



# Case Study One:

## On-the-job support

This case study was from one Queensland AHA and AHP student who talked about the value of the in-house workplace support.

They emphasised the importance of building rapport and communicating respectfully with participants while under the supervision of an AHP. The AHA said they appreciated the value of regular meetings and catch-up sessions with other AHAs and AHPs, and being able to message the AHP with questions and/or concerns.

The AHA also said they benefitted from being trained in various disabilities to build the skills required to interact with participants from diverse backgrounds.

This student also benefitted from being employed as an AHA while completing their AHP studies, which allowed them to earn an income in a relevant field while building an AHP career pathway.



### Benefits

AHAs can work in their chosen discipline, earn money, and learn on the job while studying. Students are 'building and improving skills on the job'. (AHP student). AHP students have a good knowledge of different disabilities and are taught to work effectively with a diverse group of participants as 'the right fit is important'. (AHP Student).



### Challenges

The AHA felt they had the skills and knowledge to work effectively as an AHA and therefore did not mention any challenges. (This may not be the case with all AHP students given the diversity of higher education providers and AHP qualifications.)



### Strategies for success

- Clear two-way communication between AHPs and AHAs with regular meetings and catch-up sessions
  - Further development of AHAs ability to build rapport and communicate effectively and respectfully with all participants.
- AHP provided in-house training in specialised skills that AHAs could use with participants.



### Key principles of good practice

- Foster clear two-way communication between AHAs and AHPs
- Use AHP students as AHAs to gain real workplace experience as they complete their degree and gain valuable on-the-job training.