



**Australian Government**

# **HLT23215 Certificate II in Health Support Services**

**Release 2**

## HLT23215 Certificate II in Health Support Services

### Modification History

Release	Comments
Release 2	<p>Release 2. HLT23215 Certificate II in Health Support Services supersedes and is equivalent to Release 1. HLT23215 Certificate II in Health Support Services.</p> <p>Modifications include removal of unused units of competency in response to Skills Reform Ministerial Statement - 9 October 2020. Elective unit removed: HLTHSS001 Operate an incinerator.</p>
Release 1	<p>This version was released in HLT Health Training Package release 3.0 and meets the requirements of the 2012 Standards for Training Packages.</p> <p>Supersedes HLT21212 Certificate II in Health Support Services. Change in packaging rules. Significant changes to core.</p>

### Qualification Description

This qualification reflects the role of workers who provide support for the effective functioning of health services. At this level workers complete tasks under supervision involving known routines and procedures or complete routine but variable tasks in collaboration with others in a team environment.

*No licensing, legislative, regulatory or certification requirements apply to this qualification at the time of publication.*

### Packaging Rules

**Total number of units = 12**

- 4 core units
- 8 elective units, consisting of:
  - at least 7 units from electives listed below
  - up to 1 unit from the electives listed below, any endorsed Training Package or accredited course – this unit must be relevant to the work outcome

Any combination of electives that meets the rules above can be selected for the award of the *Certificate II in Health Support Services*. Where appropriate, electives may be packaged to provide a qualification with a specialisation.

Packaging for each specialisation:

- ALL Group A electives must be selected for award of the *Certificate II in Health Support Services (Cleaning)*
- ALL Group B electives must be selected for award of the *Certificate II in Health Support Services (Laundry)*
- ALL Group C electives must be selected for award of the *Certificate II in Health Support Services (Food Services)*
- ALL Group D electives must be selected for award of the *Certificate II in Health Support Services (Grounds Maintenance)*
- ALL Group E electives must be selected for award of the *Certificate II in Health Support Services (General Maintenance)*
- ALL Group F electives must be selected for award of the *Certificate II in Health Support Services (Client Support)*
- ALL Group G electives must be selected for award of the *Certificate II in Health Support Services (Health Administration)*

All electives chosen must contribute to a valid, industry-supported vocational outcome.

Core units

CHCCOM005 Communicate and work in health or community services

CHCDIV001 Work with diverse people

HLTINF001 Comply with infection prevention and control policies and procedures

HLTWHS001 Participate in workplace health and safety

Elective units

Group A electives – CLEANING specialisation

HLTHSS003 Perform general cleaning tasks in a clinical setting

CPPCLO2017A Clean wet areas

CPPCLO2019A Sort and remove waste and recyclable materials

CPPCLO2033A Plan for safe and efficient cleaning activities

CPPCLO2035A Maintain cleaning storage areas

Group B electives – LAUNDRY specialisation

HLTHSS006 Collect and manage linen stock at user-location

LMTLA2001A Conduct safe handling of laundry chemicals

LMTLA2002A Operate washing machines

LMTLA2006A Perform conditioning and drying processes

LMTLA2009A Inspect, fold and pack theatre linen

Group C electives – FOOD SERVICES specialisation

HLTFSE001 Follow basic food safety practices

HLTFSE002 Provide ward or unit based food preparation and distribution services

HLTFSE003 Perform kitchenware washing

HLTFSE009 Apply cook-freeze and reheating processes

SITXFSA202 Transport and store food

Group D electives – GROUNDS MAINTENANCE specialisation

AHCMOM204A Undertake operational maintenance of machinery

AHCMOM304A Operate machinery and equipment

AHCPGD203A Prune shrubs and small trees

AHCPMG201A Treat weeds

AHCPMG202A Treat plant pests, diseases and disorders

Group E electives – GENERAL MAINTENANCE specialisation

HLTHSS002 Perform general maintenance and provide assistance to tradespersons

HLTHSS008 Perform routine servicing of plant, equipment and machinery

CPPCLO2019A Sort and remove waste and recyclable materials

CPPCLO2037A Clean external surfaces

FDFOP2016A Work in a food handling area for non-food handlers

## Group F electives – CLIENT SUPPORT specialisation

CHCCCS012	Prepare and maintain beds
CHCCCS020	Respond effectively to behaviours of concern
CHCCCS026	Transport individuals
HLTFSE002	Provide ward or unit based food preparation and distribution services
HLTHSS004	Handle and move equipment, goods and mail

## Group G electives – HEALTH ADMINISTRATION specialisation

BSBADM101	Use business equipment and resources
BSBCUS201	Deliver a service to customers
BSBINM201	Process and maintain workplace information
BSBWOR202	Organise and complete daily work activities
BSBWOR204	Use business technology

## Other electives

CHCCCS010	Maintain a high standard of service
CHCDIV002	Promote Aboriginal and/or Torres Strait Islander cultural safety
HLTFSE004	Serve cafeteria customers
HLTHSS005	Undertake routine stock maintenance
HLTHSS007	Handle medical gases safely
HLTWHS005	Conduct manual tasks safely
AHCCHM201A	Apply chemicals under supervision
AHCDRG201A	Maintain drainage systems
AHCNSY202A	Tend nursery plants
AHCPGD201A	Plant trees and shrubs
BSBFLM312	Contribute to team effectiveness

BSBITU201	Produce simple word processed documents
BSBITU202	Create and use spreadsheets
BSBWOR203	Work effectively with others
CPPCCL2007A	Perform basic stain removal
CPPCLO2001A	Maintain hard floor surfaces
CPPCLO2004A	Maintain carpeted floors
CPPCLO2015A	Maintain furniture, fittings and room dressing
CPPCLO3014A	Maintain 'clean room' environments
CPPCMN3001B	Participate in environmentally sustainable work practices
FNSACC301	Process financial transactions and extract interim reports
LMTLA2003A	Control washing extractor operation
LMTLA2004A	Perform linen rewash
LMTLA2005A	Operate hydro extractor
LMTLA2007A	Finish products for despatch
LMTLA2008A	Repair damaged laundry items
LMTLA2010A	Prepare products for storage or despatch
SITHCCC103	Prepare sandwiches (Note pre-reqs: SITXFSA101)
SITHCCC201	Produce dishes using basic methods of cookery (Note pre-reqs: SITXFSA101)
SITHCCC202	Produce appetisers and salads (Note pre-reqs: SITXFSA101)
SITHCCC203	Produce stocks, sauces and soups (Note pre-reqs: SITXFSA101)
SITHCCC205	Produce cook-chill and cook-freeze foods (Note pre-reqs: SITXFSA101)
SITHKOP101	Clean kitchen premises and equipment (Note pre-reqs: SITXFSA101)
SITXFSA101	Use hygienic practices for food safety
SITXINV202	Maintain the quality of perishable items (Note pre-reqs: SITXFSA101)
TLID2010	Operate a forklift

## Qualification Mapping Information

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## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705>