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Certificate IV in Pathology Collection 3

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General Program Description

Program Title: Certificate IV in Pathology Collection

Program Code: National: 2407ALC  
RMIT: C4084

Program Duration: The Certificate IV in Pathology Collection is conducted in conjunction with the Certificate IV in Health (Nursing) program. It involves a total of 285 nominal hours including 80 hours practical placement.

Program Purpose: The Certificate IV in Pathology Collection is designed with the specific vocational purpose of training you to competently assume your role as a Pathology Collector within the laboratory team, located in hospital, medical or community health care facilities.

The main aims of the education and training program are to ensure learners develop the requisite knowledge, skills and attitudes to facilitate:

- The safe collection and handling of a range of pathology specimens
- The safe performance of venepuncture procedures
- The provision of care and comfort for individuals undergoing pathology collection procedures
- The application of standard precautions to control cross-infection and safely dispose of infectious waste
- The completion and interpretation of documents relevant to pathology collection
- The provision of effective services when dealing with internal and external customers and clients

This Program facilitates students in the development of the knowledge, skills and attitudes required for:

- employing a holistic ‘client-centred’ approach to service provision
- task and contingency management
- work team cooperation
- quality customer/client service
- adapting to changes in technology and work practices
- problem solving
- effective written and verbal communication

Health and safety issues are stressed throughout the Program with a major focus on:

- infection control
- hygiene practices
- quality control and quality assurance methodologies

The Program is designed to provide a broad-based education and training program for learner, which enhances integration of knowledge, attitudes and skills gained in the off-the-job training with real world experiences gained during practical placement in the workplace.

Entry Prerequisites: Students must be able to:

- read, comprehend, discuss and analyse printed information in English
- present written information in English relevant to a specific task
- employ oral communication skills in the English language sufficient to ensure understanding
- perform basic numerical tasks

Students without this background may be directed to bridging or supplementary programs that already exist in RMIT to acquire the necessary competencies.

Additionally students are required as part of their professional obligations to clients, colleagues and the community to be aware of their general health status including their immunisation status for infectious diseases. Students will be required to conform to the Department’s policy on Student Immunisation and Screening (see Appendix A)
### Program Structure

The following table shows the accredited modules, which will be offered during your Program.

<table>
<thead>
<tr>
<th>National Code</th>
<th>RMIT Code</th>
<th>Module Title</th>
<th>Nominal Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>* NCS001</td>
<td>KG180</td>
<td>Workplace Communication</td>
<td>40</td>
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<tr>
<td>NCS005</td>
<td>SOSK / 5016</td>
<td>Dealing with Conflict</td>
<td>20</td>
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<tr>
<td>NOS121</td>
<td>BUSM / 5136</td>
<td>Work / Personal Effectiveness</td>
<td>10</td>
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<tr>
<td>NOS144</td>
<td>MKTG / 5392</td>
<td>Customer Service</td>
<td>20</td>
</tr>
<tr>
<td>NOS213</td>
<td>OFFC / 5005</td>
<td>Computer Operations</td>
<td>15</td>
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<tr>
<td>NOS226</td>
<td>ACCT / 5053</td>
<td>Accounts Receivable - Computerised</td>
<td>20</td>
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<tr>
<td>* VAC548</td>
<td>OHTH / 5011</td>
<td>Workplace First Aid - Level 2</td>
<td>20</td>
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<tr>
<td>* VAD685</td>
<td>NURS / 5011</td>
<td>Law &amp; Ethics</td>
<td>30</td>
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<tr>
<td>* VBD862</td>
<td>RC422</td>
<td>Workplace Safety</td>
<td>40</td>
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<tr>
<td>VAE664</td>
<td>ONPS / 5135</td>
<td>Phlebotomy</td>
<td>50</td>
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<tr>
<td>VBC925</td>
<td>COMM / 5278</td>
<td>Workplace Documents</td>
<td>20</td>
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<tr>
<td>* VBC927</td>
<td>RC423</td>
<td>Anatomy &amp; Physiology</td>
<td>40</td>
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<tr>
<td>VBC928</td>
<td>NURS / 5027</td>
<td>Client Care I</td>
<td>20</td>
</tr>
<tr>
<td>* VBC929</td>
<td>RC425</td>
<td>Infection Control</td>
<td>20</td>
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<tr>
<td>VBC930</td>
<td>EMPL / 5105</td>
<td>Workplace Organisation</td>
<td>10</td>
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<tr>
<td>VBC931</td>
<td>ONPS / 5129</td>
<td>Pathology Collection Techniques</td>
<td>40</td>
</tr>
<tr>
<td>VBC933</td>
<td>NURS / 5028</td>
<td>Client Care II</td>
<td>20</td>
</tr>
<tr>
<td>VBC932</td>
<td>FOHO / 5004</td>
<td>Practicum</td>
<td>40</td>
</tr>
</tbody>
</table>

* PLEASE NOTE: Students who are completing the C4077 - Certificate IV in Health (Nursing) program will not need to complete these modules.
General Program Information

Text Books:

The following are the required primary texts for the Certificate IV in Pathology Collection

- NHMRC. *Guidelines for Infection Control in Health Care Facilities*. AGPS.

