



Program Guide

HLT37315 Certificate III in Health Administration



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Delivery Site Address

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Introduction

NSW Health Registered Training Organisation (RTO) is registered with the Australian Skills Quality Authority to deliver Nationally Recognised Qualifications, Skill Sets, and Units of Competency. Its Registered Training Organisation Number is 90198. Sydney Local Health District (SLHD) is one of the delivery sites of the NSW Health RTO.

This qualification reflects the Administration Officers range of roles who apply knowledge, practical skills and experience whilst supporting nursing, medical and allied health professionals.

No licensing, legislative, or certification requirements apply to this unit at the time of publication.

For further information, prospective students should refer to the NSW Health RTO Students Handbook, which can be found by following this link:

https://www.slhd.nsw.gov.au/services/rto/student_policies.html

Target Group

The HLT37315 Certificate III in Health Administration program is targeted at existing Administration Officers levels 2 and 3. This includes Clinical Support Officers, general Administration Officers who are working in a wide range of contexts within health.

Other aspiring staff who want to move to Administration roles are also encouraged to apply for this qualification.

Approvals from the workplace manager and the program coordinator are required for the aspiring staff to apply for this program. These students will be required to undertake additional work in the workplace to ensure they obtain the knowledge and skills required to meet the requirements of the program. Manager approvals and agreement are required to ensure these students have opportunity to practice and undertake the administration work.

Program Entry and Eligibility Requirements

Students must meet the following course entry requirements:

- Ability to commit the required time to attend training and for independent study and assessment
- Must be nominated by your manager and have completed all pre-enrolment approvals and requirements before enrolment in the HLT37315 Certificate III in Health Administration.
- Complete the Expression of Interest (EOI) form, provided to you on enquiry, and submit it to the Program Coordinator with supporting documentation (listed below):
 - Manager's endorsement and signature
 - Supporting documents such as completed course transcripts

Upon receipt of EOI and supporting documentation, you will be required to undertake the Language, Literacy and Numeracy (LLN) testing through the LLN Robot website, as part of the recruitment process. This test will take one hour. Your Program Coordinator will provide you with the relevant information in relation to the LLN process. You will need to use Google Chrome as the web engine. The results of the LLN assessment will assist your Program Coordinator in identifying any additional support you may require.

Students must achieve the LLN skill level adequate for this program. The LLN report outlines the skill levels for each student and recommendations for additional support if required.

All EOIs will be assessed, including the LLN results and a decision will be made by the Program Coordinators on the most suitable applicants. Successful applicants will be advised of acceptance in the course as soon as practicable after the EOI closing date.

Successful students must also have access to a computer to complete the assessment items.

Language, Literacy and Numeracy Requirements

All NSW Health RTO programs require you to meet minimum English language levels before you enrol. To get the most from your Program, you should be able to read online material and textbooks, complete written assignments and conduct research independently. Your study will include online assessments, text-based discussions and collaboration.

Some programs require prospective student to complete an LLN assessment to determine if they have the required LLN skills to participate in the program. Where the students are deemed not to have the required level of LLN skills, NSW Health RTO will plan a program of support to enable the students to develop the required levels of skills prior to enrolling in the program or refer the students to an external provider to develop these skills.

Program Application and Selection Process

Please refer to the Program Entry and Eligibility requirements section above.

The application process consists of completing the Expression of Interest (EOI) form which will include your supporting documentation as well as your manager's approval. You must be nominated by your manager and have completed all pre-enrolment approvals and requirements before enrolment in the HLT37315 Certificate III in Health Administration program.

The Expression of Interest (EOI) process closes on the 4th March 2022 and is available on the Education and Training Service (ETS) intranet page under Nationally Recognised Training / HLT37315 Certificate III in Health Administration.

Upon receipt of EOI and supporting documentation submission before the closing date of, you will then be enrolled in the LLN Robot website as part of the recruitment process. You will receive an email from the LLN Robot website requesting you complete an LLN assessment. This assessment will take up to one hour. You will need to use Google Chrome as the web engine. The results of the LLN assessment will assist your Program Coordinator in identifying any additional support you may require.

