



Education & Training @ ReGen

CHCAOD002: Work with clients who are intoxicated

April 2016

Education & Training

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Welcome

Welcome to the Alcohol and Other Drug (AOD) Specialisation Units of Competency, delivered by Uniting Care Re Gen (formerly Uniting Care Moreland Hall) Education and Training Service.

This resource has been designed to give you information about the content of **CHCAOD002 Work with clients who are intoxicated** and the training and assessment process that you are about to undertake.

If after you have read this document you have any questions please speak to your trainer directly.

Course Information

The training component of this program is delivered over 3 days. However, students will also be required to undertake pre reading and do additional reading and assessment activities outside the contact training hours.

Purpose

The purpose of the training course is to enable participants to develop the theoretical knowledge and practical skills by applying standard processes and procedures for providing comprehensive services to meet the needs of clients with AOD issues.

Delivery Mode and Strategy

Presentation of information within the national competency standards will be undertaken by an appropriately qualified trainer using a range of learning strategies, including:

- Practical demonstration
- Small group work and case studies
- Practical tasks
- Group discussion
- Role play activities
- Audio visual material (i.e. videos and DVDs)

For consolidation, the material in these units of competency should be linked with and complemented by relevant on-the-job practice. Where possible, theoretical concepts and practical application will be illustrated and reinforced by drawing on examples and discussion from the participant's own workplace experience.

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Understanding Units of Competency

The following pages provide details of **CHCAOD002 Work with clients who are intoxicated**. Please take your time to read about this unit of competency, as doing so will help you to understand what the training covers and the type of evidence which must be gathered in order for you to demonstrate competency. All units of competency have the same basic layout. Below you will find a brief explanation of some of the headings that you will come across.

Application

Identifies the work context and who the unit applies to.

Elements

Are the activities (skill outcomes) that when combined, make up each unit of competency.

Performance Evidence

Sets out the product and/or process evidence is required, in addition to the student performing the performance criteria and includes frequency, range and volume.

Knowledge Evidence

Specifies what the student must know in order to effectively carry out the performance criteria.

Assessment Conditions

Sets out mandatory conditions for assessment, including equipment and assessor requirements

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UNIT CHCAOD002 Work with clients who are intoxicated

Application

This unit describes the skills and knowledge required to respond to the immediate and ongoing needs of people intoxicated by alcohol and/or other drugs, with a focus on harm minimisation.

This unit applies to people working in alcohol and other drugs (AOD) services and other community service delivery contexts.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

Elements and Performance Criteria

ELEMENT

Elements define the essential outcomes of a unit of competency.

1. Provide services to intoxicated clients

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element

- 1.1 Assess level of intoxication and nature and extent of alcohol and/or drug use
- 1.2 Report behaviour or physical status inconsistent with alcohol and/or drug use to the appropriate person and/or seek assistance
- 1.3 Identify the need for first aid and seek assistance from a health professional as required
- 1.4 Provide client with a safe and secure environment in which to sober up/come down
- 1.5 Monitor client's physical state regularly to ensure health and safety
- 1.6 Accurately document services provided to client

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ELEMENT

PERFORMANCE CRITERIA

Elements define the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element

2. Reduce harm or injury to self, client and others

2.1 Maintain calm and confident manner in contact with client

2.2 Conduct interactions with clients in a fair, just, humane and positive manner

2.3 Use strategies identified in organisation response plan

2.4 Maintain safety of client, self and others using established procedures

2.5 Provide services to client in a manner consistent with organisation infection control guidelines

2.6 Follow established procedures to seek emergency assistance

3. Assist client with longer term needs

3.1 Assist client with activities of daily living

3.2 Provide information on AOD issues and availability of support services

3.3 Contact families and/or support networks at client request and in accordance with organisation policies

3.4 Assess client in accordance with organisation policy and procedure to determine if they represent a risk to themselves or others by leaving the facility

Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

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Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be demonstrated evidence that the candidate has:

- provided services to at least 2 intoxicated clients
- used the following communication and interpersonal skills in dealing with intoxicated clients:
 - management of difficult and aggressive behaviour
 - non-judgmental communication
 - conflict resolution
 - negotiation
 - self-protection

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the work role. This includes knowledge of:

