



**HEALTH
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HLT21207 Certificate II in Health Support Services

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





Packaging Rules

12 units must be selected for this qualification including:

- 4 compulsory 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:

- Select a minimum of 6 competency units from the electives listed below (ie. across all streams) for a generic qualification

or

- Select a minimum of 6 competency units from a specific elective group for a qualification specific to that area of work

and

- Additional electives are available at Certificate II level or higher in the Health and/or Community Services
- A maximum of 2 competency units may be selected from other relevant Training Package units available at Certificate II (or higher)

Compulsory

HLTHIR301A

Communicate and work effectively in health

HLTIN301A

Comply with infection control policies and procedures in health work





HLTOHS200A	Participate in OHS processes
BSBCMN204A	Work effectively with others

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 competency units 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 competency units from across the elective groups listed

2. For a qualification targeted to a specific work area

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

- *Cleaning work requires 6 Cleaning electives*
- *Laundry work requires 6 Laundry electives*
- *Food services work requires 6 Food services electives*
- *Grounds maintenance work requires 6 Grounds maintenance electives*
- *General maintenance work requires 6 General maintenance electives*
- *Client support work requires 6 Client support electives*
- *Health administration work requires 6 Health administration electives*



3. Select additional electives to a total of 11 electives in line with the Packaging Rules 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*”

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

- **PRM04** Asset Maintenance Training Package
- **LMT00** Textiles, Clothing and Footwear Training Package
- **THH02** Hospitality Training Package
- **RTF03** Amenity Horticulture Training Package
- **TDT02** Transport and Distribution Training Package
- **BSB01** Business 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.

Cleaning electives:

- 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





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PRMCL17B	Clean a wet area
PRMCL19B	Remove waste
PRMWM05B	Identify and segregate waste
HLTMS206B	Perform general cleaning tasks in a clinical setting
HLTMS208B	Handle waste in a health care environment
PRMCL33B	Plan for safe and efficient cleaning activities
PRMCL35B	Maintain a cleaning storage area
PRMCC07A	Perform basic stain removal

Laundry electives

LMTPRLA01A	Collect, receive and sort product
LMTPRLA02A	Operate washing machines
LMTPRLA03A	Control washing machine operation
LMTPRLA04A	Perform linen rewash
LMTPRLA05A	Operate hydro extractor
LMTPRLA06A	Perform conditioning and/or drying processes
LMTPRLA07A	Operate finishing equipment
LMTPRLA08A	Repair damaged products
LMTPRLA10A	Prepare products for storage or dispatch
LMTPRLA11A	Coordinate and process products for storage or dispatch
HLTMS201B	Collect and manage linen stock at user-

Food Service electives

HLTFS201B	Distribute meals and refreshments to clients
HLTFS203B	Apply cook-freeze processes
HLTFS204B	Provide ward or unit based food preparation and distribution services
HLTFS205B	Perform kitchenware washing
HLTFS206B	Carry out cafeteria operations
HLTFS207B	Follow basic food safety practices
HLTFS208B	Transport food
HLTHSE204B	Follow safe manual handling practices
THHBKA04B	Clean and maintain kitchen premises





*The following electives from the THH02 Hospitality Training Package have pre-requisite requirements as indicated below — and all units from this Training Package are currently under review.

THHBCAT05B	Apply cook-chill production processes
THHBCC00B	Prepare sandwiches
THHBCC01B	Use basic methods of cookery
THHBCC02B	Prepare appetizers and salads
THHBCC03B	Prepare stocks, sauces and soups
THHBKA03B	Receive and store kitchen supplies

**Pre-requisites:*

→ *THHGH01B Follow workplace hygiene procedures*
Pre-requisite for THHBCAT05B, THHBCC00B, THHBCC01B, THHBCC02B, THHBCC03B and THHBKA03B

→ *THHBCC11B Implement food safety procedures*
Pre-requisite for THHBCAT05B

→ *THHBKA01B Organise and prepare food*
Pre-requisite for THHBCC00B, THHBCC01B, THHBCC02B and THHBCC03B

→ *THHBKA02B Present food*
Pre-requisite for THHBCC01B, THHBCC02B and THHBCC03B

Grounds maintenance electives

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
RTF2017A	Prune shrubs and small trees





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RTF2024A Tend nursery plants
RTE2604A Maintain drainage systems

Grounds maintenance electives

HLTGM201B Perform routine servicing of plant, equipment and machinery
HLTGM202B Use hand and power tools
HLTGM203B Perform minor general maintenance
HLTGM204B Assist tradesperson with construction and maintenance
HLTGM206B Operate an incinerator
HLTGM207B Carry out work in a food handling area
PRMCL19B Remove waste
PRMCL37A Clean external surfaces

Client support electives

HLTCSD201B Maintain high standard of client service
HLTCSD203B Prepare and maintain beds
HLTCSD306B Respond effectively to difficult or challenging behaviour
HLTCSD208B Transport clients
HLTMS201B Collect and manage linen stock at user-location
HLTMS203B Undertake routine stock maintenance
HLTFS204B Provide ward or unit based food preparation and distribution services
HLTMS207B Handle medical gases safely
HLTHSE204B Follow safe manual handling practices

Health administration electives

BSBCM105A Use business equipment
BSBCM205A Use business technology
BSBCM206A Process and maintain workplace information
BSBCM207A Prepare and process financial/business documents
BSBCM212A Handle mail





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- BSBCMN213A** Produce simple word processed documents
- BSBCMN214A** Create and use simple spreadsheets
- BSBCMN217A** Process customer feedback

Store electives

- TDTD297A** Use manual handling equipment
- TDTD1097A** Operate a forklift
- HLTMS203B** Undertake routine stock Maintenance

Transport electives

- HLTMS207B** Handle medical gases safely
- HLTMS204B** Handle and move equipment, goods, mail and furniture
- HLTFS208B** Transport food
- HLTCSD208B** Transport clients

