

NATIONAL COLLEGE OF VOCATIONAL EDUCATION

RTO provider: 90283

Skill Set Re-open safely following the COVID-19

New infection control standards now apply to all workplaces, especially in the retail and hospitality sectors. To return to work safely, specific COVID-19 skills training is now available.

Workers will receive expert training in best practice methods and learn how to implement safe operating procedures to reduce risk of transmission of infection at work.

Upon completion of this short-course program they will attain Nationally Recognised Statement of Attainment.

The new 'HLTINFCOV001 Comply with infection prevention and control policies and procedures' unit of competency is on offer in combination with a selection of another two (2) "elective" units which are relevant to the industry sector.

Course Overview

Workers will complete the common unit which covers infection prevention and control procedures, implementing standard and transmission-based precautions, and responding to infection risks.

Two additional units are selected in consultation with our Trainer / Assessors and taken from the Certificate III training packages for either Retail or Hospitality.

Combining both *theory* and *practical* components, training is delivered as on-line learning via a virtual classroom using the Zoom App. Options for practical assessment can be on-the-job within the workplace or using a simulated environment under expert guidance, or a combination of both.

Common unit:

HLTINFCOV001 Comply with infection prevention and control policies and procedures.

Key Learning Outcomes:

- personal and hand hygiene
- use and scope of personal protective equipment
- surface cleaning
- reprocessing procedures for equipment
- types of additional precautions and their relevance to particular areas of work or client groups
- types of hazards in the work environment and associated risks and control measures
- chain of infection
- basis of infection
- key modes of disease transmission, and
- factors that increase the susceptibility to infection

PLUS another two (2) elective units from the Certificate III training package (for either Retail or Hospitality). Refer to the relevant Course Outline (for either Retail or Hospitality) which lists the elective subject units available.

Elective units from the selection below (2 units to be chosen):

Retail Electives:

SIRXHWB001 Maintain personal health and wellbeing

This unit looks at techniques workers can implement that facilitate improved workplace health and wellbeing, and work-life balance, particularly in work environments where customer contact is high and work pressures vary

SIRXWHS002 Contribute to workplace health and safety

This unit assist workers in understanding and following organisational policies and procedures for safe work practice, so they may manage their own, and anyone else's health and safety in the workplace

SIRXCEG002 Assist with customer difficulties

This unit looks at the skills and techniques workers can utilise to solve customer problems and difficulties

SIRXIND001 Work effectively in a service environment

This unit visits the workplace rights and responsibilities of employees as well as organisational policies and procedures, and how these are applied into daily work activities.

SIRXCEG001 Engage the customer

This unit visits customer interaction and communicate during enquiries, contributing to a service culture.

Hospitality, Food Handling Electives:

SITXFSA001 Use hygienic practices for food safety

This unit covers personal hygiene practices to prevent contamination of food that might cause food-borne illnesses. This unit applies to food handlers who directly handle food or any food contact surface, during the course of their daily work activities.

SITXFSA002 Participate in safe food handling practices

This unit covers the skills and knowledge required to handle food safely during the storage, preparation, display, service and disposal of food. It requires the ability to follow predetermined procedures as outlined in the organisations food safety program

SITXWHS001 Participate in safe work practices

This unit looks at techniques workers can use to incorporate safe work practices into their own workplace activities, whilst adhering to regulatory and organisational work health and safety (WHS) management practices

SITXCCS006 Provide service to customers

This unit visits daily customer interactions including building a rapport, determine and address customer needs and expectations, and respond to complaints.

SITXCOM002 Show social and cultural sensitivity

This unit assists worker's social awareness and ability to communicate with customers and colleagues from a range of social and cultural groups with respect and sensitivity, addressing any arising cross-cultural misunderstandings.

What you will receive

On successful completion of all training and assessment requirements, you will receive a Statement of Attainment containing three Nationally Recognised Statement of Attainment, including the unit of competency from the HLT Health Training Package which provides a set of skills for implementing infection control policies and procedures in a retail or hospitality workplace. All Statements of attainment will include HLTINFCOV001 Comply with infection prevention and control policies and procedures, plus two elective units.