- legal and ethical considerations (international, national, state/territory, local) in AOD work, and how they are applied in organisations and individual practice:
 - children in the workplace
 - codes of conduct
 - codes of practice
 - discrimination
 - dignity of risk
 - duty of care
 - human rights
 - informed consent
 - mandatory reporting
 - practice standards
 - privacy, confidentiality and disclosure, including limitations
 - policy frameworks
 - records management
 - rights and responsibilities of workers, employers and clients
 - specific AOD legislation
 - work role boundaries – responsibilities and limitations
 - work health and safety
 - infection control

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- contexts in which interactions with intoxicated persons may take place:
 - night patrols
 - detoxification/withdrawal units
 - sobering up shelters
 - emergency departments and other health environments
 - other community service delivery environments
- signs and symptoms of alcohol and/or drug use
- signs and symptoms that indicate need for assistance from a health professional
- ways to assess intoxication and/or drug use level/s
- concurrent medical illnesses which may mimic/mask withdrawal
- strategies for dealing with aggressive and potentially violent clients, including protective/risk management strategies
- types of daily living assistance that may be provided:
 - personal hygiene
 - food and drink
 - transportation/assistance with travel
- current information on alcohol and other drugs issues
- available support services and resources
 - emergency and crisis contacts
 - sobering up services
 - withdrawal services
 - mental health services

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources, including organisation policies and procedures
- modelling of industry operating conditions, including:
 - involvement of people with whom the candidate can interact
 - scenarios that cater to a range of settings, including crisis situations

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.

Links

Companion volumes from the CS&HISC website - <http://www.cshisc.com.au>

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Training Delivery

Attendance

As our training programs are designed for workers in the AOD field there are a limited number of days that are direct delivery. Participants will be required to attend all the direct delivery training to be deemed competent in this unit. If you are unable to attend the training, contact your trainer as alternative arrangements may be able to be organised in exceptional circumstances.

Delivery Mode and Strategy

Presentation of information within the national competency standards for the identified competency, by an appropriately qualified trainer utilising a range of learning strategies including:

- Small group work / case studies
- Practical tasks
- Group discussion
- Games / activities
- Videos, DVDs

For consolidation, the material in this unit of competency should be linked with and complemented by relevant on-the-job practice or equivalent. Where possible, theoretical concepts and practical application will be illustrated and reinforced by drawing on examples and discussion from the participants' own workplace experience.

Training Schedule: CHCAOD002 Work with clients who are intoxicated

Day 1:

Responding to intoxication

- Supportive care
- Assessing intoxicated clients
- Identifying signs and symptoms
- Conditions that mimic/mask intoxication
- Breath testing

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- Monitoring and observation
- Preliminary suicide risk assessment and management planning

Managing aggression and challenging behaviours (triggers and escalation)

- Aggression-crisis cycle (phases 1 and 2)
- Identifying triggers and managing escalation
- Aggression types and appropriate responses
- Negotiation, limit setting and contracting

Day 2:

Post-incident organisational response

- Post-incident response (overview)
- Incident reporting
- Staff debriefing
- Review of intervention
- Systemic approach to incidents
- Co-worker support and responsibility
- Ethics, values and attitudes

Managing aggression (crisis and recovery)

- Aggression-crisis (phases 3, 4 and 5)
- Managing client behaviour flowchart
- Managing crisis and recovery
- Supporting clients to debrief and review
- Assisting clients through post incident depression

Drug overdose and other medical emergencies

- Causes of drug overdose
- Signs and symptoms of overdose

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- Acute (crisis) response to overdose
- Responding to other medical emergencies
- Key actions prior to ambulance arrival

Day 3:

Infection control

- Blood Borne Viruses (BBV) – Hepatitis B, C and HIV/AIDS
- Universal precaution procedures
- Cleaning up blood spills
- Harm reduction, safer injecting and BBV transmission

Providing follow-up support

- Contacting family members and other service providers
- Arranging transport for clients following an incident
- Follow-up harm reduction strategies
- Screening and referral to allied health services

Responding to critical incidents

- Category 1, 2 and 3 incidents and reporting requirements
- Organisational response to client death
- Legal obligations – duty of care, vicarious liability, unlawful restraint and disclosure

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Assessment

Assessment Process

The assessment process provides you with an opportunity to demonstrate competency through:

- Written work – tests, assignments, case studies
- Oral questions
- Demonstration of skills and knowledge
- Opportunities to be assessed within training through discussion, quiz's, and group work

NB. After the final day of training participants are required to complete assessment tasks 3 and 6 and undertake additional research as necessary

Assessment Tasks CHCAOD002

In the first instance ReGen will gather evidence of competency by asking you to complete five assessment tasks.

