

PACKAGE / COURSE LEARNING & ASSESSMENT STRATEGIES GUIDE

Package / Course Title: Certificate III in Disability Work - CHC30302

Work within the administration protocols of the organisation -
CHCADMIN5A

(Core Unit)

Target groups Workers in this occupational group work in the community and/or residential facilities under direct or regular supervision within clearly defined organisational guidelines and service plans. These workers carry out activities related to the maintenance of an individual's personal care and/or other activities of living. These workers report directly to a supervisor and are not responsible for other workers.
Workers at this level are required to have an understanding of Indigenous culture and history and to work with local communities in the provision of services.

TRAINING DELIVERY

Strategies	Performance Indicators	Resources
Case study	Develop ability to select and complete appropriate workplace forms and documents in accordance with organisational protocol and procedure. Includes procedures for the submission of personal documents.	Appropriate case study scenarios
Discussion of roles and responsibilities	Develop skills to store and maintain organisational information including provision of access to information to appropriate individuals, maintaining confidentiality and security of information and appropriate reporting of breaches of confidentiality.	Access to learner resource manual
	Develop ability to select, use and store appropriate equipment, deal effectively with issues and problems arising from the operation of equipment and undertake training to use particular equipment as needed, in accordance with organisational policy and protocol.	
	Develop ability to manage inquiries including taking and distributing verbal and written messages, utilising communication equipment and appropriate telephone techniques and responding promptly to inquiries in accordance with organisational policy and protocol.	
Work placement and/or simulation	Develop all of the above under the range of working conditions normally encountered	Access to appropriate workplace or simulation of realistic workplace setting. Access to resources and equipment normally used in the workplace.

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ASSESSMENT

Strategies	Performance Indicators	Resources
Observation in the workplace or in a simulated workplace and under the normal range of workplace conditions	Demonstrate ability to select and complete appropriate workplace forms and documents in accordance with organisational protocol and procedure. Skills in storing and maintaining organisational information while observing policies, guidelines and procedures regarding confidentiality and security of information.	Access to appropriate workplace where assessment can take place or simulation of realistic workplace setting. Access to resources and equipment normally used in the workplace.
	Demonstrate ability to select, use and store appropriate equipment in accordance with organisational policy and protocol.	
	Demonstrate ability to manage inquiries utilising communication equipment and appropriate telephone techniques and skills needed to respond promptly to inquiries in accordance with organisational policy and protocol.	

List any special requirements / issues / amendments for any particular target group.