Additionally, it is recommended that you purchase one of the following Dictionaries:


Additional Resources/References:

Print-based materials

- Austin & Repatriation Medical Centre. 1994. *ECG Workbook*. 2nd ed. Austin & Repatriation Medical Centre

Videos

- *Circulatory & Respiratory Systems*
- *Breath of Life – Body Atlas Series*
- *Medical Asepsis and Infection Control*
- *Universal Precautions*
- *You’ve got what?*
- *The Living Body “Internal Defenses. How we Protect Ourselves from Foreign Invaders”*
- *Sharps (Mayfield)*
**General Program Information**

**Release and Indemnity Forms:**

As part of the learning experiences in this program students will be required to perform a number of procedures on each other. Appendix B of this Handbook contains the release and indemnity forms, which must be completed prior to participation in the learning activities relating to intradermal injections and venepuncture.

**Attendance Requirements**

It is a requirement that students attend for all scheduled sessions unless APL has been granted. The practical nature of this program, makes attendance a compulsory requirement to facilitate skill development. Continued failure to attend as required may result in preclusion from the module and/or Program.

**Staff Contact Details:**

<table>
<thead>
<tr>
<th>Name</th>
<th>Telephone</th>
<th>Facsimile</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Head of Department</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ms Louise Palmer</td>
<td>9925 4274</td>
<td>9924 4144</td>
<td><a href="mailto:louise.palmer@rmit.edu.au">louise.palmer@rmit.edu.au</a></td>
</tr>
<tr>
<td>Student Administration Officer</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ms Ann Baker</td>
<td>9925 7381</td>
<td>9925 7173</td>
<td><a href="mailto:ann.baker@rmit.edu.au">ann.baker@rmit.edu.au</a></td>
</tr>
<tr>
<td>Course Coordinator for Certificate IV in Pathology Collection - Bundoora</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ms Carol Fraser</td>
<td>9925 7643</td>
<td>9925 7173</td>
<td><a href="mailto:carol.fraser@rmit.edu.au">carol.fraser@rmit.edu.au</a></td>
</tr>
<tr>
<td>Education Staff – Pathology Collection</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ms Katie Fox</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ms Chris Phillips</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Ms Liz Benton</td>
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</tr>
</tbody>
</table>

**Postal Address**

RMIT is a large University with many campuses. To assist in a safe delivery of any correspondence you are required to use the full details of the postal address given below.

Name of Teacher  
Certificate IV in Pathology Collection  
Department of Health & Biosciences  
RMIT University  
Bundoora Campus - 201.9.9  
Box 71  
Bundoora VIC 3083
### Course Name: Dealing with Conflict

<table>
<thead>
<tr>
<th>Course Code:</th>
<th>SOSK / 5016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nominal Hours:</td>
<td>20</td>
</tr>
<tr>
<td>Course Purpose:</td>
<td>To provide the participant with knowledge and skills to effectively deal with conflict in the workplace</td>
</tr>
<tr>
<td>Prerequisites:</td>
<td></td>
</tr>
</tbody>
</table>

#### Learning Outcome 1
Identify the signs, stages and possible causes of conflict in a pathology collection workplace

**Assessment Criteria:**
- Describe the signs of potential or actual conflict
- Describe the stages of conflict, particularly the progression and escalation of the conflict
- Describe the factors within the individual, such as attitudes, values and beliefs that relate to the development of conflict
- Describe the factors within the workplace which relate to the development of conflict

#### Learning Outcome 2
Propose strategies to deal with a specified conflict in a pathology collection workplace

**Assessment Criteria:**
- Provide options for constructive responses to a conflict in the workplace
- Enable established work relationships to continue
- Take account of economic and industrial constraints
- Comply with the organisation’s requirements

#### Learning Outcome 3
Use communication skills that facilitate constructive responses to conflict in a pathology collection workplace.

**Assessment Criteria:**
- Describe factors affecting communication including timing and environment
- Use non-verbal and verbal communication effectively including:
  - Body language
  - Questioning
  - Language style
  - Active listening
  - Reflecting
- Give feedback assertively and receive feedback non-defensively

### Course Name: Work/Personal Effectiveness

<table>
<thead>
<tr>
<th>Course Code:</th>
<th>BUSM / 5567</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nominal Hours:</td>
<td>10</td>
</tr>
<tr>
<td>Course Purpose:</td>
<td>To provide the participant with the knowledge and skills to establish and follow a daily work schedule.</td>
</tr>
<tr>
<td>Prerequisites:</td>
<td></td>
</tr>
</tbody>
</table>

#### Learning Outcome 1
Plan and organise a personal daily work routine based on given tasks in a pathology collection workplace related context.

**Assessment Criteria:**
- Identify and prioritise nominated tasks for a given day
- Separate tasks into achievable components
- Select appropriate resources to complete tasks
- Reprioritise tasks in response to reviewed instructions/different contingencies
- Complete tasks within designated timelines
<table>
<thead>
<tr>
<th>Course Name:</th>
<th>Customer Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course Code:</td>
<td>MKTG / 5392</td>
</tr>
<tr>
<td>Nominal Hours:</td>
<td>20</td>
</tr>
<tr>
<td>Course Purpose:</td>
<td>Provide the participant with the knowledge and skills to enhance the image of the organisation by providing effective service when dealing with customers.</td>
</tr>
</tbody>
</table>

**Prerequisites:**

**Learning Outcome 1:** Clarify specific needs of customer and provide information and advice

**Assessment Criteria:**

- Define quality customer service
- Identify and discuss the role of the service provider in a customer focused organisation
- Identify the types of customer, both internal and external
- Identify customer needs and relate to services and products of the organisation
- Provide customer information/advice regarding the organisation’s products/services
- Communicate clearly with customers to avoid problems caused by communication breakdown
- Advise customers on alternative strategy if required
- Record and file appropriate details clearly in required format