Successful applicants will be advised via email as soon as practicable after the EOI closing date and successful completion of the LLN online quiz. This email will include the following documents which must be returned to the program administrator within the designated timeframe:

- SLHD Acceptance of letter of offer
- SLHD Media and image consent form

Enrolment Process

Successful applicants will be required to complete the following NSW Health RTO enrolment requirements before program commencement:

1. Unique Students Identifier
2. AVETMISS
3. RTO Participant Declaration
4. RTO Enrolment Data Collection Form
5. Students support questionnaire
6. Any other related forms specific to the Program

The delivery site administration office will contact the successful applicants with guidelines on how to complete these requirements.

Qualification Pathway

The HLT37315 Certificate III in Health Administration is a nationally recognised qualification. Once completed, you can apply for recognition and credit transfer in other relevant qualifications, including higher level VET qualifications.

You may use this qualification as a pathway into Certificate IV in Business with a specialisation in Administration through NSW Health RTO or Certificate IV in Health Administration through other providers.

Program Learning Outcomes

At the end of this program, you will have the knowledge and skills to:

1. Work effectively in a health setting with clients, staff, visitors and suppliers and others to meet established work requirements
2. Use effective communication and cooperation with persons of diverse cultures
3. Comply with infection control policies and procedures
4. Participate in WHS processes in the workplace, in order to ensure their own health and safety at work, as well as that of others in the workplace who may be affected by their actions
5. Understand and respond to instructions; to carry out routine tasks and communicate with a range of internal/external clients in a medical environment; and to use appropriate advanced medical terminology
6. Identify customer needs, deliver and monitor customer service and identify improvements in the provision of customer service
7. Respond effectively to behaviours of concern of people
8. Organise own work schedules, monitor and obtain feedback on work performance, and maintain required levels of competence
9. Support the organisation's continuous improvement systems and processes
10. Make a pro-active and positive contribution to workplace innovation
11. Plan, draft and finalise a basic document
12. Gather, organise and apply workplace information in the context of an organisation's work processes and knowledge management systems
13. Receive a request and to deliver the record or information about the record.

Program Content

To successfully attain this qualification, student must complete thirteen (13) units of competency that meet the packaging rules for this qualification. There are (5) core units that must be completed, and these are identified in the list below. In addition, eight (8) elective units (see below) must be completed.

(Electives selected are relevant to the health work environment and have all been chosen from the elective units as shown in the qualification in the Training Package www.training.gov.au.)

BSBMED301	Interpret and apply medical terminology appropriately	Core
CHCCOM005	Communicate and work in health or community services	Core
CHCDIV001	Work with diverse people	Core
HLTINF001	Comply with infection prevention and control policies and procedures	Core
HLTWHS001	Participate in workplace health and safety	Core
BSBPEF301	Organise personal work priorities	Elective
BSBCUS301	Deliver and monitor a service to customers	Elective
BSBFLM309	Support continuous improvement systems and processes	Elective
BSBINM301	Organise workplace information	Elective
BSBINN201	Contribute to workplace innovation	Elective
BSBRKG303	Retrieve information from records	Elective
BSBWRT311	Write simple documents	Elective
BSBMED305	Apply the principles of confidentiality, privacy and security within the medical environment	Elective

If you have completed any of these programs previously through NSW Health or another RTO, please contact the Program Coordinators to establish whether you are eligible to apply for credit transfer or recognition of prior learning.

Program Structure

This program will be conducted over ten (10) month period, during which, students will attend twelve (12) full day sessions.

Due to COVID 10 Additional time may be provided to students, based on individual cases, to complete any outstanding assessments.

Refer to the Program Scheduling/Timetable below for program dates.

- The face-to-face sessions are facilitated by the Program Coordinator and include presentations from industry experts. Student are required to attend all the face-to-face sessions outlined in Program Scheduling/Timetable in the delivery mode section.

These sessions are designed to enhance students' knowledge and skills in relation to the units of competency covered under this qualification. They will be conducted at Rozelle Campus.

- The majority of the UOCs will be delivered individually.
- UOCs BSBFLM309 Support continuous improvement systems and processes / BSBINN201 Contribute to workplace innovation will be clustered as well as BSBINM301 Organise workplace information / BSBRKG303 Retrieve information from records.
- Coaching, simulation and workplace observations and assessments will also be undertaken as part of this program.
- Student must undertake 13 units of competency (subjects). Each unit of competence has a Students Assessment Workbook (SAW). These workbooks are available on the online Students Management platform called Moodle. All students will be provided access to this platform.

