



Medical Administration Qualification Guide

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Launceston • Hobart • Melbourne

Head Office: Sandstone Court, 3/1 Blaydon Street Kings Meadows Tasmania Australia 7249

Postal Address: P O Box 768 Kings Meadows Tasmania Australia 7249

Phone: 1300 739 320 Fax (03) 6343 6611

Email: bec.spencer@setraining.com.au Website: www.setraining.com.au

Certificate III in Business Administration (Medical) Code: BSB31107

QUALIFICATION PACKAGING RULES

13 units must be selected for this qualification

2 Core units plus 5 Medical administration units plus 4
Administration units plus 2 Elective units

Core Units

- BSBITU307A Develop keyboarding speed and accuracy

Occupational Health and Safety

- BSBOHS201A Participate in OHS processes or
- BSBOHS306B Contribute to implementing emergency prevention activities and response procedures

Medical Administration Units

- 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

- BSBFIA302A Process payroll
- BSBFIA303A Process accounts payable and receivable
- BSBFIA304A Maintain a general ledger
- BSBADM307B Organise schedules
- BSBITU302A Create electronic presentations
- BSBITU303A Design and produce text documents
- BSBITU304A Produce spreadsheets
- BSBITU306A Design and produce business documents
- BSBITU309A Produce desktop published documents
- BSBWRT301A Write simple documents

Elective Units

2 other elective units selected from the remaining administration units, the remaining medical administration units or the generic business elective units listed below or selected from an equivalent AQF qualification in the BSB07 Business Services Training Package or other currently endorsed national Training Package. If not listed below, these 2 elective units may be selected from a Certificate II or Certificate IV qualification.

- BSBCUS301A Deliver and monitor a service to customers
- BSBDIV301A Work effectively with diversity
- BSBFIA301A Maintain financial records
- BSBADM302B Produce texts from notes
- BSBADM303B Produce texts from audio transcription
- BSBADM311A Maintain business resources
- BSBINM301A Organise workplace information
- BSBINM302A Utilise a knowledge management system
- BSBINM303A Handle receipt and dispatch of information
- BSBINN201A Contribute to workplace innovation
- BSBCMM301A Process customer complaints
- BSBITU301A Create and use databases
- BSBITU305A Conduct online transactions
- BSBOHS407A Monitor a safe workplace
- BSBPRO301A Recommend products and services
- BSBSUS201A Participate in environmentally sustainable work practices
- BSBWOR204A Use business technology
- BSBWOR301A Organise personal work priorities and development
- BSBWOR302A Work effectively as an off-site worker

Certificate III in Health Administration Code: HLT32907

This qualification covers workers who complete a wide range of administration tasks, under direct or indirect supervision. These functions can be carried out in a range of settings, including hospitals, community health centres, private practices etc.

Common occupational titles for these workers may include: Admissions Clerk, Administrative Worker, Medical Administrator, Clinical Coding Clerk, and Ward Clerks

QUALIFICATION PACKAGING RULES

15 competency units are required for award of this qualification, including:

5 Compulsory units *plus* 10 elective units

Compulsory Units

- HLTHIR301A Communicate and work effectively in health
- HLTIN301A Comply with infection control policies and procedures in health work
- HLTOHS200A Participate in OHS processes
- BSBMED201A Use basic medical terminology
- BSBFLM303B Contribute to effective workplace relationships

Elective units

A wide range of elective units is available and may include:

- Relevant electives listed below for this qualification
- Competency units available at Certificate III level or higher in the Health and/or Community Services Training Packages
- A maximum of 2 competency units may be selected from other relevant Training Package units available at Certificate III (or higher)

The following grouping of electives is intended to facilitate selection. Electives may be selected from one or more groups and employers may specify that certain electives are required to address identified workplace needs.

