SKILLSIQ

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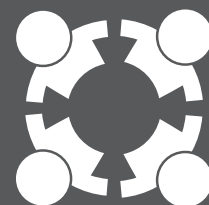**STAKEHOLDERS** **OUTCOMES** **INTEGRITY** **BOLDNESS** **TEAMWORK**
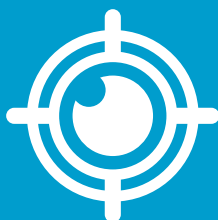
Technicians Support Services

INDUSTRY REFERENCE COMMITTEE
INDUSTRY SKILLS FORECAST

Refreshed April 2017

Contents

Executive summary

The Technicians Support Services Industry Reference Committee (IRC) is responsible for ensuring nationally recognised technicians support services qualifications deliver the skills and knowledge required to equip the sector with a highly skilled workforce, for both now and into the future. IRC membership is comprised of peak bodies, industry associations, government departments, employee associations, training providers and employers.

The Technicians Support Services IRC has responsibility for sixteen diverse health related qualifications, packed within the HLT Health Training Package, and aligned to job roles within the following sectors:

- Audiometry
- Cardiac Technology
- Health Administration
- Hospital Pharmacies
- Medical Practice Assisting
- Operating Theatre Support
- Optometry
- Pathology
- Sterilisation Services.

The Technicians Support Services IRC commits to thorough and inclusive national consultation to ensure training package products under its remit are reflective of current industry skills needs and provide opportunities for workforce development that actively contributes to the variability and productivity of the sector. Recognition is given to the need for training package related decisions to be made based on appropriate levels of industry engagement and input.

Further, the IRC acknowledges the COAG Industry and Skills Ministers' priorities and will utilise consultation activities, through the support of SkillsIQ, to gain a national perspective on:

- opportunities to identify and remove obsolete training package products from the system
- industry expectations for training delivery and assessment to be documented within Implementation Guides

- opportunities to enhance portability of skills from one related occupation to another
- opportunities to remove unnecessary duplication within the system and create training package products that may have application to multiple industry sectors
- opportunities for the development of skill sets.

Where available the IRC will seek and maximise opportunities to work collaboratively with other IRCs.

Employment growth in these sectors is expected to reflect the growth in the broader health care and social assistance industry. The September 2014 Department of Employment Industry Outlook report projected strong employment growth (16.3%) over the five years to November 2018 for the health care and social assistance industry. The 2016 report similarly projects this industry to make the largest contribution to employment growth (23.2%, increasing by 250,200 people) over the five years to November 2020.

This Industry Skills Forecast proposes a schedule for the ongoing review of relevant training package products to inform the development of the four-year rolling National Schedule. An industry analysis of both the new and emerging workforce skills needs of the sector has informed this plan.

Sector analysis and industry consultation indicate that the sector is, and will continue to be, impacted by a number of challenges and opportunities, including:

- increasing demand for services as a result of population and demographic change;
- data security and protection of patient information and records;
- rebates from private health insurance providers, reducing the cost of services and arguably increasing demand;
- consumer-directed care models that provide the consumer with greater choice when selecting a health care provider;
- serving a customer base with increased expectations and demands;

- increased competition from global providers and laboratories;
- digital technologies that are redesigning and enhancing the way health services are provided; and
- government funding, where growth in funding has not correlated with the growth rate of industry demand.

In addition to broad challenges and opportunities, the sector has identified the following factors as having a direct impact on the composition and skills needs of the workforce:

- data management and the increasing demand for highly trained clinical coders;
- demand for leadership and management that creates operational efficiencies;
- the increasing need for science, technology, engineering and mathematics (STEM) capabilities; and
- the increasing need to work with advancing and changing technologies.

This Industry Skills Forecast identifies a number of international and national trends in workplace design that will impact the skills needs of the sector. This information, along with industry-identified skills priorities, will directly inform the coming review of relevant training package products.

Information contained within this Industry Skills Forecast has been sourced via a variety of methods, including:

- desktop research, to develop an understanding of the existing research and views on skill requirements in the sector;
- an industry workforce survey, which was available to all stakeholders across all industries; and
- consultation with the IRC itself, in order to confirm that the information is both valid and reflects industry views appropriately.

