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Training and Assessment Content

July 2024

Administer Medication

Training and practical assessment in the safe preparation and administration of medication by a support worker.

This module is designed to guide support workers through the process of administering medication in the workplace. Workers will learn key responsibilities in the process of preparing medication for a client, with a focus on maintaining client safety, reducing the risk of errors and what to do when things don't go to plan. This course contains learning materials and demonstrations of the safe medication checking process and different routes of administration.

A face to face practical assessment allows workers to evidence the skills learnt to ensure they are workplace ready.

Delivery options	1. Face to face training and assessment. 2. Online training and face to face assessment. 3. Online training and video assessment (regional areas only).		
Assessment	• Assessment in the safe checking and administration of medication in a simulated environment against a set assessment criteria. • Face to face, practical, one-on-one. • Video link assessments available for regional areas. Assessment kit: \$25.00 per kit.		
Durations	Online training module	2 – 3 hours self-paced learning	Individual bookings
	Face to face training (full module)	4 hours classroom learning	Group booking: 6-10 participants per session
	Face to face training (refresher)	2 hours classroom learning	Group booking: 6-12 participants per session
	Practical assessment	15- 20 minutes per person	Individual bookings or as part of a face to face group session
	Video practical assessment	15-20 minutes per person	Individual bookings (Regional areas only)
Certificate	• Certificate of Completion (online training), or • Certificate of Attendance (face to face training), and • Certificate of Competency (face to face assessment) • Certificate of Demonstration of Knowledge, Skills and Understanding (video assessment)		

Training Content

- What is a medication?
- Adverse medication reactions, including anaphylaxis.
- Preparing to assist with medications.
- Safe checking process:
 - The 8 Rights.
 - Checking additional information.
- Original containers and dose administration aids.
- Strategies for minimising errors.
- Documentation.
- Schedule 4 and schedule 8 medication
- Storage and stock control.
- Safe disposal of medications.
- Infection prevention and control.
- Handling contingencies and issues.
- Medication errors and incidents.
- When seek medical assistance.
- Duty of care.
- Legislation and standards.

Assessment content – successful completion of assessment includes learners meeting assessment criteria in the following areas

Multiple choice questions/answers (included but not limited to): • Training content • Liquid medications. • Topical medications. • Eye drops and ointment. • Ear drops and nasal spray. • Inhalers/spacers/nebulisers.	Practical, demonstration-based assessment in the safe checking and administration of medication, in a simulated environment, including: • Original container. • Dose administration aid.
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Continence Care

Training in the provision of bowel and urinary support and practical assessment in the safe administration of suppository and enema.

With a focus on safe client support, this module guides support workers through the provision of basic bowel and urinary support. Here workers will learn how to provide bowel support, including the administration of suppository and micro-enema and how to provide urinary support, including catheter care and support with a penile sheath.

Learning materials and demonstrations provide detailed instruction on administration of suppository and micro-enema, catheter care and application of penile sheath.

Delivery options	1. Face to face training and assessment. 2. Online training and face to face assessment. 3. Online training and video assessment (regional areas only).		
Assessment	• Assessment in the safe checking and administration of rectal medication in a simulated environment against a set assessment criteria. • Face to face, practical, one-on-one. • Video link assessments available for regional areas. Assessment kit: \$25.00 per kit.		
Durations	Online training module	2 – 3 hours self-paced learning	Individual bookings
	Face to face training	1.5 hours classroom learning	Group booking: 6-12 participants per session
	Practical assessment	15- 20 minutes per person	Individual bookings or as part of a face to face group session
	Video practical assessment	15-20 minutes per person	Individual bookings (Regional areas only)
Certificate	• Certificate of Completion (online training), or • Certificate of Attendance (face to face training), and • Certificate of Competency (following assessment). • Certificate of Demonstration of Knowledge, Skills and Understanding (video assessment).		
Pre-requisites	• Current competency in administration of medication.		

Training Content

Bowel Support • The digestive system and healthy bowel function. • Constipation. • Haemorrhoids. • Documentation. • Medications to treat and prevent constipation. • Administration of micro-enema and suppository. • Diarrhoea: chronic and acute. • Faecal incontinence. • Faecal overflow. • Introduction to Autonomic Dysreflexia. • Client support and when to seek medical review. • Infection prevention and control and duty of care.	Urinary Support • The urinary system and promoting healthy function. • Urinary incontinence. • Urinary catheters: Indwelling and supra-pubic. • Urinary drainage bags. • Catheter support. • Client support. • Support with a penile sheath. • Urinary tract infection. • When to seek medical review. • Infection prevention and control. • Duty of care.
Assessment content – successful completion of assessment includes learners meeting assessment criteria in the following areas	
Multiple choice questions/answers (included but not limited to): • Bowel support. • Urinary support.	Practical, demonstration-based assessment in the safe checking and administration of the following, in a simulated environment, including: • Suppository. • Micro-enema.

Epilepsy and emergency medication

Training in supporting clients with epilepsy and the administration of midazolam for seizure management. This course provides support workers with an understanding of epilepsy, seizure classification and triggers.

Learners will be guided through the various elements of support of a client with epilepsy, including lifestyle support, psychological impacts, medication, documentation, seizure first aid and midazolam for seizure management.

With a focus on safe client support, workers will learn key responsibilities in the safe process for checking and administering midazolam to ensure client safety and reduce the risk of errors and adverse events. Learning materials and demonstrations provide detailed instruction on the safe administration of midazolam for seizure management.

