



Victorian Registration &
Qualifications Authority

HEALTH
SKILLS
AUSTRALIA



CHC20102 CERTIFICATE II IN COMMUNITY SERVICE SUPPORT – WORK

Workers in this occupational group work in residential facilities and/or in the community under direct or regular supervision within clearly defined organisational guidelines and service plans. These workers provide ancillary services such as catering, cleaning, laundry, gardening and home maintenance. These workers report directly to a supervisor and are not responsible for other workers.

Occupational names may include:

- Cleaner
- Housekeeper
- Maintenance Officer
- Domestic Assistant
- Housekeeping Assistant
- Launderer
- Catering Assistant
- Home Helper
- Handy Person
- Laundry Assistant
- Gardener
- Grounds Person/Cleaner
- Care Service Employee

Packaging Rules

12 units must be selected for this qualification including:

- 7 compulsory units
- 5 elective units



Compulsory

CHCCS301A	Work within a legal and ethical framework
CHCCOM1B	Communicate with people accessing the services of the organisation
CHCORG3B	Participate in the work environment
HLTCSD6A	Respond effectively to difficult or challenging behaviour
CHCOHS302A	Participate in safety procedures for direct care work
HLTIN1A	Comply with infection control policies and procedures

And one of the following units:

CHCAC3C	Orientation to aged care work OR
CHCDIS1C	Orientation to disability work

Electives

Elective units must be selected from the units listed below, from other Community Services Training Package units available at this or higher levels, or from other relevant National Training Package units available at Certificate II and enterprise specific units.

Note 1: Where national enterprise units are included as options, these must be nationally endorsed (see introduction regarding new units and customisation).

CHCAC3C	Orientation to aged care work <i>(if not taken as compulsory)</i>
CHCAC16A	Provide food services
CHCAC1C	Provide support to an older person
CHCAC17A	Support the older person to maintain their independence
CHCADMIN5C	Work within the administration protocols of the organisation
CHCDIS1C	Orientation to disability work <i>(if not taken as compulsory)</i>



CHCDIS3C	Provide services to people with disabilities
HLTCSD3A	Prepare and maintain beds
HLTCSD7A	Care for home environment of clients
HLTCSD8A	Transport clients/patients
HLTFA1A	Apply basic First Aid
HLTFS1A	Distribute meals and refreshments to clients
HLTFS2A	Prepare foods suitable for a range of food service settings
HLTFS4A	Provide ward or unit-based food preparation and distribution services
HLTFS5A	Perform kitchenware washing
HLTFS7A	Follow basic food safety practices
HLTFS8A	Transport food
HLTGM1A	Perform routine servicing of plant, equipment and machinery
HLTGM2A	Use hand and power tools
HLTMS1A	Collect and maintain linen stocks at user-locations
HLTMS2A	Provide personal laundry service to clients, patients and others
HLTMS5A	Perform general housekeeping duties to maintain clean environment
HLTMS6A	Perform general cleaning tasks in a clinical setting
HLTMS8A	Handling waste in a health care environment
HLTGM3A	Perform minor general maintenance

