

COURSE INFORMATION

**Certificate III HLT33115
Health Services Assistance**

For

Support Services Staff

Certificate III in Health Services Assistant HLT33115

Client(s)

This qualification reflects the role of a variety of workers who use a range of factual, technical and procedural knowledge to provide assistance to health professional staff for the care of clients and support services roles. Health services assistance involves the worker performing their role under supervision.

Course Outline

Qualification Packaging	15 units must be completed: 7 core units and 8 elective units
Induction & WHS	HLTWHS001 Participate in workplace health and safety (core) HLTWHS005 Conduct manual tasks safely (Import-1) CHCCCS010 Maintain a high standard of service (E-6)
Infection Control	HLTINF006 Apply basic principles and practises of infection prevention and control (core)
Working in Health	CHCCOM005 Communicate and work in health or community services (core) CHCDIV001 Work with diverse people (core)
Body systems	HLTAAP001 Recognise healthy body systems (core)
Medical terminology	BSBMED301 Interpret and apply medical terminology appropriately (core)
Professional Development & catch-up	BSBWOR301 Organise personal work priorities and development (core)
Innovation & Teamwork	BSBINN301 Promote innovation in a team environment (E-1) BSBFLM312 Contribute to team effectiveness (E-2)
Workplace assessment	Workplace assessments scheduled
Patient Services/Cleaning Electives	
Patient Services	HLTHSS007 Handle medical gases safely (E-4) CHCCCS020 Respond effectively to behaviours of concern (E-3)
Room cleaning – Clinical cleaning	HLTHSS003 Perform general cleaning tasks in a clinical setting (E-5) CPPCLO3104 Clean high-touch surfaces (imported -2)
Food Electives	
Food Safety (1)	HLTFSE001 Follow basic food safety practices SITXFSA005 Use hygienic practices for food safety (additional unit)
Food Safety (2)	HLTFSE005 Apply and monitor food safety requirements HLTFSE007 Oversee the day-to-day implementation of food safety in the workplace

Training Delivery

The qualification is typically delivered through monthly training sessions over a period of approximately 12 months. Practical assessments are conducted progressively throughout the course to allow students to demonstrate their skills in a real workplace environment. As part of the assessment requirements, students must participate in workplace-based assessments to demonstrate competency in practical tasks.

Students may also choose to complete the qualification through a self-paced learning pathway in consultation with their trainer and assessor. This option allows learners to progress through the course at a rate that suits their individual circumstances while still meeting all training and assessment requirements.

To support effective training and assessment, the workplace must provide appropriate equipment, facilities, and access to operational work areas. The suitability of the workplace is assessed against our Employer Resource Assessment Checklist to ensure all resources required for training and assessment are available. This includes access to relevant equipment, workplace procedures, and opportunities for students to perform the practical tasks required by the qualification.

Course Duration

This course is normally over a period of approximately 12 months.

Must commence within 3 months of enrolment and complete within 12 months. If not commenced within 3 months you risk being withdrawn from the qualification.

If you do not complete within 12 months outside exceptional circumstances and requests, you will be withdrawn and a statement of attainment issued for completed units.

A re-enrolment fee of \$350 will be payable to complete any further units.

Entry & Admission Requirements

Daniels Associates has the following admission requirements to suit the delivery and assessment mode offered:

For entry into this qualification, you are required to be working in a health services assistant/portage/ wards-person, portage/cleaning or food services role or arrange appropriate employment in an appropriate role. Daniels Associates does NOT provide student assistance for work placement or employment.

Learners should be able to demonstrate ACSF level 2 competency in written and spoken English and will undertake a Language, Literacy, and Numeracy test prior to commencing their qualification.

