

# **HLT20912 Certificate II in Population Health**

## **Modification History**

Not applicable.

## **Description**

This qualification covers workers who provide basic support in Population Health work. Workers at this qualification level apply competencies within a limited scope of operation and highly defined range of contexts, where the choice of actions required is clear. These workers implement directives of superiors and work under routine guidance with intermittent checking. This qualification is suited to Australian Apprenticeships pathways.

Occupational titles for these workers may include:

- Indigenous support worker
- Support officer
- Peer educator

## **Pathways Information**

Not Applicable

## **Licensing/Regulatory Information**

Not Applicable

## **Entry Requirements**

Not Applicable

# Employability Skills Summary

Refer to the Topic: Introduction to the Employability Skills Qualification Summaries

## Packaging Rules

### PACKAGING RULES

12 units of competency are required for award of this qualification, including:

- 3 core units
- 9 elective units

A wide range of elective units is available, including:

- Group A electives which are recommended for culturally aware and respectful practice
- Group B electives - at least 3 units required from this group
- Other relevant electives listed below
- Units of competency to address workplace requirements and packaged at the level of this qualification or higher in Health and/or Community Services Training Packages
- Where appropriate, to address workplace requirements, up to 2 units of competency packaged at the level of this qualification or higher in other relevant Training Packages or accredited courses where the details of those courses are available on the TGA or other public listing

### Core units

CHCORG201B Follow policies, procedures and programs of the organisation  
HLTWHS200A Participate in WHS processes  
HLTPOP301C Work effectively in the population health sector

### The importance of culturally aware and respectful practice

All workers undertaking work in health need foundation knowledge to inform their work with Aboriginal and/or Torres Strait Islander clients and co-workers and with clients and co-workers from culturally and linguistically diverse backgrounds. This foundation must be provided and assessed as part of a holistic approach to delivery and assessment of this qualification. Specific guidelines for assessment of this aspect of competency are provided in the Assessment Guidelines for the Health Training Package.

### Group A electives – recommended for culturally aware and respectful practice

Where work involves a specific focus on Aboriginal and/or Torres Strait Islander and/or culturally diverse clients or communities, one or both of the following electives is recommended:

HLTHIR403C Work effectively with culturally diverse clients and co-workers  
HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people

**Group B electives – at least 3 units required**

**At least 3 electives are to be selected from the following units.**

- CHCCD413D Work within specific communities
- CHCNET301D Participate in networks
- CHCPROM401B Share health information
- HLTPOP213C Support community processes for ongoing repair and maintenance of health hardware
- HLTPOP214D Provide basic repairs and maintenance to health hardware and fixtures
- HLTPOP216D Monitor and maintain septic or on-site systems
- HLTPOP217D Monitor and maintain sewerage or effluent systems
- HLTPOP218D Monitor and maintain water supply
- HLTPOP220C Monitor and maintain rubbish collection and disposal systems
- HLTPOP306C Establish agent of disease transmission and mode of control
- HLTPOP307C Provide information and support on environmental health issues
- HLTPOP406C Utilise an interpreter
- AHCCCF414A Develop approaches to include cultural and human diversity

**Other relevant electives**

**Additional electives may be selected in line with the packaging Rules.**

**Employers may specify that certain electives are required to address identified workplace needs. Selection from the following list is recommended.**

- CHCAOD201D Prepare for alcohol and other drugs work
- CHCCD401E Support community participation
- CHCCH225A Prepare to work in social housing
- CHCCOM201C Communicate with people accessing the services of the organisation
- CHCCOM302C Communicate appropriately with clients and colleagues
- CHCDIS220B Prepare for disability work
- CHCGROUP201C Support the activities of existing groups
- CHCLLN403A Identify clients with language, literacy and numeracy needs and respond effectively
- CHCORG525D Recruit and coordinate volunteers

# **HLT21012 Certificate II in Indigenous Environmental Health**

## **Modification History**

Not applicable.

## **Description**

This qualification covers workers who provide basic support in Population Health work specifically relating to Indigenous Environmental Health. Workers at this qualification level apply competencies within a limited scope of operation and highly defined range of contexts, where the choice of actions required is clear. These workers implement directives of superiors and work under routine guidance with intermittent checking. This qualification is suited to Australian Apprenticeships pathways.

