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This qualification is suitable for those commencing work in an administration role in a private medical practice or hospital setting. It provides a thorough introduction to the role of a receptionist in a healthcare practice and gives a detailed understanding of responsibilities while developing the skills and knowledge required for daily work. It can be used as an aid to induction for new staff.

**Indicative job roles:** Health Service Administration Assistant or Medical Receptionist.

### Skill outcomes

- 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.

### Trainee support

UNE Partnerships' qualified trainers support students with distance education course material. They will guide your staff member through the qualification. Employers need to assign a supervisor/mentor to provide workplace skills and knowledge to enhance the education experience.

### New worker traineeship

**To be eligible** for a traineeship:

- a new worker must be employed less than 3 months full-time or up to 12 months part-time
- you must be employed for a minimum of 15 hours, once your traineeship training contract is signed
- a new worker must not hold other qualifications that rule them out of Commonwealth incentives
- must hold an Australian Citizenship or other appropriate residency status.

The Apprenticeship Network Providers evaluates eligibility for the traineeship, completes training contracts and administers Commonwealth Incentive payments to employers up to \$4000.

Traineeships for new workers are available with UNE Partnerships in states listed below:

### Traineeship costs 2018

**Course candidature:** 12 months - 24 months

	Fee	Concession
NSW	\$1000	\$240
QLD*	\$704	\$281.60
TAS**^	On application	
WA	FFS only pending approval of our applicaton	

\* School-based traineeships also available at no cost to employer

^ Existing worker funding available as under State Funding arrangements

Some concessions may apply for benefit recipients or individuals who identify as Aboriginal or Torres Strait descent. There are no other hidden costs.

UNE Partnerships is committed to gaining successful completion of the qualification to assist in career development for staff.

### Pathways

**Career pathway** for students:

- Certificate IV in Medical Practice Assisting
- Certificate IV in Business

Contact us and we can organise the local Apprenticeship Centre to make contact and complete a training contract under a traineeship or simply train with us under distance education arrangements.



1800 066 128 | ask@unep.edu.au | RTO 6754