



Australian Government
Department of Education,
Skills and Employment

RTO Factsheet

Infection Control Skill Sets

(Developed as part of the COVID-19 VET Response)





An overview

New skill sets developed in response to COVID-19

COVID-19 has impacted infection control standards in a range of job roles across the economy. Industry feedback has indicated an increased demand for rapid upskilling of individuals who require the skills to decrease the risk and transmission of infection whilst carrying out their daily duties. In response to this increased demand, the Australian Industry and Skills Committee, alongside the Department of Education, Skills and Employment has developed three new skill sets to support relevant workers to respond to the infection risks posed by the COVID-19 pandemic: Retail, Food Handling, and Transport and Logistics.

These skill sets have been designed to expand current options available to rapidly upskill people in all sectors to respond to infection risks. The skill sets are not designed to replace any existing certificate or skill set.

What this factsheet is designed for

This guidance is designed for RTOs looking to deliver one or more of the skill sets. The purpose of this factsheet is to support RTOs in the delivery, or adjusted delivery, for roles requiring infection control skills in a COVID-19 environment.

It provides guidance on issues relating to delivery, including:

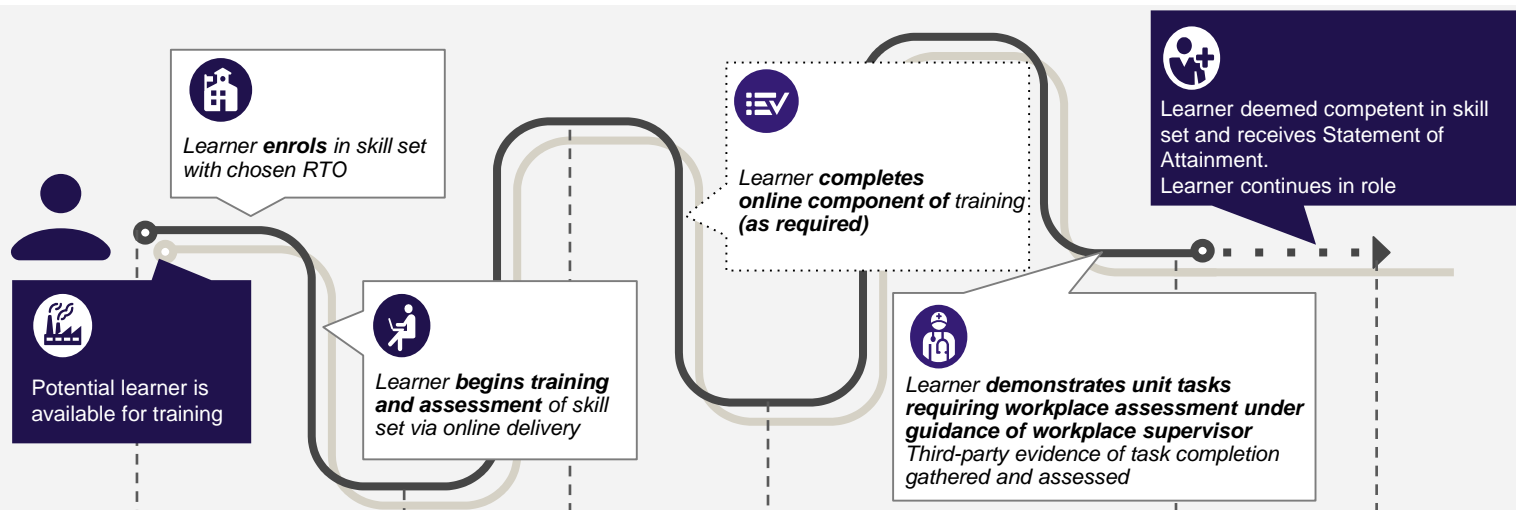
- Key questions RTOs may need to consider in the delivery of the skill sets;
- Components that may require contextualisation to include COVID-19 considerations;
- Components that may require contextualisation for online delivery or simulated assessment; and
- Other considerations related to the delivery of the skill sets.

This fact sheet be read in conjunction with the industry-specific contextualisation advice.