The training package products contained within this Industry Skills Forecast were last reviewed in 2015 and released on the national register, training.gov.au, in August 2015. The 2015 review process was extensive, with ongoing industry consultation informing a number of significant changes. Scheduling in this Industry Skills

Forecast has considered the need to allow for the proper implementation and testing of the training products within the system prior to any further review work. As a result, training product review has been scheduled based on the timing of the last review and proposed in year four, with the exception of Hospital Pharmacy qualifications. These qualifications have been included in year two based on the industry-identified need for further review of these products to ensure they are truly reflective of current industry requirements. The Hospital Pharmacy sector has identified a number of key issues with qualification outcomes and expressed concern for the level and strength of skills and knowledge contained within individual units of competency and their associated assessment requirements.

Additionally, new training package products have been proposed to reflect the following job roles:

- Cast Technician; and
- Clinical Coder.

These training package products have been included as priority work in year two of the proposed schedule.

A. Administrative information

Name of IRC

Technicians Support Services Industry Reference Committee

Name of Skills Service Organisation (SSO)

SkillsIQ Limited (SkillsIQ)

This document details the Technicians Support Services IRC four year schedule of work from 1 July 2016 to 30 June 2020.

This version of the Industry Skills Forecast was refreshed in April 2017.

About SkillsIQ

As an SSO, SkillsIQ is funded by the Department of Education and Training to support its allocated IRCs, which are responsible for the development and maintenance of development and maintenance of the following training packages:

- Community Services
- Health
- Local Government
- Public Sector
- Floristry
- Hairdressing and Beauty Services
- Funeral Services
- Retail Services
- Sport, Fitness and Recreation
- Tourism, Travel and Hospitality.

B. Sector overview

Within the Australian and New Zealand Standard Industrial Classification (ANZSIC), technicians support services are classified under Health Care and Social Assistance and are defined as units mainly engaged in providing human health care and social assistance. Units engaged in providing these services apply common processes, where the labour inputs of practitioners with the requisite expertise and qualifications are integral to service delivery.[1] This includes the following sub-sectors; pathology, audiometry, cardiac technology, health administration, medical practice assisting, operating theatre support, optical, hospital pharmacy and sterilisation services. Businesses operating in these sectors are diverse and include both public and private organisations. Occupations include:

- Admissions clerk
- Anaesthesia technician
- Audiometrist
- Biomedical laboratory assistant
- Cardiac technician
- Cast technician
- Clinical coding clerk
- Central Sterilising Service Department (CSSD) supervisor
- Dispensing technician or assistant
- Health administrative worker or supervisor
- Hospital pharmacy assistant or technician
- Instrument technician (CSSD)
- Medical practice assistant
- Medical records section leader
- Medical secretary or receptionist
- Optical dispenser
- Pathology collector
- Pharmacy assistant or technician
- Practice manager
- Senior clinical coder
- Senior pharmacy technician
- Senior theatre technician or wardsperson
- Screening audiometrist
- Specialist specimen collectors (pathology)
- Specimen collection officer
- Sterilisation technician or supervisor
- Ward clerk
- Wardsperson.

Nationally recognised Technicians Support Services qualifications (as at April 2017)

- HLT37015 Certificate III in Sterilisation Services
- HLT37115 Certificate III in Hospital/Health Services Pharmacy Support
- HLT37215 Certificate III in Pathology Collection
- HLT37315 Certificate III in Health Administration
- HLT37415 Certificate III in Pathology Assistance
- HLT47015 Certificate IV in Sterilisation Services
- HLT47115 Certificate IV in Hospital/Health Services Pharmacy Support
- HLT47315 Certificate IV in Health Administration
- HLT47415 Certificate IV in Audiometry
- HLT47515 Certificate IV in Operating Theatre Technical Support
- HLT47615 Certificate IV in Cardiac Technology
- HLT47715 Certificate IV in Medical Practice Assisting
- HLT47815 Certificate IV in Optical Dispensing
- HLT57415 Diploma of Audiometry
- HLT57715 Diploma of Practice Management
- HLT57915 Diploma of Anaesthetic Technology.

Registered Training Organisation scope of registration

The following table (Table 1) indicates the number of Registered Training Providers (RTOs) with Technicians Support Services qualifications on scope. This data is current as at April 2017, as per the listing on the National Register of VET (www.training.gov.au).

