competence |

HLTIN504B MANAGE THE CONTROL OF INFECTION

Unit Descriptor

This unit describes the skills required to ensure all who operate within the clinic adhere to established infection control guidelines and duty of care.

ELEMENT	PERFORMANCE CRITERIA
1. Ensure potential infectious material is removed in accordance with clinic guidelines	1.1 Information and resources for the correct handling and disposal of waste is provided according to established guidelines and procedures 1.2 Procedures in the use of personal protective equipment when sorting and separating waste are maintained 1.3 Waste transport procedures ensure workplace safety
2. Ensure equipment and surfaces are clean and sanitised	2.1 Information and resources for the cleaning and sanitisation of equipment and surfaces is provided 2.2 Information in the correct procedure for cleaning and sanitation is provided 2.3 Appropriate recommended protective clothing is worn throughout the workplace 2.4 Information in the clinic's infection control guidelines is provided
3. Ensure personal hygiene is maintained in the workplace	3.1 Standards of personal presentation and hygiene in the workplace are established and maintained 3.2 Clinical guidelines for hygiene are established and maintained 3.3 Appropriate and checked protective clothing is made available according to established guidelines and procedures 3.4 Information is provided in the use of protective clothing
4. Establish and monitor guidelines for hazard identification and control	4.1 Hazard/spillage, response and documentation is assessed and reviewed for further action 4.2 Information is provided in hazard identification and control 4.3 Clinical policies and procedures are established and monitored 4.4 Personal protective clothing is provided as necessary 4.5 Hazards are managed in accordance with clinical guidelines 4.6 Hazard control procedures are carried out as necessary

HLTHER601B APPLY WESTERN HERBAL MEDICINE DIAGNOSTIC FRAMEWORK

Unit Descriptor

This unit covers the skills required to interpret information gathered in the health assessment and make and review an accurate diagnosis over the course of treatment, according to the herbal medicine framework.

ELEMENTS

PERFORMANCE CRITERIA

1	Analyse and interpret information received	1.1	Results of the health assessment are correlated with case history
		1.2	Signs and symptoms of condition in the client/patient are recognised and identified as pre-requisites for treatment/care
		1.3	Information gathered is assessed and assigned priorities in consultation with the client/patient using the knowledge and experience and theoretical principles applied by the practitioner
		1.4	Information is gathered, recorded and organised in a way which can be interpreted readily by other professionals
		1.5	Patterns are analysed and differentiated by assessing signs and symptoms
		1.6	Condition is identified according to stage and related implications (eg acute/chronic) by applying principles of diagnosis
		1.7	Professional judgement is used to draw sound conclusions and prognosis from the data collected
		1.8	All diagnostic signs and symptoms are elicited in a thorough and objective manner to avoid premature conclusions
		1.9	Client/patient progress is systematically monitored in order to confirm the initial diagnosis or clinical impression
5.	Critically evaluate the diagnosis	2.1	Ongoing critical evaluation of diagnosis is applied
		2.2	Appropriate diagnostic tools/methods are selected
		2.3	Re-evaluation of the case is carried out whenever considered necessary by the practitioner
		2.4	History and clinical data is effectively combined to obtain a differential diagnosis, diagnosis and prognosis
3.	Inform the client/patient	3.1	Rationale of the diagnosis/prognosis is discussed with the client/patient
		3.2	Practitioner is able to respond to client/patient enquiries using language the client/patient understands
		3.3	Referral and collaborative options are discussed with the client/patient if necessary



HLTHER602B MANAGE WORK WITHIN THE WESTERN HERBAL MEDICINE FRAMEWORK

Unit Descriptor

This unit describes the skills required to manage the effective work practices of self and others within a herbal medicine framework. Elements relate to those in unit CHCORG5A: Maintain an effective work environment.