Occupational titles for these workers may include:

- Indigenous environmental health worker
- Environmental health worker
- Healthy housing worker

## **Pathways Information**

Not Applicable

## **Licensing/Regulatory Information**

Not Applicable

## **Entry Requirements**

Not Applicable

# Employability Skills Summary

Refer to the Topic: Introduction to the Employability Skills Qualification Summaries

## Packaging Rules

### PACKAGING RULES

12 units of competency are required for award of this qualification, including:

- 5 core units
- 7 elective units

A wide range of elective units is available, including:

- Group A electives which are recommended for culturally aware and respectful practice
- Group B electives - at least 3 units required from this group
- Other relevant electives listed below
- Units of competency to address workplace requirements and packaged at the level of this qualification or higher in Health and/or Community Services Training Packages
- Where appropriate, to address workplace requirements, up to 2 units of competency packaged at the level of this qualification or higher in other relevant Training Packages or accredited courses where the details of those courses are available on the TGA or other public listing

### Core units

CHCORG201B	Follow policies, procedures and programs of the organisation
HLTWHS200A	Participate in WHS processes
HLTPOP301C	Work effectively in the population health sector
HLTPOP306C	Establish agent of disease transmission and mode of control
HLTPOP307C	Provide information and support on environmental health issues

### The importance of culturally aware and respectful practice

All workers undertaking work in health need foundation knowledge to inform their work with Aboriginal and/or Torres Strait Islander clients and co-workers and with clients and co-workers from culturally and linguistically diverse backgrounds. This foundation must be provided and assessed as part of a holistic approach to delivery and assessment of this qualification. Specific guidelines for assessment of this aspect of competency are provided in the Assessment Guidelines for the Health Training Package.

### Group A electives - recommended for culturally aware and respectful practice

Where work involves a specific focus on Aboriginal and/or Torres Strait Islander and/or culturally diverse clients or communities, one or both of the following electives is recommended:

[HLTHIR403C Work effectively with culturally diverse clients and co-workers](#)

[HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people](#)

### **Group B electives - at least 3 units required**

At least 3 electives are to be selected from the following units.

HLTPOP213C Support community processes for ongoing repair and maintenance of health hardware

HLTPOP214D Provide basic repairs and maintenance to health hardware and fixtures

HLTPOP216D Monitor and maintain septic or on-site systems

HLTPOP217D Monitor and maintain sewerage or effluent systems

HLTPOP218D Monitor and maintain water supply

HLTPOP220C Monitor and maintain rubbish collection and disposal systems

### **Other relevant electives**

Electives are to be selected in line with the specified Packaging Rules. Employers may specify that certain electives are required to address identified workplace needs.

Selection from the following list is recommended.

CHCCD401E Support community participation

CHCCH225A Prepare to work in social housing

CHCCOM201C Communicate with people accessing the services of the organisation

CHCCOM302C Communicate appropriately with clients and colleagues

CHCGROUP201C Support the activities of existing groups

CHCLLN403A Identify clients with language, literacy and numeracy needs and respond effectively

CHCNET301D Participate in networks

CHCORG525D Recruit and coordinate volunteers

CHCPROM401B Share health information

HLTPOP406C Utilise an interpreter

# HLT21112 Certificate II in Emergency Medical Service First Response

## Modification History

HLT07 Version 4	HLT07 Version 5	Comments
HLT21107 Certificate II in Emergency Medical Service First Response	HLT21112 Certificate II in Emergency Medical Service First Response	Updated in V5 - Updated core units HLTFA311A Apply first aid and HLTWHS200A Participate in WHS processes

## Description

This qualification covers workers who provide first response care in line with Australian Resuscitation Council Guidelines. This involves provision of first aid care.

