

Course Outline

Certificate III in Health Support Services

Code: HLT32807



This qualification covers workers who provide support for the effective functioning of health services, requiring discretion and judgement. These functions are carried out under supervision. These workers may also provide a team leadership, workplace training or leading hand function. Health Support Services do not involve direct care assistance tasks such as assisting other staff with care of clients.

This qualification is suited to Australian Apprenticeship pathways.

Occupational titles for these workers may include:

- Laundry leading hand
- Maintenance supervisor
- Senior kitchen hand
- Senior cleaner

PACKAGING RULES

15 competency units are required for award of this qualification, including:

- 4 compulsory units
- 11 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 III 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 III (or higher)

Compulsory units

HLTHIR301A	Communicate and work effectively in health
HLTIN301A	Comply with infection control policies and procedures in health work
HLTOHS200A	Participate in OHS processes
BSBFLM303B	Contribute to effective workplace relationships

Elective units

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*

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*"

Cleaning electives

PRMCL02B	Restore a hard floor surface
PRMCL03B	Replace a hard floor finish
PRMCL09B	Clean glass surfaces
PRMCL10B	Clean ceiling surfaces and fittings
PRMCL13B	Clean window coverings
PRMCL16B	Wash furniture and fittings
PRMCL22B	Organise and monitor cleaning operations
PRMCC01A	Use hot water extraction
PRMCC03A	Use dry foam shampoo
PRMCC04A	Use dry absorbent compound
PRMCC05A	Use wet foam shampoo
PRMCL20B	Clean using pressure washing

Laundry electives

LMTPRGN01A	Plan and implement production within a work team
LMTPRGN03A	Participate in production planning process
LMTPRGN08A	Perform tasks to support production
LMTPRGN09A	Perform test/inspection to check product quality
LMTPRLA11A	Coordinate and process products for storage or dispatch
LMTPRGN15A	Coordinate work of team/section
LMTEMGN08A	Perform minor maintenance
LMTPRGN04A	Coordinate production
LMTPRGN12A	Control production

Food services electives

HLTNA302B	Plan and evaluate meals and menus to meet recommended dietary guidelines
HLTFS207B	Follow basic food safety practices
HLTFS309B	Oversee the day-to-day implementation of food safety in the workplace
HLTFS310B	Apply and monitor food safety requirements
HLTFS311B	Develop food safety programs
HLTFS312B	Conduct food safety audits
HLTFS302B	Prepare foods suitable for a range of food service settings
THHBCAT01B	Prepare foods according to dietary and cultural needs

*The following electives from the THH02 Hospitality Training Package have pre- or co-requisite requirements as indicated below.

THHGGA07B Control and order stock
THHBCC04B Prepare vegetables, eggs and farinaceous dishes

**Pre-/co-requisites:*

- *THHGHS01B Follow workplace hygiene procedures*
THHBKA01B Organise and prepare food
THHBKA02B Present food
Pre-/co-requisites for THHBCC04B
- *THHGGA06B Receive and store stock*
Pre-/co-requisite for THHGGA07B

Grounds maintenance electives

RTF3004A Implement a grassed area maintenance program
RTF3010A Establish turf
RTF3014A Implement propagation plan
RTC3401A Control weeds
RTC3404A Control plant pests, diseases and disorders
RTC3704A Prepare and apply chemicals
RTC3705A Transport, handle and store chemicals

General maintenance elective

HLTGM305B Maintain pool environments

Work relationships electives

HLTHIR404B Work effectively with Aboriginal and Torres Strait Islander people
HLTHIR403B Work effectively with culturally diverse clients and co-workers
CHCORG3B Participate in the work environment
BSBFLM312A Contribute to team effectiveness
BSBCMN312A Support innovation and change
CHCCS401A Facilitate cooperative behaviour
HLTCSD306B Respond effectively to difficult or challenging behaviour

DELIVERY

On-site at your work place (Victoria & Tasmania)

Self-paced Distance Education

For further information on courses or training options please contact us by phoning 1300 739 320 or Email: admin@setraining.com.au