



Certificate II in Health Support Services HLT23221



This nationally recognised qualification provides students with entry-level skills for roles in the health and community services sector. Learners will develop foundation knowledge in infection control, workplace safety, communication, and supporting clinical environments—creating a strong pathway into further health studies.



In- Person Delivery

Hands-on training in our purpose built facilities for one day per week over 12 months.



Workplace Experience

Students are encouraged to undertake work experience in a health or community facility to strengthen skills and confidence.



On Track for QCE

Earn four QCE credit points upon successful completion of the qualification.



Moreton Bay North Training Alliance



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Certificate II in Health Support Services

HLT23221

VETiS Funded
+ cost of uniform

Cost TBC

Career Pathways

- Health Support Assistant
- Hospital Services Support Worker
- Community Services Assistant
- Pathway into AIN, aged care, disability or allied health careers

Further Training Pathways

- Certificate III in Health Services Assistance
- Certificate III Community Services
- Certificate III Individual Support (Aged Care/Disability)
- Certificate IV and Diploma level health qualifications
- Bachelor of Nursing (with further study)

Students interested in health, nursing, aged care, disability support or community services will gain essential foundation skills through this qualification. The Certificate II builds the capabilities needed to work safely in clinical environments, communicate effectively, maintain infection control standards, and support the smooth operation of health services.

This qualification forms Year 1 of the two-year pathway leading into the Certificate III in Health Services Assistance.

Course Components:

- **HLTWHS001** Participate in workplace health and safety
- **HLTINF006** Comply with infection prevention and control policies and procedures
- **HLTHSS003** Perform general cleaning tasks in a clinical setting
- **BSBPEF202** Plan and apply time management
- **BSBTEC201** Use business software applications
- **BSBOPS203** Deliver a service to customers
- **CHCCCS012** Prepare and maintain beds
- **CHCCOM001** Provide first point of contact
- **CHCCOM005** Communicate and work in health or community services
- **CHCCCS010** Maintain a high standard of service
- **CHCCCS020** Respond effectively to behaviours of concern
- **CHCDIV001** Work with diverse people

(Units delivered under a third-party agreement with MBNTA or a school-based RTO)

