



Australian Government

Department of Education, Employment and Workplace Relations

HLT32812 Certificate III in Health Support Services

Release: 1

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Modification History

HLT07 Version 4	HLT07 Version 5	Comments
HLT32807 Certificate III in Health Support Services	HLT32812 Certificate III 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, requiring discretion and judgement. These functions are carried out under supervision. These workers may also provide a team leadership, workplace training or leading hand function. Health Support Services do not involve direct care assistance tasks such as assisting other staff with care of clients.

This qualification is suited to Australian Apprenticeship pathways.

Occupational titles for these workers may include:

- Laundry leading hand
- Senior kitchen hand
- Food safety supervisor
- Maintenance supervisor
- Senior cleaner

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

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

- 4 core units
- 11 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

BSBFLM303C Contribute to effective workplace relationships
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*
- *Work relationships electives*

1. For a generic qualification

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

2. For a qualification targeted to a specific work area

Industry has identified three 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*

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*"

or

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

3. Select additional electives to a total of 11 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

- PRMCC01A Use hot water extraction
- PRMCC03A Use dry foam shampoo
- PRMCC04A Use dry absorbent compound
- PRMCC05A Use wet foam shampoo
- PRMCL02B Restore a hard floor surface
- PRMCL03B Replace a hard floor finish
- PRMCL09B Clean glass surfaces
- PRMCL10B Clean ceiling surfaces and fittings
- PRMCL13B Clean window coverings

- PRMCL16B Wash furniture and fittings
PRMCL20B Clean using pressure washing
PRMCL22B Organise and monitor cleaning operations

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

- LMTGN2005B Perform minor maintenance
LMTGN2006B Perform test or inspection to check product quality
LMTGN2008B Coordinate work of team or section
LMTGN2010B Perform tasks to support production
LMTGN3001B Control production in a section of a textiles, clothing and footwear enterprise
LMTGN3005B Plan tasks to assist production operations
LMTGN4005A Plan and implement production within a work area

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

- HLTFS207C Follow basic food safety practices
HLTFS302D Prepare foods suitable for a range of food service settings
(Note pre-requ: HLTFS207C)
HLTFS309C Oversee the day-to-day implementation of food safety in the workplace (Note pre-requ: HLTFS207C)
HLTFS310C Apply and monitor food safety requirements
(Note pre-requ: HLTFS207C)
HLTFS311C Develop food safety programs (Note pre-requ: HLTFS207C)
HLTFS312C Conduct food safety audits (Note pre-requ: HLTFS311C)
HLTNA302D Plan and evaluate meals and menus to meet recommended dietary guidelines
SITHCCC009A Prepare vegetables, fruit, eggs and farinaceous dishes
(Note pre-requs: SITXOHS002A, SITHCCC001B, SITHCCC002A, SITHCCC005A)
SITHCCC029A Prepare foods according to dietary and cultural needs
(Note pre-requ: SITXOHS002A)
SITXINV002A Control and order stock
(Note pre-requ: SITXINV001A or SITHCCC003B)

Group D 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

Grounds maintenance electives

- AHCPMG301A Control weeds
AHCPMG302A Control plant pests, diseases and disorders
AHCCHM303A Prepare and apply chemicals
AHCCHM304A Transport, handle and store chemicals
AHCTRF303A Implement a grassed area maintenance program
AHCTRF302A Establish turf
AHCNSY306A Implement propagation plan

General maintenance elective

HLTGM305D Maintain pool environments

Work relationships electives

BSBINN301A Promote innovation in a team environment

BSBFLM312C Contribute to team effectiveness

CHCCS401C Facilitate responsible behaviour

CHCORG303B Participate effectively in the work environment

HLTCSD306D Respond effectively to behaviours of concern

Sustainability electives

CPPCMN3001B Participate in environmentally sustainable work practices

CPPCMN4001A Develop workplace policy and procedure for sustainability

CPPCMN4002A Implement and monitor environmentally sustainable work practices