



REFLEXOLOGY ASSOCIATION OF AUSTRALIA CERTIFICATE OF CLINICAL REFLEXOLOGY

UNIT CODE RA16 PP2A

UNIT TITLE WORK EFFECTIVELY IN THE HEALTH INDUSTRY

DESCRIPTOR: This unit covers the skills required to work and meet established work requirements in an environment where work is inter-related. This work may take place across different work areas including other staff and clients. It also covers working ethically and identifying and addressing own learning needs required to enhance practice.

Elements	Performance Criteria
1. Work ethically	<ul style="list-style-type: none">Confidentiality of patient information is maintained by storing and disposing of records according to organisational requirementsAny identified abnormalities are referred to appropriate personnelWork practices show respect for client and staff rightsIndividuals and cultural differences are recognised and adjustments are made as necessary to assist the achievement of work requirementsAn understanding and application of the principles of duty of care is reflected in all relevant <i>work role</i> activitiesRelevant <i>workplace</i> procedures, policies, awards, standards and legislation are identified and routinely complied with
2. Take responsibility for personal work practices and skill development	<ul style="list-style-type: none">Self-evaluate in conjunction with co-workersOwn skill development needs are identified to contribute to innovation and best practice service delivery in the organisationSeek and reflect on feedback from clients, supervisors, peers and othersIdentify potential support networksOptions for accessing relevant skill development opportunities are identified and acted upon<i>Designated skill development</i> activities of the organisation are undertaken including induction trainingPractices which maintain own <i>workplace</i> health are developed and implemented where relevant in accordance with OHS guidelines including infection control and workplace hazards

	<ul style="list-style-type: none"> Advice and assistance is sought from legitimate sources as and when appropriate to improve own work performance Own work is adjusted incorporating advice that addresses performance issues to maintain agreed work outcomes
3. Participate in quality activities	<ul style="list-style-type: none"> An understanding of the impact of relevant accreditation and other <i>standards</i> on own work practices is demonstrated An understanding of the importance of <i>quality activities</i> on own work practices is demonstrated Own performance and practice is routinely reviewed against established ethical and legal standards and opportunities Participate in <i>relevant activities</i> provided to support a consistent service-wide approach to the standards of health service
4. Demonstrate an understanding of the importance of hygiene and infection control in the health industry	<ul style="list-style-type: none"> <i>Personal hygiene</i> is maintained according to organisational requirements Reporting is undertaken or action initiated, within own area of responsibility, to deal with potential infectious hazards, Reporting is undertaken or action initiated, within own area of responsibility, to redress any potential workplace hazards

Knowledge Evidence

Type of work role should consider:

- Level of responsibility
- Organisational guidelines, policies and procedures relating to work performance including;
 - Discipline
 - Managing unsatisfactory performance
 - Practicing correct hygiene procedures
 - Interpreting and following instructions
 - Using time management strategies to set priorities
 - Communicating constructively to achieve planned outcomes
 - Understanding ethical and legal implications of work
 - Using equipment and technology relevant to work safely and competently
- Individual awards and benchmarks
- Legal/legislation relevant to work area
- Accreditation standards

Workplace context may be:

- Specific community
- Community or regional service
- Department of a large institution or organisation
- Specialised service or organisation

Legal and ethical considerations for reviewing and improving own practice

- Codes of practice, duty of care, workers rights and responsibilities and work role boundaries

Designated skill development includes:

- Professional development opportunities
- Hazard control
- Manual handling
- First aid
- Cultural awareness
- Infection control
- CPR
- Emergency response
- Quality improvement
- Discrimination
- Grievance
- Waste management
- Customer service
- Communication

Standards may include:

- ACHS
- HACCC standards
- QA processes
- CHASP
- Aged care accreditation
- Relevant health regulations

Quality activities may include:

- Reporting suggested improvements
- Monitoring tasks
- Assessing/observing environmental factors

Checking equipment

Relevant activities

- Opportunities to expand and extend own practice
- Creating a personal development plan with goals, timeframes and performance measures
- Researching work methods and practices which can improve performance

Personal hygiene may include:

- Washing hands according to specified standards
- Personal protective equipment (PPE)
- Standard and additional precautions
- Clean uniforms worn correctly

Performance Evidence

The candidate must display evidence of the ability to perform and accomplish tasks associated with the elements and performance criteria within the context of the job role and develop a structured approach to reflect on and improve own practice and have created 1 personal development plan with goals, timeframes and performance measures.

Evidence includes:

- Understanding of ramifications of breaches of confidentiality
- Understanding of ramifications of infections control breaches
- Identifying workplace hazards and poisons as applied to broad OHS area
- Identifying own responsibilities
- Complying with policies and procedures
- Reporting problems appropriately

Resource implications

Resource requirements include all the relevant resources commonly provided in the health service setting. Specific tools may include:

- Relevant policies and procedures manuals
- Organisation's mission statement
- Other documentation relevant to the work context such as:
- Organisational charts
- Floor plans
- Instructions for the use of equipment
- Specific instructions for staff

Method of assessment

Assessment may include:

- Observation of performance
- Assessee's portfolio/CV
- Supporting statement of supervisor(s)
- Authenticated evidence of relevant work experience and/or formal/informal learning
- Oral questioning on work plans

- Case studies and scenarios as a basis for discussion of issues and strategies to contribute to best practice in the work environment

Context of assessment

This unit is most appropriately assessed in the workplace or in a simulated workplace and under the normal range of work conditions. Assessment may be conducted on more than one occasion to cover a variety of circumstances.