



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **HLT32807 Certificate III in Health Support Services**

**Release: 1**

## **HLT32807 Certificate III in Health Support Services**

### **Modification History**

Not Applicable

### **Description**

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
- Senior kitchen hand
- Food safety supervisor
- Maintenance supervisor
- Senior cleaner

### **Pathways Information**

Not Applicable

### **Licensing/Regulatory Information**

Not Applicable

### **Entry Requirements**

Not Applicable

## Employability Skills Summary

Refer to the Topic: Introduction to the Employability Skills Qualification Summaries

### Packaging Rules

#### PACKAGING RULES

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

- 4 core 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:

- For a generic qualification select a **minimum of 6** units of competency from the relevant electives listed below (i.e. across all streams)

*or*

- For a qualification targeted to a specific area of work select a **minimum of 6** units of competency from the relevant elective group

*and additional electives may be selected from:*

- Units of competency to address workplace requirements and packaged at the level of this qualification or higher in Health and/or Community Services Training Packages
- Where appropriate, to address workplace requirements, up to 3 units of competency packaged at the level of this qualification or higher in other relevant Training Packages or accredited courses where the details of those courses are available on the NTIS or other public listing

#### Core units

BSBFLM303C      Contribute to effective workplace relationships

HLTHIR301B Communicate and work effectively in health

HLTIN301C Comply with infection control policies and procedures

HLTOHS200B      Participate in OHS processes

#### **The importance of culturally aware and respectful practice**

All workers undertaking work in health need foundation knowledge to inform their work with Aboriginal and/or Torres Strait Islander clients and co-workers and with clients and co-workers from culturally and linguistically diverse backgrounds. This foundation must be provided and assessed as part of a holistic approach to delivery and assessment of this qualification. Specific guidelines for assessment of this aspect of competency are provided in the Assessment Guidelines for the Health Training Package.

#### Relevant electives

Electives are to be selected in line with the specified Packaging Rules. Workplaces may package electives to reflect the functions of workers. To facilitate the selection of electives, relevant units of competency have been grouped as follows:

- *Cleaning electives*
- *Laundry electives*
- *Food services electives*
- *Grounds maintenance electives*
- *General maintenance electives*
- *Work relationships electives*

**1.** For a generic qualification

Select a minimum of 6 units of competency from across all elective groups below, including elective Groups A-D and 'Other relevant electives'.

**2.** For a qualification targeted to a specific work area

Industry has identified three specific work areas that demand a minimum number of electives (i.e. 6 electives) to be selected as follows:

- *Cleaning work* requires 6 *Group A Cleaning electives*
- *Laundry work* requires 6 *Group B Laundry electives*
- *Food services work* requires 6 *Group C Food services electives*

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*"

or

"This qualification includes electives required for *Food services work*"

**3.** Select additional electives to a total of 11 electives in line with the Packaging Rules

A number of units of competency listed as electives for this qualification have been drawn from other Training Packages as follows:

- PRM04 Asset Maintenance Training Package
- LMT07 Textiles, Clothing and Footwear Training Package (V2)
- SIT07 Tourism, Hospitality and Events V2
- RTF03 Amenity Horticulture Training Package
- TLI07 Transport and Logistics Training Package
- BSB07 Business Services Training Package (V3)

Where job roles are undertaken predominantly outside a health care setting then Training Package users may wish to access qualifications from that Training Package.

**Group A electives - at least 6 units required for CLEANING work**

PRMCC01A Use hot water extraction

PRMCC03A Use dry foam shampoo

PRMCC04A Use dry absorbent compound

PRMCC05A Use wet foam shampoo

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

- PRMCL20B Clean using pressure washing  
PRMCL22B Organise and monitor cleaning operations

**Group B electives - at least 6 units required for LAUNDRY work**

- LMTGN2005B Perform minor maintenance  
LMTGN2006B Perform test or inspection to check product quality  
LMTGN2008B Coordinate work of team or section  
LMTGN2010B Perform tasks to support production  
LMTGN3001B Control production in a section of a textiles, clothing and footwear enterprise  
LMTGN3005B Plan tasks to assist production operations  
LMTGN4005A Plan and implement production within a work area

