

Key Program Details for

HLT33215

Certificate III in Health Support Services

Overview

The Certificate III in Health Support Services is an industry-based qualification targeted at significantly increasing the skills and knowledge of health and aged care industry employees. It is designed for employees who provide support for the effective functioning of health services such as hospitality and hotel services employees. Typically these employees have significant previous experience in this industry sector yet no formal qualifications or recognition of their wealth of experience.

The Certificate III in Health Support Services focuses on specific skill sets for each workplace, offering a wide range of subject material and flexibility suitable to the diverse training needs of the aged care / health industry. With a strong focus on food safety, cleaning, WHS / infection control compliance, communication and team building, this qualification is ideally suited to meeting business demands to build a competent and proactive workforce.

This qualification is not usually offered to those people seeking to enter the health and aged care industry. The Certificate II in Health Support Services is designed for this purpose.

Qualification Outline

A total of fifteen units are required to achieve the qualification, consisting of:

- **Six (6) Core units and nine (9) Elective units**

Core units

The 6 compulsory Core units are:

- CHCCOM005 Communicate and work in health or community services
- CHCDIV001 Work with diverse people
- HLTINF001 Comply with infection prevention and control policies and procedures

- HLTWHS001 Participate in workplace health and safety
- HLTWHS005 Conduct manual tasks safely
- BSBWOR301 Organise personal work priorities and professional development

Elective units

A wide range of elective units are available and can be packaged to provide either:

1. A targeted qualification typically focused on either:
 - Pantry / Kitchen responsibilities
 - Cleaning duties
 - Laundry duties
2. A general qualification that covers a range of work functions.

Elective units are selected to best align with the areas that each employee is working in and take into account potential career paths. A full listing of units is available upon request.

Off-the-Job Workshops

The Certificate III in Health Support Services requires the equivalent of 9 full days (or 17 half-days) of off-the-job delivery. For ease of delivery the core and elective units are organised into a training program typically consisting of 10 separate modules.

For example: Employees may have the following mix of units:

Module	Code	Units
Participate in workplace health and safety	HLTWHS001	Participate in workplace health and safety
Conduct manual tasks safely	HLTWHS005	Conduct manual tasks safely
Food safety in health care	HLTFSE001 HLTFSE005 SITXFSA401	Follow basic food safety practices Apply and monitor food safety requirements Develop and implement a food safety program

Dietary and meal planning	HLTAHA018	Assist with planning and evaluating meals and menus to meet recommended dietary guidelines
	HLTAHA019	Assist with the monitoring and modification of meals and menus according to individualised plans
Infection control	HLTINF001	Comply with infection prevention and control policies and procedures
Cleaning	CPPCLO4022A	Organise and monitor cleaning operations
Conduct internal food safety audits	HLTFSE008	Conduct internal food safety audits
Deliver excellent customer service	BSBCUS201	Deliver a service to customers
Working in health care	CHCCOM005	Communicate and work in health or community services
Workplace communication and teamwork	CHCDIV001	Work with diverse people
	BSBWOR301	Organise personal work priorities and development
	BSBTWK201	Work effectively with others

Duration: A combination of both on-the-job and off-the-job training is required to complete the qualification. The program is delivered over a 12 – 18 month period.

The off-the-job workshops can be run as either 17 x 3.5 hour workshops or the equivalent of up to 9 full-day workshops.

Note: This qualification is current from 8th December 2015.

Venue: All training workshops are run on-site at your workplace.

Clothing and Equipment: Each learner must wear their usual uniform and footwear for the workshops.

Recognition of Prior Learning

Courses may be shortened considerably through students gaining exemption from units, or parts of units, under recognition of prior learning provisions. The main focus of RPL is to determine the student's current level of competency, so that courses can be tailored (and where possible shortened) to gain maximum benefit from each training investment.

- Download our RPL Brochure to find out more

Support for Participants

The Australian Food Training Centre aims to ensure that our courses and training programs meet the needs of a changing, dynamic and diverse workforce. We therefore encourage students from non-English speaking backgrounds to enrol (or with any other unique learning needs) and can arrange for learner support through each student's workplace. This support includes areas such as literacy/numeracy skills and in general study skills.

Employment Prospects and Future Educational Opportunities

The Certificate III in Health Support Services supports students and businesses in career planning and development by offering individuals the opportunity to develop their health support services skills on the job without having to do extensive external studies.

Upon course completion, higher studies are available including a number of specialist Certificate III and Certificate IV programs from both the Health or Asset Maintenance training packages. This course positions students well to advance their careers in the fields of both health support services and asset maintenance.

Course Admission Requirements / Pre-requisites

There are no pre-requisites for entry to this course, however applicants (employees) will be required to attend an information session and undertake a Basic Skills assessment to confirm they have suitable Language, Literacy and Numeracy skills to cope with the reading, writing and numeracy demands of the qualification. This assessment occurs prior to any offers of course enrolment being given.

Our Fees

Our services are provided either government funded training schemes and/ or through fee-for-service arrangements.

- Download our Course Fees brochure to find out more.

Please contact the Australian Food Training Centre on 08 8288 0288 for any further information you may require.

Subsidised Training

For eligible students, this course is subsidised by the South Australian Government.

Visit www.skills.sa.gov.au for eligibility and subsidy criteria or contact the Skills and Employment Infoline on 1800 673 097 for assistance.

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Further Information from



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