

Traineeship Record Book

HLT33115 Certificate III Health
Services Assistance (Admin Pathway)



STUDENT NAME:

Scho	ool Based Traineeship Placement Information
	Trainee Details
FULL Name:	
School:	
Address:	
Telephone:	
	Traineeship Placement Details (Host Employer)
Workplace:	
Supervisor:	
Contact Number:	
Address:	
	RTO Details
RTO Name:	Connect n Grow
Contact Person:	
Contact Number:	1300 283 662
Address:	Suite 2A 313-315 Ross River Road, Aitkenvale QLD 4814
	School Details
Organisation:	
Contact Person:	
Contact Number:	
Address:	

Cover artwork

Artist: Blake Osing, 2025

My art piece symbolises my Aboriginal heritage, showing the turtles as a totem of my tribe and some snakes along the sides to make it look more intriguing.



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Formal Training Plan Error! Boo	kmark not defined.
VERSION CONTROL	29

Throughout this record book, your supervisor needs to complete the yellow shaded sections.

Student/Trainee must add their FULL name, signature and date to the blue shaded sections.



Traineeship Record Book

Connect 'n' Grow® would like to take this opportunity to congratulate you on your traineeship and welcome you as a valued client to our Registered Training Organisation (RTO).

The Traineeship Record Book serves the following purposes:

- it provides the Supervisors and trainees with a guide as to the skills and experiences that should occur in the workplace during vocational placement; and
- it provides a permanent record of workplace competency achievement.

Please take care of this workbook. You may wish to copy this book for your records, prior to handing it back to the teachers.

About Connect 'n' Grow®

Established in 2012, Connect 'n' Grow® is an award-winning RTO delivering high quality health training services. Our Vision is "A world where health pathways happen through quality education". We aim to meet this by using our healthcare programs to provide our Trainees with career pathways through strong collaboration between secondary, vocational, higher education and relevant industry institutions.

Your Responsibilities

As a trainee your responsibilities are to:

- attend work on time as per the agreed terms;
- work towards achieving the qualification or statement of attainment stated in the training contract;
- obey all workplace health and safety (including dress and equipment) and code of conduct workplace rules;
- undertake the training and assessment required under the training plan;
- keep the training record book on you and produce it to the employer, training organisation and/or the Department of Employment, Small Business and Training when requested; and
- NOT terminate the apprenticeship or traineeship before completion unless the apprentice or trainee
 and their employer mutually agree to cancel the training contract and notify the Australian
 Apprenticeship Support Network (AASN) provider or the department accordingly and in writing.

Your Employer's Responsibilities

All training that your employer is responsible for delivering must be done during your normal work hours. They must check that you are completing each task during your working day. They are also responsible for ensuring that you work in a safe workplace in accordance with the relevant Workplace Health and Safety laws and regulations.

Your employer/supervisor should evaluate your performance continually by:

- observing you perform and practise tasks on the job;
- discussing your progress with supervisors and co-workers;
- asking you questions about the tasks you are performing on the job; and
- reviewing your job performance.



	Units of Competency			
Unit Code	Title			
HLTWHS001	Participate in workplace health and safety	Core (CT)		
HLTINF006	Apply basic principles and practices of infection prevention and control	Core (CT)		
СНССОМ005	Communicate and work in health or community services	Core (CT)		
CHCCCS012	Prepare and maintain beds	Elective (CT)		
CHCCCS010	Maintain a high standard of service	Elective (CT)		
HLTAID011	Provide First Aid	Elective (CT)		
HLTAAP001	Recognise healthy body systems	Core		
BSBMED301	Interpret and apply medical terminology	Core		
CHCDIV001	Work with diverse people	Core (CT)		
BSBWOR301	Organise personal work priorities and development	Core		
CHCCCS009	Facilitate responsible behaviours	Elective		
CHCCCS020	Respond effectively to behaviours of concern	Elective		
CHCDIV002	Promote Aboriginal and/or Torres Strait Islander cultural safety	Elective		
BSBMED303	Maintain Patient Records	Imported Elective		
BSBITU306	Design and produce business documents	Imported Elective		