Student are given opportunity to commence these workbooks during the face-to-face classes. Completion of these workbooks' forms part of the assessment for the qualification. Student will be required to complete these workbooks outside of class time as self-directed learning.

- The simulation practice is incorporated into the theory component. It provides the opportunity for student to practise newly learned skills in a safe learning environment under supervision, such as Hand Hygiene, WHS, Manual Handling, undertaking risk assessments.
- Students are also expected to undertake approximately 6.5 hours per week on assessment activities / online learning / pre reading / accessing materials and self-paced study.
- Students will also be required to complete assessment workbooks out of sessions that will assist them in providing evidence of competence. There is also a requirement that they will have to complete tasks back in their workplace to ensure they apply the competencies to their work role.

Delivery Mode

This qualification is delivered through a combination of Internal and Work-based delivery. **Please note:** During COVID19 restrictions, some education sessions will be delivered online through a Moodle platform which is a secure, private videoconferencing solution. You will be provided with detailed information prior to each session.

- **Internal delivery** includes:
 - Classroom-based training even when the training is delivered using video or internet links in real time
 - Simulation for some of the UOCs prior to undertaking workplace observations and assessments

- Informal coaching sessions are provided to students on request, when required and throughout the duration of the course.
- Online forums and chats
- **Workplace-based** includes:
 - Prescribed activities as part of the program, e.g., conducting a WHS risk assessment, Hand Hygiene, cleaning a desk area.

Program Duration

This program is delivered over ten (10) month period. The program consists of theory and practice Refer to the timetable in the Delivery Mode Section.

PLEASE NOTE: During COVID-19 restrictions, some face-to-face education sessions will be delivered online through a virtual platform using Zoom which is a secure, private videoconferencing solution.

Student will:

- **Attend:**
 - Attend twelve (12) face to face study days and will last approximately 4-8 hours. Please refer to the Program Scheduling/timetable below.
 - The simulation practice is incorporated into the theory component. It provides the opportunity for student to practise newly learned skills in a safe learning environment under supervision.
 - Students are also expected to undertake approximately 6.5 hours per week on assessment activities / online learning / pre-reading / accessing materials and self-paced study.
- **Undertake:**
 - Workplace activities:
 - They will also be required to complete assessment workbooks out of sessions that will assist them in providing evidence of competence. There is also a requirement that they will have to complete tasks back in their workplace to ensure they apply the competencies to their work role.
- Complete and submit all assessment requirements by the due dates.

Program Scheduling/Timetable

Program dates are in the table below with the associated unit of competency.

Sessions	Date	Content
1	18/03/2022	Literacy Learning & Numeracy Assessment ESP Introduction
2	25/03/2022	HLTINF001 Comply with infection control policies & procedures
3	08/04/2022	BSBPEF301 Organise personal work priorities
4	22/04/2022	BSBWRT311 Write simple documents BSBCUS301 Deliver and monitor a service to customers
5	06/05/2022	BSBFLM309 Support continuous improvement systems and processes BSBINN201 Contribute to workplace innovation
6	10/06/2022	BSBMED301 Interpret & apply medical terminology appropriately
7	08/07/2022	BSBMED301 Interpret & apply medical terminology appropriately
8	05/08/2022	BSBMED301 Interpret & apply medical terminology appropriately exam

		CHCCOM005 Communicate and work in health or community services
9	19/08/2022	BSBMED305 Apply the principles of confidentiality, privacy and security within the medical environment
10	02/09/2022	BSBINM301 Organise Workplace Information BSBRKG303 Retrieve information from records
11	07/10/2022	CHCDIV001 Work with Diverse People
12	04/11/2022	HLTWHS001 Participate in workplace health & safety

Please consult with the Program Coordinator for any clarification. Additional catch up / coaching / feedback sessions are planned throughout the program. The dates and times at Rozelle Campus are in the table above.

Training Location

The venue for the half and full study days will be in Auditorium or training room, Centre for Education & Workforce Development, Building 301, Entrance Gate A, Rozelle Hospital Grounds Balmain Rd (opposite Cecily Street), LILYFIELD, NSW 2039.