**Learning Outcome 2:** Follow up requests

**Assessment Criteria:**

- Dispatch information as agreed
- Refer unresolved issues to relevant person
- Maintain good customer relations whilst resolving issues

**Learning Outcome 3:** Handle customer complaints to ensure that organisational goals are met and customer satisfaction is maintained

**Assessment Criteria:**

- Establish details of complaint
- Make apology for any inconvenience caused
- Record summary of complaint accurately
- Identify appropriate options for resolution of complaint
- Discuss options with customer and negotiate a satisfactory solution
- Refer complaint to designated personnel if unable to resolve personally and notify customer of action taken
- Record agreed solution to resolve conflict
- Implement agreed solution to resolve complaint
- Formalise any documentation required
- Follow-up to maintain good customer relations
- Ensure that organisation’s customer service policy is met
Course Name: Computer Operations

Course Code: OFFC / 5005
Nominal Hours: 15
Course Purpose: To provide the participant with the knowledge and skills to effectively use a computer system
Prerequisites:

Learning Outcome 1
Use relevant Occupational Health and Safety practices.

Assessment Criteria:
- Demonstrate correct power access procedures
- Adjust chair and work station/equipment to meet ergonomic requirements
- Demonstrate appropriate posture
- Use rest/exercise periods appropriately

Learning Outcome 2
Demonstrate appropriate disk management techniques

Assessment Criteria:
- Select appropriate floppy disk for disk drive capacity
- Format floppy disk appropriately to avoid incompatibility
- Name and rename a floppy disk
- Lock and unlock a floppy disk and explain the reasons for doing so
- Demonstrate procedure for backing-up disks and explain the reasons for doing so
- Identify different data storage devices used by computer systems and list their characteristics
- Demonstrate and explain the safe handling and storage of data storage devices
- Describe several data protection procedures and discuss the effect of poor data protection
- Discuss factors affecting hard disk performance and means of improving efficiencies

Learning Outcome 3
Demonstrate the mode of operation and discuss the applications for a variety of input/output devices

Assessment Criteria:
- Describe at least four input/output devices in terms of their general principles of operations, characteristics and use
- Demonstrate efficient and appropriate use of available input/output devices

Learning Outcome 4
Describe LANs and common networking alternatives and the advantages and disadvantages thereof

Assessment Criteria:
- Describe a computer network listing the main components
- Describe the function of a computer network
- Identify several major users of computer networks
- Discuss the advantages and disadvantages of computer networking

Learning Outcome 5
Manage electronic files

Assessment Criteria:
- Describe the functions required of a typical operating system
- Use operating system for file management
- Distinguish between program files, data files and system files
- Print a file register
Course Name: Accounts Receivable - Computerised

Course Code: ACCT / 5053
Nominal Hours: 20
Course Purpose: To provide the trainee with the knowledge and skills to complete accounting processes using a computerised Accounts Receivable software package.
Prerequisites: Computer Operations

Learning Outcome 1 Use relevant Occupational Health and Safety practices.
Assessment Criteria:
- Demonstrate correct power access procedures
- Adjust chair and work station/equipment to meet ergonomic requirements
- Demonstrate appropriate posture
- Use rest/exercise periods appropriately

Learning Outcome 2 Use manuals and on-line help to solve operational problems for accounts receivable software
Assessment Criteria:
- Access information from manuals and/or on-line help
- Solve operational problems

Learning Outcome 3 Perform functions of the Accounts Receivable component of an Accounting software package customised for a pathology collection workplace
Assessment Criteria:
- Select and open appropriate software/file
- Enter invoice data and check for accuracy
- Enter receipts data from patients and check for accuracy
- Maintain patient information and print if and when required:
  - Change of address
  - Adding new patients
  - Deleting patients
  - Making inquiries
  - Printing patient labels
  - Statements
  - Generate and print accounts receivable reports:
    - Trial balance
    - Outstanding accounts listing
    - Transaction listing
    - Receipts
    - Bank deposit slips
    - Post transactions to the General Ledger of not automatically posted
    - Perform the following special transactions
    - Over and under charges correction
    - Discrepancies/error correction
    - Changing billing category
    - Writing on/off bad debts
    - End of period processing
    - Access information using account inquiry procedures to facilitate collection of accounts within set timelines
    - Print invoices and statements
    - Create and print patient billing history files
    - Maintain the accounts receivable ledger adding, deleting, changing and closing accounts
    - Reconcile the Accounts Receivable Ledger with the General Ledger

Learning Outcome 4 Apply recycling techniques to minimise paper waste
Assessment Criteria:
- Apply recycling techniques to minimise paper wastage
**Course Name:** Phlebotomy (Blood Collection)

<table>
<thead>
<tr>
<th>Course Code:</th>
<th>ONPS / 5172</th>
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<tbody>
<tr>
<td>Nominal Hours:</td>
<td>50</td>
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<tr>
<td>Course Purpose:</td>
<td>To provide the participants with the knowledge and skills required to collect blood, handle the specimen and complete appropriate documentation.</td>
</tr>
<tr>
<td>Prerequisites:</td>
<td>Workplace Safety</td>
</tr>
<tr>
<td></td>
<td>Infection Control</td>
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<tr>
<td></td>
<td>Anatomy and Physiology</td>
</tr>
</tbody>
</table>

