

## HLT23215 – Certificate II in Health Support Services

### SUBJECT LIST AND DESCRIPTOR

<b>CHCCMOO5</b> <b>Communicate and work in the health and community sector</b>	This unit describes the skills and knowledge required to communicate effectively with clients, colleagues, management and other industry providers. This unit applies to a range of health and community service contexts where workers may communicate face-to-face, in writing or using digital media and work with limited responsibility under direct or indirect supervision.
<b>HLTINF001</b> <b>Comply with infection prevention and control policies and procedures</b>	This unit describes the skills and knowledge required to follow organisational infection prevention and control procedures, including implementing standard and transmission-based precautions and responding to infection risks. This unit applies to individuals working in health and direct client care contexts.
<b>HLTWS001</b> <b>Participate in workplace health and safety</b>	This unit describes the skills and knowledge required for workers to participate in safe work practices to ensure their own health and safety, and that of others. The unit applies to all workers who require knowledge of workplace health and safety (WHS) to carry out their own work, either under direct supervision or with some individual responsibility.
<b>CHCDIV001</b> <b>Work with diverse people</b>	This unit describes the skills and knowledge required to work respectfully with people from diverse social and cultural groups and situations, including Aboriginal and/or Torres Strait Islander people.
<b>BSBMED305</b> <b>Apply the principals of confidentiality, privacy and security in a medical environment</b>	This unit describes the skills and knowledge required to apply principles and procedures relating to confidentiality, privacy and security to own work within the medical environment. It applies to individuals required to maintain confidentiality, privacy and security under legislation, and workplace policies and procedures in a medical environment. It covers working within accepted codes of conduct and following confidentiality, privacy and security provisions.
<b>CHCCCS010</b> <b>Maintain high standard of service</b>	This unit describes the skills and knowledge to deliver and maintain a high standard of service. This unit applies to workers in a range of community services and health contexts where direct support services are provided. Work performed requires some discretion and judgement and may be carried out under regular direct or indirect supervision.
<b>BSBWOR202</b> <b>Organise and complete daily work activities</b>	This unit describes the skills and knowledge required to seek feedback for performance improvement and use current technology appropriate to the task. It applies to individuals working under direct supervision who develop basic skills and knowledge for working in a broad range of settings.
<b>BSBWOR204</b> <b>Use business technology</b>	This unit describes the skills and knowledge required to select and use computer software and organise electronic information and data. It applies to individuals who apply a limited range of practical skills with a fundamental knowledge of equipment use and the organisation of data in a defined context, under direct supervision or with limited individual responsibility.
<b>BSBWOR203</b> <b>Work effectively with others</b>	This unit describes the skills and knowledge required to work cooperatively with others and deal effectively with issues, problems and conflict. It applies to individuals who perform a range of routine tasks using a limited range of practical skills, and a fundamental knowledge of teamwork in a defined context under direct supervision or with limited individual responsibility.
<b>CHCCCS020</b> <b>Respond effectively to behaviours of concern</b>	This unit describes the skills and knowledge required to respond effectively to behaviours of concern of people. Skills are associated with handling difficult incidents rather than managing ongoing behaviour difficulties. The unit applies to workers in any context exposed to difficult and challenging behaviour.
<b>HLTWS005</b> <b>Conduct manual tasks safely</b>	This unit describes the skills and knowledge required to recognise potentially hazardous manual tasks, and then to prepare for and complete those tasks in a safe manner. This unit applies to all workers involved in manual handling tasks.
<b>CHCCCS012</b> <b>Prepare and maintain beds</b>	This unit describes the skills and knowledge required to apply bed making and cleaning practices to a range of beds to ensure that people can safely occupy a clean bed. This unit applies to workers in a range of settings where beds may be occupied or unoccupied. Where beds in an acute setting are occupied, bed making will usually be performed in an assisting role or under the supervision of an appropriate health professional according to organisation policy.