Specific Resources

Each student will receive the following resources that are required to assist them in the completion of the Qualification.

- Students Assessment Workbooks – You will be provided with an electronic version of the students' assessment workbooks at the commencement of the program
- Students Resource Manuals – You will be provided with an electronic version of the students' resource manuals at the commencement of the program
- Lecture material resources that are used in the face-to-face sessions
- A Nurses Dictionary
- SLHD students ID Photo

Materials and Equipment

Students will receive a Learner Resource Manual at the commencement of each UOC. This Learner Resource Manual will contain most of the information needed to complete that unit.

SLHD will ensure that students have access to the required physical workplace facilities and equipment including:

- Training rooms, student study rooms, etc.
- Access to Clinical Simulation Centres and Laboratories
- Access to Managers and Supervisors to provide opportunities for skill and knowledge development and application
- Computers and up to date software
- Access to the internet and libraries
- Television and DVD recorder

General Resources

Students will need to purchase the following resources:

- Stationary items such as pens and notebooks or appropriate technological devices such as a laptop or tablet to take notes during face-to-face session.
- Students are able to loan laptops from delivery site on request.

Assessment Requirements

In order to be awarded this qualification, you must successfully complete all the assessment requirements for the thirteen (13) units of competency as outlined in the program content and timetable. Each of the assessment tasks sets out the requirements to be deemed competent. You will be provided with a Students Assessment Workbook for each unit of competency. These workbooks contain detailed information relating to the assessment requirements and outline the tasks which require completion.

The assessment plan shows the units of competency included in the qualification you are undertaking, as well as the required assessment tasks for each unit. If you are deemed 'not yet competent' in any of the assessment tasks, you will be provided with a further opportunity to complete the assessment at a time discussed with your assessor. If you do not pass the assessment a second time, you may be required to participate in further training.

Student may choose to exit before completion of a full qualification. However, to receive a Statement of Attainment, student must complete all assessment requirements for each UOC.

Assessment Methods

The following assessment methods have been adopted for the program:

- Written Questions (activities, oral questions, short answer questions, scenarios, role plays, case studies)
- Simulation
- Observation in the workplace
- Written reports
- Written examinations
- Workplace assessment

Competency-based Assessment

Student will work to develop the skills, knowledge and experience described in each UOC in order to meet industry standards. You will be progressively assessed in individual UOC.

Late Submission of Work

If you need to submit an assessment after the due date you should contact the Program Coordinator. Reasonable explanations concerning delay should be given before the date the assessment is due.

Assessment Plan

Units of Competency	Assessment Due Date
HLTINF001 Comply with infection prevention and control policies and procedures	Theory: 25/03/2022 Practical: 11/04/2022
BSBPEF301 Organise personal work priorities	29/04/2022
BSBWRT311 Write simple documents	20/06/2022
BSBCUS301 Deliver and monitor a service to customers	30/06/2022
BSBFLM309 Support continuous improvement systems and processes	28/07/2022
BSBINN201 Contribute to workplace innovation	
BSBMED301 Interpret and apply medical terminology appropriately	Exam: 05/08/2022 ESP activity: 30/08/2022
CHCCOM005 Communicate and work in health or community services	02/09/2022
BSBMED305 Apply the principles of confidentiality, privacy and security within the medical environment	16/09/2022
BSBINM301 Organise workplace information	10/10/2022
BSBRKG303 Retrieve information from records	
CHCDIV001 Work with diverse people	04/11/2022
HLTWHS001 Participate in workplace health and safety	04/12/2022

NB. Date of submission may be subject to change. Please confirm with the Program Coordinator.

Submission of Assessments

Student have a maximum of **three (3) assessment** attempts for each UOC – initial submission and two re-submissions.

If you are unable to complete the assessment tasks by the due date, you must contact the program coordinator, prior to the due date, to negotiate a date for submitting the work and discuss any support needs.

The Academic Progress Procedure will be triggered and your Manager notified if you:

- Fail to submit your assessment on time, without prior approval.

The submission of workbook assessments occurs on-line. Student will receive instruction on how to use the on-line system. Student who are unable to access a computer should speak with the Program Coordinator.

All assessment items must be submitted by the due date. If you are unable to complete the assessment tasks by the due date, you must contact the program coordinator prior to the due date, to negotiate a date for submitting the work. Reasonable adjustments will be made to ensure you are able to submit the assessments on time.