**Learning Outcome 1**
Set out equipment and prepare blood collection tubes.

**Assessment Criteria:**
- Describe the function of:
  - Syringes and needles
  - Tourniquet
  - Cleansing solutions and swabs
  - Evacuated system
  - Winged infusion unit
  - Explain the use of collection tube additives including:
    - EDTA
    - Sodium citrate
    - Lithium or sodium heparin
    - Fluoride oxalate
    - Separation gel
- Select equipment and prepare blood collection tubes for a specific, or series of pathology tests (excluding arterial punctures, arterial/venous fistula or shunt punctures or disconnection’s)
- Describe factors which may affect the chemical analysis of blood

**Learning Outcome 2**
Perform venepuncture procedure on clients

**Assessment Criteria:**
- Employ appropriate procedures for identifying the client
- Communicate to the client what is to occur, prior to collecting blood
- Record the client’s personal details accurately in laboratory test request form(s)
- Demonstrate procedures for client care when performing venepuncture on clients with a range of medical conditions
- Employ correct aseptic techniques to collect blood and minimise infection/cross infection
- Select an appropriate vein site and collect blood using correct procedure and equipment
- Describe procedures to be implemented to resolve complications resulting from venepuncture
- Dress the blood collection site and ensure that client is not suffering any adverse effects from blood collection
- Describe the procedure for blood collection using an evacuated system

**Learning Outcome 3**
Perform post-venepuncture blood collection procedures

**Assessment Criteria:**
- Transfer correct amount of blood to collection tubes containing appropriate additives using procedure to avoid contamination
- Label blood collection tubes with name, time collected and other pertinent information and store sample according to requirements of test(s)
- Complete all necessary documentation so that sample can be distributed to the laboratory

**Learning Outcome 4**
Perform skin puncture blood collection procedure

**Assessment Criteria:**
- Describe the circumstances when skin puncture methods should be used
- Describe the equipment and procedures required for skin puncture
- Describe the complications that may arise from skin puncture technique
- Employ appropriate procedures for identifying the client
- Demonstrate procedures for client care when performing skin puncture blood collection procedures on clients with a range of medical conditions
- Prepare a client for skin puncture, collect blood and clean puncture site
- Complete all necessary documentation, arrange storage or forward to laboratory for testing
<table>
<thead>
<tr>
<th>Course Name:</th>
<th>Workplace Documents</th>
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<tbody>
<tr>
<td><strong>Course Code:</strong></td>
<td>COMM / 5349</td>
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<td><strong>Nominal Hours:</strong></td>
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<tr>
<td><strong>Course Purpose:</strong></td>
<td>To provide the participant with skills to complete and interpret documents relevant to pathology collection.</td>
</tr>
<tr>
<td><strong>Prerequisites:</strong></td>
<td>Before attempting this module the participant would be able to read, comprehend and discuss printed information in English and be able to employ effective writing skills and strategies.</td>
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<tr>
<td><strong>Learning Outcome 1</strong></td>
<td>Complete complex workplace documents</td>
</tr>
<tr>
<td><strong>Assessment Criteria:</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• List the range of forms/documents that a pathology collector may be required to complete</td>
</tr>
<tr>
<td></td>
<td>• Explain the significance of correct client identification</td>
</tr>
<tr>
<td></td>
<td>• Identify the information relevant to each form/document</td>
</tr>
<tr>
<td></td>
<td>• Complete a range of forms/documents relevant to the work of a pathology collector, following accepted conventions of format and layout to ensure that the form/document is accurate and readable.</td>
</tr>
</tbody>
</table>

| Learning Outcome 2 | Interpret complex workplace documents |
| **Assessment Criteria:** |  |
|  | • Describe the purpose(s) of a range of workplace forms/documents  |
|  | • Explain the significance of each section in a range of workplace forms/documents  |
|  | • Describe enterprise/industry policy and procedures for dealing with irregularities in forms/documents used in pathology collection  |

<table>
<thead>
<tr>
<th>Course Name:</th>
<th>Client Care 1</th>
</tr>
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<tbody>
<tr>
<td><strong>Course Code:</strong></td>
<td>NURS / 5029</td>
</tr>
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<td><strong>Nominal Hours:</strong></td>
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<tr>
<td><strong>Course Purpose:</strong></td>
<td>To provide the participant with the knowledge and skills to deliver appropriate client care while collecting specimens from a range of clients.</td>
</tr>
<tr>
<td><strong>Prerequisites:</strong></td>
<td>Workplace Safety</td>
</tr>
<tr>
<td></td>
<td>Infection Control</td>
</tr>
<tr>
<td></td>
<td>Anatomy and Physiology</td>
</tr>
<tr>
<td><strong>Learning Outcome 1</strong></td>
<td>Explain general client care procedures and precautions for collecting pathology specimens from a range of clients.</td>
</tr>
<tr>
<td><strong>Assessment Criteria:</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Define the term ‘client care’ in the context of pathology collection</td>
</tr>
<tr>
<td></td>
<td>• Describe client identification procedures</td>
</tr>
<tr>
<td></td>
<td>• Identify a range of clients and describe general client care required when collecting pathology specimens</td>
</tr>
<tr>
<td></td>
<td>• Explain procedures and precautions for client care in a pathology collection situation including maintaining a safe environment</td>
</tr>
</tbody>
</table>
### Course Name: Client Care 1 continued

**Learning Outcome 2**  
Demonstrate appropriate client care for collecting pathology specimens from clients with a range of medical conditions receiving a range of treatment regimes.

