

Cross-Sector Infection Control Training

Business Services industry: Companion Volume

Implementation Guide



Cross sectoral skill set developed in response to COVID-19

As a result of COVID-19, many workers across different industries require skills to reduce risk and prevent transmission of infection while undertaking their daily duties. In response to this immediate demand, the Australian Industry and Skills Committee, alongside the Department of Education, Skills and Employment has developed a new cross sectoral unit and skill set to support workers in applying infection prevention and control procedures to their own work activities. Further, while the fundamental principles of infection prevention and control may be consistent, the exact work tasks, skills and equipment may differ across sectors and may therefore require contextualisation in individual industries.

Purpose of this document

Although the skill set has been designed for cross sectoral use, the skill set must be delivered in way that is relevant to a worker's job role and to the tasks expected of that job role. **This document seeks to provide additional information to Registered Training Organisations (RTOs), industry and learners on how the requirements of this cross-sectoral training can be adhered to in specific industry settings.**

Delivery of the skill set ([BSBSS00095 Cross-Sector Infection Control Skill Set](#)) and its component unit of competency ([BSBWHS332X Apply infection prevention and control procedures to own work activities](#)) must be done in compliance with the [Standards for RTOs 2015](#). This document does not act as a mandatory requirement for RTOs to adhere to, rather it is a non endorsable training package component which offers *guidance*, as provided by industry consultation and relevant resources, detailing how delivery in each industry setting may occur.

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Companion Volume Implementation Guide: RTO Guidance

Guidance for all RTOs on cross sectoral infection control training



Why is this Cross Sectoral Infection Control skill set needed?

The way people go about their daily lives has changed for the foreseeable future. Jobs in particular will be performed differently and workers will require new skills and knowledge to enable them to continue in their chosen vocation. A critical skill in the long-term recovery of all Australian jobs will be applying infection control practices in all jobs in order to reduce the spread of COVID-19 as people return to their workplaces. This cross sectoral skill set equips workers from all sectors with the skills and knowledge to return to work in a way that minimises the risk of community and workplace transmission.

How does this skill set interact with the three industry specific skill sets produced in May 2020?

In May 2020, three skill sets were produced to equip workers with skills and knowledge required to comply with infection control procedures for three priority areas in Retail, Transport & Logistics and Food Handling). These skill sets were designed to address the needs of priority industries which were at the frontline of the first wave of reopening Australia.

This cross sectoral skill set (approved in July 2020) is designed for workers in all industries as they reopen with lockdown measures continuing to ease. The cross sectoral skill set has been designed in a cross industry manner which refers to infection control, in one's own work tasks, and must therefore be delivered to suit the needs of individual learners.

This new cross sectoral unit includes some similar subject matter and skills development as what is contained in the three skill sets developed in May. It will be a matter for employers in the retail, food handling or transport and logistics sectors as to whether they would prefer workers to be trained using the industry-specific skill set, or this new cross-sectoral one. Where learners have completed one of the existing, industry specific skill sets they are able to seek recognition of prior learning through an RTO.

Who can deliver the training?

The unit which comprises the skill set will be added to the elective banks of two qualifications in the BSB Training Package:

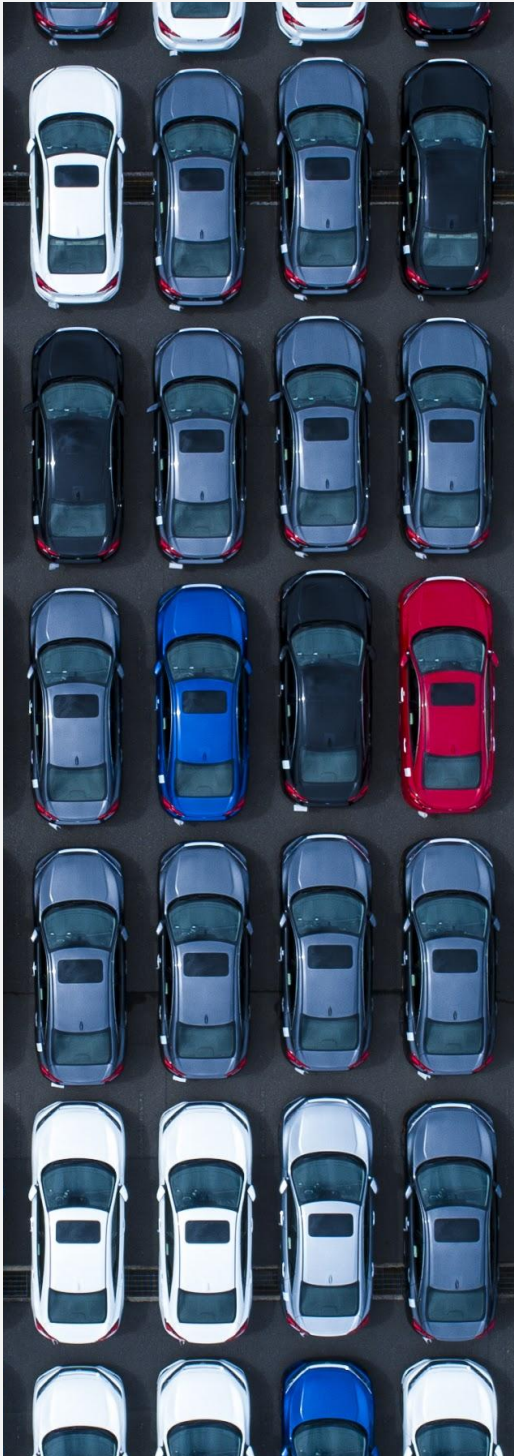
- BSB30719 Certificate III in Work Health and Safety
- BSB30115 Certificate III in Business