Resubmission

If an assessment task is marked 'not satisfactory' (NS), the assessment will be returned with appropriate comments from the marker as to what is required for resubmission. The student has 1 week to resubmit.

A NS result on the second attempt will prompt a discussion on any areas of learning deficit, and remedial action to be taken to ensure competence can be achieved. A record will be kept of this discussion, in case of further action.

A NS result on the third attempt may prompt the enactment of the Students Progression Pathway for any students who is at risk of not achieving competency.

Requesting an Extension

An extension is a request for additional time to complete program requirements including assessments, clinical placements (if appropriate) and clinical simulation, etc. **To be granted an extension you must apply in writing via email to your Program Coordinator prior to the due dates** (except for circumstances that prevent you from doing so). You must include the following information in your request:

- Reasons and where possible supporting evidence for your inability to complete the Program requirements within the original due dates
- New extended due dates that you believe will be sufficient to complete the Program.

Only extenuating circumstances will be considered for extension. You may be provided with up to three (3) extensions of time **throughout a full Program**. The Program coordinator will assess the request taking into consideration the implications for your progression and timely completion of your Program. Extensions will only be granted on a case by case basis.

Reasonable Adjustment

Reasonable adjustment means a modification made to the learning environment, training or assessment methods used to enable student with a specific identified need, such as disability, learning difficulty, etc. to access and participate in training on the same basis as those without a disability. The adjustment must be 'reasonable' in that it must not impose unjustifiable hardship on the person or the NSW Health RTO and must not compromise the integrity of the assessment.

Examples of reasonable adjustment could include: providing support to individual student, assistive technology, modifying the assessment process or the format of materials, or adjusting the physical environment.

Make sure you discuss your assessment needs with your Program Coordinator/assessor prior to the assessment.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is an assessment process that allows experienced individuals to gain a qualification or SOA by producing evidence of what they already know, can do, or have done.

Applicants interested in claiming recognition for one or more units of competence within this Program should contact the Program Coordinator to discuss eligibility and process requirements.

Credit Transfer

Credit Transfer will be granted for any qualification and/or unit(s) of competency (UOCs) that you have previously attained from other RTOs and which directly match or are deemed equivalent to UOCs within the Program you have enrolled in.

If the UOCs applied for were granted some time ago, it may be necessary to show that your knowledge is still current.

To apply for credit transfer, or to find out more, contact your Program Coordinator prior to, on enrolment or during the Program delivery, to discuss arrangements. NOTE:

- Gap training/assessment may be required when any credit is granted for upgraded UOCs.

Exit Pathway

Student who complete all requirements of the HLT37315 Certificate III in Health Administration qualification will be awarded the full certificate.

Student who choose to exit before completing a full qualification will only be granted a Statement of Attainment for unit(s) of competency (UOCs) completed and marked competent. This is called partial completion.

A Statement of Attainment will not be issued if all requirements for at least one UOC are not met.

Withdrawal

Student who wish to withdraw, must discuss this with the Program Coordinators prior to withdrawing from the Program. In exceptional cases, after discussion with the Program Coordinator, the option to defer may be granted.

Student must also complete an **APPLICATION to Withdraw**. The form must be signed and returned to your Program Coordinator or your Delivery Site Administration Office.

Withdrawn student may be able to enrol in subsequent Program, should they become available. The reasons for the withdrawal will be considered in any decision to accept the students into a later Program.

Deferral

A deferral is a request to delay the continuance of your training without jeopardising your enrolment including subsidised training under Smart and Skilled. A deferral, if approved, will be allowed up to a maximum of 12 months.

Deferral will only be granted in exceptional circumstances and will only be granted where a student has shown that they have, until their request for deferral, fully committed to the Program. Commitment can be shown by a history of on time assessment submission, or appropriate negotiation of extensions in a timely manner.

Deferral will not be granted for student who have participated in training and/or attended class but have not handed in any assessments. It is not granted as a mechanism for delaying Assessment submission.

NSW Health RTO cannot guarantee that your program will still be available at your delivery site when you are ready to return to your studies.

You must return to study by the deferral end date. Failure to do so will result in you being automatically withdrawn from the Program.