Occupational titles may include:

- Community based first responder
- Emergency medical responder
- Workplace first responder
- Volunteer first aider
- EMS first responder

## Pathways Information

Not Applicable

## Licensing/Regulatory Information

Not Applicable

## Entry Requirements

Not Applicable

# Employability Skills Summary

Refer to the Topic: Introduction to the Employability Skills Qualification Summaries

## Packaging Rules

### PACKAGING RULES

9 units of competency are required for this qualification, including:

- 6 core units
- 3 elective units

A wide range of elective units is available, including:

- Relevant electives listed below
- Units of competency to address workplace requirements and packaged at the level of this qualification or higher in Health and/or Community Services Training Packages
- Where appropriate, to address workplace requirements, up to 2 units of competency packaged at the level of this qualification or higher in other relevant Training Packages or accredited courses where the details of those courses are available on the TGA or other public listing

### Core units

BSBWOR203B Work effectively with others

HLTFA311A Apply first aid

HLTFA412A Apply advanced first aid (Note pre-requ: HLTFA301C)

HLTHIR301C Communicate and work effectively in health

HLTIN301C Comply with infection control policies and procedures

HLTWHS200A Participate in WHS processes

### The importance of culturally aware and respectful practice

All workers undertaking work in health need foundation knowledge to inform their work with Aboriginal and/or Torres Strait Islander clients and co-workers and with clients and co-workers from culturally and linguistically diverse backgrounds. This foundation must be provided and assessed as part of a holistic approach to delivery and assessment of this qualification. Specific guidelines for assessment of this aspect of competency are provided in the Assessment Guidelines for the Health Training Package.

### Relevant electives

Elective units of competency may be selected in line with the Packaging Rules outlined above. The following sample selection of electives may facilitate a pathway towards higher-level qualifications involving direct client care.

BSBMED301B Interpret and apply medical terminology appropriately

CHCAC318B Work effectively with older people

CHCCS400C Work within a relevant legal and ethical framework



CHCDIS301C Work effectively with people with a disability

HLTAMBFC301D Communicate with clients and colleagues to support health care

HLTAMBT301B Transport non-emergency clients under operational conditions

HLTAP301B Recognise healthy body systems in a health care context

HLTFA302C Provide first aid in remote situation

# HLT21212 Certificate II in Health Support Services

## Modification History

HLT07 Version 4	HLT07 Version 5	Comments
HLT21207 Certificate II in Health Support Services	HLT21212 Certificate II in Health Support Services	Updated in V5 - Updated core units HLTWHS200A Participate in WHS processes

## Description

This qualification covers workers who provide support for the effective functioning of health services. These workers do not provide direct care assistance functions such as assisting other staff with the care of clients. This is an entry-level qualification and is suited to Australian Apprenticeship pathways.

Occupational titles for these workers may include:

- Administration support
- Cleaner
- Domestic assistant
- Food service assistant
- Grounds maintenance worker
- Hospital assistant
- Kitchen hand
- Maintenance assistant
- Pathology courier
- Stores assistant
- Assistant cook
- Clerk
- Driver
- Food service worker
- Handyperson
- Housekeeping assistant
- Laundry worker
- Orderly
- Porter
- Support services worker
- Ward assistant

## Pathways Information

Not Applicable

## Licensing/Regulatory Information

Not Applicable

## **Entry Requirements**

Not Applicable

# Employability Skills Summary

Refer to the Topic: Introduction to the Employability Skills Qualification Summaries

## Packaging Rules

### PACKAGING RULES

12 units of competency are required for award of this qualification, including:

- 4 core units
- 8 elective units

A wide range of electives is available and can be packaged to provide either:

- a generic qualification that covers a range of work functions, or
- a targeted qualification as required for specific work roles

Elective units are to be packaged as follows:

- For a generic qualification select a **minimum of 6** units of competency from the relevant electives listed below (i.e. across all streams)

*or*

- For a qualification targeted to a specific area of work select a **minimum of 6** units of competency from the relevant elective group

*and additional electives may be selected from:*

- Units of competency to address workplace requirements and packaged at the level of this qualification or higher in Health and/or Community Services Training Packages
- Where appropriate, to address workplace requirements, up to 3 units of competency packaged at the level of this qualification or higher in other relevant Training Packages or accredited courses where the details of those courses are available on the TGA or other public listing

### Core units

BSBWOR203B Work effectively with others  
HLTHIR301C Communicate and work effectively in health  
HLTIN301C Comply with infection control policies and procedures  
HLTWHS200A Participate in WHS processes

### The importance of culturally aware and respectful practice

All workers undertaking work in health need foundation knowledge to inform their work with Aboriginal and/or Torres Strait Islander clients and co-workers and with clients and co-workers from culturally and linguistically diverse backgrounds. This foundation must be provided and assessed as part of a holistic approach to delivery and assessment of this qualification. Specific guidelines for assessment of this aspect of competency are provided in the Assessment Guidelines for the Health Training Package.

