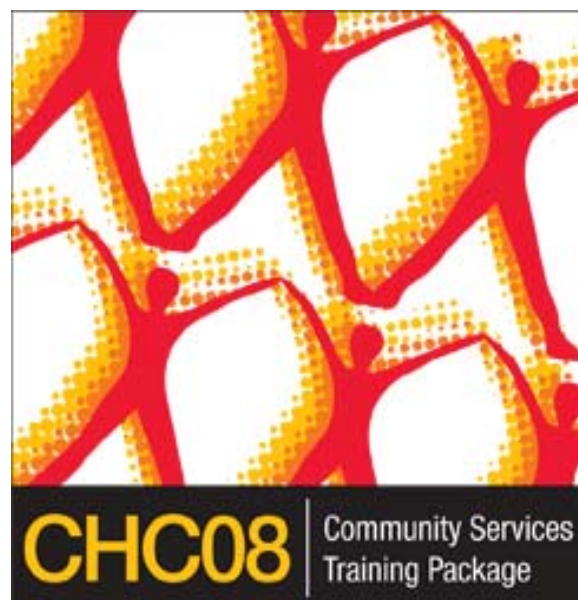




Industry Skills Council
Community Services & Health
Industry Skills Council

Continuous Improvement of the Health and Community Services Training Packages

2010/2011 Work plan



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Introduction

The competency standards, skill sets and qualifications included in the CHC08 Community Services Training Package and the HLT07 Health Training Package are fundamental to future workforce development and reform in the community services and health industries. The Training Packages capture many of the skills required to address the workforce development challenges articulated in the [2010 Environmental Scan](#) (the Scan), However, as new knowledge and skills emerge, it is essential that they be integrated into the training packages.

The Scan identifies the following current challenges to workforce development and reform:

- a shift towards service models that emphasise prevention, primary, community and homebased services
- a need to build management capacity
- increased complexity of client needs
- increased use of assistant and advanced practitioner roles
- a policy focus on integrated models of service delivery
- a need to address conditions, recruitment and retention in community services
- labour shortages in rural and remote areas.

The workforce development implications of each of these challenges are detailed on page 12 of [the Scan](#). These challenges are the key drivers of the future directions of the HLT07 Health Training Package and the CHC08 Community Services Training Package. In establishing these future directions it is important to consider both the implementation of the existing competency standards, qualifications and skill sets and the changes and additions required to meet these workforce challenges.

The third iteration of the Community Services and Health Industry Skills Council's (the ISC) Continuous Improvement Plan (the Plan) has been informed by intelligence gathered by the ISC over the previous 12 months from a variety of sources including the Scan, the Continuous Improvement Register of feedback, stakeholder consultation meetings and interviews, conferences, events and workshops.

The Plan includes current training package development work as well as work scheduled to commence in the 2010-11 financial year.

1. Cross-training package work

A variety of work has been identified to be progressed across both training packages simultaneously. Points 1.3 and 1.4 will be progressed yearly as part of continuous improvement of both training packages.

CROSS-TRAINING PACKAGE WORK				
No	SCOPE OF WORK, INDUSTRY, SECTOR AND OCCUPATIONS/SKILLS INVOLVED	INDUSTRY IMPERATIVES FOR THE WORK	LIKELY QUALIFICATION LEVELS AFFECTED	TIMELINES
1.0	<i>Embed Skills for Sustainability across Training Packages</i>	<i>DEEWR and COAG imperative</i>	<i>All levels</i>	<i>February 2010 – December 2010</i>
1.1	<i>Incorporate NQC requirements for increased consistency and flexibility in qualification packaging rules</i>	<i>NQC imperative</i>	<i>All levels</i>	<i>March 2010 – December 2010</i>
1.2	<p><i>Skill sets:</i></p> <ul style="list-style-type: none"> •<i>Ascertain uptake and effectiveness of endorsed CHC08 and HLT07 skill sets</i> •<i>Identify opportunities for enhancing the return of existing skill sets</i> •<i>Prioritise changes to existing skill sets and opportunities for development of new skill sets in the continuous improvement work plan 2011 - 2012</i> 	<p><i>Industry priority to:</i></p> <ul style="list-style-type: none"> • <i>continue to support expansion and reform of the skills base of the existing Community Services and Health workforce,</i> • <i>overcome the occupational ‘silos’ that frequently create barriers to effective service provision, particularly in regional areas.</i> • <i>create expanded and more flexible career pathways.</i> 	<i>Existing and additional skill sets</i>	<i>January 2011 – June 2011</i>