**Group C electives - at least 6 units required for FOOD SERVICES work**

- HLTFS207C Follow basic food safety practices  
HLTFS302C Prepare foods suitable for a range of food service settings (Note pre-requ: HLTFS207C)  
HLTFS309C Oversee the day-to-day implementation of food safety in the workplace (Note pre-requ: HLTFS207C)  
HLTFS310C Apply and monitor food safety requirements (Note pre-requ: HLTFS207C)  
HLTFS311C Develop food safety programs (Note pre-requ: HLTFS207C)  
HLTFS312C Conduct food safety audits (Note pre-requ: HLTFS311C)  
HLTNA302C Plan and evaluate meals and menus to meet recommended dietary guidelines  
SITHCCC009A Prepare vegetables, fruit, eggs and farinaceous dishes (Note pre-requ: SITXOHS002A, SITHCCC001A, SITHCCC002A, SITHCCC005A)  
SITHCCC029A Prepare foods according to dietary and cultural needs (Note pre-requ: SITXOHS002A)  
SITXINV002A Control and order stock (Note pre-requ: SITXINV001A *or* SITHCCC003A)

**Group D electives - recommended for culturally aware and respectful practice**

Where work involves a specific focus on Aboriginal and/or Torres Strait Islander and/or culturally diverse clients or communities, one or both of the following electives is recommended:

- HLTHIR403C Work effectively with culturally diverse clients and co-workers  
HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people

**Other relevant electives**

**Grounds maintenance electives**

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

**General maintenance elective**

- HLTGM305C Maintain pool environments

**Work relationships electives**BSBINN301A Promote innovation in a team environmentBSBFLM312C Contribute to team effectivenessCHCCS401B Facilitate responsible behaviourCHCORG303B Participate effectively in the work environmentHLTCSD306C Respond effectively to difficult or challenging behaviour**Unit Grid**

BSBFLM303C Contribute to effective workplace relationships

BSBFLM312C Contribute to team effectiveness

BSBINN301A Promote innovation in a team environment

CHCCS401B Facilitate responsible behaviour

CHCORG303B Participate effectively in the work environment

HLTCSD306C Respond effectively to difficult or challenging behaviour

HLTFS207C Follow basic food safety practices

HLTFS302C Prepare foods suitable for a range of food service settings

HLTFS309C Oversee the day-to-day implementation of food safety in the workplace

HLTFS310C Apply and monitor food safety requirements

HLTFS311C Develop food safety programs

HLTFS312C Conduct food safety audits

HLTGM305C Maintain pool environments

HLTHIR301B Communicate and work effectively in health

HLTHIR403C Work effectively with culturally diverse clients and co-workers

HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people

HLTIN301C Comply with infection control policies and procedures

HLTNA302C Plan and evaluate meals and menus to meet recommended dietary guidelines

HLTOHS200B Participate in OHS processes

LMTGN2005B Perform minor maintenance

LMTGN2006B Perform test or inspection to check product quality

LMTGN2008B Coordinate work of team or section

LMTGN2010B Perform tasks to support production

LMTGN3001B Control production in a section of a textiles, clothing and footwear enterprise

LMTGN3005B Plan tasks to assist production operations

LMTGN4005A Plan and implement production within a work area

PRMCC01A Use hot water extraction

PRMCC03A Use dry foam shampoo

PRMCC04A Use dry absorbent compound

PRMCC05A Use wet foam shampoo

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

PRMCL20B Clean using pressure washing

PRMCL22B Organise and monitor cleaning operations

RTC3401A Control weeds  
RTC3404A Control plant pests, diseases and disorders  
RTC3704A Prepare and apply chemicals  
RTC3705A Transport, handle and store chemicals  
RTF3004A Implement a grassed area maintenance program  
RTF3010A Establish turf  
RTF3014A Implement a propagation plan  
SITHCCC001A Organise and prepare food  
SITHCCC002A Present food  
SITHCCC003A Receive and store kitchen supplies  
SITHCCC005A Use basic methods of cookery  
SITHCCC009A Prepare vegetables, fruit, eggs and farinaceous dishes  
SITHCCC029A Prepare foods according to dietary and cultural needs  
SITXINV001A Receive and store stock  
SITXINV002A Control and order stock  
SITXOHS002A Follow workplace hygiene procedures