

Course Outline

BSB31107 Certificate III in Administration (Medical)

This qualification reflects the role of individuals who apply a broad range of competencies in various medical administration contexts. They may exercise discretion and judgement using appropriate knowledge to provide technical advice and support to a team.

Job Roles

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

- Medical Receptionist
- Medical Records Clerk
- Medical Secretary.

There are no specific pre-requisites for this qualification, however some language, literacy and numeracy skills will be required; if this poses any difficulty at all, discuss with your Work Plus Development + Training contact person, with your workplace supervisor or take advantage of the programs offered by Work Plus Development + Training (refer participants guide).

Work Plus Development + Training use a number of different approaches to facilitate learning and assessment for this qualification. Flexibility

In order to ensure that the business and the individuals gain the most out of this qualification, a flexible approach is taken by Work Plus Development + Training, which includes:

Undertaking a Training Needs Analysis with the business and the individuals

Negotiating the “Planned Outcomes” with the business and the individuals

Conducting all learning and assessment activities at dates, times and locations suitable to all involved

Please ask your Work Plus Development + Training representative to provide you with any further information that you require – qualification rules on following page.

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Work Plus Development + Training representative today**

Certificate III in Administration (Medical) **– the qualification rules**

Requiring 13 units for the qualification.

2 core units plus

- BSBITU307A Develop keyboarding speed and accuracy, and
- BSBOHS201A Participate in OHS processes, OR
- BSBOHS306B Contribute to implementing emergency prevention activities and response procedures

5 medical administration units selected from the education administration units listed below including either:

- BSBIND301A Work effectively in an educational environment
- OR
- TAAENV401A Work effectively in vocational education and training

Plus ... 5 administration units from the administration units listed below

Plus... 1 elective unit selected from the remaining administration units, the remaining educational administration units or the generic business elective units listed below or from an equivalent AQF qualification in the BSB07 Business Services Training Package or any other currently endorsed national Training Package. If not listed below, this 1 elective unit may be selected from a Certificate II or Certificate IV qualification.

Medical Administration Units

Medical Services Administration

BSBMED301B Interpret and apply medical terminology appropriately

BSBMED302B Prepare and process medical accounts

BSBMED303B Maintain patient records

BSBMED304B Assist in controlling stocks and supplies

BSBMED305B Apply the principles of confidentiality, privacy and security within the medical environment

BSBMED401B Manage patient record keeping system

Administration Units

Financial Administration

BSBFIA302A Process payroll

BSBFIA303A Process accounts payable and receivable

BSBFIA304A Maintain a general ledger

General Administration

BSBADM307B Organise schedules

IT Use

BSBITU302A Create electronic presentations

BSBITU303A Design and produce text documents

BSBITU304A Produce spreadsheets

BSBITU306A Design and produce business documents

BSBITU309A Produce desktop published documents

Writing

BSBWRT301A Write simple documents

Generic Business Units

Customer Service

BSBCUS301A Deliver and monitor a service to customers

Diversity

BSBDIV301A Work effectively with diversity

Financial Administration

BSBFIA301A Maintain financial records

General Administration

BSBADM302B Produce texts from notes

BSBADM303B Produce texts from audio transcription

BSBADM311A Maintain business resources

Information Management

BSBINM301A Organise workplace information

BSBINM302A Utilise a knowledge management system

BSBINM303A Handle receipt and despatch of information

Innovation

BSBINN201A Contribute to workplace innovation

Interpersonal Communication

BSBCMM301A Process customer complaints

IT Use

BSBITU301A Create and use databases

BSBITU305A Conduct online transactions

Occupational Health and Safety

BSBOHS407A Monitor a safe workplace

Product Skills and Advice

BSBPRO301A Recommend products and services

Sustainability

BSBSUS201A Participate in environmentally sustainable work practices

Workplace Effectiveness

BSBWOR204A Use business technology

BSBWOR301A Organise personal work priorities and development

BSBWOR302A Work effectively as an off-site worker

Pathways from the qualification

Candidates who successfully complete the BSB31107 Certificate III in Business Administration (Medical) may undertake the BSB40507 Certificate IV in Business Administration, a qualification for those who work in a range of business environments and who contribute their technical skills and knowledge to supporting the work of a team or a range of other Certificate IV qualifications.

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