

Qualification Information: HLT33215 Certificate III in Health Support Services



Client(s)	This qualification has been designed to be delivered on the job. This qualification reflects the role of individuals who have a range of well-developed health support service skills working in areas such as catering, and cleaning operations.
Entry & Admission Requirements	<p>For entry into this qualification you are required to be working in a cleaning or kitchen role or arrange appropriate employment in a cleaning or kitchen role.</p> <p>Daniels Associates has the following admission requirements to suit the delivery and assessment mode offered:</p> <ul style="list-style-type: none"> Learners are required to be competent in written and spoken English and will undertake a Language, Literacy, and Numeracy test prior to commencing the training.
Course Duration	This course is normally delivered over a period of <i>approximately</i> 12-24 months.
Course pricing fee for service	<p>Fee for service course price is \$1,800.</p> <p>50% of course fee is payable on enrolment and 50% is payable and ½ way point in course. The Daniels Associates does not accept payment in advance of more than \$1,500 per student.</p>
Pathways for Learners	<p>Employment Pathway</p> <p>Completion of this qualification provides the skills and knowledge appropriate for a person working in the following occupations:</p> <ul style="list-style-type: none"> Catering/ Kitchen hand Cleaning (environmental services)
Qualification Packaging	<p>15 units must be completed:</p> <ul style="list-style-type: none"> 6 core units 9 elective units
Training Delivery	<p>Training is normally delivered off-the-job in a class room type environment.</p> <p>Training is normally delivered at each worksite location if there are (5) or more staff.</p> <p>Training is delivered once a month over 10-12 months – see training schedule below for kitchen, housekeeping and laundry staff.</p> <p>Classes are 3 hours duration and normally delivered from 2-5pm in the afternoon.</p>

Kitchen, cleaning – common classes		
Date	Session	Competency units
Session 1	WH&S	HLTWHS001 Participate in workplace health and safety (core) HLTWHS005 Conduct manual tasks safely (core)
Session 2	Infection Control	HLTINF001 Comply with infection prevention and control policies and procedures (core)

Session 3	Communicate in Health & Professional Development	CHCCOM005 Communicate and work in health or community services (core) BSBWOR301 Organise personal work priorities and development (core)
Session 4	Diversity	CHCDIV001 Work with diverse people (core)

Kitchen Staff Electives

Date	Session	Competency units
Session 5	Food Safety (1)	HLTFSE001 Follow basic food safety practices SITXFSA101/001 Use hygienic practices for food safety SITHKOP001 Clean kitchen premises and equipment
Session 6	Food Safety (2)	HLTFSE005 Apply and monitor food safety requirements
Session 7	Food Preparation (1)	SITHCCC002 - Prepare and present simple dishes (Note pre-req: SITXFSA001)
Session 8	Food Preparation (2)	SITHCCC307 Prepare foods to meet special dietary requirements (Note pre-req: SITXFSA101) HLTFSE006 Prepare foods suitable for a range of client groups

Cleaning Staff Electives

Date	Session	Competency units
Session 9	Clinical cleaning	HLTHSS003 Perform general cleaning tasks in a clinical setting CPPCLO3045 Clean high-touch surfaces CPPCLO3043 Clean using microfibre and chemical-free techniques
Session 10	Room Cleaning (1)	CPPCLO2010A Clean ceiling surfaces and fittings CPPCLO3016A Wash furniture and fittings CPPCLO2009A Clean glass surfaces
Session 11	Hard Floor	CPPCLO3002A Restore hard floor surfaces

Kitchen, cleaning – common classes

Date	Session	Competency units
Session 12	Innovation & Teamwork	BSBINN301 Promote innovation in a team environment BSBFLM312 Contribute to team effectiveness

Assessment

Assessments: Assessments are performed during training session and in an on-the-job environment outside normal training sessions defined in this training plan.

Assessment	
RPL / Credit Transfer	<p><u>National Recognition and Credit Transfer</u> – Daniels Associates has a Student/Learner Handbook, which outlines the process to be followed for granting national recognition and credit transfer.</p> <p><u>Recognition of Prior Learning</u> - Daniels Associates has a RPL Student Guide, which outlines in detail a process to be followed for granting Recognition of Prior Learning. RPL Assessment material enables the assessors to gain a clear understanding of the student’s knowledge, skills and experience, thus enabling an objective assessment of the applicant’s current competency to be made.</p> <p>Learners must apply for National Recognition, Credit Transfers and RPL prior to or immediately after formal enrolment but prior to the commencement of the delivery of the units. Any RPL’s granted must be accepted and signed off by the student.</p> <p>Where a student is successful in their RPL or CT application the Learners training plan / timetable must be adjusted.</p>
Assessment Arrangements	<p>The assessment process will include the gathering of evidence to demonstrate the student’s competence. Learners will be advised of the assessment requirements at the beginning of each unit / cluster through documented assessments that will clearly outline all required tasks that must be completed to achieve competence within the specified unit.</p> <p>The assessment methods include theory and practical tasks and will be clearly documented in the Assessment Tool Kit. Assessment methods include:</p> <p>Work Based Activities: Learners will work through a range of assessable activities in a classroom environment. These activities may include completion of case studies, participating in simulated activities, workplace audits and demonstration of skills and knowledge.</p> <p>Assignment: Learners are required to complete a take-home assignment in their own time. Assignments include a combination of multiple choice questions, short answer questions and case studies.</p> <p>Workplace Assessment: Learners are required to demonstrate their skills and knowledge for some units of competency in a fully operational working environment. These assessment uses a combination of Direct Observation and Verbal</p> <p>Appropriate times for these assessments will be negotiated with the learner and their workplace supervisor.</p> <p>Third Party Evidence Sheet to be completed by the learner’s supervisor. Learners are required to review the Third Party Evidence with their workplace supervisor. If both are satisfied that the learner meets the criteria, their supervisor signs and dates the Third Party Evidence Sheet.</p>

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