TABLE 1. NUMBER OF RTOS WITH TECHNICIAN SUPPORT SERVICES QUALIFICATIONS ON SCOPE (AS AT APRIL 2017)

Code	Qualification name	No of RTO on scope
HLT37015	Certificate III in Sterilisation Services	18
HLT37115	Certificate III in Hospital/Health Services Pharmacy Support	3
HLT37215	Certificate III in Pathology Collection	37
HLT37315	Certificate III in Health Administration	37
HLT37415	Certificate III in Pathology Assistance	7
HLT47015	Certificate IV in Sterilisation Services	3
HLT47115	Certificate IV in Hospital/Health Services Pharmacy Support	4
HLT47315	Certificate IV in Health Administration	30
HLT47415	Certificate IV in Audiometry	2
HLT47515	Certificate IV in Operating Theatre Technical Support	5
HLT47615	Certificate IV in Cardiac Technology	0
HLT47715	Certificate IV in Medical Practice Assisting	6
HLT47815	Certificate IV in Optical Dispensing	7
HLT57415	Diploma of Audiometry	3
HLT57715	Diploma of Practice Management	29
HLT57915	Diploma of Anaesthetic Technology	4

Source: Training.gov.au. RTOs approved to deliver this qualification. Accessed 13 April 2017

As these qualifications were recently endorsed in 2015, some RTOs may still be in the process of adding qualifications to their scope of registration. Training providers have expressed difficulty in planning for delivery as a result of changes to, and increased, work placement requirements. This is particularly true where access to highly specialised workplace environments is required, such as within the Certificate IV in Cardiac Technology.

National peak bodies and key industry players

The following list represents a range of organisations that perform a variety of key roles in this sector. These organisations and their networks are well-placed to offer industry insights at the time of training package review. Industry engagement will include a broad and inclusive range of stakeholders beyond those included in this list, as relevant to the nature of training package product review.

- Government departments and agencies
  - Health Workforce Principal Committee NSW Health
- Peak bodies and industry associations
  - Australian Association of Practice Managers
  - Australian Anaesthesia Allied Health Professionals
  - Australian Private Hospitals Association
  - Federation Sterilising Advisory Councils of Australia
  - Hearing Aid Audiometrist Society of Australia
  - Optometry Australia
  - Pathology Australia
  - Sterilising Research and Advisory Council of Australia
  - The Society of Hospital Pharmacists of Australia
- Employee associations
  - Australian Nursing and Midwifery Federation
  - Health Services Union

- Regulators
- Department of Defence
- Large and small employers across metropolitan, regional, rural and remote areas
- Registered Training Organisations both public and private.

Challenges and opportunities in the sector

Data security

Organisations view data as an asset which assists in generating revenue for businesses, as well as optimising service delivery. The protection of data is intrinsically linked to business reputation and regulatory frameworks for client and patient confidentiality, with explicit legal implications within the health sector. The ineffaceability of data integration and data sharing in the knowledge and digital economy presents an ongoing challenge for organisations and businesses to ensure optimal data security.

Increased demand

An ageing and growing population will continue to shape the demand for health care and social assistance services. Australia has an ageing population, with one in five Australians expected to be over 65 years old in 2035.[2]

This demographic change has contributed to the increased prevalence of chronic and terminal illness, which has impacted the rate of demand for pathology services. Doctors are ordering more tests per patient than five years earlier, increasing the average number of tests per patient and stimulating demand in the pathology services sector. Government health initiatives promoting awareness and early detection of breast, prostate, bowel and skin cancer have also led to increased demand for pathology tests.[3]

Customer interaction

Heightened customer expectations and demands are forcing health care providers to innovate and consider how they can best serve their customer base. Clients now demand more from their health care experience, compelling organisations to develop means to better work with, engage and communicate with their clients.

Private health

Improved private health insurance membership numbers have driven growth for some businesses, as many policies offer coverage of technicians support sector services, diminishing the overall costs for clients. Industry data shows that as at March 2016, almost 13.5 million Australians held some form of private health insurance, accounting for 55.8% of the total population.[4] Prevalence of private health insurance is high in sectors such as optometry where purchases are influenced by the proportion of the population with private health coverage.[5]

Further, the Medicare Levy Surcharge, a levy paid by high income earners who don't hold private health cover, aims to encourage individuals to take out private hospital cover, and where possible, to use the private system to reduce the demand on the public system.

Funding

Government spending in most community services and health sectors continues to increase. However, the overall rate of growth for the industry has declined.[6] As a result, funding growth for some sectors has not sufficiently matched increased demands that have resulted from demographic changes such as those associated with a growing and ageing population.[7]

The majority of health care providers in the technicians support sector rely heavily on government funding, at both a Commonwealth and State/Territory level. Increased demands, as a result of population growth and heightened customer expectations, coupled with a reduction in government funding and poor growth, compels health care providers to consider how they can provide high-quality services and care at a reduced cost. The increased need for efficiencies is likely to put added pressure on an otherwise already-stretched workforce to deliver services.