<i>ELEMENT</i>	<i>PERFORMANCE CRITERIA</i>
1. Communicate knowledge of herbal medicine philosophy, principles and practices	1.1 The major and minor forms of diagnosis and treatment practices can be effectively communicated on a one-to-one or group basis 1.2 Central philosophies and historical developments can be explained 1.3 Recent developments and new practices are integrated into client/patient services
2. Demonstrate commitment to ethical work practices	2.1 Confidentiality of client/patient information is maintained by storing and disposing of records according to clinic requirements 2.2 Work practices are reviewed periodically to ensure skills and practices are kept current 2.3 Work practices show respect for staff and client/patient rights 2.4 Work practices adhere to legal, regulatory and clinic guidelines 2.5 <i>Measures are implemented</i> to ensure accountability for professional practices
3. Manage workplace relationships	3.1 <i>Effective communication and interpersonal skills</i> are used to ensure all workplace interactions contribute to achievement of clinic objectives and promotion of the practice 3.2 Workplace relations reflect consideration of the full range of individual and cultural differences 3.3 Any issues related to the wellbeing of work colleagues are dealt with promptly and in accordance with clinic procedures 3.4 Potential and actual workplace conflicts are handled to minimise disruption

- 4. Manage the achievement of quality standards
 - 4.1 Personal hygiene and infection control guidelines are established and practised throughout the organisation
 - 4.2 Hazard control measures and reporting procedures are undertaken according to clinic guidelines
 - 4.3 Individual and clinic performance is reviewed against established standards

- 5. Ensure ongoing development of self and team
 - 5.1 Own performance is regularly monitored against workplans, clinic objectives and client/patient needs
 - 5.2 *Opportunities for formal and informal development of skills and knowledge* are sought out and accessed to optimise performance
 - 5.3 Individual performances are monitored and developed to enhance team performance where appropriate
 - 5.4 Coaching and mentoring contributes effectively to development of workplace knowledge, skills and attitudes

HLTHER603B OPERATE A WESTERN HERBAL MEDICINE DISPENSARY

Unit Descriptor

This unit describes the skills required to manufacture and dispense herbal treatments and remedies according to Western herbal medicine framework.

ELEMENT

PERFORMANCE CRITERIA

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|--|---|
| 1. Identify medicinal plants in their natural and dry state | 1.1 All highly poisonous plants are recognised in their natural state
1.2 Major medicinal plants are recognised in their natural state
1.3 Properly dried plants are recognised organoleptically
1.4 Main botanical features of the major medicinal plants are described |
| 2. Use appropriate guidelines for plant collecting | 2.1 Plants are collected from appropriate locations
2.2 Suitable parts of plants are collected for medicinal use
2.3 Plants are collected in correct time (part of the year, day etc) |
| 3. Manufacture herbal medicines according to pharmacy guidelines | 3.1 Fresh medicinal plants are preserved
3.2 Medicinal plants are dried and stored correctly
3.3 Plant material is extracted using different menstruum
3.4 Various types of herbal medicines are manufactured |
| 4. Operate and monitor the dispensing process | 4.1 Materials, equipment and work environment are available to meet processing and dispensing requirements
4.2 Raw materials are dispensed according to manufacturing instructions
4.3 Out-of-specification product, production process and equipment performance are monitored to ensure quality standards are met
4.4 Waste generated by both the process and cleaning procedures is collected, treated and disposed of or recycled according to organisational procedures |
| 5. Complete documentation | 5.1 Workplace information is recorded in the appropriate format
5.2 Herbal medicines are correctly labelled |



HLTHER604B PERFORM HEALTH WESTERN HERBAL MEDICINE ASSESSMENT

Unit Descriptor

This unit covers the skills required to observe the condition of the client/patient and gather information relevant to the case, according to Western Herbal Medicine framework.