Traineeship Placement Orientation Checklist				
This check	This checklist is to be completed on Day 1 of Placement			
Tour facility and allocated	work area, including parking			
Meet Supervisor/Manage	ment			
Discuss trainee role/respo	nsibilities and expected standards of behaviour (includer)	ding dress		
Revise privacy/confidentia	ality and informed consent policies			
Evacuation/fire and secur	ity procedures explained			
Familiarisation with Facilit	y Emergency telephone number			
Locate Policy and Procedu	re Manuals			
Locate Ward/Facility Rooms - Utility Room, Linen stores, Treatment Room, Lifts, Documentation, Administration, etc.				
Communication systems				
Review WHS (Work Health	n and Safety) policies and procedures pertinent to orga	nisation		
Trainee Name: PLEASE PRINT FULL NAME				
Trainee Signature:		Date:		
Supervisor Name: PLEASE PRINT FULL NAME				
Supervisor Position:				
Supervisor Signature:		Date:		

Third Party Observations

As part of completing these units of competency, we are seeking evidence to support judgment about the trainee's competence. This is to confirm that the trainee consistently demonstrated the noted knowledge and performance evidence to industry standard.

The person completing this report will need to have direct knowledge of:

- the job function and the trainee's application of skills to that function;
- the trainee's ability to repeatedly perform to the required standard; and
- any relevant legislation, regulations or Australian Standards.

Third party evidence should be provided by a workplace expert, supervisor or team leader and is to be completed over a period of time to industry standard.



Third Party Observation Checklist (Performance Evidence)			
Unit Code & Name:	BSBMED303 Maintain Patient Records		
Trainee FULL Name:			
	bove-mentioned trainee, confirm that the trainee consisten orkplace performance to industry standard.	tly demonsti	ates the
The trainee has demons	strated the ability to:	S	NYS
records correct requirements. 2. Identify ways to methods. They 3. Communicate very member) about details, or report	system to create, access, store, and maintain patient ly. They followed workplace rules and respected privacy o improve the recordkeeping process or their own work showed awareness of how tasks could be done better. with the right people (such as a supervisor or team a patient records, including asking questions, confirming ring issues.	Please tick Sa Not Yet Sa	•
Situation 1:			
Situation 2:			
Situation 3:			
Supervisor Feedback (o	ptional):		



Trainee Signature:	Date:	
Supervisor Name:		
PLEASE PRINT FULL NAME		
Supervisor Position:		
Supervisor Signature:	Date:	



Third Party Observation Checklist (Performance Evidence)				
Unit Code & Name:	BSBITU306 Design and produce business do	cuments		
Trainee FULL Name:				
· ·	bove-mentioned trainee, confirm the trainee we e from diverse social and cultural groups and sit		S	NYS
	d/or Torres Strait Islander people	uations,	Please tick Sa Not Yet Sa	
	a good understanding of what is involved in work nmunications Technology or office environment. ed knowledge of:	_		
	ent and resources – such as computers, printers,	phones,		
2. Software appli	nd how they are used in the workplace. cations – like word processing, spreadsheets, and	l email,		
•	re used to complete tasks. showing how documents should look, including la	yout,		
headings, and to the desired t	onts. <pre>procedures - basic rules and steps that workplac</pre>	ces		
_	sks properly and keep information safe.	.03		
The trainee has not car	ried out these tasks but has shown understanding	g of		
how they are used in a	real workplace.			
Supervisor Feedback (pptional):			
Trainee Signature:		Date:		
Supervisor Name: PLEASE PRINT FULL NAM				
Supervisor Position:				
Jupervisor Position:				
Supervisor Signature:		Date:		



Third Party Observation Checklist (Performance Evidence)				
Unit Code & Name:	CHCDIV002 Promote Aboriginal and/or Torres	Strait Isla	nder cultui	ral safety
Trainee FULL Name:				
•	above-mentioned trainee, confirm the trainee mode es Strait Islander cultural safety by:	els		NYS satisfactory or atisfactory
~	erstanding of workplace practices and strategies rela- es Strait Islander culture.	ting to		
Promoting Aboriginal a the workplace.	nd/or Torres Strait Islander cultural safety in the cont	ext of		
Sought further information on cultural awareness to improve own communication skills with Aboriginal and/or Torres Strait Islander peoples who may be clients or colleagues.				
Supervisor Feedback (pptional):			
Trainee Signature:		Date:		
Supervisor Name: PLEASE PRINT FULL NAM				
Supervisor Position:				
Supervisor Signature:		Date:		



