



HLT23215 Certificate II in Health Support Services

About this qualification

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.



Career Opportunities

Some of the roles this qualification will give you the opportunity to work in:

- Cleaner
- Domestic assistant
- Food service assistant
- Laundry worker
- Housekeeping assistant

Pre- entry Requirements

A competent level of literacy and numeracy is required to complete this qualification.

Qualification Structure

Employment Based

For those working in the community services industry the duration of this course is up to 12 months. This will allow you to study and apply your new skills and knowledge in the workplace whilst completing your qualification.

Full Time Study

For those not employed in the community services industry we offer a full-time classroom-based program which includes an unpaid work experience with a local community services organisation.

**There are (12) units to complete.
(4) Core Units, (8) Elective Units**

Core Units

CHCOM005	Communicate and work in health or community services
CHCDIV001	Work with diverse people
HLTINF001	Comply with infection prevention and control policies and procedures
HLTWHS001	Participate in workplace health and safety

Elective Units

Elective units will be chosen on enrolment.

Elective units must be relevant to the work outcome, local industry requirements and qualification level.



NATIONALLY RECOGNISED
TRAINING

Version 3.0



Delivery Modes

Classroom based

For those not employed in the community services industry wanting to undertake full time study we offer a classroom-based program which includes an unpaid work experience with a local community services organisation.

Blended Delivery

This is a combination of trainer lead workshops, coaching and mentoring sessions and distance learning components. This model offers flexibility but also the benefits of face to face delivery.

Vocational Placement

For those not currently employed in the community services industry ESTR will work with you to secure an unpaid work experience placement with one of our local employers. This will give you hands on experience and have you job ready on completion of your qualification.

Students will be required to undertake work placement before the completion of their qualification.

All students will be required to undergo a criminal record check before being placed on work experience. Those working in disability will also have to complete a working with children's check, which will be at the cost of the student.

Recognition of Prior Learning & Credit Transfer

All students are encouraged to apply for Recognition of Prior Learning (RPL) and/or Credit Transfer (CT). Any relevant qualification and/or work experience that you have attained in the past can be used in your application to contribute towards units in this qualification.

Essential Skills Training & Recruitment will recognise the AQF qualifications and statements of attainment issued by any other Registered Training Organisation.

If you wish to apply for credit transfer, or recognition of prior learning, please contact our office and ask for an application, or you can download one from our website.

Smart and Skilled

This qualification is available under the NSW Government's Smart and Skilled program for eligible students. Please visit our website or call our office for eligibility requirements and program information. This training is subsidised by the NSW Government.

How do I apply?

To enrol into this qualification or for any general course enquires please contact our office.

Phone: (02) 4961 0016 **Fax:** (02) 4961 4007

Email: info@essentialskills.com.au

Website: www.essentialskills.com.au

Address: 1/3 Warabrook Boulevard, WARABROOK NSW 2304

Post: PO Box 984, HAMILTON NSW 2303

Centrelink Approved: 2R010 **Legal Name:** Trissig Pty Ltd

Course Fees

The cost of this qualification will vary depending on your mode of delivery, level of experience and if you are completing this qualification Fee for Service, on a Traineeship or through Smart and Skilled Arrangements.

Standard Fee	New Entrant Traineeship	Smart and Skilled Full Qualification		Concession fee
		First Qual	Second Qual	
\$2,000	\$8,20	\$830	\$990	\$160

The cost covers all learning and assessment materials that are issued by *Essential Skills Training and Recruitment*. The administration/resource fee of \$500 is due on enrolment. Employers will be billed over three installments over the duration of the course. Individual students will be billed over five installments, with the administration fee being the first installment. If required, a payment plan can be arranged to assist participants to pay fees over the duration of the course.

If a replacement textbook is required by any student, the student will be required to pay for the cost of the replacement book (between \$80 - \$120).

If you are not working in the industry and are undertaking a full-time course with us the following will incur additional fees; Criminal Record Check, Working with Children Check, Work Experience T-Shirts.

If a replacement certificate is required there will be a fee of \$20 to be paid by the student before it is issued.

If any external support services are required to complete this qualification, they will be at the expense of the student or employer e.g. interpreter.

Refunds

If given formal notice a withdrawal within 3 days of the commencement of training and receipt of materials.

ESTR will refund fees paid in advance less;

- the admin fee of \$500 for full qualifications
- 20% of the total course fee for skills sets, single units or non-accredited training.

Or the customer may choose for the money paid to be held in credit for future programs less the admin fee.

Under normal circumstances, no refunds will be given after the commencement of a program, unless the client can provide a medical certificate or show extreme hardship. In these cases, fees will be refunded on a *pro-rata* basis or reduced to cover our costs for course materials, postage etc. If a program is cancelled by ESTR, all fees will be refunded in full.

Further Study

On completion of this qualification you may like to further your education by completing any of the following qualifications.

- HLT33215 Certificate III in Health Support Services
- CHC33015 Certificate III in Individual Support