Consumer-directed care

Consumer-directed funding models aim to drive improvements in efficiency and quality of health care by giving clients the power, as consumers, to select their provider of choice, promoting competition between providers. Consumer-directed funding will have a vast impact across the health and community services sectors, influencing how services are delivered and in turn, impacting workforce requirements.

It is imperative that the workforce has the ability to meet the demands of consumers as these changes are rolled out. As a result, it is seen as critical that the impact of these changes on workforce requirements is better understood to identify synergies across sectors and inform targeted training package development.

Digital technologies

In the digital age, all technical services including health are affected by digitisation. Laboratory services, for example, are rapidly moving to digital technology design and construction methods. Developments in pathology services have allowed for a timely, more automated and greater range of testing to become available. This is anticipated to increase the number of services provided by pathology operators.

Social media and online engagement strategies are now an integral component of customer engagement efforts. Social media is key because marketing is no longer a one-way communication from business to customer, it is about a broader notion of 'engagement' or 'conversations' to build relationships with consumers.

The uptake of social media requires highly-developed

digital literacy skills. Businesses need to not only possess the skill for engaging online, but understand the potential reach and benefit of social engagement. In addition, the workforce must have the ability to manage social media crises and problems that have the potential to cause irreversible damage to business reputations.

Competitive operating environments

Increased competition between providers, resulting from external factors such as consumer-directed care models and globalisation, places pressure on businesses operating within this sector.

For example, the optometry industry has felt pressures from online competitors where international operators with sophisticated supply chain models are able to offer customers low-cost eyewear. In response it is anticipated that many providers will focus heavily on building e-commerce platforms to ensure they remain competitive.

C. Employment

Employment outlook

When looking to the wider health industry, employment sits at 1.4 million workers and accounts for 12% of the total Australian workforce (Australian Government Department of Employment, 2014),[8] making Health Care and Social Assistance the largest employing industry in Australia. Employment in the sector has steadily grown by 3.8% each year over the last ten years, compared to 2% across all industries[9] due, in part, to the ageing population and the increasing demand for childcare, community and home-based care services.[10]

Employment levels, growth and projections

The Health Care and Social Assistance (private) industry had a strong growth in 2014-15 with sales and services income growing by 13.8% to $84.2 billion. This industry also witnessed a 5% (51,000 people) rise in employment figures with wages and salaries increasing by 10.3% to $46.5 billion.[11] The September 2014 Department of Employment Industry Outlook report projected strong employment growth (16.3%) over the five years to November 2018 for the Health Care and Social Assistance industry. The 2016 report similarly projects this industry to make the largest contribution to employment growth (23.2%, increasing by 250,200 people) over the five years to November 2020.

Workforce challenges and opportunities

Data management

In addition to the requirements for general health administrative staff to become more digitised and mange increased volumes of data, the rise of specialised health administrators is becoming more prevalent. Clinical coders convert information from a patient's medical record into alphanumerical codes according to a health classification system. The health classification systems used in Australia are the International Classification of Diseases 10th Revision Australian Modification (ICD-10-AM), the Australian Classification of Health Interventions (ACHI) and the Australian Coding Standards (ACS).

These codes form part of a data collection that is used for research, funding and health care planning. The use of a classification system makes it easier to store, retrieve and analyse data.

Reporting by Health Information Management Association Australia (HIMAA), in 2014, suggests that shortages of clinical coders is worsening with reduced access to highly skilled individuals to fulfil this job role. Further, it is reported that supply of clinical coders will not be able to meet predicted future workforce demands.[12]

Currently, there is no nationally recognised vocational education and training qualification packaged within the HLT Health Training Package to provide the skills and knowledge required by this job role. Clinical coders need to have excellent attention to detail in order to produce high levels of accuracy. They must also be able to work as part of a team, have good communication skills and be interested in health care, diseases and procedures. To ensure access to skills in this priority area, industry has proposed the development of a qualification in Clinical Coding in year two of this Industry Skills Forecast.

Science, technology, engineering and mathematics (STEM) skills

Competencies in STEM skills are likely to become crucial for securing jobs in the future. With increasing complexities in technology, we are likely to see many qualifications setting STEM capabilities as an entry requirement.[13] Jobs of the future will require Australians to be literate, numerate and digitally literate. In Australia, young people demonstrate a lack of proficiency in key skills such as problem solving, digital literacy and financial literacy.[14]

Additionally, big data analysis research has illustrated that over the past three years, demand for enterprise skills has risen exponentially.[15] Jobs that require digital literacy have increased by 212%, critical thinking by 158%, creativity by 65%, presentation skills by 25% and team work

capabilities by 19%.[16] The data suggests that jobs of the future will demand enterprise skills 70% more frequently than jobs of the past. In the knowledge economy employability is directly related to education, with higher skilled jobs being more complementary with technology, increased productivity and earnings.[17]

Leadership, management and administration skills

Changes in service delivery have heightened the need for service providers to have both effective administration capabilities and strong management and leadership. Strength in team leadership, supported by effective administrative processes, is essential to operational efficiencies.