ELEMENTS

PERFORMANCE CRITERIA

- | | |
|---|--|
| 1. Determine the scope of the assessment and client/patient needs | <ul style="list-style-type: none"> 1.1 Client/patient's purpose for consultation is established and the symptoms experienced are identified 1.2 Client/patient's eligibility for service is determined using clinic/personal policies 1.3 Services able to be provided and limits of available services are clearly explained 1.4 Client/patient's expectation of the service/clinic are explored and clarified 1.5 Factors likely to have a negative impact on assessment are identified in consultation with the client/patient and strategies implemented to minimise the effects of these factors wherever possible 1.6 Personal abilities, level of professional competence and parameters of role are defined to the client/patient and determine practice at all times 1.7 Client/patient is referred to other health care providers where their needs are identified as beyond the scope of the services able to be provided, or if in the opinion of the practitioner their needs are best met by doing so 1.8 Legal rights of the client/patient are identified and promoted |
| 2. Obtain and record an accurate history of the client/patient | <ul style="list-style-type: none"> 2.1 Information required from the client/patient for the client/patient's history is sought in respectful way with all enquiries asked in a purposeful, systematic and diplomatic manner 2.2 Accurate, relevant and well organised information is collected and recorded in a form which can be interpreted readily by other professionals 2.3 Information is treated as confidential and stored securely |
| 3. Manage the health assessment | <ul style="list-style-type: none"> 3.1 Informed client/patient consent is obtained prior to conducting tests in accordance with legislative requirements 3.2 Abnormal findings are pursued and investigated in a deliberate, logical and appropriate manner 3.3 Reliability of data obtained is assessed and appropriate clinical correlation with client/patient complaints is established where possible 3.4 Questions are used to clarify results and gain further |



ELEMENTS**PERFORMANCE CRITERIA**

- information in a manner relevant to client/patient needs and test results
- 3.5 Any decision to carry out laboratory tests is based on the integration of previously obtained clinical data and history
- 3.6 The protocol required by the agency in ordering tests is adhered to
- 3.7 Adequate time is allowed during consultation to gather critical information
- 3.8 Factors that may interfere with the information gathering process are identified and minimised
- 3.9 Essential requirements for the maintenance of clinical and practitioner hygiene are identified, established and routinely observed
- 3.10 Potential sensitivities of the client/patient are anticipated, the practitioner's approach is adapted accordingly to take these into account, and steps are taken to ensure client/patient dignity is maintained at all times
4. Make a comprehensive assessment of the client/patient
- 4.1 Signs of disease/condition and further observations are identified according to herbal medicine framework
- 4.2 Specific details of signs and symptoms of the presenting complaint/s are elicited
- 4.3 Other appropriate assessment techniques are used
- 4.4 All information is accurately recorded in a systematic manner in accordance with clinic guidelines

HLTHER605B PLAN THE WESTERN HERBAL MEDICINE TREATMENT STRATEGY

Unit Descriptor

This unit describes the skills required to prepare for treatment of clients/patients and negotiate a treatment management plan with them using a herbal medicine framework.

ELEMENTS

PERFORMANCE CRITERIA

- | | |
|---|---|
| 1. Determine treatment strategy | <ul style="list-style-type: none"> 1.1 Appropriate therapeutic principles of treatment are determined according to diagnosis of client/patient and within the skills of competence of the practitioner 1.2 Contra-indications to treatment and possible complicating factors are ascertained and treatment strategy used is modified according to herbal medicine principles 1.3 Treatment and advice provided by other health care professionals is taken into consideration in determining the strategy to be used in treatment 1.4 Treatment strategy appropriate to client/patient condition is selected and supported on the basis of established herbal medicine practice 1.5 Specific treatment options take into consideration possible client/patient compliance issues |
| 2. Discuss the treatment strategy with the client | <ul style="list-style-type: none"> 2.1 Proposed treatment strategy is discussed with the client/patient 2.2 Sufficient time is allocated to discuss the treatment strategy, appropriate to the client/patient's needs 2.3 Client compliance is negotiated 2.4 Discrepancies between the practitioner's and the client/patient's perception of the condition are clarified 2.5 Any relevant information from medical or diagnostic reports is communicated where appropriate 2.6 Any perceived risks from the client/patient's condition and treatment are explained 2.7 The responsibilities of practitioner and client/patient within the treatment plan are clarified |

HLTHER606B PREPARE AND DISPENSE WESTERN HERBAL MEDICINE

Unit Descriptor

This unit describes the skills required to prepare and dispense Western Herbal Medicines according to a script prepared by a Western Herbal Medicine practitioner.