These tasks have been designed to provide you with the opportunity to demonstrate your competency in relation to *CHCAOD002 Work with clients who are intoxicated*, however if the answers you provide are too brief, ambiguous or inaccurate additional information and/or a reassessment will be needed.

The five assessment tasks are detailed on the following pages. The **Assessment Matrix** On pages 21-29 identifies the assessment tasks and aligns them to the performance criteria and the required skills and knowledge of the competency unit.

Additional assessment tasks and reassessment tasks will vary as they need to be designed to provide individual students with the opportunity to address the gaps in there evidence portfolio.

Assessment Task 1 – Legal and Statutory quiz

Participants will be provided with student notes and website resources to assist them in completing this assessment task. Using these resources and your experience from your work/life, you will be asked to respond to a series of questions that cover legislation focusing on client care and treatment including working with young children, legislation governing organisational data collection, state and federal alcohol and drugs strategy, workplace health and safety and employee code of conduct.

Time will be given to complete the quiz in class but it is expected that students will need to work on this assessment outside of class.

Due Date:

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You are required to complete the legal and statutory quiz for course **CHCAOD002** and submit it to your assessor two weeks after the final day of in class study.

This assessment task relates to performance criteria 1.2, 1.3, 1.4, 1.5, 1.6, 2.1, 2.2, 2.4, 2.5, 2.6, 3.3, 3.4

Assessment Task 2 – Workbook

Participants will be required to complete a workbook assessment which is made up three parts that need to be completed. Participants will be provided with student notes and required to draw upon their own work/life experience in order to complete the workbook assessment. The three different parts of this assessment require students to:

- answer a series of short answer responses focusing on infection control/BBV risk and worker safety;
- answer a series of questions based on provided case studies that assess intoxication and explore strategies to minimise harm and;
- read a case study and assess the incident based on category (1,2,3).

Time will be given to complete the workbook in class but it is expected that students will need to work on this assessment outside of class.

Due Date:

You are required to complete the workbook for course **CHCAOD002** and submit it to your assessor two weeks after the final day of in class study.

This assessment task relates to performance criteria 1.1, 1.3, 1.4, 1.5, 1.6, 2.3, 2.4, 2.5, 2.6, 3.2, 3.4

Assessment Task 3– Simulation

Participants will be provided with student notes and required to draw upon their own work/life experience in order to complete the simulation assessment task. Using these resources and your experience from your work/life, participants are expected to engage in a simulation role play of where an intoxicated client is presenting for assessment and complete an incident report.. Role play scenarios will be provided and the assessor/student is expected to undertake and an assessment with the intoxicated client and work with other presenting issues at the time.

Time will be given to complete the simulation assessment in class but it is expected that students will need to work on this assessment outside of class.

Due Date:

You are required to complete the simulation case study for course **CHCAOD002** and submit it to your assessor two weeks after the final day of in class study.

This assessment task relates to performance criteria 1.1, 1.2 1.3, 1.4, 1.5, 1.6, 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 3.1, 3.2, 3.3, 3.4

Assessment Task 4– Simulation

Participants will be provided with student notes and required to draw upon their own work/life experience in order to complete the simulation assessment task. Using these

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resources and your experience from your work/life, participants are expected to engage in a simulation role play of where an intoxicated client is presenting for assessment and complete an incident report. Role play scenarios will be provided and the assessor/student is expected to undertake and an assessment with the intoxicated client and work with other presenting issues at the time.

Time will be given to complete the simulation assessment in class but it is expected that students will need to work on this assessment outside of class.

Due Date:

You are required to complete the simulation case study for course **CHCAOD002** and submit it to your assessor two weeks after the final day of in class study.

This assessment task relates to performance criteria 1.1, 1.2 1.3, 1.4, 1.5, 1.6, 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 3.1, 3.2, 3.4

Assessment Task 5– AOD Quiz

Participants will be provided with student notes and required to draw upon their own work/life experience in order to complete the AOD quiz. Using these resources and your experience from your work/life, participants will be required to answer a series of questions on drug pharmacology and related questions.

Time will be given to complete the AOD quiz in class but it is expected that students will need to work on this assessment outside of class.

Due Date:

You are required to complete the simulation case study for course **CHCAOD002** and submit it to your assessor two weeks after the final day of in class study.