**Assessment Criteria:**
- Identify and describe a range of medical conditions which may impact on client care and the collection of pathology specimens
- Identify and describe a range of treatment regimes that may impact on client care and the collection of pathology specimens
- Describe procedures for client identification in a range of situations
- Identify and explain precautions for client care when collecting pathology specimens from clients with a range of medical conditions
- Demonstrate procedures for client care when collecting pathology specimens from clients with a range of medical conditions on a range of medication regimes

### Course Name: Work Organisation

**Course Code:** EMPL / 5153  
**Nominal Hours:** 10  
**Course Purpose:** To provide the participant with an overview of the function and structure of the Pathology Collection industry and the rights and responsibilities of employer and employees.

**Prerequisites:**

**Learning Outcome 1**  
Outline the pathology collection industry and the roles of pathology laboratories and pathology collectors

**Assessment Criteria:**
- Outline the major sectors of the health industry
- Describe the structure and functions of the pathology collection industry
- Describe the roles of pathology laboratories and pathology collectors

**Learning Outcome 2**  
Identify the rights and responsibilities of employers and employees, their reciprocal nature and the importance of cooperation in the pathology collection workplace

**Assessment Criteria:**
- Discuss the need for cooperation, mutual respect and reciprocal effort in the pathology collection workplace
- Explain the rights and responsibilities of employers and employees in a pathology collection workplace
- Describe the nature and role of performance feedback and its relationship to work performance and levels of conduct

**Learning Outcome 3**  
Complete a workplace / enterprise induction

**Assessment Criteria:**
- Identify and describe the workplace’s organisational structure
- Describe the key roles and departments within the workplace / enterprise
- Define workplace management / reporting lines and responsibilities relevant to the pathology collector
- Identify and describe workplace policies and procedures
- Describe and demonstrate the use of workplace reference manuals

**Learning Outcome 4**  
Explain the principles and implementation of Awards and Enterprise Agreements, Equal Opportunity and Anti-discrimination as they apply to the pathology collection workplace

**Assessment Criteria:**
- Identify and discuss industrial awards and enterprise agreements relevant to pathology collectors
- Discuss the concept of equal opportunity and issues arising from it
- Identify Commonwealth and State Acts relating to Equal Opportunity and Equal Employment Opportunity and their purpose
- Describe the kinds of discrimination that might occur in the workplace and identify sources of information/assistance
Course Name: Pathology Collection Techniques

Course Code: ONPS / 5171
Nominal Hours: 40
Course Purpose: To provide the participant with the knowledge and skills to safely collect and handle a range of pathology specimens.

Prerequisites:
- Workplace safety
- Infection Control
- Client Care 1
- Anatomy & Physiology

Learning Outcome 1
Define a range of pathology specimen collection tests / procedures and the materials used for collection.

Assessment Criteria:
- State the 5 main sub-divisions of pathology specimen types
- Identify and describe a range of microbiological specimen procedures and the materials and equipment used for collection
- Identify and describe a range of chemical specimen procedures and the materials and equipment used for collection
- Identify and describe a range of histology/cytology specimen procedures and the materials and equipment used for collection. (NB. Pathology collectors will not be responsible for taking surgical biopsies or fine needle aspirates. However, pathology collectors may be involved in assisting, handling or transporting such specimens).
- Identify and describe a range of immunology specimen procedures and the materials and equipment used for collection
- Identify and describe a range of haematology/immunohaematology specimen procedures and the materials and equipment used for collection

Learning Outcome 2
Demonstrate the safe collection and post-collection processing of a range of pathology specimens (excluding Pap smears, arterial punctures, arterial/venous fistula, shunt punctures or disconnection’s and Mantoux testing).

Assessment Criteria:
- Describe and locate appropriate sites used for the collection of a specified range of pathology specimens
- Identify and explain the techniques used for the collection of a specified range of pathology specimens
- Identify and explain the apparatus / equipment used for the collection of a specified range of pathology specimens
- Explain contra-indications and possible complications associated with a range of specimen collections
- Explain procedures for identifying the client
- Describe client management techniques for a variety of client types
- Explain the appropriate labelling, handling, packaging, storage and transporting procedures for a range of pathology specimens
- Perform the collection of a range of pathology specimens incorporating appropriate client care, occupational health and safety measures and correct procedures for handling, packaging, storing and transporting specimens
Learning Outcome 3

Course Name: Pathology Collection Techniques - continued

Learning Outcome 3
Maintain and correctly store specimen collection equipment/apparatus and supplies

Assessment Criteria:
- List the equipment/apparatus and supplies used for specimen collection and:
- Explain appropriate maintenance procedures
- Demonstrate appropriate storage procedures
- Demonstrate the correct procedures for cleaning reusable specimen collection equipment/apparatus
- Implement workplace procedures for maintaining adequate stock of specimen collection equipment/apparatus and supplies
- Observe occupational health and safety procedures in the maintenance and storage of specimen collection equipment/apparatus and supplies.

Learning Outcome 4

Demonstrate the taking of Electrocardiograms (ECG’s), including paper recording devices, electronic ECG transmission devices and devices for continuous ECG monitoring.

