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BSB30120

Certificate III in Business (Medical Administration)

	Course Fees $3,290 AUD		Duration 1 year		Delivery Individual Students (online/webinars)

Our course provides a thorough introduction to the role of a receptionist in a healthcare practice and is key to those in customer-facing roles or those who are already working in the medical industry.

This comprehensive introduction to administration is an excellent induction for new staff and gives a detailed understanding of responsibilities while developing the skills and knowledge required for daily work and is available as a traineeship in some states.

Graduates will be able to enthusiastically and effectively support the practice team, providing technical advice, whilst flexing discretion and judgement.

Future Job Outcomes	Administration officer	Receptionist/ trainee receptionist	Medical secretary

Price $3,290 AUD

Funding options available include:
- AAPM members are entitled to a $200AUD discount on full fee enrolment*
- NSW Government funding , QLD Government funding and Traineeships in your state may be available
- Flexible Payment Plan Options are available

* This offer is only available for standard full qualification enrolments and cannot be used in conjunction with other offers

Course Duration

The estimated time to complete this course is:
- 18 hours per week over a study period up to 1 year
- Students can complete in a much shorter time depending on experience, role, and/ or current practices

This course comprises of:
- On-the-job learning
- Workplace practice
- Self-directed study
- Practical assessment may involve any one or a combination of audio recordings, video presentations, written submissions or role-play activities

Entry Requirements

You should be working in a suitable job role with access to a supervisor who is willing and able to observe you demonstrating skills in the workplace.
We also recommend that you have:
- Good written and verbal communication skills
- Previously completed Year 10 or a Certificate II level qualification
- Appropriate technology to study online
- The motivation to learn independently

Please refer to our Admissions and Enrolment Policy for admission criteria and Technology Requirements to successfully complete this course

Delivery Options

Delivery options include:
- Individual students (online/webinars)

- Customised in-house training for groups, corporations and organisations
- Traineeships and other funded programs

Graduate Outcomes

On successful completion of this course, you will have the skills and knowledge to:

> Organise workplace information and maintain business resources
> Exercise initiative in a practice environment, and support innovation and change
> Organise personal work priorities and development
> Contribute to personal skill development and learning
> Contribute to effective workplace relations
> Maintain workplace safety
> Deliver and monitor a service to customers
> Write, design and create business documents and presentation

What you will study

Below are the 13 units of competency that must be successfully completed to attain this qualification.

BSBCRT311	Apply critical thinking skills in a team environment
BSBPEF201	Support personal wellbeing in the workplace
BSBSUS211	Participate in sustainable work practices
BSBTWK301	Use inclusive work practices
BSBWHS311	Assist with maintaining workplace safety
BSBXCM301	Engage in workplace communication
BSBWRT311	Write simple documents
BSBTEC404	Use digital technology to collaborate in a work environment
BSBSTR301	Contribute to continuous improvement
BSBMED301	Interpret and apply medical terminology appropriately
BSBMED302	Prepare and process medical accounts
BSBMED303	Maintain patient records
BSBMED305	Apply the principles of confidentiality, privacy, and security within the medical environment