RTOs regulated by the Australian Skills Quality Authority (ASQA) who have either qualification on scope will automatically have the new infection control unit and skill set added to their scope of registration. RTOs regulated by the Western Australian Training Accreditation Council and the Victorian Regulations and Qualifications Authority will need to follow normal processes for adding new units/skill sets to their scope. RTOs that have the skill set on scope will be able to start delivering the training as soon as they have appropriate arrangements in place.

RTOs who wish to add the unit and/or skill set to their scope of registration should do so via ASQA's [online portal](#). More information about the process can be found [here](#).

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What support is available to RTOs to help them deliver the training?

Contextualisation guidance has been developed to support RTOs to deliver the new unit of competency and skill set. This responds to industry feedback that the cross sectoral skill set must be delivered in a way that is specific to that industry. For example, a cafe worker will need to demonstrate their competency in infection control in a very different environment to a mining worker. The guidance material seeks to provide additional information to learners and RTOs regarding how the requirements of the training can be adhered to in specific industry settings.

Delivery of the skill set and its component unit must of course be done in compliance with the [Standards for RTOs 2015](#). This document does not act as a mandatory requirement for RTOs to adhere to, rather it offers guidance, as provided by industry consultation, on how delivery in each industry setting may occur.

These will be available on the AISC website from late July 2020.

COVID-19 is not widely understood yet. What resources are available to assist the delivery of training as it relates to COVID-19?

SafeWork Australia's [website](#) contains multiple resources relating to COVID-19 and how workers and workplaces can adapt to the threat of the disease. This contains general cross sector information, alongside specific information about how industries can adapt. Many of these resources are included within the industry contextualisation document on later pages within this document. There are also a number of resources designed to be used in the workplace which would also assist the delivery of training, located within the [SafeWork Australia resource kit](#).

Are the courses to be conducted face to face, or online?

Online delivery of training is permitted provided that the learner has sufficient and suitable opportunities to perform the required work tasks, and that the demonstration of competence in a virtual context complies with the mandated assessment requirements. There are a number of online resources with further information and guidance about online delivery such as ASQA's [Distance Learning page](#) and [FAQs page](#). RTOs are encouraged to visit their regulator's website for further information.

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Will the training be transferable across industries?

As the cross sectoral skill set comprises the same unit of competency regardless of which industry context it is delivered in, achievement of the unit will be transferable into any qualification which allows the unit to be used as credit towards the attainment of that qualification.

However, individual industries and employers may have views about whether achievement of a skill set in one industry may be recognised in another. It is possible for example, that an employer may require a person who has achieved the unit through a different industry skill set to undertake refresher training in the unit in the context of their industry's skill set. Employers may also require new employees to complete employer-specific training and induction programs.

Can completion of existing infection control units of competency (HLTINFCOV001 or HLTINF001) be used as evidence of competence in the requirements of the cross sectoral unit of competency (BSBWHS332X)?

As indicated in the AISC's [Statement on the implementation](#) regarding the release of HLTINFCOV001, credit transfer should only be granted following consideration of both content and learning outcomes. The same principle applies for transferring credit between this cross sectoral unit of competency and other vocational education and training which delivers the skills and knowledge that relate to infection control in other settings (HLTINFCOV001 or HLTINF001). If learners possess the skills and knowledge of the cross sectoral unit, they may be able to seek recognition of prior learning through a registered training provider.

