

# COVID-19 VET response: Infection control skills for Transport and Logistics

## Analysis of training recommendations

As a result of COVID-19, a large number of workers require skills to decrease transmission of infection while undertaking their daily duties. While the fundamental principles of infection control may be consistent, these skills will likely require some contextualisation in different industries.

**Recommended pathway to swiftly upskill impacted roles:** As a single unit skill set, *HLTSS00067 (Transport and Logistics) Infection Control Skill Set* has a high level of flexibility to be incorporated into learning pathways. The single unit contained in the skill set is named in AQF level 2-5 qualifications in the HLT Health Training Package and AQF level 2-3 Qualifications in the CHC Community Services Training Package. This unit can be used as an “upskilling” product for those with existing qualifications. For those undertaking a qualification, a very large number of qualifications will allow this unit to be included as part of their packaging rules. This unit can also be used as stand alone training for those currently in the workforce without a qualification, however, it should be trained in the context of the learner’s job role.

**Upskilling resources:** A number of resources are available that provide important guidance and information about managing infection risks specific to COVID-19. These include resources published by the Department of Health, Safe Work Australia as well as state and territory governments (see RTO Factsheet for links).

The current Department of Health recommended [COVID-19 infection control training](#) provided by Aspen Medical and Australian Commission on Safety and Quality in Health Care [e-learning modules](#) are specifically targeted at those working in healthcare settings. A free 30-minute online module, the Aspen Medical training offers the most efficient, cost-effective and industry-relevant method through which workers can be equipped with the skills and knowledge needed to address infection control demands created by COVID-19. Despite its current targeting, the training has applicability for workers who may benefit from this skill set in all sectors, and may contribute to the achievement of *HLTSS00067 (Transport and Logistics) Infection Control Skill Set*.

### Key training considerations: summary

What are the type and range of workplaces applicable?

- Large Business through to sole traders (1 employee to 1000's)
  - Rural, regional, city areas
  - Offices
  - Depots
  - Customer sites
  - Roadside service areas
  - Service centres
- Transport and distribution
  - Distribution centres / warehouses
  - Client workplaces
  - Commercial buildings
  - Residential buildings
  - Vehicles, including public transport vehicles
  - Yards and storage facilities
  - Supermarkets and retail facilities

Where will workers use infection control in these workplaces?

- In vehicles
- Lunch and locker rooms
- Using manual handling and other pooled equipment
- Distribution centres, loading / unloading
- At customer’s premises, loading / unloading
- Company depots
- Truck service centres & onsite break down service response units
- Rest breaks at service centres and rest areas
- Driver swap over, eg. interstate, taxis, buses etc.

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## Analysis of training recommendations, cont.

