Workplace Learning Record

VCE VET Health

HLT23221 Certificate II in Health Support Services

**Student name:**

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East Melbourne VIC 3002

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Structured Workplace Learning Recognition

[VCE Structured Workplace Learning Recognition for VET](https://www.vcaa.vic.edu.au/curriculum/vce/vce-study-designs/SWLRforVET/Pages/Index.aspx) provides students with the opportunity to gain credit towards their VCE (including the VCE VM) or VPC by undertaking a Structured Workplace Learning (SWL) placement that is aligned to their VE1 VCE VET program or VE2 School-based Apprenticeship or Traineeship (SBAT).

To receive credit, students are required to demonstrate satisfactory achievement of the outcomes for the relevant unit of the *VCE Structured Workplace Learning Recognition for VET* study design.

Students must maintain a Workplace Learning Record (WLR) for each placement. In the WLR students must reflect on a minimum of six units of competency (UoCs) from their program, including a workplace health and safety (WHS) UoC.

About this workplace learning record

Students undertaking this study must maintain a Workplace Learning Record (WLR) related to the SWL placement for recording, authentication and assessment purposes.

Student reflections on their SWL placement are to be recorded in the three sections of this WLR to document the skills and knowledge learned, employability skills developed, and industry experience gained relating to the VET qualification being undertaken.

Students must undertake a work placement in a different workplace setting or context for each VCE unit and maintain a separate WLR per placement.

The WLR is divided into three sections.

**Section 1**: Learner profile

**Section 2**: Learning about VET units of competency (UoCs) in the workplace

**Section 3**: Post-placement reflections

Please complete the details of your workplace.

|  |  |
| --- | --- |
| **Employer/Company/Business** |  |
| **Supervisor name** |  |
| **Contact phone number** |  |

|  |  |
| --- | --- |
| **Employer/Company/Business** |  |
| **Supervisor name** |  |
| **Contact phone number** |  |

|  |  |
| --- | --- |
| **Employer/Company/Business** |  |
| **Supervisor name** |  |
| **Contact phone number** |  |

Section 1: Learner profile

Complete the learner profile and discuss this with your host employer on or before your first day of SWL placement.

|  |  |
| --- | --- |
| **Student Name** |  |
| **School**  |  |
| **Phone number** |  |
| **Email** |  |
| **Explain why you decided to undertake this VET certificate?** |
|  |
| **List the other studies that you are undertaking.** |
|  |
| **Explain why you have chosen this overall program.**  |
|  |
| **Outline what interests you about the industry.** |
|  |
| **What is your planned career path or future career aspiration?**  |
|  |
| **Describe any workplace skills you have developed through previous work experience, SWL or part time employment.** |
|  |
| **How have you developed these skills?**  |
|  |

Section 2: Learning about VET units of competency in the workplace

This section of the WLR will contain three key questions per unit of competency (UoC) designed to draw out related experiences you may be exposed to in a workplace.

This does not cover all the elements or performance criteria within the units and is not designed as a UoC assessment tool.

You should comment on the UoCs you have experienced in the workplace and reflect on actual observations or activities that you have been exposed to. Your observations will:

* reinforce the training you have undertaken
* identify differences in practice or equipment
* identify areas requiring further training or practical experience.

You are encouraged to take photos and/or video where appropriate to showcase learning in the workplace. Evidence you collect can include:

* observations
* descriptions of activities and tasks
* conversations with employers and other staff
* participation in meetings
* workplace documents
* research in the workplace
* photos of equipment/processes/events
* video of workplace activities.

**Note**: please speak to your host employer before taking photos or video. Do not use the names or details of any clients/stakeholders external to the organisation/other. This record does not require identifying actual people or events, as this may breach confidentiality.