CROSS-TRAINING PACKAGE WORK				
No	SCOPE OF WORK, INDUSTRY, SECTOR AND OCCUPATIONS/SKILLS INVOLVED	INDUSTRY IMPERATIVES FOR THE WORK	LIKELY QUALIFICATION LEVELS AFFECTED	TIMELINES
1.3	<p>Update imported units:</p> <p><i>Review imported units across CHC08 and HLT07 training packages to ensure that all superseded units are replaced with current units. Process includes creation of new HLT or CHC units where superseded no longer meet industry need and alternatives aren't available</i></p>	<i>VET Imperative – Rationalise training packages and enable smooth implementation</i>	<i>All levels</i>	<p><i>April 2010 – December 2010</i></p> <p><i>April 2011 – December 2011</i></p>
1.4	<p>'ISC Upgrades' and other minor revisions:</p> <p><i>Updates to terminology and structure to ensure training packages meet reflect best practice principles and policy as outlined in the Training Package Development Handbook.</i></p> <p><i>Clarification of wording, correction of typographical and grammatical errors made across both packages</i></p>	<i>VET Imperative – Ensure quality and consistency of training packages and enable smooth implementation</i>	<i>All levels</i>	<p><i>April 2010 – December 2010</i></p> <p><i>April 2011 – December 2011</i></p>

2. Health Training Package

HLT07 HEALTH TRAINING PACKAGE				
No	SCOPE OF WORK, INDUSTRY, SECTOR AND OCCUPATIONS/SKILLS INVOLVED	INDUSTRY IMPERATIVES FOR THE WORK	LIKELY QUALIFICATION LEVELS AFFECTED	TIMELINES
2.0	Undertake work across both the HLT and CHC Training Packages, as articulated in Table 1(Cross-Training package work).	<i>As outlined in Table 1 (Cross-Training package work).</i>	<i>All</i>	<i>See Table 1 (Cross-Training package work).</i>
2.1	Submit Health Training Package for re-endorsement	<i>VET Imperative</i>	<i>All</i>	<i>January 2010 – December 2010</i>

HLT07 HEALTH TRAINING PACKAGE				
No	SCOPE OF WORK, INDUSTRY, SECTOR AND OCCUPATIONS/SKILLS INVOLVED	INDUSTRY IMPERATIVES FOR THE WORK	LIKELY QUALIFICATION LEVELS AFFECTED	TIMELINES
2.1	<p>Oral Health for non-Oral Health workers:</p> <p>Articulation of Oral Health work functions for non-oral health workers, to be offered as electives within existing Community Services qualifications</p>	<p>Workforce development is a major strategy in improving oral health outcomes, as referenced in Australia's National Oral Health Plan 2004-2013</p>	<p>TBC – Likely addition of elective(s) to a range of CHC08 qualification(s)</p>	<p>July 2009 – December 2010</p>
2.2	<p>Hospital/Health Services Pharmacy Support work:</p> <ul style="list-style-type: none"> • Review existing qualifications for currency • Scope and draft new components for inclusion in the HLT07 Training Package, particularly for advanced assistant/practitioner role(s) 	<p>Industry need for higher level work role(s) and update of existing roles</p>	<p>Certificates III and IV in Hospital/Health Services Pharmacy Support</p>	<p>July 2010 – December 2011</p>
2.3	<p>Health assisting/client care work:</p> <ul style="list-style-type: none"> • Identification of options for enhanced integration of HLT07 and CHC08 Assistant roles • Scoping and drafting of new components for broader assistant entry level roles across HLT07 and CHC08 • Scoping and drafting of new components for higher level assistant/practitioner role(s) in Allied Health • Review of existing components to ensure currency, flexibility and portability 	<p>Industry priority to improve flexibility and transferability of skills in assistant/client care roles across the Health and Community Services industries.</p> <p>Industry priority: health assistant roles need to feature more prominently to meet demand for services and allow for more efficient use of professional resources</p>	<p>Certificate III & IV</p> <p>Certificate III to Diploma</p> <p>Diploma</p> <p>Cert III & IV in Allied Health Assisting</p>	<p>July 2010 – December 2011</p>

