

Key Program Details for

HLT23221

Certificate II in Health Support Services

Overview

The Certificate II in Health Support Services has been identified by our employer partners as a suitable entry level qualification for Hotel Services job roles in the aged care and health care sectors and best suits new entrants to the industry.

It is designed for unemployed job seekers who are seeking to gain employment in the health care industry as a Health Support Services worker. These workers are often the frontline of many health care and aged care organisations, providing key support services in the areas of food preparation, food service and delivery, room cleanliness and customer service.

These workers do not provide direct care assistance functions to residents or patients, but provide a Hotel Services role ensuring rooms are clean, clothing is laundered and meals are well presented and on time.

With a strong focus on food safety, WHS, workplace communication, customer service, infection control and cleaning, this qualification is ideally suited to meeting industry demands for a competent and proactive workforce.

Qualification Outline

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

- **Four (4) Core units and eight (8) Elective units**

Core units

The 4 compulsory Core units are:

- CHCCOM005 Communicate and work in health or community services
- CHCDIV001 Work with diverse people
- HLTINF006 Apply basic principles and practices of infection prevention and control
- HLTWHS001 Participate in workplace health and safety

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 II in Health Support Services requires the equivalent of 10 full days of off-the-job delivery. For ease of delivery the core and elective units are organised into a training program typically consisting of 8 separate modules.

For example: The following course structure was developed through close consultation with our employer partners to best fit the typical job roles available.

| Module | Code | Units |
|--------------------------------------------|------------|--------------------------------------------------------------------------|
| Participate in workplace health and safety | HLTWHS001 | Participate in workplace health and safety |
| | HLTWHS005 | Conduct manual tasks safely |
| Food safety in a health care setting | HLTFSE001 | Follow basic food safety practices |
| | SITXFSA005 | Use hygienic practices for food safety |
| | HLTFSE005 | Apply and monitor food safety requirements |
| Deliver excellent customer service | BSBOPS203 | Deliver a service to customers |
| Infection control | HLTINF006 | Apply basic principles and practices of infection prevention and control |

| | | |
|-----------------------------------------|-------------------------------------|-----------------------------------------------------------------------------------------------------------------------|
| Communicate and work in health – Part 1 | CHCCOM005 | Communicate and work in health or community services |
| Communicate and work in health - Part 2 | CHCCOM005 CHCDIV001 | Communicate and work in health or community services Work with diverse people |
| Workplace cleaning | HLTHSS009 HLTFSE003 BSBPEF202 | Perform general cleaning tasks in a clinical setting Perform kitchenware washing Plan and apply time management |

Duration: A combination of both off-the-job and on-the-job training is required to complete the qualification. A total of 600 hrs of learning and assessment comprising 65 hours of face-to-face workshops (10 days x 6.5 hours per day over an 10-week period) combined with a further 475 hrs of self-paced learning and assessment.

A further 60 hrs of compulsory structured work placement (typically 30 hrs/wk x 2 wks) occurs following the workshops that are arranged by the Australian Food Training Centre with our employer partners. This helps give each student the industry experience they need and provides a genuine insight into the workings of the health care industry and the actual type of job roles students can apply for. Some of these roles include food service in a main kitchen, food service in a satellite pantry, resident room and bathroom cleaning, and laundry work.

Note: This qualification is current from 24th November 2022.

Venue: All training workshops are run at a suitable training venue, such as the Thebarton Community Centre, 56 South Rd, Torrensville SA, (Corner of Ashwin Pde and South Rd).

Clothing and Equipment: There is no specific clothing or equipment needed for learners to provide 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 II 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 in both an on-the-job and on-the-job setting.

Upon course completion, higher studies are available including a number of specialist Certificate III and Certificate IV programs from the Health training package. This course positions students well to advance their careers in the field of health support services.

Course Admission Requirements / Pre-requisites

Potential applicants are required to attend a course information session and participate in an individual interview. The suitability of participants is based upon the specific demands of jobs in Hotel Services within an aged care environment including:

- The need to be available for shift work and weekend work. Aged care is a 7 day / 24 hr business
- The ability to work in an environment with the elderly. A satisfactory NDIS clearance will be required from all students prior to the commencement of their compulsory work placement
- Being fit and healthy

Each potential student is also assessed 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 through fee-for-service arrangements.

- A non-refundable fee of \$165 is required from all students for incidental costs (such as course materials and equipment / venue costs)
- All participants must have a current NDIS clearance prior to their work placement.

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 fully 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.

Further Information from



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