To be granted a deferral you must apply in writing via email to your Program Coordinator by completing the **Application to Defer Studies**. You must include the following information in your request:

- Reasons and where possible supporting evidence for the deferral
- Propose new program dates

Academic Progress

All student enrolled in NSW Health RTO Programs are required to meet academic progress requirements as specified in the NSW Health RTO Students Handbook and any additional requirements outlined in this Program Guide.

Misconduct

All NSW Health RTO staff and student are bound by the NSW Health Code of Conduct. Misconduct is any action or attempted action that may result in creating an unfair academic advantage for oneself or an unfair academic advantage or disadvantage for any other member or members of the academic community. Examples include, but not limited to, cheating, collusion, plagiarism.

NSW Health RTO has no tolerance for academic misconduct. These actions are not permitted and will be penalised. Substantial misconduct will result in dismissal.

NSW Health RTO Students Handbook provide further details on Academic Misconduct. All student should become familiar with this.

Referencing Guidelines

Instructions for specific referencing style will be provided by the Program Coordinator.

Access and Equity Arrangements

The needs of student are identified upon enrolment in their chosen Program of study. During training you may decide that you need additional support or your Trainer/Assessor may identify that you might benefit from additional support.

NSW Health RTO is committed to ensuring that all its student are supported to successfully complete their Program. If you believe you require additional support, please do not hesitate to discuss this with your Trainer/Assessor or Program Coordinator.

Information on the students' support needs is gathered through one or more of the following methods:

- Information provided by the students on the application and/or enrolment forms.
- Completion of a formal language, literacy and numeracy skills test and assessment of the results to determine level of students and therefore suitability for Program.
- Discussion with the students during their Program orientation.
- Gathering information about each student' prior formal and informal learning and encouraging them to seek recognition for this through the RPL process.

NSW Government Funding Subsidy

Places in this Program **may** be subsidised by the NSW Government. If you are successful in receiving a subsidised place you will be notified by the delivery site administration office. You will be provided with:

- Appropriate information about the Consent Forms and Declarations that need to be signed
- Information about fees and refunds, and
- Any additional information.

You will need to provide identification such as a Drivers Licence or Passport.

Smart and Skilled Students fees for SLHD

For more information regarding government subsidy please contact your Program Coordinator.

For further information on Smart and Skilled, refer to www.smartandskilled.nsw.gov.au

Program Fees, Refunds and Payment Options

All Smart and Skilled Funded student may be required to pay a Students Contribution Fee. Student will be informed of that fee on confirmation of their Smart and Skilled place. NSW Health may choose to pay this contribution on the students' behalf. Student will be advised of this on confirmation of their place.

Program Enquiries

If you require any further information, please contact the following Program co-ordinators for details:

SLHD Centre for Education and Workforce Development (CEWD)

Rozelle Campus, Building 301, Gate A,
Corner Cecily Street and Balmain Road, Lilyfield 2040

Program Coordinator

Name: Rebecca Grimes

Title: Workforce Development Consultant

Telephone: (02) 9562 5918

Email: Rebecca.Grimes@health.nsw.gov.au

Administration

Telephone: (02) 9562 5900

Email: SLHD-CEWD@helath.nsw.gov.au

This Training Plan:

- Specifies the necessary training and assessment activities that will be provided to the Students
- Must be prepared by the Program Coordinator prior to Program commencement
- Must be completed in collaboration with the students enrolled in each Program
- Is customised and amended to individual students needs
- Can cover a group of Enrolled Student where the training and assessment is similar, subject to individual students requirements
- Will be maintained and kept up to date by the Program Coordinators and a copy is provided to the students
- Please see the timetable in this Program Guide for the scheduled hours of delivery.

