

## PERSONAL LEARNING REQUIREMENTS

### CHC43015 Certificate IV in Leisure and Health

The skills and abilities required to both study in this course and work in the industry include:

#### Communication Skills

- Ability to appropriately give and receive feedback to colleagues or clients
- Ability to develop and maintain relationships with all stakeholders (e.g. build trust and rapport)
- Communicate in a professional manner (e.g. using appropriate language and respect, demonstrating empathy, as well as sensitivity to individual and/or cultural differences)
- Demonstrate accurate and clear written communication (e.g. reports, compliance documents, care / support plans and evidence based documentation)
- Listen actively (e.g. understand instructions and client feedback)
- Respond to communication in a time efficient, accurate and appropriate manner (e.g. verbal instructions or emails)
- Speak clearly and directly with clients, colleagues and stakeholders
- Understand, use and respond to non-verbal communication appropriately (e.g. open body language to demonstrate understanding)
- Use effective questioning techniques (e.g. understand customer needs / job requirements)

#### Physical Skills

- Ability to undertake frequent handwashing including in chemically based substances
- Adequate vision (e.g. observing clients, reading case notes, identify hazards)
- Capacity to use computers/smart devices
- Fine motor skills to grasp, push, press, turn, squeeze and manipulate objects to perform tasks to manage patient care and activities
- Gross motor abilities and good mobility, as the role involves significant physical activity, including lifting, carrying, pushing, pulling, standing, twisting and bending (e.g. physically assisting clients to move safely from a sitting to a standing position)
- Sufficient hearing ability to hear and differentiate distant sounds that may alert you to a problem (e.g. client with breathing difficulties, calls for help, activation of call bell)

#### Cognitive Skills

- Ability to carry out work in a required order or sequence (e.g. including understanding and following instructions)
- Ability to communicate instructions of tasks to patients
- Ability to organise and manage own workload (e.g. planning and prioritising tasks, time management)
- Ability to reflect and act on feedback, and undertake professional development if required
- Able to apply and interpret industry related terminology, symbols, abbreviations, language
- Accept responsibility for accurate completion of work and seek help when required
- Awareness / ability to diligently observe and respond (e.g. clients, equipment, broader environment)
- Be responsible for self and others' health and safety
- Capacity to develop and apply knowledge and practice of safe, ethical and effective care
- Capacity to develop, apply and maintain health industry and medical terminology knowledge
- Capacity to maintain focus and concentration (e.g. to ensure accurate and safe care of clients)
- Critical thinking (e.g. using logic and reasoning to identify the strengths and weaknesses of alternative solutions or approaches to a problem)

- Effective problem-solving ability (including in a time efficient manner)
- Engages in continuous learning opportunities (e.g. willing to learn new products or services or other industry related skills and knowledge)
- Good working memory (e.g. able to recall and communicate information with accuracy)
- Understand and follow policies and procedures (e.g. work instructions, work health and safety, internal processes, frameworks)

### Behavioural & Social Skills

- Ability to manage personal emotions and behaviour calmly and respectfully (e.g. dealing with clients)
- Ability to supervise / lead / mentor others
- Ability to work as part of a team and/or independently
- Demonstrate a positive outlook
- Demonstrate empathy, patience and discretion
- Dependable and professional (e.g. reliable, responsible, punctual, professional approach and personal presentation, fulfilling obligations, maintaining confidentiality)
- Friendly and caring approach
- Genuine interest in interacting and working with people
- Tolerate close proximity with individuals (including physical contact)
- Understand other people's perspectives/opinions and respect their choices
- Willingness to care/work with people regardless of social and cultural backgrounds, or gender, age, culture, sexuality or religion

### Technical Skills

- Capacity to use computers/smart devices

### Digital Skills

- Able to use useful key words when searching the internet
- Able to format text in a short document
- Able to strengthen a password and updates when prompted
- Begins to use some keyboard shortcuts, e.g. Ctrl C, Ctrl V
- Able to participate in a group message chat e.g. WhatsApp or other
- Able to name, store and locate different files
- Uses reply, reply all and forward email functions appropriately
- Able to create a digital presentation, e.g. PowerPoint®, movie or other
- Interacts with others appropriately using internet based software, e.g. group discussion
- Able to download an eBook

### Work Placement Skills

Specific skills in addition to those listed above that will be required during work placement include:

- Ability to be on your feet for extended periods of times, both walking and standing, bending and maintaining consistent physical performance throughout your day
- Ability to establish and enforce personal boundaries (e.g. professional relationships)
- Ability to separate work and life, including practice self-care
- Ability to transport self to and from work placement
- Capacity to undertake shift work and/or work on weekends
- Comply with legal and/or licencing requirements of industry

- Demonstrate adaptability and sensitivity in a role which may include exposure to emergency situations, distress and end of life circumstances
- Maintain neat personal appearance, including a high level of personal hygiene

### Industry Legislation or Licencing

- Knowledge of and ability to apply current relevant legislation, regulations and codes of practice will be required to work in this industry
- A valid Police Check is required prior to work placement
- Some organisations require an up-to-date Flu vaccination and/or Statutory Declaration for work placement

### Before you Enrol

Please review the requirements listed in this document and think about if you might experience challenges in meeting them related to your disability, health condition, learning support assistance or for any other reason. You should discuss your concerns with us before enrolling in your course and can start the conversation by contacting our Customer Service team at:

**Phone:** 03 5225 0500

**Email:** [courinfo@gordontafe.edu.au](mailto:courinfo@gordontafe.edu.au)

You can also contact any of our support services:

- Disability Support Team: <https://www.thegordon.edu.au/future-students/student-services/disability-support>
- Learning Support Services: <https://www.thegordon.edu.au/quick-links/gordon-students/learning-support>
- Career Counselling: <https://www.thegordon.edu.au/future-students/student-services/career-services>
- Contact the Geelong or Werribee Skills and Jobs Centre here: <https://www.thegordon.edu.au/skills-and-jobs-centre/about-us>

You can view all courses offered at The Gordon here: <https://www.thegordon.edu.au/courses/all-courses>