Assessment Criteria:
- Describe the differences between electrocardiograms (ECG’s) including paper recording devices, electronic ECG transmission devices and Holter monitoring and describe their purpose
- Identify and explain the equipment/apparatus used in taking electrocardiograms (ECG’s)
- Explain client identification and preparation procedures when performing and ECG
- Explain the positioning of the electrodes when recording and ECG
- Explain how to calibrate the equipment when recording and ECG
- Explain how to record the ECG readings
- Explain any contra-indications, precautions or possible complications associated with ECG’s
- Perform an ECG in accordance with the enterprise policy and procedures

Learning Outcome 5

Explain procedures for performing respiratory function tests

Assessment Criteria:
- Describe various respiratory function tests including:
  - Basal
  - Post-expiratory
  - Post-bronchodilator
- Define terminology associated with respiratory function tests including:
  - Forced vital capacity
  - Forced expiratory volume in 1 second (FEV 0.1)
  - Mean maximum expiratory flow (MMEF)
  - Maximum flow rate (MFR)
- Identify and explain the equipment/apparatus used in taking respiratory function tests
- Explain preparation procedures when performing a respiratory function test
- Explain how to record respiratory function tests
Course Name: Client Care II (Babies and Children)

Course Code: NURS / 5030
Nominal Hours: 20
Course Purpose: To provide the participant with the knowledge and skills to deliver appropriate client care while collecting pathology specimens from babies and children
Prerequisites: Pathology Collection Techniques
Phlebotomy (Blood Collection)
Client Care 1

Learning Outcome 1
Explain client identification and client care procedures and precautions for collecting pathology specimens from babies and children

Assessment Criteria:
- Define the term ‘paediatrics’ and ‘client care’
- Explain procedures for identifying the paediatric client
- Identify and describe the requirements of client care particular to collecting pathology specimens from babies and children
- Explain precautions for paediatric client care in a range of pathology collection situations
- Demonstrate procedures for client care when collecting pathology specimens from babies and children in a range of settings

Learning Outcome 2
Explain a range of drugs that may have impact on client care and pathology specimen collection from babies and children

Assessment Criteria:
- Identify and describe a range of medications that may have an impact on paediatric client care and specimen collection
- Differentiate between routes of administration for a range of medications used with babies and children and describe the impact on possible sites for specimen collection
- Explain how specified drugs impact on specimen collection from babies and children

Learning Outcome 3
Define a range of pathology specimen collection tests and techniques commonly used with babies and children

Assessment Criteria:
- Identify and describe a range of microbiological and virology specimens procedures used with babies and children
- Identify and describe a range of chemical specimens procedures used with babies and children
- Identify and describe a range of immunology specimens procedures used with babies and children
- Identify and describe a range of haematology/immunohaematology specimens procedures used with babies and children

Learning Outcome 4
Demonstrate the safe collection of a range of specimens from babies and children

Assessment Criteria:
- Identify and describe a range of specimen collection tests (excluding perineal and genital tests) used with babies and children
- Describe and locate appropriate sites used for the collection of a range of pathology specimens from babies and children
- Identify and describe the techniques and apparatus/equipment used for the collection of a range of pathology specimens from babies and children
- Describe the appropriate handling of the paediatric client who is having venous or capillary blood taken
- Describe appropriate handling and packaging procedures for a range of pathology specimens taken from babies and children
- Explain contra-indications and possible complications associated with a range of specimen collections from babies and children and how to handle these
- Demonstrate the collection of a range of specimens from babies and children incorporating client care, occupational health and safety measures and correct procedures for collecting, handling and packaging specimens
<table>
<thead>
<tr>
<th>Course Name:</th>
<th>Practicum</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course Code:</td>
<td>FOHO / 5016</td>
</tr>
<tr>
<td>Nominal Hours:</td>
<td>40</td>
</tr>
<tr>
<td>Course Purpose:</td>
<td>To provide the participant with the ability to integrate the theoretical knowledge and the practical skills of pathology collection, collect pathology specimens, review and analyse the effectiveness of the work.</td>
</tr>
</tbody>
</table>

**Prerequisites**
- Workplace Safety
- First Aid
- Client Care 1
- Client Care (Babies and Children)
- Customer Service
- Work / Personal Effectiveness
- Anatomy and Physiology
- Accounts Receivable - Computerised
- Workplace Documents
- Infection Control
- Phlebotomy
- Pathology Collection Techniques
- Law and Ethics
- Dealing with Conflict
- Work Organisation
- Computer Operations
- Workplace Communication

**Learning Outcome 1**
Apply the theoretical knowledge and practical skills obtained during the course to perform effectively as a pathology collector in a commercial enterprise.

**Assessment Criteria:**
- Work under direction as part of a team
- Demonstrate a professional and ethical attitude at all times
- Work in accordance with occupational health and safety procedures
- Work in accordance with standard infection control procedures
- Demonstrate appropriate procedures for client identification and client care
- Identify and correctly interpret pathology collection type and site
- Locate appropriate materials and equipment to undertake required pathology collection
- Locate collection sites and perform safe and effective venepuncture procedure on clients
- Locate collection sites and perform safe and effective skin puncture blood collection procedures on clients
- Perform a range of other pathology specimen collection tests
- Demonstrate correct handling, packaging storage and transport of specimens
- Complete test/client documentation according to enterprise policies and guidelines
- Maintain pathology collection equipment in accordance with workplace procedures
Appendices

A  Department of Health & Biosciences: Student Immunisation & Screening Policy and Student Declaration Form

B  Release and Indemnity Forms
   • Learning Experience Procedure: Intradermal Injection of 0.9% Normal Saline
   • Learning Experience Procedure: Venepuncture
Appendix A

Department of Health & Biosciences

Student Immunisation & Screening Policy & Student Declaration Form

1. Introduction

1.1 The Department of Health and Biosciences seeks to provide a safe and appropriate learning environment for students that promote contemporary infection control practices. To this end the Department:
- Actively encourages students likely to be exposed to potentially infectious materials to be protected from infectious diseases by appropriate immunisation. The University, through the RMIT Health Service facilitates ready access for students to:
  - confidential testing of their infectious and current immunisation status
  - low cost vaccines
- recognises its responsibility to provide appropriate educational programs for students in relation to infection control for work in health care settings.

