

Health Support Services

Take the first step into your career in the health industry. This program will provide you with the work skills and knowledge to enhance your career prospects and to provide assistance to healthcare professionals. It is taught within our dedicated classrooms and simulated practical worklabs on campus and includes training in first aid, infection control, work health and safety, communication, working with diverse people, and other nursing related care units.

Certificate II in Health Support Services (HLT23221)

Possible study pathways

Certificate III in Individual Support (Aged Care and Disability)
Certificate IV in Allied Health Assistance
Diploma of Nursing (DIV2 nurse)
Advanced Diploma of Health Science
Bachelor of Nursing (DIV1 nurse);
Nursing; Midwifery; Paramedical Science

Potential career pathways

Allied health care professional; Aged care or disability worker; Nurse; Paramedic; Midwife

Delivery location/s: Fed TAFE, Horsham

Contact days/hours: Wednesdays during school terms 9:20am to 3:20pm

Duration: 2 years.

This program is a completion of the certificate over two years.

Contributes four units of credit into the Certificate III in Individual Support (aged care and disability) or the Diploma of Nursing

Accreditation: National

School to work: 20 hours (1 week) is strongly recommended by VCAA

PPE and materials: Fed TAFE polo top (available after census date) to be worn each week and for SWL placement. Further information in the Fed TAFE Student Handbook. Own laptop and USB to be brought to class each week.

Materials fee: Paid for by Department of Education for Government students. Independent and Catholic students to discuss with your school VET Co-ordinator

Enrolment criteria: All students need a USI and must complete a Language Literacy, Numeracy and Digital (LLND) assessment and Pre-Training Review prior to acceptance into the program. Enrolment is online prior to Day 1.

VCE credits: Recognition of up to four VCE VET units at Units 1 and 2 level

VCE-VM credits: A Certificate II or above VET program is mandatory for students studying VCE-VM. 180 nominal hours or above equals two VET credits.

VPC credits: Every 90 nominal hours of VET equals one unit of credit.

ATAR credits: No ATAR contribution

Scored assessment: Not eligible

Note: A transition to HLT33021 Certificate III in Allied Health Assistance is currently being considered for this program, subject to RTO and governance approval. If approved, students commencing in 2027 will begin AHA from Year 1. Current (2026) HLT23221 Certificate II in Health Support Services students will receive individual advice about how the transition may affect their study pathway, including credit for completed units and assessment options. The proposed program would provide a partial completion of the Certificate III over two years and include the opportunity for scored assessment for eligible VCE students.

Further information will be provided to schools and students once a final decision has been made.

Possible Units of Competency

CHCCOM005 Communicate and work in health or community services
CHCDIV001 Work with diverse people
HLTINF006 Apply basic principles and practices of infection prevention and control
HLTWHS001 Participate in workplace health and safety
BSBOPS203 Deliver a service to customers
BSBPEF202 Plan and apply time management
BSBTEC201 Use business software applications
CHCCCS012 Prepare and maintain beds
HLTAID011 Provide first aid
HLTFSE002 Provide ward or unit based food preparation and distribution services
HLTHSS009 Perform general cleaning tasks in a clinical setting
HLTHSS010 Handle and move equipment, goods and mail
HLTHSS011 Maintain stock inventory

Delivered by Fed TAFE (RTO Code 4909)



Program commencement is subject to enrolment numbers. Units of Competency are subject to change prior to delivery. All details accurate at the time of publication. Some programs may require additional study (more than two years) to complete the Certificate requirements. Check the 'Duration' for more information.