



Australian Government

Department of Education, Employment and Workplace Relations

HLT21207 Certificate II in Health Support Services

Release: 1

HLT21207 Certificate II in Health Support Services

Modification History

Not Applicable

Description

This qualification covers workers who provide support for the effective functioning of health services. These workers do not provide direct care assistance functions such as assisting other staff with the care of clients. This is an entry-level qualification and is suited to Australian Apprenticeship pathways.

Occupational titles for these workers may include:

- Administration support
- Cleaner
- Domestic assistant
- Food service assistant
- Grounds maintenance worker
- Hospital assistant
- Kitchen hand
- Maintenance assistant
- Pathology courier
- Stores assistant
- Assistant cook
- Clerk
- Driver
- Food service worker
- Handyperson
- Housekeeping assistant
- Laundry worker
- Orderly
- Porter
- Support services worker
- Ward assistant

Pathways Information

Not Applicable

Licensing/Regulatory Information

Not Applicable

Entry Requirements

Not Applicable

Employability Skills Summary

Refer to the Topic: Introduction to the Employability Skills Qualification Summaries

Packaging Rules

PACKAGING RULES

12 units of competency are required for award of this qualification, including:

- 4 core units
- 8 elective units

A wide range of electives is available and can be packaged to provide either:

- a generic qualification that covers a range of work functions, or
- a targeted qualification as required for specific work roles

Elective units are to be packaged as follows:

- For a generic qualification select a **minimum of 6** units of competency from the relevant electives listed below (i.e. across all streams)

or

- For a qualification targeted to a specific area of work select a **minimum of 6** units of competency from the relevant elective group

and additional electives may be selected from:

- Units of competency to address workplace requirements and packaged at the level of this qualification or higher in Health and/or Community Services Training Packages
- Where appropriate, to address workplace requirements, up to 3 units of competency packaged at the level of this qualification or higher in other relevant Training Packages or accredited courses where the details of those courses are available on the NTIS or other public listing

Core units

BSBWOR203A Work effectively with others

HLTHIR301B Communicate and work effectively in health

HLTIN301C Comply with infection control policies and procedures

HLTOHS200B Participate in OHS processes

The importance of culturally aware and respectful practice

All workers undertaking work in health need foundation knowledge to inform their work with Aboriginal and/or Torres Strait Islander clients and co-workers and with clients and co-workers from culturally and linguistically diverse backgrounds. This foundation must be provided and assessed as part of a holistic approach to delivery and assessment of this qualification. Specific guidelines for assessment of this aspect of competency are provided in the Assessment Guidelines for the Health Training Package.

Relevant electives

Electives are to be selected in line with the specified Packaging Rules. Workplaces may package electives to reflect the functions of workers. To facilitate the selection of electives, relevant units of competency have been grouped as follows:

- *Cleaning electives*
- *Laundry electives*
- *Food services electives*
- *Grounds maintenance electives*
- *General maintenance electives*
- *Client support electives*
- *Health administration electives*
- *Stores electives*
- *Transport electives*

1. For a generic qualification

Select a minimum of 6 units of competency from across all elective groups below, including elective Groups A-H and 'Other relevant electives'.

2. For a qualification targeted to a specific work area

Industry has identified seven specific work areas that demand a minimum number of electives (i.e. 6 electives) to be selected as follows:

- *Cleaning work* requires 6 *Group A Cleaning electives*
- *Laundry work* requires 6 *Group B Laundry electives*
- *Food services work* requires 6 *Group C Food services electives*
- *Grounds maintenance work* requires 6 *Group D Grounds maintenance electives*
- *General maintenance work* requires 6 *Group E General maintenance electives*
- *Client support work* requires 6 *Group F Client support electives*
- *Health administration work* requires 6 *Group G Health administration electives*

Where the electives achieved address requirements for one of these specific work areas, this is to be clearly articulated on the transcript (certification) as:

"This qualification includes electives required for *Cleaning work*"

"This qualification includes electives required for *Laundry work*"

"This qualification includes electives required for *Food services work*"

"This qualification includes electives required for *Grounds maintenance work*"

"This qualification includes electives required for *General maintenance work*"

"This qualification includes electives required for *Client support work*"

or

"This qualification includes electives required for *Health administration work*"

3. Select additional electives to a total of 8 electives in line with the Packaging Rules

A number of units of competency listed as electives for this qualification have been drawn from other Training Packages as follows:

- PRM04 Asset Maintenance Training Package
- LMT07 Textiles, Clothing and Footwear Training Package (V2)
- SIT07 Tourism, Hospitality and Events V2
- RTF03 Amenity Horticulture Training Package
- TLI07 Transport and Logistics Training Package
- BSB07 Business Services Training Package (V3)

Where job roles are undertaken predominantly outside a health care setting then Training Package users may wish to access qualifications from that Training Package.

