


STUDY MEDICAL RECEPTION ONLINE

Keep your practice organised as a
Medical Receptionist

BSB30120
Certificate III in Business (Medical Administration)





Study for your future

We are one of Australia's most progressive Registered Training Organisations with the backing of Australia's highest-rated online university.

We have grown to become a true leader in the field of distance and online education over more than 30 years of operation, with a genuine commitment to applied learning.

We are an established provider of choice in the health and medical training sector, respected within the health industry as exemplified by our 30+ year partnership with the Australian Association of Practice Management (AAPM).



Contemporary, innovative and flexible; UNE Partnerships is here to help you and your organisation to develop the capabilities required by a rapidly evolving global workplace!



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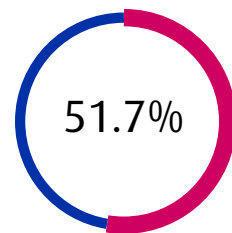


Industry insights

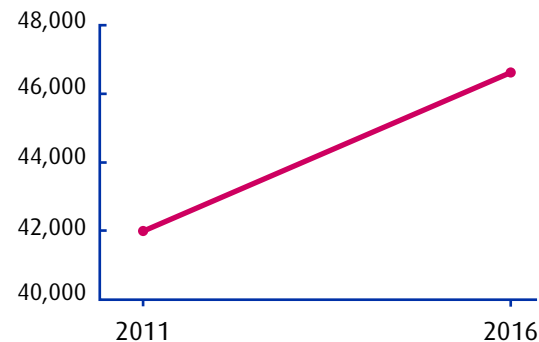
Employment outcomes within your industry

The health sector is Australia's largest and fastest growing Industry and remains the biggest employer, with a significant number of new jobs added over the past decade.

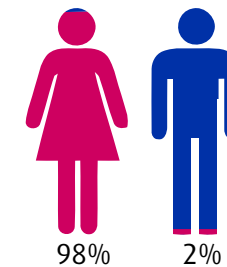
IMPROVED work status²



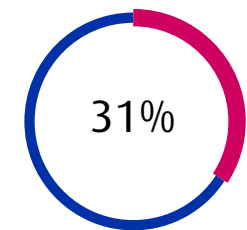
FUTURE GROWTH Medical Receptionists²



EMPLOYEES in workforce²



WORK in regional Australia³



Industry relevant course material delivered by industry experts

We offer personalised service and quality teaching, with the backing of Australia's leading regional online university, the University of New England. Our courses and qualifications will help you to gain a competitive industry edge to take on new challenges and to grow and succeed within your workplace.

¹ <https://australianjobs.dese.gov.au/jobs-industry/health-care-and-social-assistance>

² <https://joboutlook.gov.au/occupations/medical-receptionists?occupationCode=542114>

³ Data is sourced from Australian Jobs 2019, conducted by Australian Government Department of Jobs and Small Business

Our Industry Partner

Specialist industry courses and qualifications

UNE Partnerships has worked closely with the Australia Association of Practice Management (AAPM) for more than 30 years!



Together through this partnership and close collaboration with industry, we have developed successive evolutions of specialist courses and nationally recognised qualifications, designed to support the unique and specific requirements of medical and dental practice managers, culminating in the contemporary Diploma of Leadership in Healthcare Practice.

““

Our partnership with AAPM represents a genuine commitment to the medical practice sector, as we work together to offer a range of annual awards and scholarships to recognise exemplary performance and support the advancement of Indigenous Australians.

- Benjamin Gilmore
CEO, UNE Partnerships



AAPM member benefits



This qualification is eligible for 40 AAPM Continuing Professional Development points.*



AAPM members are entitled to a \$200 AUD discount on full fee enrolment**

* Terms and conditions apply. ** This discount does not apply to funded qualifications.

Why study with us?

Our students and graduates benefit from 30+ years of experience delivering high quality distance and online vocational education.

Our trainers and assessors are highly respected within their profession, bringing genuine industry experience and expertise to your learning.

It's no wonder our graduates have enjoyed some of the highest satisfaction and completion rates in the country!

Guided support

Here at UNE Partnerships you will receive the support you need to help balance your work, life and study.



Our student support team

are passionate about your success and provide personal assistance and regular support calls



Our trainers and assessors

will become your mentor, guiding you through your learning and assessment journey



Our partnerships

mean that you can access 24/7 online tutorial support through Studiosity.