Guidance for RTOs

In response to COVID-19, three *Infection Control skill sets* have been developed in order to upskill workers in relevant job roles to manage the risks of infection posed by COVID-19. The skill sets have been developed in consultation with stakeholders who have the need for infection control skills across multiple industries. The skill sets prepare learners to follow basic organisational infection prevention and control policies and procedures, including implementing standard and transmission-based precautions and responding to infection risks in the workplace, across a broad range of industry sectors. The following diagram describes the journey that learners will undertake, and how RTOs will be able to deliver the training to facilitate the learner's required training.



How will we transition our delivery of the skill sets onto an online platform?

There are several components of the skill sets that can be tailored for online delivery and some that cannot. DESE with the help of industry has identified the parts of each skill set that may need reasonable contextualisation as a result of COVID-19. These are included in separate contextualisation advice documents – one for each skill set.

How will we/ why would we contextualise our pre existing training material for COVID-19?

The Standards for Registered Training Organisations (RTOs) 2015, Clause 1.5 states that 'The RTO's training and assessment practices are relevant to the needs of industry and informed by industry engagement.' These skill sets have been developed through consultation with industry who have specifically called for the development of this training in response to the COVID-19 pandemic and the immediate need for workers in a variety of roles to upskill in infection control. To ensure rapid development and consistent training outcomes, contextualisation guidance has been developed for RTOs to use free of charge. In delivering this skill set, RTOs will be required to adhere to the intent of the skill set and deliver it in the appropriately contextualised way.



Guidance for RTOs (cont.)

Learner journey

How will we rapidly identify industry standard practices to include in training under time pressures?

Industry contextualisation has been designed with industry input and will therefore refer to common industry practice. In order for trainers and assessors to meet the requirement to '*have current industry skills directly relevant to the training and assessment being provided*' (Standards for RTOs: Clause 1.13[b]), trainers are recommended to undertake the Aspen Medical Training Module, Australian Commission on Safety and Quality in Health Care [e-learning modules](#) specifically targeted at those working in healthcare settings or training which delivers equivalent skills and knowledge particularly applicable to COVID-19 and infection control, in addition to the usual practices they would undertake to maintain industry currency.

How will we upskill workplace supervisors in gathering third party evidence of task completion?

To ensure compliance and consistency in how workplace supervisors should gather third party evidence to assist RTOs in undertaking their assessment of competence, checklists and supporting materials have been centrally developed. RTOs should ensure that they liaise with employers prior to learners undertaking practical tasks in the workplace and provide the workplace supervisor with comprehensive information about their role in the evidence gathering process. Further information about this process can be found via the ASQA Fact Sheet – [Using other parties to collect assessment evidence](#).

What evidence is required of both task completion and supervisor competence?

In line with the *Standards for RTOs 2015*, the evidence of task completion must ensure that it meets the rules of evidence for validity, sufficiency, currency and authenticity. RTOs must provide employers with comprehensive guidance about selecting the best person/s to provide supplementary evidence. The appropriate person to observe or report on the performance of the learner is someone who is in a position to make a valid comment on the learner's performance. Further information can be found the aforementioned [Fact Sheet](#). Checklists and supporting materials which are centrally produced to accompany training materials have been designed to support RTOs deliver the skill sets.

What do we give our learners to indicate completion of the training? When would each be provided?

In line with the *Standards for RTOs 2015 (Clause 3.2-3.3)*, a student who has completed one or more units/modules (but not a full qualification) and has finished their training with your RTO must be issued with a statement of attainment (a record of results may also be issued in this case). The statement of attainment and other relevant documentation must be issued in accordance with the requirements of the Standards for RTOs.



Pathways

How these skill sets fit in within other qualifications

As a single unit skill set the *Infection Control Skill Sets* have a high level of flexibility to be incorporated into learning pathways. The single unit 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. It is also available for inclusion in a large number of qualifications due to packaging rules allowing importation of elective units, where those units support the vocational outcome.