Group A electives - at least 6 units required for CLEANING workHLTMS206C Perform general cleaning tasks in a clinical settingPRMCC07A Perform basic stain removalPRMCL01B Maintain a hard floor surfacePRMCL04B Maintain a carpeted floorPRMCL14B Maintain a 'clean room' environmentPRMCL15B Maintain furniture and fittings and room dressingPRMCL17B Clean a wet areaPRMCL19B Remove wastePRMCL33B Plan for safe and efficient cleaning activitiesPRMCL35B Maintain a cleaning storage area**Group B electives - at least 6 units required for LAUNDRY work**HLTMS201C Collect and manage linen stock at user-locationLMTLA2002A Operate washing machinesLMTLA2003A Control washing machine operationLMTLA2004A Perform linen rewashLMTLA2005A Operate hydro extractorLMTLA2006A Perform conditioning and drying processesLMTLA2007A Finish products for despatchLMTLA2008A Repair damaged laundry itemsLMTLA2009A Inspect, fold and pack theatre linenLMTLA2010A Prepare products for storage or despatch**Group C electives - at least 6 units required for FOOD SERVICES work**HLTFS201C Distribute meals and refreshments to clients (Note pre-requ: HLTFS207C)HLTFS203C Apply cook-freeze processes (Note pre-requ: HLTFS207C)HLTFS204C Provide ward or unit based food preparation and distribution services (Note pre-requ: HLTFS207C)HLTFS205C Perform kitchenware washing (Note pre-requ: HLTFS207C)HLTFS206C Carry out cafeteria operations (Note pre-requ: HLTFS207C)HLTFS207C Follow basic food safety practicesHLTFS208C Transport food (Note pre-requ: HLTFS207C)HLTHSE204C Follow safe manual handling practicesSITHCCC003A Receive and store kitchen supplies (Note pre-requ: SITXOHS002A)SITHCCC004A Clean and maintain kitchen premises (Note pre-requ: SITXOHS002A)SITHCCC005A Use basic methods of cookery (Note pre-requs: SITXOHS002A,SITHCCC001A, SITHCCC002A)SITHCCC006A Prepare appetisers and salads (Note pre-requs: SITXOHS002A,SITHCCC001A, SITHCCC002A)SITHCCC007A Prepare sandwiches (Note pre-requs: SITXOHS002A,SITHCCC001A)SITHCCC008A Prepare stocks, sauces and soups (Note pre-requs: SITXOHS002A,SITHCCC001A, SITHCCC002A, SITHCCC005A)SITHCCC032A Apply cook-chill production processes (Note pre-requs:SITXOHS002A, SITXFSA001A)**Group D electives - at least 6 units required for GROUNDS MAINTENANCE work**RTC2012A Plant trees and shrubsRTC2301A Undertake operational maintenance of machineryRTC2307A Operate machinery and equipment

- RTC2401A Treat weeds
RTC2404A Treat plant pests, diseases and disorders
RTC2706A Apply chemicals under supervision
RTE2604A Maintain drainage systems
RTF2017A Prune shrubs and small trees
RTF2024A Tend nursery plants

Group E electives - at least 6 units required for GENERAL MAINTENANCE work

- HLTGM201C Perform routine servicing of plant, equipment and machinery
HLTGM202C Use hand and power tools
HLTGM203C Perform minor general maintenance
HLTGM204C Assist tradesperson with construction and maintenance
HLTGM206C Operate an incinerator
HLTGM207C Carry out work in a food handling area
PRMCL19B Remove waste
PRMCL37A Clean external surfaces

Group F electives - at least 6 units required for CLIENT SUPPORT work

- HLTCSD201C Maintain high standard of client service
HLTCSD203C Prepare and maintain beds
HLTCSD208C Transport clients
HLTCSD306C Respond effectively to difficult or challenging behaviour
HLTFS204C Provide ward or unit based food preparation and distribution services (Note pre-requ: HLTFS207C)
HLTHSE204C Follow safe manual handling practices
HLTMS201C Collect and manage linen stock at user-location
HLTMS203C Undertake routine stock maintenance
HLTMS207C Handle medical gases safely

Group G electives - at least 6 units required for HEALTH ADMINISTRATION work

- BSBADM101A Use business equipment and resources
BSBCUS201A Deliver a service to customers
BSBINM201A Process and maintain workplace information
BSBINM202A Handle mail
BSBITU201A Produce simple word processed documents
BSBITU202A Create and use spreadsheets
BSBWOR204A Use business technology
FNSICGEN305B Maintain daily financial/business records

Group H electives - recommended for culturally aware and respectful practice

Where work involves a specific focus on Aboriginal and/or Torres Strait Islander and/or culturally diverse clients or communities, one or both of the following electives is recommended:

- HLTHIR403C Work effectively with culturally diverse clients and co-workers
HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people

Other relevant electives

Stores electives

- HLTMS203C Undertake routine stock maintenance
TLID1007C Operate a forklift
TLID107C Shift materials safely using manual handling methods

Transport electives

HLTCSD208C Transport clients

HLTFS208C Transport food (Note pre-requ: HLTFS207C)

HLTMS204C Handle and move equipment, goods, mail and furniture

HLTMS207C Handle medical gases safely