HLT23215 Certificate II in Health Support Services

Toll Free: 1800 22 52 83
INTRODUCTION

Health Support Workers are those who work behind the scenes to ensure a smooth workflow in all healthcare departments. These workers undertake critical, yet unskilled work such as general cleaning, food distribution, laundry and so on. This certification course can be a launchpad for a successful career in healthcare, as graduates of this course can go on to gain experience in various departments and undertake further training at higher certification levels.

IHNA’s suite of comprehensive healthcare programs train professionals who wish to practice in the Australian healthcare system. Our courses are designed with a rigorous curriculum, and all the course content and resources are regularly checked for current global relevance. We have a structured approach to theory and clinical skills that is in keeping with international best practices. An education at IHNA is designed to get you work-ready, imparting practical knowledge that is hands-on and not merely theoretical.

IHNA’s unparalleled infrastructure and learning support helps students to develop critical thinking and hands-on skills that will stand them in good stead in the future. Our educators, who are all experts in their fields of specialisation, offer compassionate guidance that motivates students to reach the peak of their career goals.

IHNA’s comprehensive education helps each of our students to excel in the healthcare industry across the globe. To date, over 2000 students in over 100 batches have completed courses at IHNA with highly successful results, and have gone on to achieve exceptional job outcomes in leading institutes in Australia and around the world.
WHY STUDY AT IHNA?

• IHNA’s excellence in delivering training for international students has been rewarded with the prestigious Victorian International Education Provider Award 2016. We are also shortlisted as finalists for the 2016 Victorian Small Training Provider of the Year Award.

• Our courses and learning materials are work-focused and designed to meet global standards in healthcare

• We offer ample flexibility- you can attend classroom courses or study online

• Our trainers are experienced healthcare professionals who have work experience in Australia

• Successful candidates will be job-ready and will have the knowledge and skills to practice with confidence and competence

• Students are supported and guided, every step of the way

• Our courses are nationally recognised

• Students get valuable hands-on industry experience during their work placement, which is organised by IHNA*

*Note that IHNA does not offer 100% placement guarantee; this will depend on the location.
This Certificate II in Health Support Services is suitable for those who are planning to pursue a career as a food services assistant, general hand, hospital laundry or ward hand in a hospital.

This course aims to graduate workers who will provide support for the effective functioning of health services under supervision, and in collaboration with others in a team environment. Their roles will require deep knowledge of routines and procedures within a healthcare facility.

This certificate is nationally accredited by Nationally Recognised Training in Australia, a joint initiative of the Australian and State and Territory governments.

### Course Details

<table>
<thead>
<tr>
<th>Qualification</th>
<th>HLT23215 Certificate II in Health Support Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>AQF Level</td>
<td>2</td>
</tr>
<tr>
<td>Course Code</td>
<td>HLT23215</td>
</tr>
<tr>
<td>Delivery mode</td>
<td>On-Campus mode/ Face to face</td>
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<tr>
<td></td>
<td>Blended modes of delivery</td>
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<tr>
<td>This course is offered to</td>
<td></td>
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<tr>
<td>Domestic students.</td>
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<tr>
<td>Course duration</td>
<td>On-Campus mode/ Face to face</td>
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<tr>
<td>This course will typically be</td>
<td>delivered over a 12 month period. This comprises</td>
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<tr>
<td>a 12 month period. This</td>
<td>a minimum of 335 hours which include on campus</td>
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<tr>
<td>comprises a minimum of</td>
<td>structured delivery of theory, 75 hours of</td>
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<tr>
<td>335 hours which include on</td>
<td>simulated training and 40 hours of PEP (Professional</td>
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<tr>
<td>campus structured delivery of</td>
<td>Experience Placement).</td>
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<tr>
<td>Assessments</td>
<td>The assessments include:</td>
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<td></td>
<td>• Knowledge based tests</td>
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<td>• Simulation based assessments</td>
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<td></td>
<td>• Practical Placement Book</td>
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<td></td>
<td>• Workplace competency record</td>
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### Possible Job Outcomes

Successfully completing this course will enable you to work as a:

- Care assistant
- Housekeeping assistant
- Kitchen hand
- Hospital assistant

The course will be offered using a structured blended learning approach, including a combination of e-learning and practicing various care skills in the simulated environment.

Classroom sessions may be arranged to provide additional support to students undertaking study with blended mode. Students have to attend the face to face session for skills training.

- Blended modes of delivery

ISO 9001
WHAT DO YOU NEED TO KNOW ABOUT THIS COURSE?

What is the aim of this course?

Students may undertake this course to develop skills and knowledge for a career in Health Support Services, working as a food services assistant, general hand, laundry assistant or ward hand, among others.

How is the course delivered?

The modes of delivery intended for this course are the Classroom and Online (blended) modes.

How do I know the course enrolment details?

Call us to enquire about the next enrolment date.

What learning materials are included with this course?

Your learning materials include:

- Study guide
- Learners workbooks
- Discussion forums
- Video resources
- Links to key online resources

What are the Admission Criteria for this course?

IHNA has in place admission criteria for courses in its scope as required by its ‘Application and Enrolment Procedure for VET Courses’ to ensure that candidates meet industry requirements.

Applicants seeking entry into this course should meet the following criteria:

- Applicants are required to be 15 years old and above.
- You will need to have completed year 10, or equivalent or be of mature age. Equivalency can be demonstrated by one of the following:
  - A qualification at Certificate II level or higher, OR
  - Two years’ industry experience in a role that requires the use of written documentation and communication.