## Relevant electives

Electives are to be selected in line with the specified Packaging Rules. Workplaces may package electives to reflect the functions of workers. To facilitate the selection of electives, relevant units of competency have been grouped as follows:

- *Cleaning electives*
- *Laundry electives*
- *Food services electives*
- *Grounds maintenance electives*
- *General maintenance electives*
- *Client support electives*
- *Health administration electives*
- *Stores electives*
- *Transport electives*

### 1. For a generic qualification

Select a minimum of 6 units of competency from across all elective groups below, including elective Groups A-H and 'Other relevant electives'.

### 2. For a qualification targeted to a specific work area

Industry has identified seven specific work areas that demand a minimum number of electives (i.e. 6 electives) to be selected as follows:

- *Cleaning work* requires 6 *Group A Cleaning electives*
- *Laundry work* requires 6 *Group B Laundry electives*
- *Food services work* requires 6 *Group C Food services electives*
- *Grounds maintenance work* requires 6 *Group D Grounds maintenance electives*
- *General maintenance work* requires 6 *Group E General maintenance electives*
- *Client support work* requires 6 *Group F Client support electives*
- *Health administration work* requires 6 *Group G Health administration electives*

Where the electives achieved address requirements for one of these specific work areas, this is to be clearly articulated on the transcript (certification) as:

"This qualification includes electives required for *Cleaning work*"

"This qualification includes electives required for *Laundry work*"

"This qualification includes electives required for *Food services work*"

"This qualification includes electives required for *Grounds maintenance work*"

"This qualification includes electives required for *General maintenance work*"

"This qualification includes electives required for *Client support work*"

*or*

"This qualification includes electives required for *Health administration work*"

### 3. Select additional electives to a total of 8 electives in line with the Packaging Rules

A number of units of competency listed as electives for this qualification have been drawn from other Training Packages as follows:

- PRM04 Asset Maintenance Training Package
- LMT07 Textiles, Clothing and Footwear Training Package (V2)
- SIT07 Tourism, Hospitality and Events V2
- RTF03 Amenity Horticulture Training Package
- TLI07 Transport and Logistics Training Package
- BSB07 Business Services Training Package (V3)
- CPP07 Property Services Training Package

Where job roles are undertaken predominantly outside a health care setting then Training Package users may wish to access qualifications from that Training Package.

**Group A electives - at least 6 units required for CLEANING work**

- HLTMS206D Perform general cleaning tasks in a clinical setting
- PRMCC07A Perform basic stain removal
- PRMCL01B Maintain a hard floor surface
- PRMCL04B Maintain a carpeted floor
- PRMCL14B Maintain a 'clean room' environment
- PRMCL15B Maintain furniture and fittings and room dressing
- PRMCL17B Clean a wet area
- PRMCL19B Remove waste
- PRMCL33B Plan for safe and efficient cleaning activities
- PRMCL35B Maintain a cleaning storage area

**Group B electives - at least 6 units required for LAUNDRY work**

- HLTMS201D Collect and manage linen stock at user-location
- LMTLA2002A Operate washing machines
- LMTLA2003A Control washing machine operation
- LMTLA2004A Perform linen rewash
- LMTLA2005A Operate hydro extractor
- LMTLA2006A Perform conditioning and drying processes
- LMTLA2007A Finish products for despatch
- LMTLA2008A Repair damaged laundry items
- LMTLA2009A Inspect, fold and pack theatre linen
- LMTLA2010A Prepare products for storage or despatch