Graduate satisfaction*



* Based on 2019 Learner Engagement Survey data (UNEP) and 2019 National Student Outcome Survey data (NCVER) for Diploma or higher level graduates.

Meet the team

Our team are Subject Matter Experts within their field with extensive industry experience and continuing professional development.



Gary Smith
Academic Director
Health Programs

Gary has been a successful practice manager in the Primary healthcare space for over 36 years.

Gary has held a number of positions with the Australian Association of Practice Management (AAPM) including National and NSW State Presidents.

Gary holds a number of Board positions in the Healthcare sector.



Marina Fulcher
Trainer

Marina is a healthcare consultant with extensive experience in healthcare management, gained from working with and managing a wide range of organisations across the healthcare industry.

Since 2008, Marina has been a Clinical Lead with the ADHA and is a past National President of Australian Association of Practice Management.



Vanitha Boopalan
Program Manager
Health Programs

Vanitha has a wide range of experience in administration and has previously been in vocational education, childcare, and defense manufacturing.

She is a passionate program manager and has personally undertaken distance learning, and is fully conversant with the challenges of time management and motivation that students sometimes face.



Michelle Blenman
Manager
Traineeships and Funding

Michelle has worked in the education and healthcare sector over the last 25 years.

Michelle's role brings her in contact with many students and clients, who are greeted with her bubbly personality ready to give advice on the financial assistance that is available through government funding.



Peter Roper
Student Engagement
Facilities Management

Peter has been supporting students through their studies with UNE Partnerships for more than 5 years.

Peter believes that the purpose of study isn't to change who you are but to equip students with the knowledge and skills to reach their full potential.



Course information

This qualification 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.



Admission Guidelines

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 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 and the motivation to learn independently.



Work Requirements

- Applicants should be working in a frontline support or customer service role in a general medical or specialist health care practice or hospital setting.



Duration

- 18 hours per week over a study period up to 1 year



Suitable for

- Individual Students
- Corporate Groups
- Traineeships and other funded programs



Delivery mode

- This qualification is generally delivered as a traineeship, including online self-directed learning with practical demonstration of skills in the workplace.

BSB30120

**Certificate III in
Business Administration (Medical)**





Student testimonial

“”

I am really enjoying the CIII in Business Administration (Medical) course with UNE Partnerships.

I loved my first webinar lesson, I was bit apprehensive and anxious at first but UNEP mentored me through, made me feel at ease and now I feel really confident, thank you.”

*- Erica Lowah
current student*

Graduate outcomes

On successful completion of this qualification, 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 presentations.

Pathways to UNE

Successful attainment of BSB30120 Certificate III in Business Administration (Medical) will allow for admission into higher awards, including [HLT47715 Certificate IV in Medical Practice Assisting](#).

* Applications must address UNE Program entry criteria. Enrolment fees are set annually by the UNE.

Learning outcomes

13 units of competency must be successfully completed to attain this qualification.

BSBCRT311

Apply critical thinking skills in a team environment

This unit describes skills and knowledge required to apply critical thinking skills to generate solutions to workplace problems in a team environment.

BSBPEF201

Support personal wellbeing in the workplace

This unit describes the skills and knowledge required to advocate for and feel empowered about personal wellbeing in the workplace. It involves developing and applying basic knowledge of factors that may influence wellbeing, both positively and negatively.

BSBSUS211

Participate in sustainable work practices

This unit describes the skills and knowledge required to measure, support, and find opportunities to improve the sustainability of work practices.

BSBTWK301

Use inclusive work practices

This unit describes the skills and knowledge required to recognise and interact productively with diverse groups of individuals in the workplace. It covers responding to and working effectively with individual differences that might be encountered during the course of work.

BSBWH5311

Assist with maintaining workplace safety

This unit describes the skills and knowledge required to assist with implementing and monitoring an organisation's work health and safety (WHS) policies, procedures, and programs as part of a small work team.

BSBXCM301

Engage in workplace communication

This unit describes the skills and knowledge required to communicate (through written, oral and nonverbal forms) in the workplace within an industry.

BSBWRT311

Write simple documents

This unit describes the skills and knowledge required to plan, draft and finalise a simple document.

BSBTEC404

Use digital technologies to collaborate in a work environment

This unit describes the skills and knowledge required to understand the fundamentals of using digital technologies to collaborate in a workplace context, including working as part of a remote team. It involves undertaking a basic review of organisational processes to identify opportunities for using digital technologies to complete work tasks more efficiently and effectively.