Program outline

HLT23221 Certificate II in Health Support Services

The compulsory UoCs and a selection of electives are listed in the table below. You may list any additional UoC(s) relating to your experiences in the workplace in the table. Indicate the year in which you are undertaking each UoC. You must reflect on a minimum of six UoCs from your program, including a workplace health and safety (WHS) UoC.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| UoC code | UoC title | Nominal hours | Year | Page |
| **Work, Health and Safety** |
| HLTWHS001 | Participate in workplace health and safety | 20 |  | 10 |
| **Compulsory** |
| CHCCOM005 | Communicate and work in health or community services | 30 |  | 11 |
| CHCDIV001 | Work with diverse people | 40 |  | 12 |
| HLTINF006 | Apply basic principles and practices of infection prevention and control | 35 |  | 13 |
| **Elective** |
| BSBINS201 | Process and maintain workplace information | 30 |  | 14 |
| BSBMED303 | Maintain patient records | 20 |  | 15 |
| BSBOPS101 | Use business resources | 15 |  | 16 |
| BSBOPS203 | Deliver a service to customers | 40 |  | 17 |
| BSBPEF202 | Plan and apply time management | 20 |  | 18 |
| BSBTEC201 | Use business software applications | 60 |  | 19 |
| CHCCCS010 | Maintain a high standard of service | 30 |  | 20 |
| CHCCCS012 | Prepare and maintain beds | 15 |  | 21 |
| CHCCCS020 | Respond effectively to behaviours of concern | 20 |  | 22 |
| HLTFSE001 | Follow basic food safety practices | 30 |  | 23 |
| HLTFSE002 | Provide ward or unit based food preparation and distribution services | 30 |  | 24 |
| HLTFSE003 | Perform kitchenware washing | 10 |  | 25 |
| HLTFSE009 | Apply cook-freeze and reheating processes | 25 |  | 26 |
| HLTHSS009 | Perform general cleaning tasks in a clinical setting | 20 |  | 27 |
| HLTHSS010 | Handle and move equipment, goods and mail | 20 |  | 28 |
| HLTHSS011 | Maintain stock inventory | 15 |  | 29 |
| HLTHSS012 | Handle medical gases safely | 20 |  | 30 |
| HLTWHS005 | Conduct manual tasks safely | 30 |  | 31 |
| SITHCCC024 | Prepare and present simple dishes | 25 |  | 32 |
| SITHCCC025 | Prepare and present sandwiches | 10 |  | 33 |
| SITXFSA005 | Use hygienic practices for food safety | 15 |  | 34 |
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Reflect on the UoCs you have experienced in the workplace on the following pages.

VCE VET units of competency

HLTWHS001 - Participate in workplace health and safety

This unit describes the skills and knowledge required for workers to participate in safe work practices to ensure their own health and safety, and that of others.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| What safe work practices were explained to you during your time at the workplace? |  |
| What was the workplace procedure for reporting incidents and injuries? |  |
| Did any incidents or injuries occur that you observed? If yes, explain what happened. How was it handled and rectified? |  |

CHCCOM005 - Communicate and work in health or community services

This unit describes the skills and knowledge required to communicate effectively with clients, colleagues, management and other industry providers

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| Describe the range of communication skills you observed in the workplace. Which one was the most effective in your experience? |  |
| How was digital technology used in the workplace? Describe briefly some of the applications. |  |
| What types of workplace documentation did you complete? |  |

CHCDIV001 - Work with diverse people

This unit describes the skills and knowledge required to work respectfully with people from diverse social and cultural groups and situations, including Aboriginal and/or Torres Strait Islander people.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| Briefly describe a situation where your personal views and/or assumptions were challenged by your experience in the workplace. |  |
| What are the non-verbal ways you can show respect for people of different social or cultural backgrounds? |  |
| How did you seek and receive support when dealing with unfamiliar situations? |  |

HLTINF006 - Apply basic principles and practices of infection prevention and control

This unit describes the skills and knowledge required to follow organisational infection prevention and control procedures, including implementing standard and transmission-based precautions and responding to infection risks.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| How many times were you instructed on infection prevention and control procedures during your structured work placement? |  |
| Describe your own role in preventing risk of infection in the workplace. |  |
| What was the procedure for reporting infection risks? |  |

BSBINS201 - Process and maintain workplace information

This unit describes the skills and knowledge required for workers to participate in safe work practices to ensure their own health and safety, and that of others.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| How did you learn about the WHS policies and procedures? |  |
| Briefly outline the purpose of a workplace safety meeting you attended, or a workplace consultative activity you participated in. |  |
| What are some of the common WHS matters that occur in this type of workplace? |  |

BSBMED303 - Maintain patient records

This unit describes the skills and knowledge required to maintain patient records within an existing medical records management system, under the supervision of a senior receptionist or practice manager.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| What are two items collected from patients on the patient information form? |  |
| How were patient records stored in the workplace? |  |
| Who did you seek clarification from in relation to patient records? |  |

BSBOPS101 - Use business resources

This unit describes the skills and knowledge required to identify, use and maintain resources to complete a variety of tasks under direct supervision.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| Name two pieces of business equipment used in the workplace? |  |
| How were faults and shortages reported in the workplace? Name one common fault of business resources in the workplace? |  |
| Who did you contact to seek advice about equipment faults? |  |

BSBOPS203 - Deliver a service to customers

This unit describes the skills and knowledge required to deliver aspects of customer service at an introductory level. It includes creating a relationship with customers, identifying their needs, delivering services or products, and processing customer feedback.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| What interpersonal skills did you use with internal and external customers |  |
| How did you learn about the products and services available in the workplace? |  |
| How was feedback and communication between customers and the organisation documented? |  |

