

Qualification Outline

CERTIFICATE IV IN HEALTH ADMINISTRATION

CODE: HLT43207

This qualification covers a range 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
BSBMED401A	Manage patient record-keeping system

Resources management

HLTCOM405B	Administer a practice
THHGLE05B	Roster staff
BSBCMN402A	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
BSBMED402A	Control stocks and supplies

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
BSBCMN410A	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
BSBMGT609A	Manage risk
BSBFLM412A	Promote team effectiveness
BSBFLM405B	Implement operational plan
BSBAUD401A	Prepare for a quality audit
BSBAUD402A	Participate in a quality audit
CHCCS401A	Facilitate co-operative behaviour
HLTCSD306B	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

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