Opportunities and enhanced career pathways are opened to administration staff who develop their management and leadership qualities. Here, overall benefits are provided to both the business and the provision of care as a result of health professionals being able to focus solely on the delivery of quality care.[18]

Technology

The exponential rise in technological advances, is transforming supply chains, reshaping the workforce and redefining jobs.[19] Computer-guided automation has become increasingly prevalent across numerous industries. Furthermore, digital technology is changing employment markets and organisational structures. Jobs of the future are likely to be more flexible, agile, networked and connected.[20]

For example, the medical and pharmacy industries require accurate, reliable and efficient data entry to ensure not only precise information is recorded to patients' medical histories, but also that correct medical treatment is dispensed. In the United States of America, Cvision has engineered a 'powerful and accurate automated data capture platform', Trapeze, to improve efficiency as well as reduce manual data entry and processing costs across the U.S. Healthcare sector.[21]

Automation, robotics and artificial intelligence are heightening the importance of skills in creativity, problem solving, advanced reasoning, complex judgement, social interaction and emotional intelligence.[22]

Work Placement

The industry reports challenges in engaging learners and potential employees in clinical and practical work placement roles due to the additional administrative and supervisory burden placed on already stretched resources. It has been suggested that a number of employers are unaware of the benefits associated with these arrangements. This is a particular challenge for training providers and learners where units of competency and qualifications require workplace assessment to occur.

D. Skills outlook

International and national trends in workplace design

Patient support

Health care sectors are increasingly offering additional patient support services for optimal health outcomes. For example, hospital pharmacies continue to explore means to facilitate the safe and effective use of medicines to increase an individual's ability to self-manage medications. An inability to self-manage can attract the need for support services such as dose administration aids and in some instances entry into residential care. Overuse of such services is costly for both the individual and the wider health care system, making the provision of early intervention essential.

Australia's ageing population, the increased prevalence of chronic conditions and the equity challenges facing health services in regional Australia are likely to place additional strain on the healthcare network, requiring a more collaborative and integrated approach to address these challenges.[23]

Pharmacy technicians (alternatively referred to as dispensary technicians) fill and label patients' prescriptions under the supervision of a Pharmacist. They may also record details of medications; place orders for them; take stock of and store medications and medical supplies, and deliver them to patients.[24] Hospital pharmacy technicians and other support professionals will require the skills to identify the need for intervention and the ability to develop and implement programs that actively reduce these costs and improve a patient's uptake of support.

Shared patient records

Collaborative models that see the sharing of patient records between doctors, pharmacists and other health professionals have proved beneficial in creating person-centered approaches to health care, especially for those with complex medical needs. Further, such interdisciplinary models limit duplication in both cost and effort and reduce the siloing of services.[25]

Services such as 'My Health Record,' operated by the Australian Digital Health Agency, provide a secure online summary of an individual's health information. The type of information in this record is controlled by the individual and can be shared with doctors, hospitals and health care providers at the patient's discretion. My Health Record was launched in July 2016 with trials commencing in the states of NSW and QLD.

Top 5 skills required within the next three to five year period
Customer Service
Clinical
Communication
Leadership
Technology

COMMON WORKFORCE SKILLS RANKED IN ORDER OF IMPORTANCE

Workforce Skill	Rank
Communication/Virtual collaboration/Social intelligence	1
Language, Literacy and Numeracy	2
Science, Technology, Engineering and Mathematics	3
Customer service/Marketing	4
Managerial/Leadership	5
Design mindset/Thinking critically/System thinking/Solving problems	6
Learning agility/Information literacy/Intellectual autonomy and self-management	7
Data analysis	8
Environmental and Sustainability	9
Technology	10
Financial	11
Entrepreneurial	12

The above skills were informed through a variety of methods, which included:

- desktop research, which was undertaken to develop an understanding of existing research and the views on skill requirements in this sector.
- an industry workforce survey, which was open to all stakeholders across all industries. The broad scope of the survey allowed a variety of individuals from different industries to contribute, which reflects the wide-ranging use of these training package products.
- Consultation with the IRC itself, in order to confirm that the information is both valid and reflects industry views appropriately.