1.2 All students of the Department have a right to be treated fairly. Therefore, students with infectious diseases are guaranteed the following protections: the right to confidentiality, a learning environment free from discrimination and/or harassment, and access to clearly defined grievance procedures.

1.3 As a general principle the Department supports the right to confidentiality for students in the belief that it not only safeguards personal rights, but also works in the public interest by encouraging them to seek appropriate testing, counselling and treatment and to disclose their infectious status to their employers and/or course coordinators.

1.4 Medical testing for infectious diseases may only be performed with the full and freely given informed consent of the person concerned. Generally medical confidentiality prevents the medical practitioner from disclosing the result of such testing. Students should however be aware that under certain circumstances legislation requires that the treating practitioner advise the professional registration board/relevant authority that a particular person could pose a threat to public safety.

1.5 The Department upholds the rights of students with infectious conditions to be entitled to the usual benefits of students and prospective students (such as access to courses and the right to continue in such courses). However, this policy acknowledges that fitness for certain individuals to complete certain courses (such as Pathology Collection, Division 2 Nursing) may not be guaranteed.

1.6 Any decision on whether to deny an infected student participation in particular learning activities/experiences/modules will be based on advice from the treating medical practitioner in conjunction with the guidelines provided by the NH&MRC on “Infection Control in the Health Care Setting”. In line with item 1.5 above, it is recognised that denying access to participation in some modules may preclude the student from fulfilling the requirements to successfully complete the course.

2. Risk Categorisation

(Section from Department of Human Services – http://hna.ffh.vic.gov.au/phd/9907018/index.htm)

2.1 The Department recognises that not all studies leading to careers in the health industry pose equal risk for infection. The following categorisation of Health Care Workers is recognised as a useful tool to guide immunisation protocols for the courses/modules that it offers.

**Category A – Direct contact with blood or body substances**

This category includes all persons who have physical contact with, or potential exposure to blood or body substances. Examples include dentists, medical practitioners, nurses, allied health practitioners, health care students; emergency personnel (fire, ambulance and volunteer first aid workers); maintenance engineers who service equipment; mortuary technicians; central sterile supply staff; and cleaning staff responsible for decontamination and disposal of contaminated materials.

Examples of Department courses of relevance to this categorisation:
- Advanced Diploma of Myotherapy
- Certificate IV in Pathology Collection
- Certificate IV in Health (Nursing)
- Certificate III in Dental Assisting

Examples of Department modules of relevance to this categorisation, which may not be included in courses identified above:
- Mortuary Practice
- Phlebotomy

**Category B – Indirect contact with blood and body substances**

This category includes workers in patient areas who rarely have direct contact with blood or body substances. These employees may be exposed to infections spread by droplets such as rubella, but are unlikely to be at risk from blood borne diseases. Examples include catering staff and ward clerks.
3. Student Recruitment/Selection

3.1 During the recruitment/selection process for courses and/or modules identified as risk categories A, B or C (section 2) potential applicants should be informed of the requirement to:

- disclose any infectious conditions which may limit their ability to participate in and/or perform the clinical and/or practical aspects of their course of study (as defined by the NH&MRC Guidelines for Infection Control in Health Care Settings)

- receive immunisation where specified by external organisations providing clinical and/or practical experiences which are integral to the completion of the module and/or course.

4. Pre-commencement Screening

4.1 Whilst not an enforceable requirement of enrolment in its courses, the Department strongly recommends that all students seeking to enrol in courses and/or modules identified as risk categories A, B or C (section 2) participate in the recommended screening and immunisation services offered by the RMIT Health Service.

4.2 Module/Course pre-commencement screening will be limited to identification of immunisation requirements and status clarification for students undertaking studies in courses and/or modules identified as risk categories A, B or C (section 2). Students will be required to sign a declaration stating:

- that they have been informed of the rationale underpinning the recommendations for screening and immunisation for the specific module/course; and the risks associated with failure to comply with the recommendations
- they understand and agree to abide by their personal and professional responsibility in relation to compliance with these protocols

4.3 It should be noted that some modules offered within courses are conducted through other institutions/workplaces who have their own enforceable requirements for immunisation and/or screening. In line with the requirements of these organisations students who do not wish to observe the stated requirements will be precluded from studies in these modules.

4.4 For relevant modules students will be required to sign a declaration that they have disclosed any infectious conditions which may affect their ability to safely and effectively perform the tasks associated with the learning experiences in the module for which they have enrolled. Disclosure of infectious conditions will be no more than that reasonably required in line with NH&MRC Guidelines for Infection Control in Health Care Settings.

