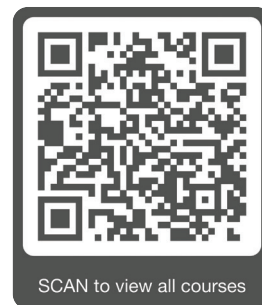


This qualification is designed to prepare workers to provide support for the effective functioning of health services. Individuals at this level are typically required to complete tasks under supervision, which involve known schedules and techniques. Additionally, they may be responsible for completing routine and variable tasks in collaboration with others in a team environment.

Workers with this qualification are expected to contribute to the provision of high-quality healthcare services, and are often employed in hospitals, medical clinics, and other healthcare settings. The tasks they complete may include maintaining patient records, using administration software and technology to process information, and applying infection control measures in daily work.

The role of these workers is vital to the smooth operation of healthcare facilities, and their contributions help to ensure that patients receive the care and attention they need. As such, individuals in this field are expected to possess strong teamwork skills, excellent communication abilities, and a commitment to maintaining the highest standards of patient care.



## Learning Areas

- Teamwork
- Working with diverse others
- Communication
- Infection prevention and control policies and procedures
- Problem solving
- Workplace health and safety

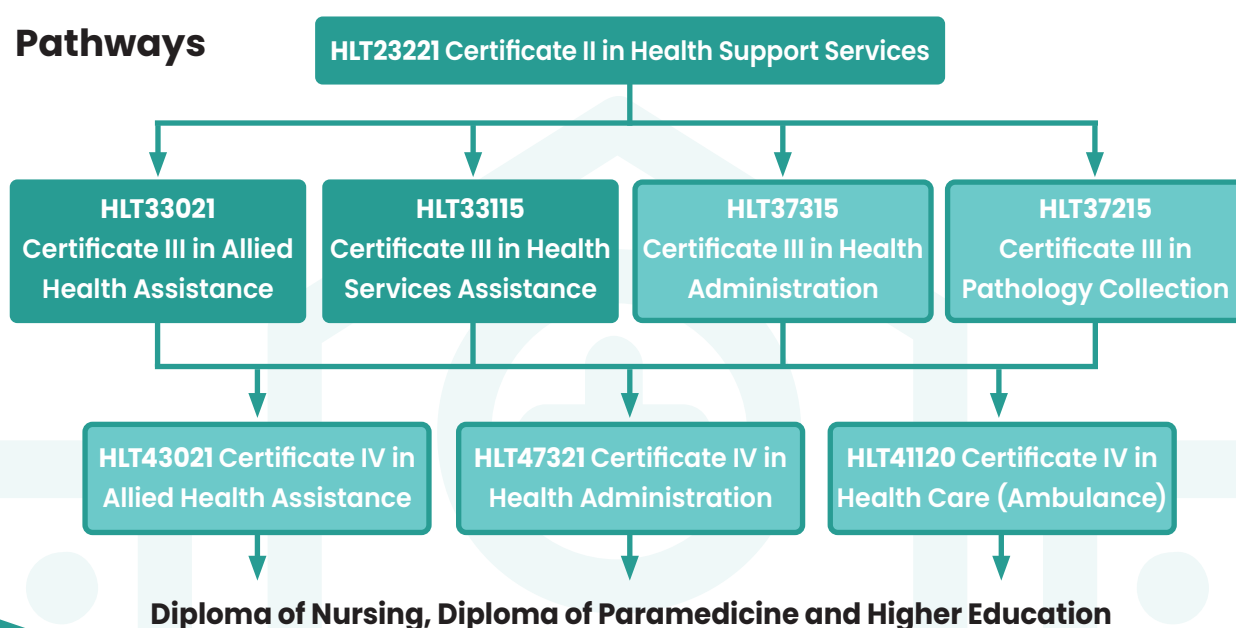


## Job Opportunities

- Hospital Attendant
- Patient Services Assistant
- Ward Assistant
- Hospital Orderly
- Health Administrative Worker



## Pathways



Vocational Education and Training Delivered to Secondary Students (VETDSS) is unique in that it provides flexible pathways, either into employment or further studies (post-compulsory schooling), all while formally contributing to the Queensland Certificate of Education.

All VET qualifications are nationally recognised - by both employers and industries, and further education providers (like TAFE institutes or private training organisations).



## QCAA recognition and QCE Credit arrangements

IVET PROGRAM	POSSIBLE QCE POINTS*
Certificate II in Health Support Services (HLT23221)	4

\*Further information on VET in QCE can be found on the Queensland Curriculum and Assessment Authority's website here: <https://myqce.qcaa.qld.edu.au/subjects-and-courses/vocational-education-and-training>