This assessment task relates to performance criteria 1.1, 1.2, 2.4, 3.3

Assessment Processes

Assessment Submission

A number of assessments are completed and handed in during class time. In this instance participants will be required to submit assessment tasks to their trainer/assessor. While, other assessment tasks, you will be required to complete in your own time. Participants will need to submit these assessment tasks to Ann Tattersall (atattersall@regen.org.au) by the allocated due date for each assessment.

Each assessment task should be submitted with a signed assessment cover sheet which will be provided with assessment tasks. Participants must comply with the requirements of completing assessments and the submission in order to receive a result on each assessment task. If participants are unable to submit the assessment tasks by the relevant due date they **must** apply for an extension. The Extension Form **must** be submitted on or before the assessment due date.

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Applying for an Extension

Extensions are not automatic. Participants seeking an extension of time for submitting an assessment are expected to complete and submit an extension/special consideration form.

Extension/special consideration forms are available online at:
<http://www.regen.org.au/extension-request>

Extensions will usually be granted unless there are extenuating circumstances preventing this from being possible – for instance if there are certain Training Authority requirements that ReGen must fulfil (such as working within a set timeframe)

PLEASE NOTE: If no extension/special consideration form has been received by the due date, and the evidence/homework is integral to the unit, the participant will be assessed as Not Yet Competent.

The participant will be notified by their assessor if extension has been granted.

Special Consideration

UCReGen offers the opportunity to participants for special consideration of units of competency within the context of extenuating circumstances.

A participant whose work during the time of study or whose performance or assessment has been affected by illness or other serious cause may apply for Extension/Special Consideration form. Written applications must be lodged with UC REGEN Education and training Service immediately following the occurrence or no later than 2 working days after the day of the assessment deadline.

Assessment Feedback

You will be provided with verbal feedback as you progress through the course.

At the end of the course your assessor will look at all the assessment tasks in your evidence portfolio and provide you with written feedback. This feedback will tell you if you have provided sufficient information to demonstrate competency.

If at this stage there is insufficient evidence to warrant a result of competency achieved (CA) you will be given the opportunity to resubmit work or given an additional assessment task.

Resubmitted Work/Additional Assessment Task

If any submitted assessment task is assessed as not meeting the criteria for competency the participant will be:

Provided with feedback from the educator/trainer/assessor

Participants will be provided with an opportunity to provide additional evidence or resubmit work or given an additional assessment task.

The assessor will add this new information to your evidence portfolio before making a final assessment and issuing a Record of Assessment.

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If after the resubmission the assessable task(s) does not demonstrate competency, a final result of "Not Yet Competent" will be recorded for that assessment task.

Issuing Statements of Attainment and Qualifications

Upon satisfactory completion of course requirements and assessments, participants will be issued with a Statement of Attainment/Certificates.

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Module and Assessment Matrix CHCAOD002 – Work with clients who are intoxicated

Element	Performance Criteria	Assessment Task
1. Provide services to intoxicated clients	1.1 Assess level of intoxication and nature and extent of alcohol and/or drug use	AT2 Workbook AT3 Simulation AT4 Simulation AT 5 AOD Quiz
	1.2 Report behaviour or physical status inconsistent with alcohol and/or drug use to the appropriate person and/or seek assistance	AT1 Legal and Statutory quiz AT3 Simulation AT4 Simulation AT5 AOD Quiz
	1.3 Identify the need for first aid and seek assistance from a health professional as required	AT2 Workbook AT3 Simulation AT4 Simulation
	1.4 Provide client with a safe and secure environment in which to sober up/come down	AT1 Legal and Statutory quiz AT2 Workbook

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Element	Performance Criteria	Assessment Task
		AT3 Simulation AT4 Simulation
	1.5 Monitor client's physical state regularly to ensure health and safety	AT1 Legal and Statutory quiz AT2 Workbook AT3 Simulation AT4 Simulation
	1.6 Accurately document services provided to client	AT1 Legal and Statutory quiz AT2 Workbook AT3 Simulation AT4 Simulation
2. Reduce harm or injury to self, client and others	2.1 Maintain calm and confident manner in contact with client	AT1 Legal and Statutory quiz AT3 Simulation AT4 Simulation
	2.2 Conduct interactions with clients in a fair, just, humane and positive manner	AT1 Legal and Statutory quiz AT3 Simulation