**Group C electives - at least 6 units required for FOOD SERVICES work**

- HLTFS201D Distribute meals and refreshments to clients  
(Note pre-requ: HLTFS207C)
- HLTFS203D Apply cook-freeze processes  
(Note pre-requ: HLTFS207C)
- HLTFS204D Provide ward or unit based food preparation and distribution services (Note pre-requ: HLTFS207C)
- HLTFS205D Perform kitchenware washing (Note pre-requ: HLTFS207C)
- HLTFS206D Carry out cafeteria operations (Note pre-requ: HLTFS207C)
- HLTFS207C Follow basic food safety practices
- HLTFS208D Transport food (Note pre-requ: HLTFS207C)
- HLTHSE204D Follow safe manual handling practices
- SITHCCC003B Receive and store kitchen supplies  
(Note pre-requ: SITXOHS002A)
- SITHCCC004B Clean and maintain kitchen premises  
(Note pre-requ: SITXOHS002A)
- SITHCCC005A Use basic methods of cookery (Note pre-requ: SITXOHS002A,  
SITHCCC001B, SITHCCC002A)
- SITHCCC006A Prepare appetisers and salads (Note pre-requ: SITXOHS002A,  
SITHCCC001B, SITHCCC002A)
- SITHCCC007A Prepare sandwiches  
(Note pre-requ: SITXOHS002A, SITHCCC001B)
- SITHCCC008A Prepare stocks, sauces and soups  
(Note pre-requ: SITXOHS002A, SITHCCC001B, SITHCCC002A, SITHCCC005A)

SITHCCC032A Apply cook-chill production processes  
(Note pre-requis: SITXOHS002A, SITXFSA001A)

**Group D electives - at least 6 units required for GROUNDS MAINTENANCE work**

AHCPGD201A Plant trees and shrubs  
AHCMOM204A Undertake operational maintenance of machinery  
AHCMOM304A Operate machinery and equipment  
AHCPMG201A Treat weeds  
AHCPMG202A Treat plant pests, diseases and disorders  
AHCCHM201A Apply chemicals under supervision  
AHCINF204A Maintain drainage systems  
AHCRRGD203A Prune shrubs and small trees  
AHCNSY202A Tend nursery plants

**Group E electives - at least 6 units required for GENERAL MAINTENANCE work**

HLTGM201D Perform routine servicing of plant, equipment and machinery  
HLTGM202D Use hand and power tools  
HLTGM203D Perform minor general maintenance  
HLTGM204D Assist tradesperson with construction and maintenance  
HLTGM206D Operate an incinerator  
HLTGM207C Carry out work in a food handling area  
PRMCL19B Remove waste  
PRMCL37A Clean external surfaces

**Group F electives - at least 6 units required for CLIENT SUPPORT work**

HLTCSD201D Maintain high standard of client service  
HLTCSD203D Prepare and maintain beds  
HLTCSD208D Transport clients  
HLTCSD306D Respond effectively to behaviours of concern  
HLTFS204D Provide ward or unit based food preparation and distribution services (Note pre-requ: HLTFS207C)  
HLTHSE204D Follow safe manual handling practices  
HLTMS201D Collect and manage linen stock at user-location  
HLTMS203D Undertake routine stock maintenance  
HLTMS207D Handle medical gases safely

**Group G electives - at least 6 units required for HEALTH ADMINISTRATION work**

BSBADM101A Use business equipment and resources  
BSBCUS201B Deliver a service to customers  
BSBINM201A Process and maintain workplace information  
BSBINM202A Handle mail  
BSBITU201A Produce simple word processed documents  
BSBITU202A Create and use spreadsheets  
BSBWOR204A Use business technology  
FNSICGEN305B Maintain daily financial/business records

**Group H electives - recommended for culturally aware and respectful practice**

Where work involves a specific focus on Aboriginal and/or Torres Strait Islander and/or culturally diverse clients or communities, one or both of the following electives is recommended:

HLTHIR403C Work effectively with culturally diverse clients and co-workers  
HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people

**Other relevant electives**

**Stores electives**

HLTMS203D Undertake routine stock maintenance

TLID2010A Operate a forklift

TLID1001A Shift materials safely using manual handling methods

**Transport electives**

HLTCSD208D Transport clients

HLTFS208D Transport food (Note pre-requ: HLTFS207C)

HLTMS204D Handle and move equipment, goods, mail and furniture

HLTMS207D Handle medical gases safely

**Sustainability electives**

CPPCMN3001B Participate in environmentally sustainable work practices