



# Health Support Services

## HLT23221 CERTIFICATE II IN HEALTH SUPPORT SERVICES

### What it is

If you are a 'people person' and want to learn how to support patients in a hospital or medical setting, this one year program may be for you.

Students learn how to work with respect and empathy when providing important help to patients, across areas of food service, bed maintenance, infection control and clinical cleaning. Learning how to deal with diverse people is covered as well as First Aid.

Students learn in the simulated practice environment (Nursing Laboratory) with manikins for simulated learning, lifting and mobility devices, hospital furniture including beds/food trolleys, food handling equipment and hand washing facilities.

### What you learn

You learn from the following subjects (Units of Competency):

- ✓ Communicate and work in health or community services CHCCOM005
- ✓ Work with diverse people CHCDIV001
- ✓ Provide First Aid HLTAID011
- ✓ Provide ward or unit-based food preparation and distribution services HLTFS002
- ✓ Handle and move equipment, goods, and mail HLTHSS010
- ✓ Apply basic principles and practices of infection prevention and control HLTINF006
- ✓ Participate in workplace health and safety HLTWHS001

### Who you learn from

#### YOUR INDUSTRY EXPERT

Federation University Australia  
RTO Code 4909

#### WHERE YOU LEARN

Federation TAFE  
Mt Helen Campus, University Drive, Ballarat  
Practical simulation labs for students to demonstrate skills and knowledge.

#### WHEN

Thursday 1.45pm to 5.00pm.  
Class size: 12 to 25 students



“To know even one life has breathed easier because you have lived. This is to have succeeded.”

RALPH WALDO EMERSON

## What you get

Upon successful completion of the program, students are eligible to obtain:

### School recognition

Credit/Unit eligibility towards your relevant Senior Secondary Certificate. Check with your school for more details.

### Workplace recognition

Statement of Attainment (List of Units of Competency successfully completed).

## Your possible career/pathway

Health Workforce Australia predicts that the workforce will face severe shortages by the year 2025. There is the need to ensure skilled health workers are available for regional and rural hospitals and Federation TAFE can provide this through the partial Certificate II program.

With the facilities and partnerships within local regions, students can develop their skills and knowledge through further study in a classroom or in a traineeship model with Grampians Health guaranteeing employment outcomes.

## Learn more

Complete HLT23221 Certificate II in Health Support Services, Certificate III or IV in Allied Health, CHC33015 Certificate III in Individual Support, Diploma of Nursing.

## Employment

Possible job titles include: kitchenhand, admissions clerk (health services), ward assistant, laundry operator, food service worker, hospital cleaner, client assistant, kitchen attendant, health support services worker, caretaker, ward clerk, nurse's aide, orderly, health services assistant, food services deliverer, food service assistant, stores assistant, housekeeping attendant.



*Note: Program commencement subject to enrolment numbers. Units of Competency are subject to change. Check with your school VET Coordinator regarding costs and if this program is suitable for you. This training is delivered with Victorian and Commonwealth Government funding to eligible individuals. All details are accurate at the time of publication.*