Delivery

Contextualised training and assessment

A series of documents entitled “COVID-19 VET response: Infection control skills for [sector/role]”, set out the approved adaptations to delivery and assessment of the unit of competency or assessment, indicating where delivery may differ in light of:

- 1) **COVID-19 skill and knowledge:** adaptation of skill or knowledge expectations due to COVID-19;
- 2) **Specific requirements of the job or sector;**
- 3) **Online delivery:** an increased expectation for online delivery during the COVID-19 period.

These documents have been created to assist RTOs in identifying areas in which they may need to adjust materials and/or assessment design to match current conditions.



Relevant Commonwealth & State Information (1/4)

Organisation	Title and Description	Link	Sector Relevance	
			Retail and food	Transport and logistics
Government Bodies				
Department of Health	COVID 19 Resources page Includes links to a range of information including Q&As, information sheets and videos (some of which are detailed below).	https://www.health.gov.au/resources/collections/novel-coronavirus-2019-ncov-resources	✓	✓
	COVID-19 infection control training This 30-minute online training module is directed at health care workers in all settings and covers the fundamentals of infection prevention and control for COVID-19.	https://www.health.gov.au/resources/apps-and-tools/covid-19-infection-control-training	✓	✓
	Australian Commission on Safety and Quality in Health Care training These e-learning modules cover infection prevention and control and are specifically targeted at those working in healthcare settings.	https://www.safetyandquality.gov.au/our-work/infection-prevention-and-control/infection-prevention-and-control-elearning-modules		
	Coronavirus (COVID-19) information for employers General information for employers on COVID-19 including information on what employers can do to reduce risk of COVID-19.	https://www.health.gov.au/sites/default/files/documents/2020/05/coronavirus-covid-19-information-for-employers_0.pdf	✓	✓
	Coronavirus (COVID-19) Information about routine environmental cleaning and disinfection in the community Brief guide on cleaning for frequently and minimally touched surfaces.	https://health.govcms.gov.au/sites/default/files/documents/2020/04/coronavirus-covid-19-information-about-routine-environmental-cleaning-and-disinfection-in-the-community_0.pdf	✓	✓
National Health and Medical Research Council	Australian Guidelines for the Prevention and Control of Infection in Healthcare Published in 2019 these are not COVID-19 specific but have relevant information. For example, section 3.1.3 'Routine management of the physical environment' addresses surface cleaning. The risk management approach outlined in the guidelines (ie., assessments to determine frequency and type of cleaning necessary to the context) is reflected in materials produced by Health and Safe Work Australia.	https://www.nhmrc.gov.au/about-us/publications/australian-guidelines-prevention-and-control-infection-healthcare-2019	✓	✓
Food Standards Australia New Zealand	Novel Coronavirus and Food Safety webpage. Includes links to a number of resources aimed at food businesses, including information on general health and hygiene and minimising the impact of COVID-19 on their workforce.	https://www.foodstandards.gov.au/consumer/safety/Pages/NOVEL-CORONAVIRUS-AND-FOOD-SAFETY.aspx	✓	
NSW Food Authority	Food businesses and COVID-19 Information on reducing the risk of infection, including at shift changes etc.	https://www.foodauthority.nsw.gov.au/helpp/covid-19-advice-for-businesses	✓	
NSW icare	icare NSW provide resources on risk and resilience to assist retail workers to respond to poor customer behaviour. While not COVID-19 specific the Shop Distributive and Allied Employees Association notes that customer behaviours can increase the risk of transmission so these may provide risk reduction strategies.	https://www.icare.nsw.gov.au/about-us/publications/		
NSW Government	Information on current NSW restrictions and other COVID-19 advice (updated regularly).	https://www.nsw.gov.au/covid-19		
Queensland Government	Information on current Queensland restrictions and other COVID-19 advice (updated regularly).	https://www.covid19.qld.gov.au/		
Victorian Government	Information on current Victorian restrictions and other COVID-19 advice (updated regularly).	https://www.vic.gov.au/coronavirus-covid-19-restrictions-victoria		



Relevant Commonwealth & State Information (2/4)

