



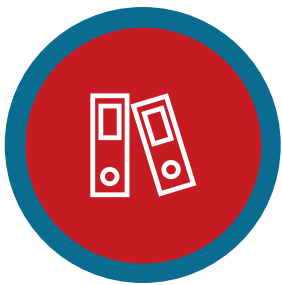
# FAQS

## HLT23221 CERTIFICATE II IN HEALTH SUPPORT SERVICES



### WHAT ARE THE STUDY REQUIREMENTS?

For those studying in a classroom environment you will be expected to devote approximately 6-8 hours of home study per week in addition to your classroom hours. Pre-reading is essential before attending classes.



### IS THIS COURSE FOR YOU?

Like choosing any area of study the choice is a personal one for you to make. The knowledge and skills required by a hospitality worker assistant are multi-skilled to provide excellent service across cleaning, food preparation and food service to rooms and dining rooms..



### WHEN AND WHERE ARE THE COURSES HELD?

1 day per fortnight over an 8 month period with a mixture of virtual and face to face classes held at the IRT Academy in Wollongong and practical assessments in the workplace.



### IS THERE WORKPLACEMENT?

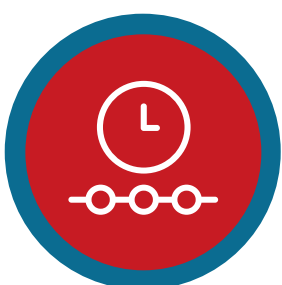
No formal workplacement hours are required, but there are workplace assessments. These are on-the-job observations completed by an accredited IRT Academy trainer and generally takes place at the person's place of work.



### HOW WILL YOU BE ACCESSED?

You will be assessed a number of ways. These methods may include:

- Virtual and face-to-face classroom sessions
- Group discussions
- Practical activities and projects
- Short answers / Multiple choice / Matching questions
- Practical observations in classroom
- Other self-directed activities



### WHERE CAN YOU FIND ALL RTO POLICIES RELATED TO REFUNDS, COMPLAINTS AND PAYMENTS?

<https://www.irt.org.au/careers-study/irt-academy/resources/>

[HTTPS://WWW.IRT.ORG.AU/CAREERS-STUDY/IRT-ACADEMY](https://www.irt.org.au/careers-study/irt-academy)

