

Unit mapping

KQ: Knowledge questions		KQ	PA
PA: Practical assessment – Task (T), Workplace Skills (WS)			
Elements and performance criteria			
E 1	Apply principles and aims of a palliative approach when supporting people		
PC 1.1	Recognise the holistic needs of the person extending over time, not just end-of-life	Q 1.1 Q 1.2 Q 1.3 Q 1.4	T 1a T 1d
PC 1.2	Support the person, their family, carer and others identified by the person to express needs and preferences and report information to supervisor	Q 1.5 Q 1.6 Q 1.7.a Q 1.7.b Q 1.8	T 1b–c T 1e
PC 1.3	Communicate with the person, their family, carer and others identified by the person in relation to the person's quality-of-life, pain and comfort and report information to supervisor	Q 1.9 Q 1.10 Q 1.11	T 1m–p
PC 1.4	Adjust communication techniques to meet the individual needs of the person and their family, carer and others identified by the person	Q 1.12 Q 1.13	T 1f–h
PC 1.5	Respect the family, carer and others identified by the person as an integral part of the care team and ensure that they have the information and support needed	Q 1.14 Q 1.15	T 1i–l
E 2	Respect the person's preferences for quality-of-life choices		
PC 2.1	Create a supportive environment that encourages the person, their family, carer and others identified by the person to share information regarding changing needs and preferences	Q 2.1 Q 2.2.a Q 2.2.b	T 2a–b
PC 2.2	Respect the person's individuality, values and beliefs in the context of support provision	Q 2.3 Q 2.4 Q 2.5	T 2 c–f
PC 2.3	Recognise needs and issues outside the scope of own job role and refer to supervisor	Q 2.6 Q 2.7 Q 2.8 Q 2.9 Q 2.10	T 2g T 2h
PC 2.4	Communicate with the person, their family, carer or others identified by the person in a manner that shows empathy and provides emotional support	Q 2.11	T 2i–l

E 3 Follow the person's advance care directives in the individualised plan

PC 3.1	Interpret and follow advance care directives in the individualised plan in accordance with own job role and organisational, legal and ethical requirements	Q 3.1.a Q 3.1.b Q 3.2	T 3a–b T 3e
PC 3.2	Comply with end-of-life decisions as documented in the individualised plan and in accordance with legal requirements	Q 3.3 Q 3.4	T 3c T 3d
PC 3.3	Report the person's changing needs and issues in relation to end-of-life for documentation in the individualised plan according to organisational policies and procedures	Q 3.5.a Q 3.5.b Q 3.6 Q 3.7	T 3g–i
PC 3.4	Monitor the impact of the person's end-of-life needs, issues and decisions on their family, carer and others and refer to appropriate member of the care team for support according to organisational policies and procedures	Q 3.8 Q 3.9 Q 3.10	T 3j–n
PC 3.5	Deliver services in a manner that supports the person's right to choose the location of their end-of-life care	Q 3.11 Q 3.12	T 3f T 3o–r

E 4 Respond to signs of pain and other symptoms

PC 4.1	Observe and document the person's pain and other symptoms in line with individualised plan and report to appropriate member of the care team	Q 4.1 Q 4.2 Q 4.3.a Q 4.3.b	T 4a–d
PC 4.2	Implement strategies to manage pain and promote comfort in line with individualised plan and within scope of own job role	Q 4.4 Q 4.5 Q 4.6	T 4e–g
PC 4.3	Document effectiveness of pain management strategies	Q 4.7 Q 4.8	T 4h–k
PC 4.4	Recognise and report concerns in the workplace surrounding the use of pain-relieving medication	Q 4.9	T 4l–o

E 5 Follow end-of-life care strategies

PC 5.1	Regularly check for any changes on individualised plan that indicate decisions made by the person have been reviewed	Q 5.1	T 5a–c
PC 5.2	Provide a supportive environment to the person, their family, carer, others identified by the person and others involved in end-of-life care	Q 5.2 Q 5.3	T 5d
PC 5.3	Respect and support the person's preferences and culture when providing end-of-life care according to individualised plan and within scope of own job role	Q 5.4 Q 5.5	T 5e–g
PC 5.4	Maintain dignity of the person when providing planned end-of-life care and care immediately following death	Q 5.6 Q 5.7 Q 5.8 Q 5.9 Q 5.10	T 5h–i

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PC 5.5	Recognise any signs of the person's deterioration or imminent death and dying and report to appropriate member of care team, according to organisational policies and procedures	Q 5.11	T 5j-k
PC 5.6	Provide emotional support to the family, carer and others when a death has occurred, within scope of own job role	Q 5.12.a Q 5.12.b Q 5.12.c	T 5l-m
E 6 Manage own emotional responses and ethical issues			
PC 6.1	Follow organisational policies and procedures to manage own emotional responses and ethical issues	Q 6.1 Q 6.2	T 6a
PC 6.2	Identify and reflect on own emotional responses to death and dying and raise and discuss any issues or reactions with supervisor or other appropriate person	Q 6.3 Q 6.4	T 6b-c T 6e
PC 6.3	Raise any ethical issues or concerns with supervisor or other appropriate person	Q 6.5.a Q 6.5.b	T 6d
PC 6.4	Determine and action self-care strategies to address the potential impact of personal responses on self	Q 6.6 Q 6.7	T 6f T 7a-c
PC 6.5	Access bereavement care and support of other team members as needed	Q 6.8.a Q 6.8.b Q 6.9	T 7d