Key training considerations: summary	
What relevant interactions do workers have with clients?	<ul style="list-style-type: none"> <li>• Some close contact including exchange of items/documents short, medium timeframes</li> <li>• Short term e.g. couriers home deliveries</li> <li>• Medical - hospitals have longer interactions for dangerous goods supply, e.g. oxygen</li> <li>• Loading / unloading – e.g. unpacking cartons of alcohol direct to store (hand unload): approx. 1-2 hrs on site in some instances</li> <li>• Long: Two-up driving</li> <li>• Long: Off-sider in vehicle (e.g. furniture removal, hand unload work)</li> <li>• Long: Double shifting of vehicle – i.e. Multiple people drive vehicle, not set to one person</li> <li>• Long: Passenger transport</li> <li>• Long: Contract sites - customers operate vehicles to load through night, then drivers drive in day</li> </ul>
What existing measures are in place to mitigate infection risks?	<ul style="list-style-type: none"> <li>• Current risk mitigation procedures and safety management systems, including those implemented in response to COVID-19 and social distancing requirements.</li> <li>• Hand washing facilities</li> <li>• Incident procedures</li> </ul>
What hand washing protocols are already in place in this industry?	<ul style="list-style-type: none"> <li>• On road some (but not all vehicles) have a water tank to use for washing hands, so soap can be incorporated to wash hands. Local vehicles generally not fitted with water tanks so rely on access to delivery sites for wash facilities</li> <li>• Where hand washing facilities not available, hand sanitiser has to be sourced (availability unpredictable, many workers sourcing their own)</li> <li>• Roadside service centres, distribution centres and customer sites generally have them</li> </ul>
What reporting in this industry covers infection control?	<ul style="list-style-type: none"> <li>• Incident reports completed as incidents occur</li> <li>• Investigations also carried out when required</li> <li>• Some contact tracing forms developed in some businesses to help identify process for cleaning of premises and notification to various delivery sites (under contract).</li> <li>• Fitness for Duty checks incorporate driver assessment of overall wellness</li> <li>• Sites (own depot or customer sites) conduct contactless temperature checks before granting access to site.</li> <li>• Business must work with local public health authorities to rapidly trace any close contacts/prevent further spread of COVID-19 where a staff member tests positive.</li> </ul>
What equipment and facilities could be included as part of this training?	<ul style="list-style-type: none"> <li>• Work site</li> <li>• Vehicles</li> <li>• Manual handling equipment – pallet jack, trolley, gloves</li> <li>• Cleaning products, supplies and PPE</li> <li>• First aid kits</li> </ul>
What resources could be used as part of this training?	<ul style="list-style-type: none"> <li>• Work site</li> <li>• Guidelines and procedures</li> <li>• Equipment</li> <li>• Cleaning products, supplies and PPE</li> <li>• First aid supplies</li> <li>• Simulated hazards and materials</li> <li>• COVID-19 Guidance produced by Agencies and Industry.</li> </ul>
Entry considerations	Given the inclusion of the unit within this skill set across multiple AQF levels (2-5), if an individual has the capacity to undertake training at that level, they are likely suitable to undertake this unit.

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## Overview of approved contextualisation

To ensure the applicability of *HLTSS00067 (Transport and Logistics) Infection Control Skill Set* to multiple industries, contextualisation may be required in the delivery of the unit of competency contained in the skill set. The following tables break down the unit of competency and identify potential barriers that may arise due to the nature of the individual industry or measures taken in response to COVID-19. The contextualisation identified has been approved by the AISC and may be revoked at any time. The RTO may consider other contextualisation updates in line with the Standards for RTOs.

	Contextualisation required?	Identified barrier or issue affecting delivery	Contextualisation required
<b>Element 1: Follow standard and additional precautions for infection prevention and control</b>	Yes		
1.1 Follow hand hygiene practices in accordance with organisations policies and procedures	No	No	Generic hand hygiene practices and procedures
1.2 Implement hand care procedures and cover cuts and abrasions	No	No	Generic hand care practices and precautions
1.3 Follow organisation procedures for choice and use of personal protection equipment	No	No	Generic infection control procedure
1.4 Follow procedures for respiratory hygiene and cough etiquette	No	No	Generic procedures and etiquette
1.5 Follow procedures for environmental cleaning	Yes	Not typically a part of T&L job roles.	Development of a generic T&L environmental cleaning procedure that is risk and evidence-based and takes account of COVID-19 advice. Although environments will differ, practical application of skills and knowledge would be generic in accordance with guidance produced by Agencies and Industry.
1.6 Follow procedures for handling, transporting and processing of linen in a manner that controls the spread of infection	Yes	Linen is not typical of job role in T&L industry. Specific reference to linen needs removal or assessment relief.	Replace linen with processing of goods and cargo. Knowledge evidence may be sufficient. Substitute “linen” with “frequent contact material” for contextualisation in any occupation, i.e. pooled protective equipment such as high vis vests and safety headwear for visitors, disposable seat covers etc.
1.7 Follow procedures for disposal of contaminated waste	Yes	Not typically a part of T&L job roles.	Development of a generic T&L disposal of contaminated waste procedure. Although waste categories will differ, generic contaminated waste disposal procedures could be relevant to all occupations.

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## Overview of approved contextualisation, cont.