<i>ELEMENT</i>	<i>PERFORMANCE CRITERIA</i>
1. Recognise common herbs for use in individual prescriptions	1.1 <i>Common herbs are identified in their natural habitat</i> 1.2 Common herbs are identified in their dried form
2. Prepare herbal medicines	2.1 <i>Pharmaceutical ingredients and equipment are identified and prepared</i> 2.2 <i>Medicine is prepared according to the guidelines and methodology of herbal medicine</i> 2.3 <i>Medicine is prepared according to clinic guidelines</i> 2.4 <i>Care is taken to prevent contamination of or by the medicine</i> 2.5 <i>Medicine is labelled and stored correctly</i>
3. Dispense the medicine	3.1 <i>Dispensing ingredients and equipment are identified and prepared</i> 3.2 <i>The required herbal medicine is dispensed in the form and quantity stipulated by the prescription/order</i> 3.3 <i>Care is taken to prevent contamination of or by the medicine</i> 3.4 <i>Medicine is labelled correctly</i> 3.5 <i>Instructions for taking the medicine are provided to the client/patient</i> 3.6 <i>Factors which have an effect on storage are identified and explained</i> 3.7 <i>Medicine is dispensed according to clinic guidelines</i>
4. Control stock	4.1 <i>Required materials are obtained from acceptable sources</i> 4.2 <i>The pharmacy is kept well stocked according to clinic guidelines</i> 4.3 <i>Factors which have an effect on storage are identified</i> 4.4 <i>Materials are stored according to clinic guidelines</i> 4.5 <i>An alcohol register is maintained according to State regulations</i>
5. Complete documentation	5.1 <i>Workplace information is recorded in the appropriate format</i> 5.2 <i>Materials are labelled correctly</i>

HLTHER607B PROVIDE DIETARY ADVICE

Unit Descriptor

This unit describes the competencies required to provide advice on dietary modification according to established herbal medicine principles and practice.

<i>ELEMENT</i>	<i>PERFORMANCE CRITERIA</i>
1. Identify appropriate dietary modifications	1.1 Identify <i>nutrient deficiencies</i> 1.2 Identify food allergies and/or food sensitivities 1.3 Determine the influence of <i>environmental factors</i> on nutritional status 1.4 Design <i>dietary modifications</i> appropriate for the client/patient 1.5 Address appropriate <i>cultural factors</i> 1.6 Address appropriate lifestyle factors 1.7 Justify proposed dietary modifications
2. Negotiate dietary change with client/patient	2.1 Communicate proposed dietary changes to client/patient 2.2 Explain reasons for dietary modification 2.3 Obtain feedback from client/patient regarding proposed dietary changes 2.4 Implement dietary changes in a manner acceptable to the client/patient

HLTHER608B PROVIDE SPECIALISED WESTERN HERBAL MEDICINE TREATMENT

Unit Descriptor

This unit describes the skills required to provide specialised Western Herbal Medicine care for less common conditions/disease states in accordance with the age, gender and mental health needs of the client/patient. high levelherbal medicine and a wide range of health .

