



**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 work**HLTMS206C 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

## Unit Grid

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  
BSBWOR203A Work effectively with others  
BSBWOR204A Use business technology  
FNSICGEN305B Maintain daily financial/business records  
HLTCSD201C Maintain high standard of client service  
HLTCSD203C Prepare and maintain beds  
HLTCSD208C Transport clients  
HLTCSD306C Respond effectively to difficult or challenging behaviour  
HLTFS201C Distribute meals and refreshments to clients  
HLTFS203C Apply cook-freeze processes  
HLTFS204C Provide ward or unit based food preparation and distribution services  
HLTFS205C Perform kitchenware washing  
HLTFS206C Carry out cafeteria operations  
HLTFS207C Follow basic food safety practices  
HLTFS208C Transport food  
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  
HLTHIR301B Communicate and work effectively in health  
HLTHIR403C Work effectively with culturally diverse clients and co-workers  
HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people  
HLTHSE204C Follow safe manual handling practices  
HLTIN301C Comply with infection control policies and procedures  
HLTMS201C Collect and manage linen stock at user-location  
HLTMS203C Undertake routine stock maintenance  
HLTMS204C Handle and move equipment, goods, mail and furniture  
HLTMS206C Perform general cleaning tasks in a clinical setting  
HLTMS207C Handle medical gases safely  
HLTOHS200B Participate in OHS processes  
LMTLA2002A Operate washing machines  
LMTLA2003A Control washing extractor 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  
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  
PRMCL37A Clean external surfaces  
RTC2012A Plant trees and shrubs  
RTC2301A Undertake operational maintenance of machinery  
RTC2307A 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  
SITHCCC001A Organise and prepare food  
SITHCCC002A Present food  
SITHCCC003A Receive and store kitchen supplies  
SITHCCC004A Clean and maintain kitchen premises  
SITHCCC005A Use basic methods of cookery  
SITHCCC006A Prepare appetisers and salads  
SITHCCC007A Prepare sandwiches  
SITHCCC008A Prepare stocks, sauces and soups  
SITHCCC032A Apply cookchill production processes  
SITXFSA001A Implement food safety procedures  
SITXOHS002A Follow workplace hygiene procedures  
TLID1007C Operate a forklift  
TLID107C Shift materials safely using manual handling methods