	Contextualisation required?	Identified barrier or issue affecting delivery	Contextualisation required
1.8 Follow procedures for handling and cleaning client equipment that prevents skin and mucous membrane exposures, contamination of clothing, and transfer of pathogens	Yes	Not typically a part of T&L job roles.	Development of generic T&L procedures. These could cover goods, cargo, manual handling equipment, passenger vehicles and driver's cabin with T&L context. Contextualise for occupation, i.e. couriers have high contact with client equipment and food delivery would differ to postal delivery items.
1.9 Identify and respond to situations where additional precautions may be required to prevent transmission of infection	Yes	Only specific to operations of specialist T&L job roles.	Identification of additional situations relevant to the cohort such as a COVID-19 outbreak on a work or customer's site. Generic infection control measures for a variety of situations, i.e. COVID-19, Gastro, Flu etc.

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## Overview of approved contextualisation, cont.

	Contextualisation required?	Identified barrier or issue affecting delivery	Contextualisation required
<b>Element 2: Identify infection hazards and assess risks</b>	No		
2.1 Identify infection hazards associated with own role and work environment	No	No	Yes - Contextualise to occupation and to social distancing and other COVID-19 requirements.
2.2 Identify own areas of responsibility in relation to infection prevention and control	No	No	Yes - Link to standard WHS/OHS workplace reporting requirements and to social distancing/COVID-19 requirements.
2.3 Assess risk by determining the likelihood and severity of harm from identified hazards.	No	No	No - Generic risk assessment in accordance with guidance produced by Agencies and Industry.
2.4 Document and report activities and tasks that put self, clients, visitors and/or other workers at risk	No	No	No - Link to standard WHS/OHS workplace reporting requirements and to COVID-19 and social distancing requirements.
2.5 Identify appropriate control measures to minimise risk in accordance with organisations procedures	No	No	No - Generic risk mitigation in accordance with guidance produced by Agencies and Industry.

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## Overview of approved contextualisation, cont.

	Contextualisation required?	Identified barrier or issue affecting delivery	Contextualisation required
<b>Element 3: Follow procedures for managing risks associated with specific hazards</b>	Yes		
3.1 Follow protocols for care after exposure to blood or other body fluids as required	Yes	Not typical in T&L job roles to be exposed to blood or other body fluids but can occur in customer service and other operational roles in passenger transport	<p>Target participant will need to be assessed (can be simulated):</p> <ul style="list-style-type: none"> <li>Awareness training and knowledge assessment to be created to address exposure to blood or other body fluids.</li> <li>Contextualise to COVID-19 by expanding exposure to include exposure to a person with COVID-19 (or suspected)</li> </ul> <p>Link to standard WHS/OHS workplace near miss requirements and to COVID-19 requirements re exposure.</p>
3.2 Place appropriate signs when and where appropriate	No	No	No - Link to standard WHS/OHS workplace procedures and to relevant social distancing/COVID-19 requirements.
3.3 Remove spills in accordance with the policies and procedures of the organisation	No	No	No - Link to standard WHS/OHS workplace procedures.
3.4 Minimise contamination of materials, equipment and instruments by aerosols and splatter	No	No	No - Link to use of PPE and respiratory hygiene and cough etiquette (PC 1.4).
3.5 Identify, separate and maintain clean and contaminated zones	No	No	No - Contextualise for workplace i.e. clean zones for food prep, separate zones for staff and visitors etc.
3.6 Confine records, materials and medicaments to a well-designated clean zone	Yes	Medicaments are not typical in T&L job roles	<p>Target participant will need to be assessed (can be simulated):</p> <ul style="list-style-type: none"> <li>Develop procedures for designated clean zones</li> </ul> <p>Utilisation of typical materials such as log books, manual handling equipment, first aid kits.</p> <p>Contextualise “medicaments” such as hand sanitizer, antibacterial cleansers and disinfectants etc.</p>
3.7 Confine contaminated instruments and equipment to a well-designated contaminated zone	Yes	Confine contaminated instruments and equipment not typical to T&L job roles	Replace instruments with goods, cargo and manual handling equipment. Link to shared protective equipment handling procedures (PC1.6).

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## Overview of approved contextualisation, cont.