BSBSTR301

Contribute to continuous improvement

This unit describes the skills and knowledge required to support continuous improvement in an organisation. Particular emphasis is on actively encouraging teams to participate in the process, monitoring and reporting on specified outcomes, and supporting opportunities for further improvements.

BSBMED301

Interpret and apply medical terminology appropriately

This unit describes the skills and knowledge required to understand and respond to instructions; to carry out routine tasks and communicate with a range of internal/external clients in a medical environment; as well as use appropriate medical terminology.

BSBMED302

Prepare and process medical accounts

This unit describes the skills and knowledge required to provide advice to patients regarding fee structures and process referrals, as well as prepare and process medical accounts for a range of patients.

BSBMED303

Maintain patient records

This unit describes the skills and knowledge required to maintain patient records within an existing medical records management system, under the supervision of a senior receptionist or practice manager.

BSBMED305

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

This unit describes the skills and knowledge required to apply principles and procedures relating to confidentiality, privacy, and security to own work within the medical environment.





Course fees*

We provide a range of flexible payment options to help you achieve professional success sooner.



Pay upfront

\$3,290 AUD[^]



Flexible payments

Pay weekly, fortnightly or monthly over 12 months



Government assistance

State and Commonwealth government assistance may be available



Third party

Seek financial assistance from your employer or another third party

Funding

We can help you to access funding and financial assistance through a range of State and Commonwealth Government initiatives.

Smart and Skilled (NSW)

This is where the NSW Government pays for most of your course fees, leaving you with a small out-of-pocket gap. There are separate streams for trainees and regular students.

Smart and Skilled training is subsidised by the NSW Government.

Certificate 3 Guarantee (QLD)

This program allows eligible Queenslanders access to a government subsidised training place, up to and including their first post-school Certificate III level qualification in priority training areas.

Member discounts

Members of the Australian Association of Practice Management (AAPM) are entitled to a \$200 discount for this qualification.⁺

Visit our website for more information about our fees and funding at www.unep.edu.au/students/fees-and-funding

* Terms and conditions apply. [^]Information is correct as at January 2021. ⁺ This offer is only available for standard full qualification enrolments and cannot be used in conjunction with any other offer.



my.unep is our modern online learning environment.

my.unep makes it easy for you to access your learning materials any time so you can study anywhere in the world.

Shortly after enrolment our friendly Student Engagement team will provide an induction to help you find your way around my.unep to facilitate a successful student learning journey.

Units

You will find everything you need to complete your studies in my.unep

Introduction

- Getting Started
- Course Overview

Learning Resources

- Readings
- Activities
- Resources

Assessment

- Case Studies
- Scenarios
- Tools and Templates

Support Centre

- 24/7 Support.





Minimum requirements to get started

If you're reading this, you're likely already committed to improving your skills, knowledge and capabilities. Every day presents you and your team with an exciting opportunity to learn and develop the abilities needed to elevate yourself and your business to new heights.

Policies and Procedures

We are committed to the provision of exceptional quality education and a great learning experience.

We encourage you to familiarise yourself with our policies and procedures, which can be found on our website www.unep.edu.au/students/policies

On this page you will also find our frequently asked questions section that may help to answer some of your questions.

Minimum Requirements for Students

Our courses are self-directed online programs which rely heavily on text-based resources to support study.

All students will need:


- moderate numeracy and English literacy skills
- moderate computer skills
- to be working in a job role which provides sufficient opportunity to develop competency and to complete required assessment tasks.

Comments

All of our courses are delivered through our modern online learning environment.

To successfully complete an online course, you will need ready access to an internet enabled computer with the following configurations.

- Operating system (Mac OS 10.11 or later, Windows 7, 8.1 or 10)
- Internet (speed adequate to watch videos on YouTube)
- Microsoft office 2016 or higher OR other equivalent office suite
- Adobe Acrobat Reader
- Modern internet browser
- Headset with microphone, speakers and camera (for webinars, recording audio assessments and/or Skype discussions with your assessor).



5 High-demand skills and careers

Skills

- Organisation
- Clerical skills
- Customer service
- Computer use
- Office administration.

Careers

- Medical Receptionist
- Medical Secretary
- Medical Records Officer
- Officer Administrator
- Admissions Clerk.

Take the next step
in your career as a
Medical Receptionist

unepartnerships

creating professional success



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