The Technicians Support Services IRC has expressed the concern that a number of common skills, of importance to their sectors, have not been included within the common skills table, including:

- risk management;
- accountability;
- transparency; and
- confidentiality.

Industry recommends that those missing skills are, in some instances, of greater importance, and relevance, than those listed.

In addition, it is to be noted that the categorisation of skills within the above tables often failed to resonate with industry. For example, customer service and marketing have been listed as a single common skill, whereas industry considers these to be two skills highly independent of each other. The fact that these are ranked highly is reflective of the value placed on customer service skills, but has far less to do with the value industry places on marketing.

Further, industry notes that technology has been included within the common skills table on two occasions, once independently and once in conjunction with STEM. Industry believes technology skills to be highly important, and has ranked it highly as Science, Technology, Engineering and Mathematical skills in combination.

E. Other relevant skills-related insights for this sector

The 2015 review of the Health Training Package saw the removal of Certificate IV in Cast Technology and as a result, there is no longer a current nationally recognised training product supporting skills development in this job role. Industry has suggested that a number of units of competency, formerly packaged within the removed qualification, remain of relevance and should therefore be re-developed. Seven new units of competency have therefore been proposed for development within year two of this Industry Skills Forecast.

The Hospital Pharmacy sector has identified a number of key issues with qualification outcomes and expressed concern for the level and strength of skills and knowledge contained within individual units of competency and their associated assessment requirements. In order to address these issues, and to ensure the workforce is equipped with the skills required of the future health system, industry has proposed these qualifications be reviewed in year two.

F. Proposed Schedule of Work: 2016-17 – 2019-20

Time-critical issues

The IRC has not identified any additional time critical issues to be addressed in this Industry Skills Forecast.

Interdependencies

Technicians Support Services qualifications will be impacted by the review of imported units of competency from the following training packages:

- Business Services
- Community Services
- Health
- Laboratory Operations
- Retail Services
- Training and Education
- Transport and Logistics

Where the IRC is advising that a training product would need to be reviewed more than once in the four-year period

The IRC notes that there may be instances of unforseen change triggering a need to review training package products outside of where listed in the national schedule. Examples of unforeseen change include, but are not limited to, changes to legislation, regulation and industry licencing.

Where the review of a training product is expected to be contentious or involve lengthy work

It is difficult to predict if review of these training package products will be contentious or lengthy as the detail of proposed change has not yet been identified or considered by industry. At this time no significant issues have been detected, however the IRC notes that the very nature of training package product review work will bring to light differing stakeholder views.

Training Package work requiring no Case for Change

On the basis of industry intelligence received it is proposed that the development of Clinical Coding training package products progress directly to the training package development stage without the need for a Case for Change. The IRC has collated evidence that demonstrates the need for and contribution of these skills within industry. Currently, there is no nationally recognised vocational education and training qualification packaged within the HLT Health Training Package to provide the skills and knowledge required by this job role. To ensure access to skills in this priority area, industry has proposed the development of a qualification in Clinical Coding in year two of this Industry Skills Forecast without the need for a Case for Change.

Cross Sectoral Projects

The Technicians Support Services IRC welcomes the strategic approach to cross-sector skills that has been adopted by the Australian Industry and Skills Committee (AISC) and supports the achievement of efficiencies in the product development process through the development of cross-industry skills standards.

SkillsIQ has been commissioned by the AISC to lead a project that will identify and address cross sectoral skills needs in 'Consumer Engagement through Social and Online Media'. This IRC has been identified as one of several IRCs who will be engaged to contribute to this work.

G. IRC Sign-off

This This Industry Skills Forecast and Proposed Schedule of Work was agreed to by:

Tony Badrick, Chair of the Technicians Support Services IRC

……………………………………………………………..

Signature of Chair

Date:

Technicians Support Services IRC Proposed Schedule of Work 2016-17 to 2019-2020

Contact details: Tony Badrick, Chair of the Technicians Support Services IRC; Melinda Brown, SkillsIQ General Manager. Date submitted to Department of Education and Training: 28 April 2017

The training products contained within this Proposed Schedule of Work were last reviewed in 2015 and released on the national register, training.gov.au, in August 2015. The 2015 review process was extensive, with ongoing industry consultation informing a number of significant changes has considered the need to allow for the proper implementation and testing of training products within the system, prior to any further review work. As a result, training product review has been scheduled based on the timing of the last review and proposed in year four, with the exception of Hospital Pharmacy qualifications. These qualifications have been included in year two based on the industry-identified need for further review of these products to ensure they are truly reflective of industry needs.