	Contextualisation required?	Identified barrier or issue affecting delivery	Contextualisation required
Performance evidence	Yes	Infection and prevention control procedures don't typically exist in T&L job roles	Development of generic procedures which must be assessed the prescribed minimum amount of times. Need to reflect policies and procedures related to COVID-19 such as social distancing requirements, cleaning requirements etc. Contextualise for public facing and non-public facing occupations.
Knowledge evidence	Yes	The following knowledge components are not common in the Transport & Logistics sector: <ul style="list-style-type: none"> <li>• pre-surgical hand preparation</li> <li>• managing a blood or body fluid spill</li> <li>• chain of infection: <ul style="list-style-type: none"> <li><input type="checkbox"/> source of infectious agent</li> <li><input type="checkbox"/> mode of transmission</li> <li><input type="checkbox"/> susceptible host.</li> </ul> </li> </ul>	Development of information for the training so the knowledge can be assessed in relation to COVID-19. Generic knowledge requirements. Can be contextualised for non-clinical applications.
Assessment conditions	Yes	The following conditions must be met for this unit, may be difficult in the Transport & Logistics sector: <ul style="list-style-type: none"> <li>• use of suitable facilities, equipment and resources, including: <ul style="list-style-type: none"> <li><input type="checkbox"/> organisational infection prevention and control guidelines</li> <li><input type="checkbox"/> medical or client care equipment relevant to the workplace</li> <li><input type="checkbox"/> clinical and other waste and waste disposal equipment.</li> </ul> </li> </ul>	Assess in simulated contexts and situations related to: <ul style="list-style-type: none"> <li>• organisational infection prevention and control guidelines (including COVID-19 social distancing and cleaning policies)</li> <li>• medical or client care equipment relevant to the workplace</li> <li>• clinical and other waste and waste disposal equipment.</li> </ul> <p>Contextualise medical, client care equipment and waste that are relevant only to the workplace or occupation.</p>

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## Assessment resources, potential scenarios and simulations

The following tables set out ways in which assessment strategies can be contextualised, including potential resources available and means of demonstrating competency in practical settings.

Equipment and facilities that may be available include but are not limited to:	Resources include but are not limited to:
<ul style="list-style-type: none"> <li>• Tissues</li> <li>• Hand sanitiser</li> <li>• Soap (if applicable)</li> <li>• PPE</li> <li>• Garbage bags</li> <li>• Waste receptacle</li> <li>• Cleaning products, supplies and PPE</li> <li>• Paper towels</li> <li>• Spill kit</li> <li>• First aid kit</li> <li>• Signage</li> <li>• Sharps receptacle</li> <li>• Manual handling equipment</li> <li>• Transport vehicle</li> <li>• Storage containers (reusable)</li> <li>• Occlusive dressings (band-aids)</li> <li>• Vehicle wash base</li> </ul>	<ul style="list-style-type: none"> <li>• Relevant organisation policies and procedures</li> <li>• Incident forms</li> <li>• Garbage disposal guidelines</li> <li>• Goods, parcels, cargo</li> <li>• Cleaning and other guidelines produced by Agencies and Industry</li> </ul>

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## Assessment resources, potential scenarios and simulations, cont.

### Agency and Industry resources

Roadhouse - Article with Guidance and Posters

<https://acapmag.com.au/2020/04/states-confirm-roadhouse-open-for-dine-in-for-heavy-vehicle-drivers/>

Roadhouse - Commentary

<https://acapmag.com.au/2020/04/road-safety-risk-as-state-governments-drag-feet-on-roadhouse-exemption/>

General - Retail Site Guides and Posters

<https://acapmag.com.au/2020/03/hr-highlight-covid-19-keeping-customers-and-staff-safe/>

<https://acapmag.com.au/2020/03/safe-distancing-in-retail-maximum-vs-practical-limits-and-communications-to-customers/>

QTA in conjunction with the Qld Health Department Transport specific training package for the industry

<https://www.dvrtraining.com/courses/hygiene-for-drivers>

VTA are referring its members to this training.

