Workplace Learning Record

VCE VET Health

HLT33115 Certificate III in Health Services Assistance

**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** |  |

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| --- | --- |
| **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

HLT33115 Certificate III in Health Services Assistance

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 |  | 9 |
| **Compulsory** | | | | |
| BSBMED301 | Interpret and apply medical terminology appropriately | 60 |  | 10 |
| BSBWOR301 | Organise personal work priorities and development | 30 |  | 11 |
| CHCCOM005 | Communicate and work in health or community services | 30 |  | 12 |
| CHCDIV001 | Work with diverse people | 40 |  | 13 |
| HLTAAP001 | Recognise healthy body systems | 70 |  | 14 |
| HLTINF006 | Apply basic principles and practices of infection prevention and control | 35 |  | 15 |
| **Elective** | | | | |
| CHCCCS002 | Assist with movement | 25 |  | 16 |
| CHCCCS020 | Respond effectively to behaviours of concern | 20 |  | 17 |
| CHCCOM001 | Provide first point of contact | 35 |  | 18 |
| HLTAID011 | Provide First Aid | 18 |  | 19 |
| HLTFSE001 | Follow basic food safety practices | 30 |  | 20 |
| HLTWHS002 | Follow safe work practices for direct client care | 25 |  | 21 |
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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? |  |

BSBMED301 - Interpret and apply medical terminology appropriately

This unit describes the skills and knowledge required to understand and respond to instructions; to carry out routine tasks and communicate with a range of internal/external clients in a medical environment; as well as use appropriate medical terminology.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| Who was responsible in the workplace for instructing you on the pronunciation and use of medical terminology?  How was this information provided to you? |  |
| Describe a situation where you had to use medical terminology to carry out your task/s. |  |
| What written documentation were you required to complete in your interactions with clients? |  |

BSBWOR301 - Organise personal work priorities and development

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

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| How did you prioritise tasks at work? |  |
| Who did you contact to seek feedback on your work? |  |
| How will you improve your personal development and learning needs into the future? |  |

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 |
| In the workplace explain how effective communication skills are used? |  |
| How is digital media used in the workplace? |  |
| Name two workplace documents that were used or that you were required to 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 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? |  |
| 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? |  |

HLTAAP001 - Recognise healthy body systems

This unit describes the skills and knowledge required to work with basic information about the human body and to recognise and promote ways to maintain healthy functioning of the body.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| Give two examples of situations in the workplace where information about the human body and its functions were used. |  |
| In the workplace what sources of information about the human body were available? |  |
| Explain two important ways to make your body systems healthy? |  |

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

This unit describes the performance outcomes, skills and knowledge required to apply basic infection prevention and control principles in work settings including implementing standard and transmission-based precautions and responding to risks.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| What steps did you follow to ensure hand hygiene in the workplace? |  |
| Describe the techniques you used for wearing and removing personal protective equipment. |  |
| How did you identify and respond to potential infection risks at your workplace? |  |

CHCCCS002 - Assist with movement

This unit describes the skills and knowledge required to support people who require assistance with basic physical movement which may be due to incapacity.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| Name two risk factors for assisting a person with movement? |  |
| In the workplace how did you or colleagues assist a person with movement? Give two examples. |  |
| In the workplace, what devices were used to assist with movement? |  |

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. |  |

CHCCOM001 - Provide first point of contact

This unit describes the skills and knowledge required to greet clients and exchange routine information, to prioritise the individual’s needs, and to respond to immediate needs.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| How did you learn about the workplace’s confidentiality requirements? |  |
| What steps did you take to provide follow up attention for clients? |  |
| In your observation and experience, what are the key ways of dealing with conflict when making initial contact with a client? |  |

HLTAID011 - Provide First Aid

This unit describes the skills and knowledge required to provide a first aid response to a casualty in line with first aid guidelines determined by the Australian Resuscitation Council (ARC) and other Australian national peak clinical bodies.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| What information was included in your induction on emergency situations in the workplace? |  |
| What was your role in case of an emergency? |  |
| Who was the designated First Aid Officer for the workplace and what was the first aid procedure in case of an injury or illness? |  |

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? |  |

HLTWHS002 - Follow safe work practices for direct client care

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? |  |

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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| --- |
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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**