Organisation	Title and Description	Link	Sector Relevance	
			Retail and food	Transport and logistics
Government Bodies				
Safe Work Australia	<p>COVID-19 entry page.</p> <p>Safe Work Australia has a range of information, both general and industry specific in relation to COVID19 and its implications for workplaces, including a link to the National COVID-19 safe workplace principles. Under these principles Safe Work Australia will provide a central hub of WHS guidance and tools that Australian workplaces can use to successfully form the basis of their management of health and safety risks posed by COVID-19.</p> <p>Some specific resources of relevance are listed below.</p>	https://www.safeworkaustralia.gov.au/covid-19-information-workplaces	✓	✓
	<p>COVID-19 information for workplaces web page.</p> <p>COVID-19 specific cleaning and disinfecting information for employers; small businesses; and workers. Answers key questions such as:</p> <ul style="list-style-type: none"> • What is the difference between cleaning and disinfecting? • Which areas should be cleaned and disinfected, and how often? • How often should I clean and/or disinfect? • What are the best products for cleaning and disinfecting? • What's the difference between frequently touched and infrequently touched surfaces? • What should my workers wear to clean? • Are there any cleaning methods I shouldn't use? <p>A subset of this information is also provided in a link 'Prevent the spread in your workplace' from the Australian Government's COVID-19 website.</p>	<p>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</p> <p>https://www.australia.gov.au/</p>	✓	✓
	<p>How to clean and disinfect your workplace.</p> <p>Provides guidance on:</p> <ul style="list-style-type: none"> • Method for routine cleaning of both frequently touched and less frequently touched surfaces; and • Cleaning and disinfection following a case or suspected case of the COVID-19 in a non-healthcare workplace. <p>It provides specific advice on cleaning during the COVID-19 pandemic, including information on cleaning and disinfecting solutions; standard precautions for cleaning checklist; cleaning recommendations by surface and recommended cleaning by item.</p> <p>The cleaning by item section provides guidance for cleaning general items, such as telephones, toilets and light switches; specific items, such as specialised electronic equipment; and items of particular relevance to the retail, building and construction, warehousing and logistics and transport industries.</p>	https://www.safeworkaustralia.gov.au/sites/default/files/2020-04/how-to-clean-disinfect-your-workplace-covid19.pdf	✓	✓



Relevant Commonwealth & State Information (3/4)

Organisation	Title and Description	Link	Sector Relevance	
			Retail and food	Transport and logistics
Government Bodies				
Tasmanian Government	Information on current Tasmanian restrictions and other COVID-19 advice (updated regularly).	https://coronavirus.tas.gov.au/		
Australian Capital Territory Government	Information on current ACT restrictions and other COVID-19 advice (updated regularly).	https://www.covid19.act.gov.au/		
Northern Territory Government	Information on current NT restrictions and other COVID-19 advice (updated regularly).	https://coronavirus.nt.gov.au/		
South Australian Government	Information on current SA restrictions and other COVID-19 advice (updated regularly).	https://www.covid-19.sa.gov.au/		
Western Australian Government	Information on current WA restrictions and other COVID-19 advice (updated regularly).	https://www.wa.gov.au/government/covid-19-coronavirus		
International resources				
World Health Organisation	Two WHO videos that are available on YouTube: <ul style="list-style-type: none"> • How to hand wash with soap and water • How to use a hand rub Note, these are utilised in the ASPEN COVID-19 online training.	https://www.youtube.com/watch?v=3PmVJQUcm4E https://www.youtube.com/watch?v=ZnSjFr6J9HI	✓	✓
Peak Bodies				
Australian Industry Group	WHS Factsheet: When working from home doesn't work – Managing Covid safety in manufacturing, warehousing and other industrial workplaces Aimed at manufacturing and other workplaces that cannot work from home. Provides organisations with information on things to consider when determining how to meet social distancing and cleaning and hygiene requirements, rather than a list of specific actions.	https://www.aigroup.com.au/business-services/covid19-coronavirus/#mgp	✓	✓
Master Grocers Australia	CORONAVIRUS (COVID-19) Information for Members Links to multiple tools and recommendations about reducing the risk of COVID-19 within member's stores. Many of the documents are from government websites but there are some MGA documents, including: <ul style="list-style-type: none"> • hygiene recommendations and • recommended cleaning schedules. 	https://www.mga.asn.au/coronavirus/coronavirus-covid-19 https://www.mga.asn.au/coronavirus/hygiene-recommendations https://www.mga.asn.au/coronavirus/cleaning-schedule	✓	