Queensland Skills Assure Career Start funding eligibility

To be eligible to undertake a course through the Career Start Program you must meet the following criteria:

- Must not already have or be enrolled in a certificate III or higher qualification completed within the last 10 years (qualifications completed as a school student and foundation skills qualifications do not count).
- Be 15 years or older
- Not be attending school
- Must be employed in an applicable job role or have the ability to find suitable employment
- Be a Queensland resident – an Australian Citizen or permanent resident living in Queensland, or a New Zealand citizen permanently residing in Queensland
- Once you have completed the qualification level through the Career Start Funding you will no longer be eligible for a government subsidised training place.

The current course co-contribution fee for funding under Career Start funding is \$90. This fee is payable before course commencement.

Concession fee of \$45 is available to students who meet appropriate eligibility – concession eligibility changes frequently and students should check with Daniels Associates student administration for current concession eligibility and pricing.

Queensland Skills Assure funding eligibility (Traineeship)

To be eligible to undertake a course through a traineeship pathway you must meet the following criteria:

- Must not have a Certificate III or above within the last 7 years
- Australian citizen, Australian permanent resident, Australian permanent humanitarian visa holder of New Zealand citizen
- FULL time staff – worked for EMPLOYER for less than 3 months full time – this can be back-dated by up to 1 month and does not include any initial casual employment.
- PART time staff – worked for EMPLOYER for less than 12 months part time – this can be back-dated by up to 1 month and does not include any initial casual employment.
- PART time staff - work an average of 15 hours per week

The current course fee (2026) for funding under a Skills Assure Queensland traineeship is \$1.60per nominal hour and a total course fee of \$810. This fee will be charged on course commencement.

NSW Smart & Skilled funding eligibility (Traineeship)

To be eligible to undertake a course through a traineeship pathway you must meet the following criteria:

- Must not have a Certificate III or above within the last 7 years
- Australian citizen, Australian permanent resident, Australian permanent humanitarian visa holder of New Zealand citizen
- FULL time staff – worked for EMPLOYER for less than 3 months full time – this can be back-dated by up to 1 month and does not include any initial casual employment.
- PART time staff – worked for EMPLOYER for less than 12 months part time – this can be back-dated by up to 1 month and does not include any initial casual employment.
- PART time staff - work an average of 15 hours per week

The current course fee (2026) for funding under a Smart and Skilled traineeship is \$0. This course has been made fee free from 1 January 2020 for students enrolled in a traineeship. Note the course fee is set by the NSW Department of Education and Training.

Traineeship course pricing Queensland

Traineeship course pricing is set by Queensland Department of Trade, Employment and Training at \$1.60 per nominal hour. This translates to a total course fee of \$810 @ 505 nominal hours.

Course pricing fee for service

Fee for Service: Please contact Daniels Associates for fee-for-service course pricing.

Delivery Locations Queensland

This qualification is delivered though most regions in Queensland as a career start program. Training is delivered on a monthly basis using a combination of online teams meetings and workplace training delivered in the student workplace.

Refund policy

If you withdraw in writing before the course starts, you will receive a full refund. Should you withdraw part way through the course you are entitle to a refund for those units you have not commenced as a portion of your course fee. For more information on course refunds refer to our Student Handbook which was available to you during you course enrolment and is also available for download from our website

www.danielsassociates.com.au.

Assessment Arrangements

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.

The assessment methods include theory and practical tasks and will be clearly documented in the Assessment Tool Kit. Assessment methods include:

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.

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.

Workplace Assessment: Learners are required to demonstrate their skills and knowledge for some units of competency in a fully operational working environment. These assessments use a combination of Direct Observation and Verbal Questions.

Appropriate times for these assessments will be negotiated with the learner and their workplace supervisor.

Third Party Evidence Sheet to be completed by the learner's supervisor. Third Party Reports are compulsory for students enrolled in a traineeship program. 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.

RPL / Credit Transfer

National Recognition and Credit Transfer – Daniels Associates has a Student/Learner Handbook, which outlines the process to be followed for granting national recognition and credit transfer.

Recognition of Prior Learning - 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.

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.

Where a student is successful in their RPL or CT application the Learners training plan / timetable must be adjusted.

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