

QUALIFICATION CODE	HLT23021
QUALIFICATION TITLE	Certificate II in Health Support Services
QUALIFICATION DESCRIPTION	<p>This qualification reflects the role of workers who provide support for the effective functioning of health services. At this level workers complete tasks under supervision involving known routines and procedures or complete routine but variable tasks in collaboration with others in a team environment.</p> <p>No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication. State/territory and local government agencies should be consulted to determine any specific certification or licensing requirements.</p>
ENTRY REQUIREMENTS	There are no entry requirements for this qualification.

PACKAGING RULES	<p>12 units must be completed:</p> <ul style="list-style-type: none"> ■ 4 core units ■ 8 elective units, consisting of: <ul style="list-style-type: none"> ◦ at least 7 units from electives listed below ◦ up to 1 unit from the electives listed below, any endorsed Training Package or accredited course – this unit must be relevant to the work outcome <p>Any combination of electives that meets the rules above can be selected for the award of the Certificate II in Health Support Services. Electives may be packaged to provide a qualification with a specialisation.</p> <p>Packaging for each specialisation:</p> <ul style="list-style-type: none"> ■ At least five Group A electives must be selected for award of the Certificate II in Health Support Services (Client Support) ■ At least five Group B electives must be selected for award of the Certificate II in Health Support Services (Food Services) ■ At least five Group C electives must be selected for award of the Certificate II in Health Support Services (Health Administration) <p>All electives chosen must contribute to a valid, industry-supported vocational outcome.</p>
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CORE UNITS	<p>CHCCOM005 Communicate and work in health or community services</p> <p>CHCDIV001 Work with diverse people</p> <p>HLTINF001 Comply with infection prevention and control policies and procedures</p> <p>HLTWHS001 Participate in workplace health and safety</p>
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ELECTIVE UNITS	<p>Group A electives – CLIENT SUPPORT specialisation</p> <p>CHCCCS012 Prepare and maintain beds</p> <p>CHCCCS026 Transport individuals</p> <p>HLTFSE002 Provide ward or unit based food preparation and distribution services</p> <p>HLTHSS008 Perform general cleaning tasks in a clinical setting</p> <p>HLTHSS009 Handle and move equipment, goods and mail</p> <p>HLTHSS010 Undertake routine stock maintenance</p> <p>Group B electives – FOOD SERVICES specialisation</p> <p>HLTAHA041 Support food services and dietetics in menu and meal order processing</p> <p>HLTFSE001 Follow basic food safety practices</p> <p>HLTFSE002 Provide ward or unit based food preparation and distribution services</p> <p>HLTFSE003 Perform kitchenware washing</p> <p>HLTFSE009 Apply cook-freeze and reheating processes</p> <p>SITXFSA202 Transport and store food</p> <p>HLTFSE004 Serve cafeteria customers</p> <p>FBPOPR2067 Work in a food handling area for non-food handlers</p> <p>SITXFSA101 Use hygienic practices for food safety</p>
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	<p>Group C electives – HEALTH ADMINISTRATION specialisation</p> <p>BSBADM101 Use business equipment and resources</p> <p>BSBCUS201 Deliver a service to customers</p> <p>BSBINM201 Process and maintain workplace information</p> <p>BSBMED301 Interpret and apply medical terminology appropriately</p> <p>BSBMED303 Maintain patient records</p> <p>BSBWOR202 Organise and complete daily work activities</p> <p>BSBWOR204 Use business technology</p> <p>Other electives</p> <p>CHCCCS020 Respond effectively to behaviours of concern</p> <p>CHCCCS010 Maintain a high standard of service</p> <p>CHCDIV002 Promote Aboriginal and/or Torres Strait Islander cultural safety</p> <p>HLTHSS011 Handle medical gases safely</p> <p>HLTWHS005 Conduct manual tasks safely</p>
QUALIFICATION MAPPING INFORMATION	Supersedes and is not equivalent to HLT23015 Certificate II in Health Support Services
LINKS	Companion Volume Implementation Guide