BSBPEF202 - Plan and apply time management

This unit describes the skills and knowledge required to implement time management processes to organise and complete work tasks. It also addresses skills and knowledge to seek and review feedback for performance improvement regarding time management and use technology appropriate to the task.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| Outline how you set about organising your work schedule each day. |  |
| Describe a situation where you took responsible action to improve the daily operation of the workplace. |  |
| How was feedback received, both individually and as a member of a team? |  |

BSBTEC201 - Use business software applications

This unit describes the skills and knowledge required to select and use software and organise electronic information and data.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| What were the main technology and software applications you used in the workplace? |  |
| What were the specific policies and processes you used for organising data? |  |
| How did you overcome issues with software? |  |

CHCCCS010 - Maintain a high standard of service

This unit describes the skills and knowledge to deliver and maintain a high standard of service.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| Outline the workplace policy and procedure for handling complaints from clients. |  |
| What were your strengths in dealing with clients in the workplace? |  |
| What process did you follow for documenting instruction and advice on your work performance? |  |

CHCCCS012 - Prepare and maintain beds

This unit describes the skills and knowledge required to apply bed making and cleaning practices to a range of beds to ensure that people can safely occupy a clean bed.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| Name two PPE that were used when preparing an area for bed making? |  |
| What was the workplace policy for clearing the bed? |  |
| What was the the workplace policy for disposing of clinical waste? |  |

CHCCCS020 - Respond effectively to behaviours of concern

This unit describes the skills and knowledge required to respond effectively to behaviours of concern of people. Skills are associated with handling difficult incidents rather than managing ongoing behaviour difficulties.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| How did you find out about the workplace procedure for dealing with client behaviours of concern? |  |
| In your experience in the workplace, what were the key factors for successfully handling difficult or challenging behaviours? |  |
| Describe the procedure for reporting behaviour incidents. |  |

HLTFSE001 - Follow basic food safety practices

This unit describes the skills and knowledge required to comply with personal hygiene, maintain food safety, contribute to cleanliness of food handling areas and dispose of food.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| What PPE was required in the workplace for maintaining food safety to avoid contamination? |  |
| What measures were in place that prevented pests entering food premises at the workplace? |  |
| Name two procedures in place for food disposal at the workplace? |  |

HLTFSE002 - Provide ward or unit based food preparation and distribution services

This unit describes the skills and knowledge required to distribute and collect menus, prepare minor meals and refreshments, plate meals, distribute meals and provide general housekeeping functions.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| Describe how food menus were distributed and collected at the workplace. |  |
| List any special diets that required special menus for clients at the workplace? |  |
| List three factors required when preparing and / or delivering minor meals, refreshments and snacks at the workplace? |  |

HLTFSE003 - Perform kitchenware washing

This unit describes the skills and knowledge required to stack, wash, dry and store dishes, kitchenware and associated implements.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| What was the procedure for disposing of waste hygienically in the workplace? |  |
| What was the procedure for removing stains from pots and pans in the washing process in the workplace? |  |
| What was the procedure for washing and disinfecting dishes in the workplace? |  |

HLTFSE009 - Apply cook-freeze and reheating processes

This unit describes the skills and knowledge required to freeze, thaw and reheat food to ensure microbiological safety and palatability.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| What are potential hazards for thawing food such as raw meat, pultry and seafood? |  |
| What are the potential hazards for reheating foods a second time? |  |
| Describe the storage procedures at the workplace for raw food? |  |

HLTHSS009 - Perform general cleaning tasks in a clinical setting

This unit describes the skills and knowledge to perform general cleaning duties to maintain a clinical area in a clean, tidy and fit for use condition.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| What PPE was required in the workplace to undertake cleaning in a clinical setting? |  |
| Name three surface types that were cleaned and maintained in the workplace. |  |
| What was the procedure for storing equipment and cleaning agents in the workplace? |  |

HLTHSS010 - Handle and move equipment, goods and mail

This unit describes the skills and knowledge to perform safe collection, handling, sorting, movement, portage and delivery of items to internal and external customers.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| What PPE was required in the workplace to sort equipment, goods and mail? |  |
| What was the organisations' procedure for reporting faulty equipment and goods? |  |
| Name three common items that were moved or transported in the workplace. |  |

HLTHSS011 - Maintain stock inventory

This unit describes the skills and knowledge to maintain predetermined stock levels of supplies, consumables, equipment and other store items at ward, unit, sub-store or departmental level.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| What PPE was required in the workplace to replenish sotres and stationery items? |  |
| How was perishable stock handled in the workplace? |  |
| In the workplace what was the procedure for receiving damaged, inaccurate and incomplete stock? |  |