Who pays to attend a course?

The skill set may be offered by RTOs on a fee for service basis. The skill set may also qualify for funding through the Infection Control Training Fund.

Where can I find out more about how to access a subsidised training place?

Information about how to access the subsidised training places will be made available by state and territory skills departments. The Department of Education, Skills and Employment is working with states to support communication efforts for the Fund.



Companion Volume Implementation Guide:

Contextualisation guidance

Overview

Sub-sector 1

The Business Services industry involves the operation and management of businesses, from administrative and clerical staff to governance and corporate strategy staff. Workers should be skilled in infection prevention and control procedures that are applicable to their own business activities in order to protect and maintain the safety of all workers and clients.

Business Services

What are the type and range of workplaces applicable?

Workplaces may include but are not limited to small, medium and large organisations across a range of business environments, parts of the information, media and telecommunications industry, financial and insurance services, professional, scientific and technical services, administrative and support services, public administration, call centres and other office buildings.

Where will workers use infection control in these workplaces?

Situations include but are not limited to instances where workers interact in shared office facilities (e.g. common working areas, kitchens and amenities), where workers are required to enter and leave the building, use washrooms, share lifts and use meeting rooms.

What relevant interactions do workers have with clients and co-workers?

Relevant interactions include but are not limited to entering and leaving the office building, moving between rooms, floors and hallways, using kitchens or shared amenities, using any lifts or stairs, and internal and client meetings.

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Contextualisation guidance

Overview

Sub-sector 1

	Contextualisation required?	Additional information for industry specific setting
Element 1: Prepare to undertake work activities in a manner that supports infection prevention and control	Yes	See below.
1.1 Identify job requirements	No	
1.2 Identify organisational infection prevention and control procedures relating to identified job requirements	No	
1.3 Identify infection hazards associated with work activities and environment and assess the risk according to organisational procedures	Yes	<p>Hazards will vary between business workplaces and may include but are not limited to:</p> <ul style="list-style-type: none"> proximity to colleagues and clients shared use of office working spaces shared use of office facilities such as kitchens.
1.4 Identify and implement infection prevention and control measures relating to identified hazards within scope of own role and responsibilities and according to organisational procedures	Yes	<p>Measures may include but are not limited to:</p> <ul style="list-style-type: none"> ceasing non-essential work activities that involve close personal contact such as in-person meetings, in place of virtual or online meetings limiting arrangements for hot desking or activity-based working rostering working arrangements to minimise total staff in the office at any given time capacity limits for office access points such as lifts ceasing use of shared items and facilities such as those found in office kitchens.
Element 2. Undertake work activities in a manner that supports infection prevention and control	Yes	See below.
2.1 Use resources and equipment according to organisational infection prevention and control procedures and manufacturer specifications	Yes	<p>Resources and equipment may vary between business workplaces and may include but are not limited to:</p> <ul style="list-style-type: none"> hand sanitisers disinfectant for wiping down shared work spaces after use face masks if required virtual meeting technology.
2.2 Clean and maintain own work area according to organisational infection prevention and control procedures	No	



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Contextualisation guidance

Overview

Sub-sector 1

	Contextualisation required?	Contextualisation required
2.3 Respond to infection prevention and control hazards and non-compliance arising in the course of activities, within scope of own role or escalate to required personnel	No	
2.4 Respond to exposure to infection of self or others according to organisational procedures and within required timeframes	No	
Element 3. Finalise work activities according to organisational infection prevention and control requirements	No	
3.1 Maintain and store resources and equipment used in the course of own activities according to organisational infection prevention and control procedures and manufacturer specifications	No	
3.2 Dispose of waste and confine contaminated resources or equipment according to organisational infection prevention and control procedures	No	
3.3 Complete incident reports and convey to required personnel according to organisational procedures	No	
Performance evidence	Yes	<p>Hazards will vary between business workplaces and may include but are not limited to:</p> <ul style="list-style-type: none"> proximity to colleagues and client entering and exiting the office building shared use of office working space shared use of office facilities such as kitchens. <p>Waste disposal will vary between job roles across the business services sector but may involve contacting building management services. For more information on roles in waste disposal services, please see contextualisation guidance for Construction & Property industries.</p>
Knowledge evidence	No	
Assessment conditions	Yes	Reference to PPE is unlikely to apply to office workers, beyond the use of face masks.