- Applicants are required to have successfully completed an Approved LLN Test (with a valid exit level of two for each area and issued within the last 12 months at the time of admission).

- Possess basic computer skills.

Aboriginal and Torres Strait Islanders are encouraged to apply.
What are the Fees and Costs?
For details please refer to our website www.ihna.edu.au

How is the course assessed?
Assessment strategies are implemented for collecting evidence and making judgements about whether competency has been achieved by the learner. The assessments confirm whether an individual can perform to the standards expected in the workplace, as expressed in the relevant endorsed unit of competency.

Students will be assessed in both a formative and summative way. These assessment methods and strategies are consistent with the Training Package.

Assessment Guidelines.
Assessment tools used include:
- Knowledge based tests
- Simulation based assessments
- Practical Placement Book
- Workplace competency record

What will I get on successful completion of this course?
Students who successfully complete all of the required units of competency of this course will be issued a testamur with the record of results printed at the back.

A statement of attainment will be issued if a student successfully completes one or more units of competency of this course, but does not meet the requirements for a qualification (as specified in the Training Package). The statement of attainment will list all of the units of competency achieved.

What further studies could I pursue?
Candidates may progress to higher level qualifications within and/or across the health sector.

What other course may I be interested in?
There are a number of pathways that students may be eligible for, and can benefit from after studying the Certificate II in Health Support Services, such as:
- HLT33115 Certificate III in Health Services Assistance
- Certificate III in Dental Assisting
- HLT37315 Certificate III in Health Administration
Students may enrol at any time of the year. 
The commencement of all courses is subject to enrolment quotas.

Further Information
Students may enrol at any time of the year. The commencement of all courses is subject to enrolment quotas.

Disclaimer
All information contained in this publication including the availability of courses and fees is correct as of December 2016. For the latest course information, please refer to the relevant course section in IHNA website.

However, the Institute reserves the right to alter any course, procedure or fee.

Students should check with IHNA for any amendments prior to enrolment.

What is IHNA’s Access and Equity Policy?
Our Code of Practice includes an Access and Equity Policy. This document is available on request. It is the responsibility of all our staff to ensure that students’ requirements of the Access and Equity Policy are met at all times.

Is there any legislation that I should know about?
A range of legislations are applicable to all IHNA staff and students.

Information on relevant legislation is provided at www.ihna.edu.au/law_and_legislation
12 units of competency are required for this qualification, including:

- 4 core units
- 8 elective units

### Core Units

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<tr>
<th>Code</th>
<th>Title</th>
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<tr>
<td>CHCCOM005</td>
<td>Communicate and work in health or community services</td>
</tr>
<tr>
<td>CHCDIV001</td>
<td>Work with diverse people</td>
</tr>
<tr>
<td>HLTINF001</td>
<td>Comply with infection prevention and control policies and procedures</td>
</tr>
<tr>
<td>HLTWHS001</td>
<td>Participate in workplace health and safety</td>
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### Elective Units

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<tr>
<td>CHCCCS012</td>
<td>Contribute to ongoing skills development using a strengths-based approach</td>
</tr>
<tr>
<td>CHCCCS020</td>
<td>Respond effectively to behaviours of concern</td>
</tr>
<tr>
<td>CHCCCS026</td>
<td>Transport individuals</td>
</tr>
<tr>
<td>HLTFSE002</td>
<td>Provide ward or unit based food preparation and distribution services</td>
</tr>
<tr>
<td>HLTSSS004</td>
<td>Handle and move equipment, goods and mail</td>
</tr>
<tr>
<td>HLTAID003</td>
<td>Provide first aid</td>
</tr>
<tr>
<td>HLTFSE001</td>
<td>Follow basic food safety practices</td>
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<tr>
<td>HLTSSS003</td>
<td>Perform general cleaning tasks in a clinical setting</td>
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</table>
Healthcare for a Better World
HOW TO ENROL?

Online

You can enrol online
www.ihna.edu.au

Email

Send an email to enquiry@ihna.edu.au

Face to face

Apply in person at any IHNA campus. Our contact details are on the last page.

Toll free

You can speak to a career counsellor or a guide, if you are unsure about the way forward. Please feel free to call.
Toll free: 1800 22 52 83
IHNA is focussed on developing your career in health care. If you wish to take your career a step forward, an accredited higher level qualification is the way to go. Based on your current qualification, please see below the pathways that are available to you.

Learn advanced skills and stay up to date with current best practice in your sector!

Note: Information in this diagram is of a general nature and entry criteria applicable to specific courses may vary. Please refer to specific course information to determine the exact criteria for entry or contact our admissions consultants for more details.
Melbourne (Administrative Office)
Level 1, 76-80 Turnham Avenue, Rosanna, Victoria 3084, Australia
Ph: +61 3 9455 4400 Fax: +61 3 9455 4433

Perth Campus
Level 3, Carillon City Arcade, 680-692 Hay Street Mall, Perth WA 6000
Ph: +61 8 6212 8200

Sydney Campus
Level 7, 33 Argyle Street, Parramatta, NSW 2150, Australia.
Ph: +61 2 8228 6400

Melbourne Campus
597-599 Upper Heidelberg Road, Heidelberg Heights, Victoria 3081, Australia
Ph: +61 3 9450 5100

Melbourne City Campus
Opening Soon

Legal Name: Health Careers International Pty Ltd I ABN 59 106 800 944 I CRICOS Code: 03386G I RTO ID: 21985