Elective units:

- BSBINM301A Organise workplace information
- BSBADM311A Maintain business resources
- BSBRKG301A Control records
- BSBRKG303A Retrieve information from records
- HLTCC301A Produce coded clinical data
- HLTAD301A Assist with practice administration
- BSBMED301B Interpret and apply medical terminology appropriately
- BSBMED302B Prepare and process medical accounts
- BSBMED303B Maintain patient records
- BSBMED401B Manage patient record-keeping system
- BSBWOR301A Organise personal work priorities and development
- BSBFIA301A Maintain financial records
- BSBINN301A Promote innovation in a team environment
- BSBWRT301A Write simple documents
- BSBFLM305C Support operational plan
- BSBFLM309C Support continuous improvement systems and processes
- HLTHIR404B Work effectively with Aboriginal and Torres Strait Islander people
- HLTHIR403B Work effectively with culturally diverse clients and co-workers
- CHCORG3B Participate in the work environment
- BSBFLM312A Contribute to team effectiveness
- CHCCS401B Facilitate responsible behaviour
- HLTCS306B Respond effectively to difficult or challenging behaviour
- HLTHSE204B Follow safe manual handling practice

Certificate IV in Health Administration Code: HLT43207

This qualification covers a range of skills and knowledge to achieve work outcomes for those workers in a more autonomous role.

Occupational titles for these workers may include: Administration supervisor, Practice manager, Senior Clerk Executive assistant, Ward Clerk, Medical records section leader, senior clinical coder, Team leader for clinical services, Business Manager

QUALIFICATION PACKAGING RULES

15 competency units are required for award of this qualification, including:

5 Compulsory units plus 10 elective units

Core Units

- HLTHIR402B Contribute to organisational effectiveness in the health industry
- HLTHIR506B Implement and monitor compliance with legal and ethical requirements
- HLTOHS300A Contribute to OHS processes
- BSBMED301A Use advanced medical terminology
- BSBFLM403B Implement effective workplace relationships

Elective units

A wide range of elective units is available and may include:

- Relevant electives listed below for this qualification
- Competency units available at Certificate IV level or higher in the Health and/or Community Services Training Packages
- A maximum of 2 competency units may be selected from other relevant Training Package units available at Certificate IV (or higher)

The following grouping of electives is intended to facilitate selection. Electives may be selected from one or more groups and employers may specify that certain electives are required to address identified workplace needs.

Records management

- HLTCC401A Undertake complex clinical coding
- HLTCC402A Complete highly complex clinical coding
- HLTMAMP408A Administer the information management system of a medical practice
- BSBRKG401A Review the status of a record
- BSBRKG402A Provide information from and about records
- BSBRKG403A Set up a business or records system for a small business
- BSBMED401B Manage patient record-keeping system

Resources management

- HLTCOM405B Administer a practice
- THHGLE05B Roster staff
- BSBWOR404A Develop work priorities
- BSBHR401A Administer human resource systems
- BSBHR402A Recruit and select personnel
- BSBHR403A Process human resource documents and inquiries
- BSBHR405A Implement industrial relations procedures

Reporting

- BSBCMN405A Analyse and present research information
- BSBCMN408A Report on financial activity

Client Support

- HLTCOM404B Communicate effectively with clients
- HLTAMBFC402B Communicate in complex or difficult situations
- BSBCUS401A Coordinate implementation of customer service strategies
- BSBCMN417A Coordinate customer service activities
- BSBCMN418A Address customer needs

Work management/administration

- HLTHIR404B Work effectively with Aboriginal and Torres Strait Islander people
- HLTHIR403B Work effectively with culturally diverse clients and co-workers
- CHCORG9B Manage projects and strategies
- BSBCMN412A Promote innovation and change
- BSBRK501A Manage risk
- BSBWOR402A Promote team effectiveness
- BSBFLM405B Implement operational plan
- BSBAUD401A Prepare for a quality audit
- BSBAUD402A Participate in a quality audit
- CHCCS401A Facilitate co-operative behaviour
- HLTCS306B Respond effectively to difficult or challenging behavior

Training and development

- TAADEL403A Facilitate individual learning
- TAADEL404A Facilitate work-based learning
- TAAASS402A Assess competence

Delivery

- On-site delivery program
- Self paced distance learning

**For further information on courses or training options,
please contact us by:**

Phone: 1300 739 320 or

Email: bec.spencer@setraining.com.au