



HLT21207 & HLT32807

Certificates II & III in Health Support Services (Cleaning)

Leading employers recognise the importance of the crucial role of support service staff in their organisations and the need for an ongoing formal training program.

Lennox Institute provides a nationally recognised qualification through accredited training and recognition for employees who carry out vital services in the industry.

In consultation with our clients Lennox compiles a program to include the most useful topics, grouping skills sets together to maximise development and ease of skills transfer back into the workplace.

Training delivery

There are a number of flexible training delivery options available to you:

- 10 - 12 x 3 hour sessions delivered once a month.
- Block release to cover training in full or half day sessions.
- A combination of RPL assessment of current competency, training in recommended units and gap training as identified.

Training schedules will be arranged and set up in advance to suit your workplace requirements.

Early completion of traineeships may be applied for once training and workplace assessments have been completed.



Course content

Courses will be customized for clients. Listed below is a sample of some of the units which may be covered:

HLTHIR301A Communicate and work effectively in health

HLTIN301B Comply with infection control policies and procedures

HLTOHS200A Participate in OHS processes

BSBFLM303C Contribute to effective workplace relationships

BSBWOR203A Work effectively with others

PRMCL01B Maintain a hard floor surface

PRMCL02B Restore a hard floor surface

PRMCL03B Replace a hard floor finish

PRMCL09B Clean glass surfaces

PRMCL10B Clean ceiling surfaces and fittings

PRMCL16B Wash furniture and fittings

PRMCL22B Organise and monitor cleaning operations

PRMCL20B Clean using pressure washing

HLTHIR403B Work effectively with culturally diverse clients and co-workers

PRMCL39A support leadership in the workplace

HLTCSD306B Respond effectively to difficult or challenging behaviour

PRMCL15B Maintain furniture and fittings and room dressing

PRMCL01B Maintain a hard floor surface

PRMCL04B Maintain a carpeted floor

PRMCC07A Perform basic stain removal

PRMCL17B Clean a wet area

PRMCL19B Remove waste

PRMCL37A Clean external surfaces

PRMCL36B Clean at high levels

Fees

Please contact Lennox Institute for a detailed quotation for your state and individual requirements.

Funding

This nationally recognised qualification may attract financial assistance for eligible employees through the Australian Apprenticeship Scheme, www.australianapprenticeships.gov.au