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Element	Performance Criteria	Assessment Task
		AT4 Simulation
	2.3 Use strategies identified in organisation response plan	AT2 Workbook AT3 Simulation AT4 Simulation
	2.4 Maintain safety of client, self and others using established procedures	AT1 Legal and Statutory quiz AT2 Workbook AT3 Simulation AT4 Simulation AT 5 AOD Quiz
	2.5 Provide services to client in a manner consistent with organisation infection control guidelines	AT1 Legal and Statutory quiz AT2 Workbook AT3 Simulation AT4 Simulation
	2.6 Follow established procedures to seek emergency assistance	AT1 Legal and Statutory quiz AT2 Workbook

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Element	Performance Criteria	Assessment Task
		AT3 Simulation AT4 Simulation
3. Assist client with longer term needs	3.1 Assist client with activities of daily living	AT3 Simulation AT4 Simulation
	3.2 Provide information on AOD issues and availability of support services	AT2 Workbook AT3 Simulation AT4 Simulation
	3.3 Contact families and/or support networks at client request and in accordance with organisation policies	AT1 Legal and Statutory quiz AT3 Simulation AT4 Simulation
	3.4 Assess client in accordance with organisation policy and procedure to determine if they represent a risk to themselves or others by leaving the facility	AT1 Legal and Statutory quiz AT2 Workbook AT3 Simulation AT4 Simulation AT 5 AOD Quiz

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Performance Evidence	Assessment Task	1 Legal & Statutory	2 Workbook	3 Simulation 1	4 Simulation 2	5 AOD quiz Only if not completed chcaod001	6
Provided services to at least 2 intoxicated clients				<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
Used the following communication and interpersonal skills in dealing with intoxicated clients: <ul style="list-style-type: none"> • Management of difficult and aggressive behaviour • Non-judgmental communication • Conflict resolution • Negotiation • Self-protection 				<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		

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Knowledge Evidence	Assessment Task	1 Legal & Statutory	2 Workbook	3 Simulation 1	4 Simulation 2	5 AOD quiz Only if not completed chcaod001
<p>Legal and ethical considerations (international, national, state/territory, local) in AOD work, and how they are applied in organisations and individual practice:</p> <ul style="list-style-type: none"> • Children in the workplace • Codes of conduct • Codes of practice • Discrimination • Dignity of risk • Duty of care • Human rights • Informed consent • Mandatory reporting • Practice standards • Privacy, confidentiality and disclosure, including limitations • Policy frameworks • Records management • Rights and responsibilities of 		☑	☑	☑	☑	

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Knowledge Evidence	Assessment Task	1 Legal & Statutory	2 Workbook	3 Simulation 1	4 Simulation 2	5 AOD quiz Only if not completed chcaod001
<p>workers, employers and clients</p> <ul style="list-style-type: none"> • Specific AOD legislation • Work role boundaries – responsibilities and limitations • Work health and safety • Infection control 						
<p>Contexts in which interactions with intoxicated persons may take place:</p> <ul style="list-style-type: none"> • Night patrols • Detoxification/withdrawal units • Sobering up shelters • Emergency departments and other health environments • Other community service delivery environments 				☑	☑	
Signs and symptoms of alcohol			☑	☑	☑	☑

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Knowledge Evidence	Assessment Task	1 Legal & Statutory	2 Workbook	3 Simulation 1	4 Simulation 2	5 AOD quiz Only if not completed chcaod001
and/or drug use <ul style="list-style-type: none"> • Signs and symptoms that indicate need for assistance from a health professional • Ways to assess intoxication and/or drug use level/s • Concurrent medical illnesses which may mimic/mask withdrawal • Strategies for dealing with aggressive and potentially violent clients, including • Protective/risk management strategies • Types of daily living assistance that may be provided: <ul style="list-style-type: none"> • Personal hygiene • Food and drink • Transportation/assistance with travel 						

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Knowledge Evidence	Assessment Task	1 Legal & Statutory	2 Workbook	3 Simulation 1	4 Simulation 2	5 AOD quiz Only if not completed chcaod001
Current information on alcohol and other drugs issues			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Available support services and resources <ul style="list-style-type: none"> • Emergency and crisis contacts • Sobering up services • Withdrawal services • Mental health services 			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

Assessment Conditions	Met?	
Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions.	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>

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The following conditions must be met for this unit:		
Use of suitable facilities, equipment and resources, including organisation policies and procedures	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
Modelling of industry operating conditions, including: <ul style="list-style-type: none"> • Involvement of people with whom the candidate can interact • Scenarios that cater to a range of settings, including crisis situations 	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>

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