ELEMENT

PERFORMANCE CRITERIA

- | | |
|---|--|
| 1. Manage the specialised herbal medicine treatment | <p>1.1 <i>Knowledge of herbal medicines</i> is used to select the most appropriate treatment strategy</p> <p>1.2 Factors which may interfere with the effectiveness of the treatment are taken into account for each herb and prescription</p> <p>1.3 Possible treatment reactions are taken into account for each herb and prescription</p> <p>1.4 Contra-indications are taken into account for each herb and prescription</p> <p>1.5 Consent for treatment is ensured</p> <p>1.6 Reactions to treatment (adverse or otherwise) are recognised and promptly responded to if necessary</p> <p>1.7 Assessments and recommendations are fully documented</p> <p>1.8 Treatment is provided according to the specialised herbal medicine treatment plan</p> <p>1.9 Treatment is fully explained to the client/patient and all enquiries responded to</p> <p>1.10 Counselling skills are used as appropriate</p> <p>1.11 The treatment plan is reviewed and continuing care negotiated with the client/patient</p> |
| 2. Provide specialised herbal medicine treatment for children and adolescents | <p>2.1 Consent for treatment is obtained from the parent/caregiver/guardian</p> <p>2.2 Client/patient health is assessed according to standard guidelines relating to age</p> <p>2.3 A specialised herbal medicine treatment plan is developed according to findings</p> <p>2.4 <i>The treatment plan</i> is implemented</p> |

ELEMENT**PERFORMANCE CRITERIA**

3. Provide specialised herbal medicine treatment for women	3.1 Client/patient health and welfare is assessed with special consideration given to conditions common to women 3.2 A physical examination is conducted with special regard to common conditions of women <i>in various life stages</i> and according to local and national regulations 3.3 A specialised herbal medicine treatment plan is developed according to findings 3.4 <i>The treatment plan</i> is implemented
4. Provide specialised herbal medicine treatment for men	4.1 Client/patient health and welfare is assessed with special consideration to conditions common to men 4.2 Physical examination is conducted with special regard <i>to common conditions</i> of men relating to age and according to local and national regulations 4.3 A specialised herbal medicine treatment plan is developed according to findings 4.4 The treatment plan is implemented
5. Provide specialised herbal medicine geriatric care	5.1 Client/patient history is taken with special consideration to client/patient memory, cognitive ability and care requirements 5.2 A physical examination is conducted with special regard to <i>common conditions</i> of ageing and according to local and national regulations 5.3 A specialised herbal medicine treatment plan is developed according to findings 5.4 <i>The treatment plan</i> is implemented
6. Provide specialised herbal medicine mental health care	6.1 Client/patient history is taken with special consideration to patient mental health and care requirements 6.2 A specialised herbal medicine treatment plan is developed according to findings 6.3 <i>The treatment plan</i> is implemented

HLTHER609B PROVIDE THE WESTERN HERBAL MEDICINE TREATMENT

Unit Descriptor

This unit describes the skills required to administer client/patient treatment according to a Western Herbal Medicine framework.

<i>ELEMENT</i>	<i>PERFORMANCE CRITERIA</i>
1. Manage treatment	1.1 Factors which may interfere with the effectiveness of the treatment are explained 1.2 The mode of administration and management of the treatment are explained to the client/patient 1.3 Client/patient is requested to monitor reactions and contact practitioner as required 1.4 Appropriate consent for treatment is ensured 1.5 Reactions to treatment (adverse or otherwise) are recognised and promptly responded to if necessary 1.6 Time, location and content of future sessions are clearly explained to the client/patient 1.7 Recommendations are fully documented 1.8 Treatment is provided according to the treatment plan
2. Apply therapeutic techniques	2.1 Herbal medicines, extemporaneous preparations, herbal plasters, poultices, ointments or other topical applications are applied, recommended, dispensed or prescribed 2.2 Treatment is delivered according to regulations 2.3 Other health care professionals are referred to or collaborated with as required
3. Advise and resource the client	3.1 The client/patient is educated in relevant and practical techniques for promotion and maintenance of optimum health 3.2 Client/patient queries are answered with clarity, using appropriate language 3.3 Appropriate interpersonal skills are used when explaining treatment plans and recommendations to the client/patient 3.4 Client/patient independence and responsibility in treatment are promoted wherever possible 3.5 Counselling within a herbal medicine framework is provided when appropriate
4. Review treatment	4.1 Progress is reviewed with the client/patient 4.2 Effects of previous treatment are identified and recorded 4.3 Previous treatment plan is reviewed 4.4 Need for ongoing and/or additional treatment is evaluated 4.5 Changes to the plan are negotiated with the client/patient to ensure optimal outcomes