Third Party Observation Checklist (Performance Evidence)				
Unit Code & Name:	BSBMED301 Interpret and apply medical terminology appropriately			
Trainee FULL Name:				
	pove-mentioned trainee, confirm that the trainee ses the appropriate level of workplace performance	o to	S	NYS
industry standard.	es the appropriate level of workplace performanc	e to		atisfactory or atisfactory
Interprets and follows w	ritten instructions containing medical terminology.			
Identified and used apprassociated processes.	opriate, relevant abbreviations for medical terms a	nd		
Uses medical terminolog	y correctly in oral communications.			
Observed the production of documentation with the correct use of medical terminology.				
Supervisor Feedback (o	otional):			
Trainee Signature:		Date:		
Supervisor Name: PLEASE PRINT FULL NAME				
Supervisor Position:		<u>, </u>		
Supervisor Signature:		Date:		



Third Party Observation Checklist (Performance evidence)				
Unit Code & Name:	HLTAAP001 Recognise healthy body systems			
Trainee FULL Name:				
•	ove-mentioned trainee, confirm that the trainee es the appropriate level of workplace knowledge to	o -	S Please tick Sa Not Yet Sa	
	ology and shared information about healthy body thin their level of knowledge and scope of role.			
Recognised basic structur	e and functions of the body system.			
functioning - in at least th	nformation about the human body and its healthy ree (3) different situations. r to enter brief explanation of each situation)			
Situation 2				
Situation 3				
Supervisor Feedback (opt	tional):			
Trainee Signature:		Date:		
Supervisor Name: PLEASE PRINT FULL NAME				
Supervisor Position:				
Supervisor Signature:		Date:		



Third Party Observation Checklist (Performance Evidence)			
Unit Code & Name:	CHCCCS020 Respond effectively to behaviours of	concern	
Trainee FULL Name:			
	I, as supervisor of the above-mentioned trainee, confirm that the trainee consistently demonstrates the appropriate level of workplace performance to industry standard.		NYS Satisfactory or
 Effectively dealt with at let Aggression Confusion or other confusion Intoxication Intrusive behaviour Manipulation Noisiness Self-destructive behaviour Verbal offensiveness Wandering 	aviour		
(Nb: Trainee or Supervisor Situation 1:	r to enter brief explanation of each situation)		
Situation 2:			
Situation 3:			
Situation 4:			



Third Party Observation Checklist (Performance Evidence)					
Unit Code & Name:	CHCCCS020 Respond effectively to behave	iours of	concern		
Situation 5:					
Supervisor Feedback (optional):					
Trainee Signature:		Date:			
Supervisor Name: PLEASE PRINT FULL NAME					
Supervisor Position:					
Supervisor Signature:		Date:			



Third Part	ty Observation Checklist (Performance E	vidence)							
Unit Code & Name:	CHCCCS009 Facilitate responsible behaviour								
Trainee FULL Name:									
· ·	I, as supervisor of the above-mentioned trainee, confirm that the trainee consistently demonstrates the appropriate level of workplace performance to industry standard.								
The trainee has demonstrated effective skills in meeting each of the following requirements: (Nb: Trainee or Supervisor to enter brief explanation of each situation)									
Recognised and responde of concern were present.	S Please tick Sa								
Situation 1:		Not Yet Sa	tisfactory						
Situation 1.									
Situation 2:									
Situation 3:									
Supervisor Feedback (opt	tional):								
Trainee Signature:	Date:								
Supervisor Name: PLEASE PRINT FULL NAME	'								
Supervisor Position:									
Supervisor Signature:	Date:								



Third Party Observation Checklist (Performance Evidence)									
Unit Code & Name:	BSBWOR301 Organise personal work prior	rities an	d developn	nent					
Trainee FULL Name:									
I, as supervisor of the abo consistently demonstrate industry standard.		S NYS Please tick Satisfactory or Not Yet Satisfactory							
Prepared and implemente work objectives.	nts of								
The personal work plan w schedule, prioritise and m									
Demonstrated the ability contingencies.									
Monitored and assessed passessed passessed from rel									
Identified personal development and lea	opment needs and accessed, completed and recorning.	orded							
Feedback (optional):									
Trainee Signature:	l l	Date:							
Supervisor Name: PLEASE PRINT FULL NAME									
Supervisor Position:									
Supervisor Signature:		Date:							