Additionally, new training package products have been proposed to reflect the following job roles:

- Cast technician
- Clinical coder.

These training package products have been included as priority work in year two of the proposed schedule.

QUALIFICATIONS

Planned review start (Year)	Training package code	Training package name	Qualification code	Qualification name	Unit of Competency code	Unit of competency name
Year 2 (2017-2018) Based on industry identified need for priority development	HLT	Health	HLT37115	Certificate III in Hospital/Health Services Pharmacy Support		
Year 2 (2017-2018) Based on industry identified need for priority development	HLT	Health	HLT47115	Certificate IV in Hospital/Health Services Pharmacy Support		
Year 2 (2017-2018) Based on industry identified need for priority development	HLT	Health	New qualification	Certificate IV in Clinical Coding		
Year 4 (2019-2020) Based on timing of last review	HLT	Health	HLT37015	Certificate III in Sterilisation Services		
Year 4 (2019-2020) Based on timing of last review	HLT	Health	HLT37215	Certificate III in Pathology Collection		
Year 4 (2019-2020) Based on timing of last review	HLT	Health	HLT37315	Certificate III in Health Administration		
Year 4 (2019-2020) Based on timing of last review	HLT	Health	HLT37415	Certificate III in Pathology Assistance		
Year 4 (2019-2020) Based on timing of last review	HLT	Health	HLT47015	Certificate IV in Sterilisation Services		
Year 4 (2019-2020) Based on timing of last review	HLT	Health	HLT47315	Certificate IV in Health Administration		

Planned review start (Year)	Training package code	Training package name	Qualification code	Qualification name	Unit of Competency code	Unit of competency name
Year 4 (2019-2020) Based on timing of last review	HLT	Health	HLT47415	Certificate IV in Audiometry		
Year 4 (2019-2020) Based on timing of last review	HLT	Health	HLT47515	Certificate IV in Operating Theatre Technical Support		
Year 4 (2019-2020) Based on timing of last review	HLT	Health	HLT47615	Certificate IV in Cardiac Technology		
Year 4 (2019-2020) Based on timing of last review	HLT	Health	HLT47715	Certificate IV in Medical Practice Assisting		
Year 4 (2019-2020) Based on timing of last review	HLT	Health	HLT47815	Certificate IV in Optical Dispensing		
Year 4 (2019-2020) Based on timing of last review	HLT	Health	HLT57415	Diploma of Audiometry		
Year 4 (2019-2020) Based on timing of last review	HLT	Health	HLT57715	Diploma of Practice Management		
Year 4 (2019-2020) Based on timing of last review	HLT	Health	HLT57915	Diploma of Anaesthetic Technology		

SKILL SETS

Planned review start (Year)	Training package code	Training package name	Qualification code	Qualification name	Unit of Competency code	Unit of competency name
Year 2	HLT	Health	HLTSS00048	Clinical coding skill set		
Year 4	HLT	Health	HLTSS00043	Telehealth administration skill set		
Year 4	HLT	Health	HLTSS00047	Audiometry skill set		
Year 4	HLT	Health	HLTSS00059	Venus blood collection		

UNITS OF COMPETENCY

Planned review start (Year)	Training package code	Training package name	Qualification code	Qualification name	Unit of Competency code	Unit of competency name
Year 2	HLT	Health			HLTADM001	Administer and coordinate Telehealth services
Year 2	HLT	Health			HLTADM002	Manage Telehealth technology
Year 2	HLT	Health			HLTADM003	Facilitate a coordinated approach to client care
Year 2	HLT	Health			HLTADM004	Manage health billing and accounting system
Year 2	HLT	Health			HLTADM005	Produce coded clinical data
Year 2	HLT	Health			HLTADM006	Undertake complex clinical coding
Year 2	HLT	Health			HLTADM007	Complete highly complex clinical coding
Year 2	HLT	Health			HLTPHA001	Maintain pharmaceutical imprest stock
Year 2	HLT	Health			HLTPHA002	Pack pharmaceutical products
Year 2	HLT	Health			HLTANA001	Prepare clients for anaesthesia
Year 2	HLT	Health			HLTANA002	Monitor clients during anaesthesia
Year 2	HLT	Health			HLTPHA003	Assist with dispensing of prescriptions and medication orders
Year 2	HLT	Health			HLTPHA004	Order, maintain and distribute pharmaceutical stock
Year 2	HLT	Health			HLTPHA005	Conduct small-scale compounding and labelling of pharmaceutical products
Year 2	HLT	Health			HLTPHA006	Provide assistance in dispensary administration
Year 2	HLT	Health			HLTPHA007	Conduct small scale compounding and labelling of aseptic pharmaceutical products
Year 2	HLT	Health			HLTPHA008	Support pharmacist communication with clients and other health professionals
Year 2	HLT	Health			HLTPHA009	Support pharmacists in the collection and presentation of workplace data and information
Year 2	HLT	Health			New Unit	Apply casts
Year 2	HLT	Health			New Unit	Modify casts

