



**Australian Government**

# **HLT23221 Certificate II in Health Support Services**

**Release 1**

# HLT23221 Certificate II in Health Support Services

## Modification History

Not applicable.

## 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 and variable tasks in collaboration with others in a team environment.

No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication. State/territory and local government agencies should be consulted to determine any specific certification or licensing requirements.

## Packaging Rules

12 units must be completed:

- 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. Electives may be packaged to provide a qualification with a specialisation.

Packaging for each specialisation:

- At least five Group A electives must be selected for award of the Certificate II in Health Support Services (Client Support)
- At least five Group B electives must be selected for award of the Certificate II in Health Support Services (Food Services)
- At least five Group C 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

HLTINF006 Apply basic principles and practices of infection prevention and control

HLTWHS001 Participate in workplace health and safety

### **Elective units**

#### **Group A electives – CLIENT SUPPORT specialisation**

CHCCCS012 Prepare and maintain beds

CHCCCS026 Transport individuals

HLTFSE002 Provide ward or unit based food preparation and distribution services

HLTHSS009 Perform general cleaning tasks in a clinical setting

HLTHSS010 Handle and move equipment, goods and mail

HLTHSS011 Maintain stock inventory

#### **Group B electives – FOOD SERVICES specialisation**

HLTAHA041 Support food services and dietetics in menu and meal order processing

HLTFSE001 Follow basic food safety practices

HLTFSE003 Perform kitchenware washing

HLTFSE009 Apply cook-freeze and reheating processes

HLTFSE004 Serve cafeteria customers

SITXFSA005 Use hygienic practices for food safety

SITXFSA007 Transport and store food

SITHCCC024 Prepare and present simple dishes

SITHCCC025 Prepare and present sandwiches

#### **Group C electives – HEALTH ADMINISTRATION specialisation**

BSBINS201 Process and maintain workplace information

BSBMED301 Interpret and apply medical terminology appropriately

BSBMED303 Maintain patient records

BSBOPS101 Use business resources

BSBOPS203 Deliver a service to customers

BSBPEF202 Plan and apply time management

BSBTEC201 Use business software applications

### **Other electives**

CHCCCS020 Respond effectively to behaviours of concern

CHCCCS010 Maintain a high standard of service

HLTHSS012 Handle medical gases safely

HLTWHS005 Conduct manual tasks safely

## **Qualification Mapping Information**

Supersedes and is equivalent to HLT23215 Certificate II in Health Support Services

### **Links**

Companion Volume implementation guides are found in VETNet -

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