

Career - START Trainees and Apprenticeships

HLT23221 Certificate II

in Health Support Services

Course Overview

Kickstart your career in healthcare with the HLT23221 Certificate II in Health Support Services at Aurora Training. With a shortage of healthcare professionals across all fields and Australia's growing population, all of the career pathways from this certificate are in high demand.

Mode of delivery and training arrangements

- This training is done on the job
- Students must attend the Aurora campus to complete their First aid Training

Eligibility Criteria

Eligible Students must meet the following criteria:

- are currently employed as a Queensland apprentice or trainee (under a registered training contract) in an eligible apprenticeship or traineeship Qualification through this Program.
- not currently be enrolled in a Qualification.
- not exceed a maximum of two government-funded apprenticeships/traineeships within a 10-year period.
- Students will be funded a maximum of two government funded apprenticeships/traineeships across the School-based Apprenticeships and Traineeships (SATs), Career Start and Career Boost Programs. The two apprenticeships/traineeships can be undertaken in this Career Start Program.
- Students can receive funding for only one apprenticeship or traineeship at a time. If two training contracts are registered at the same time, the contract with the earliest start date will qualify for funding, provided all other eligibility requirements are met.

Not eligible? Contact us on 1300 936 864 to discuss other options.

AT A GLANCE



Duration: 12 months



On the job training



\$1.60 per nominal hour



**Gold Coast
Toowoomba
Townsville**

Career Outcomes:

- Health Services Assistant
- Hospital Support Worker
- Sterilisation Services Assistant
- Ward Assistant / Orderly



**For more information
scan here**





Course Requirements

To achieve a HLT23221 Certificate II in Health Support Services, 12 units must be completed including 4 core units and 8 elective units.

Core Units	
HLTWHS001	Participate in workplace health and safety
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

Elective Units	
SITXFSA005	Use hygienic practices for food safety
CHCCCS012	Prepare and maintain beds
CHCCCS026	Transport individuals
BSBMED301	Interpret and apply medical terminology appropriately
CHCCCS020	Respond effectively to behaviours of concern
CHCCCS010	Maintain a high standard of service
BSBTEC201	Use business software applications
HLTAID011	Provide first aid

** HLTINF006 - Skills must be demonstrated in the work setting with the addition of simulations and scenarios where the full range of contexts and situations cannot be provided in the work setting or may occur only rarely.*

Career START

The Career Start Program is a Queensland Government initiative designed to equip job seekers and workers with the skills and support needed to build sustainable careers in priority and emerging industries.

This program aims to improve access to affordable, high-quality vocational education by offering low-cost Certificate III qualifications and free or subsidised apprenticeships and traineeships. It also expands access to essential foundation skills—such as language, literacy, numeracy and employability capabilities—ensuring individuals are job-ready and confident. Aurora Training Institute is a Skills Assure Supplier under this program for the delivery of this qualification.

Fees

Student Co-Contribution Fee

The Co-Contribution Fee under the Career START program is dependent on the elective choice.

Fees are paid at a rate of \$1.60 per nominal hour. This fee represents the total cost to the student to enroll, undertake training and be awarded the qualification.

The contribution fee may be paid on behalf of the student by their employer or a third party unrelated to Aurora Training Institute.

For more information on the Career START Traineeship and Apprenticeship Program visit Queensland Government website at <https://desbt.qld.gov.au/training/apprentices>

For more information about how and when Co contribution fees are charged and collected, available student support services and assessment methods, please refer to the Student Handbook which is available on our website. https://aurora.edu.au/wp-content/uploads/2025/08/QLD_ATI-Student-Handbook-V4.pdf