HLTHSS012 - Handle medical gases safely

This unit describes the skills and knowledge to handle medical gas equipment in a safe manner to workplace requirements within the health care environment.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| What PPE was required in the workplace to handle and store medical gas and equipment? |  |
| Name three potential hazards or risks of handling and/or storing medical gas and equipment in the workplace? |  |
| What is the workplaace procedure for storing cylinders and equipment? |  |

HLTWHS005 - Conduct manual tasks safely

This unit describes the skills and knowledge required to recognise potentially hazardous manual tasks, and then to prepare for and complete those tasks in a safe manner.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| Describe the safe work practices that you had to follow at the workplace.How were you informed about these? |  |
| Provide at least three examples of how you were informed about the safe work practices that you had to follow to ensure your personal WHS. |  |
| What are the potential risks at the workplace in regards to manual tasks? |  |

SITHCCC024 - Prepare and present simple dishes

This unit describes the performance outcomes, skills and knowledge required to prepare and present a limited range of simple menu items following standard recipes. While some cooking may be involved, there is no requirement to use the full range of basic cookery methods.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| Were you able to prepare any simple dishes? If yes, what did you prepare? |  |
| What different cookery methods did you use in the workplace? |  |
| Did you handle prepared items? If so, what did you do? |  |

SITHCCC025 - Prepare and present sandwiches

This unit describes the performance outcomes, skills and knowledge required to prepare and present a variety of sandwiches in a hospitality or catering organisation, such as cafes, kiosks, canteens and cafeterias, or to organisations where catering forms only a small part of the business.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| How were sandwiches prepared in the workplace? |  |
| Were you able to prepare any sandwiches? If yes, what did you do? |  |
| How were sandwiches presented to customers? Describe the presentation styles used. |  |

SITXFSA005 - Use hygienic practices for food safety

This unit describes the performance outcomes, skills and knowledge required to use personal hygiene practices to prevent contamination of food that might cause food-borne illnesses. It requires the ability to follow predetermined organisational procedures and to identify and control food hazards.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| How was food safety treated by staff and management? |  |
| What safety precautions were required when handling food? |  |
| What were the health issues likely to cause a hygiene risk in the workplace? |  |

Comments/observations on any other UoCs not listed

|  |  |
| --- | --- |
| UoCs | Comments/observations |
|  |  |

Section 3: Student post-placement reflection

Employability skills are a set of eight skills we use every day in the workplace.

1. Communication
2. Teamwork
3. Problem solving
4. Self-management
5. Planning and organising
6. Technology
7. Learning
8. Initiative and enterprise

When you are on work placement, you will be using employability skills in many ways.

This record will assist you when applying for jobs and in interviews. The skills you are developing may be transferred to a range of occupations.

In Section 3, identify the employability skills you have used and how you have demonstrated them in the workplace. Identify how the skills you have acquired and used during your 80 hours of SWL might assist you in the future.

List of employability skills

How did you demonstrate **communication skills**? For example, by listening and understanding, speaking clearly and directly, or reading and writing.

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|  |

How did you demonstrate **teamwork**? For example, by working as part of a team or sharing ideas and resources with co-workers.

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How did you demonstrate **problem solving**? For example, by identifying problems or developing solutions to workplace issues.

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How did you demonstrate **self-management**? For example, by taking responsibility, managing time and tasks effectively, monitoring your own performance or having the ability to work unsupervised.

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How did you demonstrate **planning and organising**? For example, by time management, setting priorities, making decisions, setting goals, collecting, or analysing and organising information.

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How did you demonstrate the use of **technology**? For example, by being prepared to use a range of technology systems, IT skills (typing or data entry), or being able to learn new skills from the technology used in this industry.

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How did you demonstrate **learning**? For example, by being willing to learn new things, being open to new ideas or adapting to change.

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How did you demonstrate **initiative and enterprise**? For example, being creative, adapting to new situations, turning ideas into actions, coming up with a variety of options.

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|  |

Summary of industry learning

At the conclusion of your SWL for this VET qualification, think about the experiences you have had in the workplace, your reflection of learning against the UoCs and the employability skills you have developed.

How will these learnings assist you in your pathway to employment or further training in this industry?

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| --- |
|  |

Student declaration

I confirm that I have undertaken work placement with:

|  |  |  |
| --- | --- | --- |
| **Employer/Company/Business name** | **Dates of placement** | **Total hours of placement** |
|  |  |  |
|  |  |  |
|  |  |  |
| **TOTAL** |  |  |

I have completed the reflections and evidence submitted in this WLR and they are from my own experiences.

**Signed** (Student)

**Name**

**Date**