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KE 1	Philosophy, principles, benefits and scope of palliative care	Q 1.1 Q 1.2 Q 1.3 Q 1.4 Q 2.3 Q 3.11 Q 5.2
KE 2	The needs of people dealing with a life-limiting illness and the emotional impact of diagnosis	Q 1.5 Q 1.6 Q 1.7.a Q 1.7.b Q 1.8 Q 1.9
KE 3	Cultural, religious and spiritual differences in relation to death and dying	Q 2.3 Q 2.4 Q 2.5 Q 5.4 Q 5.5
KE 4	Impact of unconscious bias when providing care	Q 2.2.a Q 2.2.b
KE 5	The stages of grief and personal strategies for managing reactions to grief	Q 1.13 Q 5.12.a Q 5.12.b Q 5.12.c
KE 6	Role and purpose of advance care directives	Q 1.15 Q 3.1.a Q 3.1.b Q 3.2
KE 7	End-of-life care strategies	Q 1.10 Q 3.4 Q 3.8 Q 4.4 Q 5.1 Q 5.2 Q 5.3 Q 5.4 Q 5.5 Q 5.11
KE 8	Pain relief and comfort promotion	Q 1.10 Q 1.11 Q 4.1 Q 4.2 Q 4.4 Q 4.7
KE 9	Process to seek clarification and guidance from health professional regarding pain relief and comfort provision	Q 4.3.a Q 4.3.b Q 4.6

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KE 10	Psychological and emotional impact on the person, their family, carer and others during palliative or end of life care	Q 1.14 Q 1.15 Q 2.1 Q 2.11 Q 3.8 Q 5.2 Q 5.12.a Q 5.12.b Q 5.12.c	
KE 11	Nutritional and hydration requirements when using a palliative approach	Q 4.5	
KE 12	Legal and ethical considerations for working in palliative care:		
	▪ dignity of risk	Q 2.8	
	▪ duty of care	Q 2.7 Q 4.8 Q 4.9	
	▪ human rights	Q 3.3 Q 3.11 Q 6.2	
	▪ privacy, confidentiality and disclosure	Q 2.9 Q 3.10	
	▪ work role boundaries, responsibilities and limitations	Q 1.8 Q 1.11 Q 2.6 Q 2.10 Q 3.2 Q 3.4 Q 3.9 Q 4.4 Q 4.9 Q 5.4 Q 5.5	
	▪ State/Territory legislation relating to Voluntary Assisted Dying	Q 3.6 Q 3.7	

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KE 13 Organisational policies and procedures for providing care using a palliative approach and provision of palliative care

Q 1.9
Q 1.15
Q 2.1
Q 2.7
Q 2.10
Q 2.11
Q 3.2
Q 3.4
Q 3.5.a
Q 3.5.b
Q 3.10
Q 4.8
Q 4.9
Q 5.1
Q 5.3
Q 5.5
Q 6.1
Q 6.2
Q 6.5.a
Q 6.5.b

KE 14 Processes for managing own emotional responses including self-care strategies

Q 6.1
Q 6.3
Q 6.4
Q 6.6
Q 6.7
Q 6.8.a
Q 6.8.b
Q 6.9

KE 15 Various signs of imminent death and deterioration

Q 5.11

KE 16 Processes for care of the deceased person's body, including:

- the person's preferences:
 - cultural
 - spiritual and religious

Q 5.6

- infection control

Q 5.8

- support for the family and others

Q 5.12.a
Q 5.12.b
Q 5.12.c

- handling of personal effects and belongings

Q 5.7

- awareness of State/Territory medico-legal requirements and processes

Q 5.9

- documentation requirements

Q 5.10

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KE 17	Communication strategies to build trust, show empathy, demonstrate support and empower the person, their family, carer and others	Q 1.6 Q 1.7.b Q 1.9 Q 1.10 Q 1.12 Q 1.13 Q 1.14 Q 2.1 Q 2.11	
Performance evidence			
PE 1	Support, report and document issues and needs of three people receiving palliative care, including:		
	▪ supporting the person's needs and preferences in relation to their care		T 1a–p
	▪ responding to changing needs and circumstances in the person's care		T 2a–l T 3g–i T 4a–i
	▪ providing emotional support to the person, their family or carer as required		T 2j–l T 3j–n T 5d T 5l–m
	▪ completing documentation in a timely, accurate and objective manner according to organisational policies and procedures		T 1n T 1p T 2h T 3h T 3n T 4c T 4j T 4m T 5k
PE 2	At least one of the above people must be receiving end-of-life care		T 5a–m
PE 3	Reflect on own emotional responses to death and dying and discuss with supervisor on at least one occasion		T 6a–f T 7a–d