Planned review start (Year)	Training package code	Training package name	Qualification code	Qualification name	Unit of Competency code	Unit of competency name
Year 2	HLT	Health			New Unit	Remove casts
Year 2	HLT	Health			New Unit	Apply and remove traction
Year 2	HLT	Health			New Unit	Apply orthopaedic devices
Year 2	HLT	Health			New Unit	Modify orthopaedic devices
Year 2	HLT	Health			New Unit	Remove orthopaedic devices
Year 4	HLT	Health			HLTANA003	Assist with airway management
Year 4	HLT	Health			HLTANA004	Respond to anaesthesia related emergencies
Year 4	HLT	Health			HLTANA005	Maintain quality and supply of anaesthetic equipment and consumables
Year 4	HLT	Health			HLTANA006	Assist with clinical procedures used in anaesthesia
Year 4	HLT	Health			HLTANA007	Monitor medications in the anaesthetic environment
Year 4	HLT	Health			HLTAUD001	Assess hearing
Year 4	HLT	Health			HLTAUD002	Conduct play audiometry
Year 4	HLT	Health			HLTAUD003	Assess and respond to occupational noise risk
Year 4	HLT	Health			HLTAUD004	Develop and implement individual hearing rehabilitation programs
Year 4	HLT	Health			HLTAUD005	Dispense hearing devices
Year 4	HLT	Health			HLTAUD006	Remove cerumen
Year 4	HLT	Health			HLTCAR001	Perform electrocardiography (ECG)
Year 4	HLT	Health			HLTCAR002	Perform Holter monitoring
Year 4	HLT	Health			HLTCAR003	Assist with stress testing
Year 4	HLT	Health			HLTDEF001	Participate in a land based deployed health capability
Year 4	HLT	Health			HLTDEF002	Provide treatments for common conditions
Year 4	HLT	Health			HLTDEF003	Perform the duties of a scribe during casualty resuscitation
Year 4	HLT	Health			HLTDEF004	Attend to emergency patients being transported by road

Planned review start (Year)	Training package code	Training package name	Qualification code	Qualification name	Unit of Competency code	Unit of competency name
Year 4	HLT	Health			HLTOPD001	Provide advice on optical appliances
Year 4	HLT	Health			HLTOPD002	Dispense optical appliances
Year 4	HLT	Health			HLTOPD003	Dispense atypical prescriptions
Year 4	HLT	Health			HLTOPD004	Edge and fit ophthalmic appliances
Year 4	HLT	Health			HLTOPD005	Process and manage optical appliance orders
Year 4	HLT	Health			HLTPAT001	Identify and respond to clinical risks in pathology collection
Year 4	HLT	Health			HLTPAT002	Perform venous blood collection
Year 4	HLT	Health			HLTPAT003	Perform capillary blood collections
Year 4	HLT	Health			HLTPAT004	Collect pathology specimens other than blood
Year 4	HLT	Health			HLTPAT005	Collect specimens for drugs of abuse testing
Year 4	HLT	Health			HLTPAT006	Receive, prepare and dispatch pathology specimens
Year 4	HLT	Health			HLTPAT007	Collect arterial blood samples
Year 4	HLT	Health			HLTSTE001	Clean and disinfect reusable medical devices
Year 4	HLT	Health			HLTSTE002	Inspect and pack reusable medical devices
Year 4	HLT	Health			HLTSTE003	Sterilise loads
Year 4	HLT	Health			HLTSTE004	Manage sterile stock
Year 4	HLT	Health			HLTSTE005	Care for reusable medical devices
Year 4	HLT	Health			HLTSTE006	Chemically disinfect reusable medical devices
Year 4	HLT	Health			HLTSTE007	Monitor and maintain cleaning and sterilisation equipment
Year 4	HLT	Health			HLTSTE008	Monitor quality of cleaning, sterilisation and packaging processes
Year 4	HLT	Health			HLTTHE001	Handle and care for operating theatre equipment
Year 4	HLT	Health			HLTTHE002	Assist with preparation of clients for operative procedures
Year 4	HLT	Health			HLTTHE003	Provide intra-operative equipment and technical support

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