Relevant Commonwealth & State Information (4/4)

Organisation	Title and Description	Link	Sector Relevance	
			Retail and food	Transport and logistics
Peak Bodies				
Pharmacy Guild of Australia	The main page provides links to a range of resources on COVID-19. The Guild has also produced some specific resources on issues such as: <ul style="list-style-type: none"> • Pandemic planning and guidelines • Infection control (links to Health guidance). 	https://www.guild.org.au/resources/business-operations/covid-19 https://www.guild.org.au/resources/business-operations/covid-19/covid-19-guide-for-community-pharmacy https://www.guild.org.au/resources/business-operations/covid-19/covid-19-infection-control	✓	
Australian Chamber of Commerce and Industry with others e.g. AHA; R&CA	COVID-19 Employer Guide. Managing the workplace in the face of the outbreak Includes a section on risk and mitigation.	https://aha.org.au/wp-content/uploads/2016/04/COVID-19-Employer-Guide-Ed-2-160320.pdf	✓	
National Retail Association	Corona Virus Resources Links to a range of resources including a guide on COVID-19 risk management resources for retail workers	https://www.nra.net.au/resource-categories/coronavirus-resources/	✓	
Victorian Transport Association	The VTA has produced three COVID-19 posters for use by the transport industry: <ul style="list-style-type: none"> • COVID-19 Cabin Cleaning • COVID-19 Truck Stops • COVID-19 Truck Drivers 	https://vta.com.au/wp-content/uploads/2020/04/COVID-19-Cabin-Cleaning-VTA-V4.pdf https://vta.com.au/wp-content/uploads/2020/04/COVID-19-Truck-Stops-VTA-V4.pdf https://vta.com.au/wp-content/uploads/2020/04/COVID-19-Truck-Drivers-VTA-v4.pdf		✓
DRVR Training with Queensland Trucking Association and Transport Alliance Australia	COVID-19 Hygiene Awareness for Truck & Delivery Drivers. Online training course developed by Queensland Trucking Association and DRVR Training. This unaccredited training takes 30 minutes and is free. COVID-19 Hygiene Awareness for Passenger Transport Drivers. Online training course developed by DRVR Training and Transport Alliance Australia for drivers of personalised transport vehicles (eg. Limousine, taxi and ride share).	https://www.futurereadyworkforce.com.au/free-covid-19-hygiene-awareness-for-truck-delivery-drivers-training/ https://www.drvrtraining.com/courses/hygiene-for-drivers		✓
Australasian Convenience and Petroleum Marketers Association.	ACPMA has produced a number of COVID-19 guidance materials and Q&As as part of its regular newsletters. These include: <ul style="list-style-type: none"> • Safe Distancing in Retail – Maximum vs Practical Limits and Communications to Customers – includes advice on implementation of appropriate social distancing. • States confirm Roadhouse open for dine in for Heavy Vehicle Drivers – includes information on social distancing and cleaning requirements. 	https://acapmag.com.au/2020/03/safe-distancing-in-retail-maximum-vs-practical-limits-and-communications-to-customers/ https://acapmag.com.au/2020/04/states-confirm-roadhouse-open-for-dine-in-for-heavy-vehicle-drivers/	✓	✓
Trade Unions				
Australian Council of Trade Unions (ACTU)	Coronavirus Updates - Workers' Rights, Tools & Resources for dealing with COVID-19 Links to a range of resources including information: for employers and workers on COVID-19 risk assessments and strategies to reduce transmission. Links within docs to Safe Work Australia's materials on cleaning etc.	https://www.actu.org.au/coronavirus	✓	✓