Trainee Self-assessment						
Please complete the below	elf-assessment on your clinical placement experience.					
Trainee FULL Name:						
1. I have applied the skills ic	entified in this traineeship. Yes or No? <i>Explain your answer.</i>					
2. I really enjoyed						
3. I gained knowledge abou	t (tick one or more of the following):					
☐ The organisation						
☐ How to communicate	with people					
$oldsymbol{\square}$ Workplace health and	safety					
$oldsymbol{\square}$ The important role of	the allied health assistant					
4. The main issue/s I faced i	ncluded					
5. The most vivid memory I	will take away from this experience					
6. Some important things I	earnt about myself include					
-	when applying for employment. Skills and knowledge I have learnt and					
developed include the fo	lowing:					



1			



Trainee Activity Sheet Further evidence of tasks completed **Trainee FULL Name:** Supervisor **Training and Tasks performed** Unit of competency Equipment, aids, medical devices used, documentation/records Date Initials BSBMED303 **Maintain Patient Records BSBITU306 Design and produce** business documents CHCDIV002 **Promote Aboriginal** and/or Torres Strait Islander cultural safety



Trainee Activity Sheet								
Unit of competency	Training and Tasks performed	Equipment, aids, medical devices used, documentation/records	Supervisor Initials	Date				
BSBMED301 Interpret and apply medical terminology appropriately								
HLTAAP001 Recognise healthy body systems								



	Trainee Activity Sheet								
Unit of competency	Training and Tasks performed	Equipment, aids, medical devices used, documentation/records	Supervisor Initials	Date					
CHCCCS020 Respond effectively to behaviours of concern									
CHCCCS009 Facilitate responsible behaviours									



	Trainee Activity Sheet								
Unit of competency	Training and Tasks performed	Equipment, aids, medical devices used, documentation/	records	Supervisor Initials	Date				
BSBWOR301									
Organise personal work priorities and development									
		Trainee Activity Sheet							
Supervisor Feedback (Optional):									
Supervisor Name: PLEASE PRINT FULL NAME									
Supervisor Position:									
Supervisor Signature:		Da	ate:						



	Unit of Competency Info	ormation
Unit of competency	Unit description	Example of evidence
BSBMED303 Maintain Patient Records	This unit describes the skills and knowledge required to maintain patient records within an existing medical records management system, under the supervision of a senior receptionist or practice manager. It applies to individuals who apply a broad range of competencies in various medical administration contexts. They are skilled operators who are expected to exercise discretion and judgement in accessing and maintaining patient records while fully respecting patient privacy and the confidentiality of their details.	The ability to use a recordkeeping system to create, access, store and maintain accurate records, according to organisational and legislative requirements. The ability to identify and recommend improvements to recordkeeping system or own work practices and communicate with relevant people about patient records.
BSBITU306 Design and produce business documents	This unit describes the skills and knowledge required to design and produce various business documents and publications. It includes selecting and using a range of functions on a variety of computer applications. It applies to individuals who possess fundamental skills in computer operations and keyboarding. They may exercise discretion and judgement using appropriate theoretical knowledge of document design and production to provide technical advice and support to a team.	The student/trainee has shown a good understanding of what is involved in working in an Information and Communications Technology (ICT) or office environment. The student has demonstrated knowledge of: 1. Office equipment and resources — such as computers, printers, phones, and internet, and how they are used in the workplace. 2. Software applications — like word processing, spreadsheets, and email, and how they are used to complete tasks. 3. Style guides — showing how documents should look, including layout, headings, and fonts. 4. Organisational procedures — basic rules and steps that workplaces follow to do tasks properly and keep information safe. The student/trainee has not carried out these tasks but has shown understanding of how they are used in a real workplace.
CHCDIV002 Promote Aboriginal and/or Torres Strait	The unit describes the skills and knowledge required to identify Aboriginal and/or Torres Strait Islander cultural safety issues in the workplace, model cultural safety in own work	Promoting Aboriginal and/or Torres Strait Islander cultural safety in the workplace. e.g., communicating and interacting with Aboriginal or Torres Strait Islander clients.



Islander Cultural Safety	practice, and develop strategies to enhance cultural safety.	
BSBMED301 Interpret and apply medical terminology appropriately	This unit describes the skills and knowledge required to understand and respond to instructions; to carry out routine tasks and communicate with a range of internal/external clients in a medical environment; as well as use appropriate medical terminology.	Interpreting and following written instructions containing medical terminology: using medical terminology correctly in oral communications; identifying abbreviations e.g., reading patient charts, prescriptions, referrals.



