



Australian Government

Department of Education, Employment and Workplace Relations

HLT21212 Certificate II in Health Support Services

Release: 1

HLT21212 Certificate II in Health Support Services

Modification History

HLT07 Version 4	HLT07 Version 5	Comments
HLT21207 Certificate II in Health Support Services	HLT21212 Certificate II in Health Support Services	Updated in V5 - Updated core units HLTWHS200A Participate in WHS processes

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 TGA or other public listing

Core units

BSBWOR203B Work effectively with others

HLTHIR301C Communicate and work effectively in health

HLTIN301C Comply with infection control policies and procedures

HLTWHS200A Participate in WHS 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)
- CPP07 Property Services Training Package

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 work

HLTMS206D Perform general cleaning tasks in a clinical setting
PRMCC07A Perform basic stain removal
PRMCL01B Maintain a hard floor surface
PRMCL04B Maintain a carpeted floor
PRMCL14B Maintain a 'clean room' environment
PRMCL15B Maintain furniture and fittings and room dressing
PRMCL17B Clean a wet area
PRMCL19B Remove waste
PRMCL33B Plan for safe and efficient cleaning activities
PRMCL35B Maintain a cleaning storage area

Group B electives - at least 6 units required for LAUNDRY work

HLTMS201D Collect and manage linen stock at user-location
LMTLA2002A Operate washing machines
LMTLA2003A Control washing machine operation
LMTLA2004A Perform linen rewash
LMTLA2005A Operate hydro extractor
LMTLA2006A Perform conditioning and drying processes
LMTLA2007A Finish products for despatch
LMTLA2008A Repair damaged laundry items
LMTLA2009A Inspect, fold and pack theatre linen
LMTLA2010A Prepare products for storage or despatch

Group C electives - at least 6 units required for FOOD SERVICES work

HLTFS201D Distribute meals and refreshments to clients
(Note pre-requ: HLTFS207C)
HLTFS203D Apply cook-freeze processes
(Note pre-requ: HLTFS207C)
HLTFS204D Provide ward or unit based food preparation and distribution services (Note pre-requ: HLTFS207C)
HLTFS205D Perform kitchenware washing (Note pre-requ: HLTFS207C)
HLTFS206D Carry out cafeteria operations (Note pre-requ: HLTFS207C)
HLTFS207C Follow basic food safety practices
HLTFS208D Transport food (Note pre-requ: HLTFS207C)
HLTHSE204D Follow safe manual handling practices
SITHCCC003B Receive and store kitchen supplies
(Note pre-requ: SITXOHS002A)
SITHCCC004B Clean and maintain kitchen premises
(Note pre-requ: SITXOHS002A)
SITHCCC005A Use basic methods of cookery (Note pre-requ: SITXOHS002A,
SITHCCC001B, SITHCCC002A)
SITHCCC006A Prepare appetisers and salads (Note pre-requ: SITXOHS002A,
SITHCCC001B, SITHCCC002A)
SITHCCC007A Prepare sandwiches
(Note pre-requ: SITXOHS002A, SITHCCC001B)

SITHCCC008A Prepare stocks, sauces and soups
(Note pre-requs: SITXOHS002A, SITHCCC001B, 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

AHCPGD201A Plant trees and shrubs
AHCMOM204A Undertake operational maintenance of machinery
AHCMOM304A Operate machinery and equipment
AHCPMG201A Treat weeds
AHCPMG202A Treat plant pests, diseases and disorders
AHCCHM201A Apply chemicals under supervision
AHCINF204A Maintain drainage systems
AHCGRD203A Prune shrubs and small trees
AHCNSY202A Tend nursery plants

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

HLTGM201D Perform routine servicing of plant, equipment and machinery
HLTGM202D Use hand and power tools
HLTGM203D Perform minor general maintenance
HLTGM204D Assist tradesperson with construction and maintenance
HLTGM206D 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

HLTCSD201D Maintain high standard of client service
HLTCSD203D Prepare and maintain beds
HLTCSD208D Transport clients
HLTCSD306D Respond effectively to behaviours of concern
HLTFS204D Provide ward or unit based food preparation and distribution services (Note pre-requ: HLTFS207C)
HLTHSE204D Follow safe manual handling practices
HLTMS201D Collect and manage linen stock at user-location
HLTMS203D Undertake routine stock maintenance
HLTMS207D Handle medical gases safely

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

BSBADM101A Use business equipment and resources
BSBCUS201B 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**

HLTMS203D Undertake routine stock maintenance

TLID2010A Operate a forklift

TLID1001A Shift materials safely using manual handling methods

Transport electives

HLTCSD208D Transport clients

HLTFS208D Transport food (Note pre-requ: HLTFS207C)

HLTMS204D Handle and move equipment, goods, mail and furniture

HLTMS207D Handle medical gases safely

Sustainability electives

CPPCMN3001B Participate in environmentally sustainable work practices