Students Personal Details (not work details) – Students to Complete this Section

Full Name			
Position			
Personal Address			
Phone	Mobile		Work
Email			
<p>Students Declaration:</p> <p>I the undersigned, agree that:</p> <p>a. I have been given the opportunity for input into the development of this Training Plan</p> <p>b. I am aware of, and agree to, my responsibilities as outlined in this Training Plan.</p> <p>c. I will make every effort to successfully complete the training outlined in this Training Plan.</p> <p>d. I have received a Program Guide for the training I am undertaking</p> <p>e. I have received and/or have access to an electronic/online copy of this training plan</p> <p>f. I will notify the Program staff with any changes to my details</p>			
Students Signature		Date signed	

Certificate III in Health Services Assistance - Assistant in Nursing

Qualification Code	HLT37315		
Qualification Title	Certificate III in Health Administration		
Training Start Date	18/03/2022	Training Completion Date	04/12/2022

Delivery Site Contact Details - Program Coordinator to Complete

Program Coordinator Name	Rebecca Grimes		
Position Title	Workforce Development Consultant		
Phone:	Mobile	Work	(02) 9562 5918
Email Address	Rebecca.Grimes@health.nsw.gov.au		
Program Coordinator Signature			Date signed

Customisation Details – Program Coordinator to Complete with the Students

Does the Students need additional support to achieve the qualification? If yes, indicate the issue/s identified and	Issue/s identified:	Support and assistance:
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what support and assistance will be provided?		
<input type="checkbox"/> Yes <input type="checkbox"/> No		
What learning materials and resources will be provided to the Students by the RTO?	<ul style="list-style-type: none"> • Students Assessment Workbooks, learning resources and assessment manuals • Nurses Dictionary • Personal Protective Equipment (PPE) such as gloves, gowns, masks, aprons, goggles 	

Student Name:				Version No: β	V1.1	Date:		
Units of Competency				Training Details				^ Assessment Methods
Unit Code	Unit Title	* Unit Type	Δ RPL, CT	Start Date	End Date	# Delivery Modes	Name of trainer/ assessor	
CHCCOM005	Communicate and work in health or community services	C		05/08/2022	02/09/2022	4	Rehana Khan & Rebecca Grimes	OB, CA, S, A
BSBMED301	Interpret & apply medical terminology appropriately	C		10/06/2022	30/08/2022	4	Rehana Khan & Rebecca Grimes	OB, CA, S, A
CHCDIV001	Work with diverse people	C		07/10/2022	04/11/2022	4	Rehana Khan & Rebecca Grimes	OB, CA, S, A
HLTWHS001	Participate in workplace health & safety	C		04/11/2022	05/12/2022	4	Adolfo Beltran	OB, CA, S, A
HLTINF001	Comply with infection control policies & procedures	C		25/03/2022	11/04/2022	4	Rehana Khan & Rebecca Grimes	OB, CA, S, A
BSBMED305	Apply the principles of confidentiality, privacy and security within the medical environment	E		19/08/2022	16/09/2022	4	Vicki Nicolaou	OB, CA, S, A
BSBCUS301	Deliver and monitor a service to customers	E		22/04/2022	30/06/2022	4	Christine O'Brien	OB, CA, S, A
BSBRKG303	Retrieve information from records	E		02/09/2022	10/10/2022	4	Vicki Nicolaou	OB, CA, S, A
BSBINM301	Organise workplace information	E		02/09/2022	10/10/2022	4	Vicki Nicolaou	OB, CA, S, A
BSBFLM309	Support continuous improvement systems and processes	E		06/05/2022	28/07/2022	4	Christine O'Brien	OB, CA, S, A
BSBPEF301	Organise personal work priorities	E		08/04/2022	29/04/2022	4	Rehana Khan & Rebecca Grimes	OB, CA, S, A
BSBINN201	Contribute to workplace innovation	E		06/05/2022	28/07/2022	4	Christine O'Brien	OB, CA, S, A
BSBWRT311	Write simple documents	E		22/04/2022	20/06/2022	4	Christine O'Brien	OB, CA, S, A

β Ensure that the Version number is changed each time the Training Plan is changed.

*Unit type	Δ Skills Recognition	# Delivery Modes	^ Assessment Methods	
C: Core E: Elective	RPL = Recognition of Prior Learning CT = Credit Transfer	1 = Face to Face 2 = Electronic/Online 3 = Workplace 4 = Blended	Q = Written Questions (Activities, Exam, test, oral questions, quiz, short answer questions, scenarios, etc.) CA = Case Study A = Assignment, Essay,	S = Simulations (simulated activities, clinical simulations) TPV = Third Party Validation OB = Observation (Workplace and/or Simulated Environment Observation)

		5 = Other, specify	WP = Workplace projects and activities RP = Role play	WE – Workplace Evidence (samples of work, etc.) O = Other (Specify)r
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