5. Scope of Services

5.1 Students likely to be exposed to potentially infectious materials should receive immunisation and/or testing for immune status in accordance with the NH&MRC guidelines. This may include: Hepatitis A, Hepatitis B, HIV, Hepatitis C, Diphtheria, Tetanus, Whooping Cough, Measles, Mumps, Rubella, Polio and Tuberculosis.

5.2 The type(s) of immunisation and/or screening recommended would be dependent on the nature of the module/course being undertaken. Advice in relation to this will be provided specific to relevant modules.

6. Professional Obligation

6.1 Students undertaking studies relevant to health care work are expected to demonstrate behaviour that reflects their professional responsibility to exercise a duty of care for clients, co-workers and the community. One aspect of this duty of care is responsibility in matters relating to implementation of infection control practices.

6.2 In line with this responsibility students are expected to be aware of their infectious status in relation to blood borne viruses (Hepatitis B, Hepatitis C, HIV) and tuberculosis and must then act in accordance with the NH&MRC Guidelines for Infection Control in Health Care Settings.

6.3 The need for students to check their status is determined by their risk of exposure through work or lifestyle. If a student’s risk of exposure is negligible there is little justification to check. If however, the student has been exposed either through lifestyle activities, or through accidental exposure it is important for them to be aware of their status and ensure regular
testing is conducted. The frequency of testing would be dictated by the degree of risk of exposure and should be
determined in consultation with their medical practitioner.
Royal Melbourne Institute of Technology
Department of Health and Biosciences

Student Immunisation and Screening

Student Declaration

I _______________________________ _______________________________.
(Print Name using block letters) (Print Student ID No.)

Declare that as a student in the RMIT program RC01A/A Certificate IV in Health (Nursing), I:

- have undertaken studies within the program in relation to Infection Control and/or received exemption for previous studies in a similar module
- am aware of and agree to abide by, the standards of practice outlined in the NHMRC document *Infection Control in the Health Care Setting: Guidelines for the prevention and transmission of infectious diseases* (latest edition)
- have been advised of, and agree to abide by, the specific requirements of the Department’s Student Immunisation and Screening Policy

In signing this declaration I confirm my agreement to conform to the standards for cross-infection control practice as a health care worker to facilitate (in real and/or simulated workplace situations):

- protection of self
- protection of clients/patients
- protection of colleagues
- protection of the community

I understand that failure to sign this declaration and/or to conform to the standards and requirements as specified in the documents and policies referred to above, may preclude my ability to participate in some learning experiences and/or successfully complete the course of study.

________________________________________________________  _______________/
Student Signature                                      Date
Appendix B

Department of Health & Biosciences

Release and Indemnity Forms
ROYAL MELBOURNE INSTITUTE OF TECHNOLOGY
RELEASE & INDEMNITY

Learning Experience Procedure: Venepuncture

This Release and Indemnity is made by ............................................ (Print Name)
on the .................................. day of ........................................... 2001.

1 I am a participant in the Certificate IV in Pathology Collection course conducted by RMIT.

2 I have had the rationale, effects, nature and side effects of venepuncture explained to me and I agree that I am aware of the risks associated with this procedure.

3 I consent to have venepuncture performed on my by another participant in the course in consideration of that participant agreeing to allow me to perform practice venepuncture on him/her.

4 I am not aware of any medical condition, which would increase the risk of injury or disease occurring as a consequence of the performance of practice venepuncture on me.

5 That I irrevocably, personally and for my assigns and legal representatives RELEASE AND FOREVER DISCLAIM Royal Melbourne Institute of Technology, its officers, employees and agents from all actions, suits causes of action, claims and demands whatsoever which I now or at any time hereafter may have or which but for the signing of this form might have against RMIT for loss or damage to property or bodily injury, or death howsoever caused, including negligence, resulting from the performance of practice venepuncture on me as part of my participation in the module of Phlebotomy.

6 I hereby agree to indemnify and keep indemnified RMIT, against any claim, suit, action or demand brought by any third party against RMIT for bodily injury, disease or death arising out of the performance by me of practice venepuncture on another participant in the course.

7 I have read the provisions of this form and understand their effect.

Signature of Student: ..............................................................
Student Id No: ..............................................................

Name of Student: ..............................................................
Date of Birth: / / 

Address: ...........................................................................
Post Code: ...........................................................................

Home: ..............................................................................
Business: ............................................................................

Emergency Contact: ..............................................................
Relationship: ..............................................................

Home: ..............................................................................
Business: .............................................................................

Name of Family Doctor: ..............................................................

Where the student is below the age of eighteen years the form should also be signed by a parent or guardian in the space provided below.

I, .................................................. (parent/guardian(s) name) hereby state that I have read and understood the provisions of this form and I consent to the student participating in this course on the terms and conditions stated herein.

Signature of
Parent/Guardian

Date: / / 

Name of Parent/Guardian

Relationship to Student:

Address:

Post Code:

Home:

Business:

Emergency:

In the event of accident or injury where it is impractical to communicate with me, I consent to *myself/my son/my daughter receiving such medical or surgical treatment as may be deemed necessary and hereby agree to pay all fees and expenses associated therewith.

(* delete whichever is inapplicable)

Signature Student

(If over 18 years of age)

Date

Signature Parent/Guardian

(If student under 18 years of age)

Date

Medical History

Note: In the interest of ensuring the correct medical attention please indicate below the nature of any latent illness ie diabetes, epilepsy, haemophilia or allergies to any drugs such as penicillin to which you may be susceptible.

(This information must be provided by all students).