	Unit of Competency Info	ormation
Unit of competency	Unit description	Example of evidence
CHCCCS020 Respond effectively to behaviours of concern	This unit describes the skills and knowledge required to respond effectively to behaviours of concern of people. Skills are associated with handling difficult incidents rather than managing ongoing behaviour difficulties.	Identifying behaviour and planning responses e.g., strategies for dealing with behaviours of concern, position responsibilities including scope of practice in responding and involvement. Reporting and reviewing e.g., reporting to relevant personnel and participating in debriefing activities, seeking feedback and further resources.
BSBWOR301 Organise personal work priorities and development	This unit describes the skills and knowledge required to organise your own work schedules, monitor and obtain feedback on work performance, and maintain required levels of competence.	Preparing a work plan, using business technology, prioritising tasks, and monitoring own personal performance. e.g., completing record of daily duties, reflecting on performance.
CHCCCS009 Facilitate responsible behaviours	This unit describes the skills and knowledge required to monitor individuals, respond to behaviours of concern, deal with conflict and support responsibility for behaviour management and change.	Observe individuals, manage conflict, Respond to behaviours of concern, Complete reporting requirements.
HLTAAP001 Recognise healthy body systems	This unit describes the skills and knowledge required to work with basic information about the human body and to recognise and promote ways to maintain healthy functioning of the body.	Working effectively with information about the human body and its healthy functioning.eg observing vital signs being taken and discussed.



Traineeship Completion Declaration						
This is to certify that			has completed			
h	ours as part of their traineeship at					
the	·					
Trainee Name:						
PLEASE PRINT FULL NAME						
Trainee Signature:		Date:				
Supervisor Name:						
PLEASE PRINT FULL NAME						
Supervisor Position:						
Supervisor Signature:		Date:				
	Connect 'n' Grow to Complet	e				
This is to certify that		has com	npleted their			
traineeship to the require	d satisfactory level.					
Name:						
Signature:		Date:				



	Units of Competency			Fo	rmal Trainin	9		Assessment			Employer	
Unit type		Unit Train	Jnit Training Dates Mode		Responsibility for training					Date deemed		
Unit code	Unit Title	(c ore or e lective)	Start	End	Identifier & Predominant Delivery Mode (eg NYYE)	Employer	SRTO	RPL CT	Method	Outcome	competent by SRTO	Employer Support
HLTWHS001	Participate in workplace health and safety	Core			NNN	\boxtimes	X	СТ				
HLTINF006	Apply basic principles and practices of infection prevention and control	Core			NNN	\boxtimes	\times	СТ				
CHCCOM005	Communicate and work in health or community services	Core			NNN	\boxtimes	X	СТ				
CHCCCS012	Prepare and maintain beds	Elective			NNN	\boxtimes	X	СТ				
CHCCCS010	Maintain a high standard of service	Elective			NNN	\boxtimes	X	СТ				
CHCDIV001	Work with diverse people	Core			NNN	X	×	СТ				
HLTAID011	Proved First Aid	Elective			NNN	X	X	СТ				
HLTAAP001	Recognise healthy body systems	Core			YYY							
BSBMED301	Interpret and apply medical terminology	Core			YYY							



Units of Competency			Formal Training				Assessment				Employer	
Unit code	Unit Title	Unit type (c ore or e lective)	Unit Training Dates		Delivery Mode Identifier &	Responsil train	-	DDI			Date deemed	-
			Start	End	Predominant Delivery Mode (eg NYYE)	Employer	SRTO	RPL CT	Method	Outcome	competent by SRTO	Employer Support
BSBWOR301	Interpret personal work priorities and development	Core			YYY							
CHCCCS009	Facilitate responsible behaviour	Elective			YYY							
CHCCCS020	Respond effectively to behaviours of concern	Elective			YYY							
BSBMED303	Maintain patient records	Imported Elective			YYY							
CHCDIV002	Promote Aboriginal and/or Torres Strait Islander Cultural Safety	Elective			YYY							
BSBITU306	Design and produce business documents	Imported Elective			YYY							



VERSION CONTROL

Version Number	Date	Author	Rational
1.0	14 Ma 2025	Vanessa Harris	First version





Support

Connect n Grow has a friendly team of people who

are always available to assist you if you need anything. They are availale on:

P: 1300 283 662

E: admin@connectngrow.edu.au W: www.connectngrow.edu.au