<https://www.dvrtraining.com/courses/QTA-hygiene-awareness-truck-drivers>

Australian Industry Group - WHS Factsheet: When working from home doesn't work – Managing Covid safety in manufacturing, warehousing and other industrial workplaces

<https://www.aigroup.com.au/business-services/covid19-coronavirus/#mcp>

Safe Work Australia – COVID-19 entry page

<https://www.safeworkaustralia.gov.au/covid-19-information-workplaces>

Safe Work Australia – Information for workplaces entry page (can select specific industries)

[https://www.safeworkaustralia.gov.au/covid-19-information-workplaces/industry-information/general-industry-information/cleaning#heading--55--tab-toc-what\\_about\\_information\\_published\\_by\\_other\\_organisations?](https://www.safeworkaustralia.gov.au/covid-19-information-workplaces/industry-information/general-industry-information/cleaning#heading--55--tab-toc-what_about_information_published_by_other_organisations?)

Safe Work Australia – How to clean and disinfect your workplace

<https://www.safeworkaustralia.gov.au/sites/default/files/2020-04/how-to-clean-disinfect-your-workplace-covid19.pdf>

Safe Work Australia – COVID-19 Resources Kit

<https://www.safeworkaustralia.gov.au/collection/covid-19-resource-kit>

Department of Health – COVID-19 Resources page

<https://www.health.gov.au/resources/collections/novel-coronavirus-2019-ncov-resources>

Department of Health – Information for employers

[https://www.health.gov.au/sites/default/files/documents/2020/05/coronavirus-covid-19-information-for-employers\\_0.pdf](https://www.health.gov.au/sites/default/files/documents/2020/05/coronavirus-covid-19-information-for-employers_0.pdf)

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## Demonstrating competency in a practical setting

The tables below give examples of activities that could be used in the Transport and Logistics sector to demonstrate competency.

Examples of activities that may be useful in demonstrating competency against the performance and knowledge evidence	Practical setting	Scenarios and simulations for the specific industry context
Correct hand hygiene practices including washing hands with soap and water and drying, and cleaning hands with alcohol-based sanitiser	Practical demonstration of soap and water hand hygiene in the workplace if facilities are available Practical demonstration of the correct use of hand sanitiser at the appropriate times.	Completing a simulation of practical hand hygiene practices including washing hands with soap and water and drying, cleaning hands with alcohol-based sanitiser. Given two (2) scenarios where each method of hand hygiene practice should be utilised in the workplace (soap and water and hand sanitiser) – verbal or written.
Correct hand care procedures and covering cuts and abrasions		
Correct personal protection equipment selected and used in appropriate manner		Assess use and scope of personal protective equipment guidelines based on hazard and risk control.
Knowledge of correct respiratory hygiene and cough etiquette		Demonstration of cough etiquette and scenario related to respiratory hygiene techniques – verbal or written.
Environmental cleaning of both areas requiring frequent cleaning and infrequent cleaning – including preventing skin and mucous membrane exposures		Assess equipment surface cleaning procedures and the specified timing/frequency based on risk assessment.
Handling and transporting linen		
Disposal of contaminated waste		Assess managing a blood or body fluid spill with PPE and risk control methods.
Identify infection hazards and assess risks		Assess additional COVID-19 precautions and their relevance to particular areas of work or client groups.
Standard and additional precautions		
Sharps handling and disposal procedures		Assess sharps handling and disposal techniques in accordance with procedures.
Chain of infection		Assess on chain of infection.
Basis of infection		Assess on COVID-19 infection types, signs and hazards risk control.
Key modes of disease transmission		
Factors that increase susceptibility to infection		Assess on key modes of disease transmission and factors that increase the susceptibility to infection.

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## Demonstrating competency in a practical setting, cont.

Examples of activities that may be useful in demonstrating competency against the performance and knowledge evidence	Practical setting	Scenarios and simulations for the specific industry context
Reprocessing procedures	Target participant will need to be assessed: • cleaning	Assess cleaning hands in accordance with procedures.  Assess cleaning of manual handling equipment before and after use in accordance with reprocessing procedures.
Managing risks associated with specific hazards	Target participant will need to be assessed: • handling infectious material	Assess using PPE when controlling infectious hazards, for example spills etc.



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Approval and Version Control Table

Approval Body	Details	Date