HLT23215 Certificate II in Health Support Services

Modification History

<table>
<thead>
<tr>
<th>Release</th>
<th>Comments</th>
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<tr>
<td>Release 1</td>
<td>This version was released in <em>HLT Health Training Package release 3.0</em> and meets the requirements of the 2012 Standards for Training Packages. Supersedes HLT21212 Certificate II in Health Support Services. Change in packaging rules. Significant changes to core.</td>
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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

- HLTSS003 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
HLTHSS001   Operate an incinerator
HLTHSS005   Undertake routine stock maintenance
HLTHSS007   Handle medical gases safely
HLTWHS005   Conduct manual tasks safely
AHCCCHM201A   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
No equivalent qualification.

Links
Companion volumes from the CS&HISC website - http://www.cshisc.com.au