HLT07 HEALTH TRAINING PACKAGE				
No	SCOPE OF WORK, INDUSTRY, SECTOR AND OCCUPATIONS/SKILLS INVOLVED	INDUSTRY IMPERATIVES FOR THE WORK	LIKELY QUALIFICATION LEVELS AFFECTED	TIMELINES
2.4	<p>Aboriginal and/or Torres Strait Islander Health Work:</p> <ul style="list-style-type: none"> • Review part or all of existing components for currency and ensure suitability to meet the needs of the proposed national registration and accreditation framework • Scope and draft any identified new components for inclusion in the HLT07 Training Package; 	<p>Qualifications were developed prior to 2006 and require some review</p> <p>Qualifications under consideration as basis for national licensing of Aboriginal and Torres Strait Islander Health Workers</p>	TBC	July 2010 – December 2011
2.5	<p>Health supervision & management:</p> <ul style="list-style-type: none"> • Review of existing components articulating health supervision and management work roles and functions, with a view to identifying gaps and opportunities for development e.g. <ul style="list-style-type: none"> ○ Health supervision ○ Health management ○ Clinical supervision/mentoring • Identification of recommendations for broader health management workforce development e.g. job design, models for articulation with the higher education sector 	<p>High priority across the Health industry for increased skill at middle and higher levels of management.</p> <p>Skills required to facilitate service design and recruitment with a wider range of recognised pathways from VET, higher education and work experience.</p>	TBC	July 2010 – December 2011

HLT07 HEALTH TRAINING PACKAGE				
No	SCOPE OF WORK, INDUSTRY, SECTOR AND OCCUPATIONS/SKILLS INVOLVED	INDUSTRY IMPERATIVES FOR THE WORK	LIKELY QUALIFICATION LEVELS AFFECTED	TIMELINES
2.6	<p>Improvements across the Health Training Package:</p> <p><i>Updates to terminology and structure to ensure training packages holistically reflect best practice principles and policy as outlined in the Training Package Development Handbook.</i></p> <p><i>Incorporation of best-practice approaches including but not limited to:</i></p> <ul style="list-style-type: none"> • <i>Reference to 'Importance of culturally aware and respectful practice' statement in all qualifications</i> • <i>Minimisation and clarification of pre-requisite and related units to enable smoother implementation and transferability</i> • <i>Clarification and restructure of all units in regards to components of competency and critical aspects of assessment</i> • <i>Revision of wording of skill sets to align with updated policy</i> • <i>Improvement of HLTOHS units to broaden applicability</i> • <i>Improvements to individual units and qualifications.</i> 	<p><i>VET and Industry Imperative – Ensure quality and consistency of training packages and enable smooth implementation</i></p>	<p><i>All</i></p>	<p><i>January 2010 – December 2010</i></p>