Delivery options	1. Online training. 2. Face to face training.		
Durations	Online training module	2 – 3 hours self-paced learning	Individual bookings
	Face to face training	2.5 hours classroom learning	Group booking: 6-12 participants per session
Certificate	• Certificate of Completion (online training), or • Certificate of Attendance (face to face training).		
Pre-requisites	• Current competency in administration of medication.		
Training Content			
• What is epilepsy. • The brain, neurons and neurotransmitters. • Causes and diagnosing epilepsy. • The impact of epilepsy. • Epilepsy medication. • Duty of care. • Clients' rights. • Infection prevention and control.			
• Seizure types and triggers. • Seizure support and first aid. • When to call an ambulance. • Seizures in a wheelchair. • Seizures in water. • Seizure care plans. • Documenting seizures. • When to seek medical review. • Emergency medication for seizures (midazolam). • Storage and security. • Medication Authority. • Routes of administration. • Side effects of Midazolam. • What to do after administration. • When not to administer midazolam. • When to call an ambulance.			
Assessment Content – successful completion of assessment includes learners meeting assessment criteria in the following areas			
Multiple choice question/answers (included but not limited to): • Epilepsy. • Seizures and seizure support. • Emergency medication for seizures (midazolam).			

Gastrostomy Support

Training in the provision of support of a client with an enteral tube.

This course has been designed to provide support workers with an introduction to enteral tubes and the underpinning knowledge needed to provide client support in community settings.

Learners will gain an understanding in the importance of enteral tubes in maintaining client health and wellbeing.

They will explore how enteral tubes are used in the administration of nutrition and medication and the importance of client and tube support that is delivered safely and with dignity.

Please Note: this training is non-client specific and support workers will require orientation or further training in individualised support needs/plans prior to the provision of client support.

Delivery options	- Face to face training and assessment. - Online training module (<i>introduction module only. Not associated with practical assessment</i>).		
Assessment	- Assessment in the provision of enteral support, including safe checking and administration of nutrition and medication via gastrostomy tube. - Face to face, practical, one-on-one assessment in a simulated environment against a set assessment criteria. - Training and assessment are task specific.		
Durations	Online training module	2 – 3 hours self-paced learning	Individual bookings
	Face to face training	3 hours classroom learning	Group booking: 6-10 participants per session
	Practical assessment	1 hour per person	Assessments occur 2-3 days following theory training.
Additional note	Learners are provided with reading materials and links to online videos as preparation for practical assessment.		
Certificate	- Certificate of Completion (online training) - Certificate of Attendance. - Certificate of demonstration of knowledge, skills and understanding in administration of enteral nutrition and medication via a gastrostomy tube (following assessment).		
Pre-requisites	Current competency in administration of medication.		

Training Content

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| <ul style="list-style-type: none"> Digestive system. Dysphagia and swallowing. Types of enteral tubes. Gastrostomy tubes. Nasogastric tubes. Jejunostomy tubes. Enteral nutrition and methods of delivery: <ul style="list-style-type: none"> Pump. Gravity drip (flask) method. Gravity syringe method | <ul style="list-style-type: none"> Decompression/venting. Medications via an enteral tube. Flushing an enteral tube. Client care and support. Oral care. Psychological aspects. Respiratory risks. Skin and stoma care. Enteral tube complications and problem solving. Infection prevention and control. Duty of care. |
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Infection control and prevention

Training module in infection prevention and control in the community.

This course has been designed to provide support workers with the underpinning knowledge and skills to practice infection prevention and control when supporting clients in the community.

Learners will explore common types of infection causing micro-organisms, the chain of infection and how to prevent and control the spread of infection.

This course aims to provide understanding in how infections are transmitted and how this applies to safe handling of food and client support, including the use of personal protective equipment.

Delivery options	1. Face to face training 2. Online training		
Durations	Online training module	2 – 3 hours self-paced learning	Individual bookings
	Face to face training	1 hour classroom learning	Group booking: 6-12 participants per session
Certificate	• Certificate of Completion (online training), or • Certificate of Attendance (face to face training).		
Training Content			
• Nature of infections. • Types and causes of infections. • Risk of infection. • The chain of infection. • Modes of infection. • Standard precautions. • Hand hygiene. • Respiratory hygiene. • Cleaning and disposal of waste. • Laundry. • Sharps, waste and spills. • Transmission based precautions. • Responding to blood/body fluid exposure. • Safe food handling. • Accountability and duty of care.			
Assessment Content – successful completion of assessment includes learners meeting assessment criteria in the following areas			
Multiple choice question/answers (included but not limited to): • All aspects of training content.			

Diabetes Awareness

Training in the provision of support of a client with a diagnosis of diabetes.

This module has been designed to provide support workers with an introduction to Diabetes; causes and support, first aid and when to seek medical review.

Please note: this is an awareness module only and does not include training in the monitoring blood glucose levels or the administration of insulin.

Delivery options	• Face to face training.	
Duration	• 1.5 hours classroom learning	• Group booking: 6-12 participants per session
Certificate	• Certificate of Attendance.	
Training Content		
• Diabetes overview. • Type 1 diabetes. • Type 2 diabetes. • Associated conditions. • Symptoms of diabetes. • Supporting a client with diabetes. • What is blood glucose monitoring.		• Hypoglycaemia. • Hyperglycaemia. • Diabetes first aid. • Complication of diabetes. • Management of diabetes. • Infection prevention and control. • Duty of care.
Assessment Content – successful completion of assessment includes learners meeting assessment criteria in the following areas		
Multiple choice question/answers (included but not limited to): • All aspects of training content.		