3. Community Services Training Package

CHC08 COMMUNITY SERVICES TRAINING PACKAGE				
No	SCOPE OF WORK, INDUSTRY, SECTOR AND OCCUPATIONS/SKILLS INVOLVED	INDUSTRY IMPERATIVES FOR THE WORK	LIKELY QUALIFICATION LEVELS AFFECTED	TIMELINES
3.0	Undertake work across both the HLT and CHC Training Packages, as articulated in Table 1 (Cross-Training package work).	As outlined in Table 1 (Cross-Training package work).	All	See Table 1 (Cross-Training package work).
3.1	Oral Health for Community Services workers: <i>Development of new components to articulation of Oral Health work functions for non-oral health workers, to be offered as electives within existing Community Services qualifications</i>	<i>Workforce development is a major strategy in improving oral health outcomes, as referenced in Australia's National Oral Health Plan 2004-2013</i>	<i>TBC – Likely addition of elective(s) to a range of CHC08 qualification(s)</i>	<i>July 2009 – December 2010</i>
3.2	Mental health work – peer support: <i>Scoping and development of new components to reflect mental Health consumer work role(s) and functions</i>	<i>Mental Health sector priority to recognise and support the roles of consumer workers in mental health</i> <i>Commonwealth government and COAG commitment to National Mental Health Plan</i>	<i>TBC - through Scoping Research</i>	<i>May 2010 – December 2011</i>

CHC08 COMMUNITY SERVICES TRAINING PACKAGE				
No	SCOPE OF WORK, INDUSTRY, SECTOR AND OCCUPATIONS/SKILLS INVOLVED	INDUSTRY IMPERATIVES FOR THE WORK	LIKELY QUALIFICATION LEVELS AFFECTED	TIMELINES
3.3	<p>Mental health work – recovery oriented community mental health and higher level skills:</p> <p>Scoping to identify changes and additions to reflect new information about recovery oriented community mental health and related work roles.</p>	<p>Priority to develop community mental sector work roles to facilitate service design and recruitment with a wider range of recognised pathways throughout the whole of the mental health sector</p> <p>Commonwealth government and COAG commitment to National Mental Health Plan</p>	<p>TBC – update existing qualifications and potential higher level qualifications</p>	TBC
3.4	<p>Language, Literacy and Numeracy (LLN) Volunteer tutors:</p> <p>Scoping and development of new components to articulate work functions and roles for volunteer LLN tutors</p>	<p>Commonwealth government priority to expand and increase consistency and quality of LLN support services across Australia</p>	<p>New units and skill set(s)</p> <p>Possible addition of elective group to the Certificate III in Active Volunteering</p>	<p>December 2009 – May 2011</p>

CHC08 COMMUNITY SERVICES TRAINING PACKAGE				
No	SCOPE OF WORK, INDUSTRY, SECTOR AND OCCUPATIONS/SKILLS INVOLVED	INDUSTRY IMPERATIVES FOR THE WORK	LIKELY QUALIFICATION LEVELS AFFECTED	TIMELINES
3.5	<p>Community Services Workers supporting clients with Language, Literacy and Numeracy (LLN) issues:</p> <p>Scoping and development of new components to articulate work functions for Community Services workers supporting clients with LLN needs.</p>	<p>Commonwealth government priority to expand and increase consistency and quality of LLN support services across Australia</p> <p>Commonwealth government social inclusion priority and the move in community services towards integrated cross-sector service delivery</p>	TBC – Likely addition of elective(s) to a range of CHC08 qualification(s)	December 2009 – May 2011
3.6	<p>Respite Intake and Coordination:</p> <p>Scoping and development of new components to articulate Respite Intake and Coordination work functions and roles.</p>	Department of Health and Aging and Commonwealth Respite Carelink Centres (CRCC) priority	Diploma of Community Services (Information, Advice and Referral)	January 2010 – May 2011
3.7	<p>Children’s Services work:</p> <p>Research key areas of children’s services/early childhood development education and care policy agenda to:</p> <ul style="list-style-type: none"> • Ensure consistency with national early childhood quality agenda • Develop new components reflecting early childhood development roles supporting the Early Childhood Development Strategy 	Current Commonwealth government and COAG policy agenda to improve outcomes for early childhood education and care	TBC – Possible articulation of higher level work roles at Vocational Graduate level	January 2010 - September 2010