



## Certificate III in Business Administration (Medical) (BSB31115)

This qualification is designed to provide a foundation for receptionists and those undertaking administrative tasks in their Health Service.

### Work priorities and scheduling

Looking at organisation within the Practice, this module covers the use of filing and appointment systems. It also addresses how to deal with patients and practitioners with regard to organising appointments and schedules.

- Organise personal work priorities and development (BSBWOR301)
- Organise schedules (BSBADM307)

### Working with practice administration

The focus is on the importance of good records, both to the practice and the patient. It includes record security, maintenance and confidentiality, as well as stock control. There is an introduction to the electronic environment for clinical records and front desk billing system software - how to process accounts and issue receipts, how to claim payments from government bodies such as Medicare, and how to refer patients to specialists.

- Prepare and process medical accounts (BSBMED302)
- Maintain patient records (BSBMED303)
- Assist in controlling stocks and supplies (BSBMED304)

### Working in the practice environment

Concentrates on improving typing speed and accuracy, and also addresses OHS policies and procedures in a healthcare practice to ensure your own safety and that of others.

- Develop keyboarding speed and accuracy (BSBITU307)
- Contribute to health and safety of self and others (BSBWHS201)

Ensures the awareness of legal and ethical responsibilities with regard to the administrative role, including professional confidentiality, patient complaints and drugs of addiction.

- Apply the principles of confidentiality, privacy and security within the medical environment (BSBMED305)

### Communication and the practice

Looks at communication with patients, practitioners and others within the practice environment. This covers verbal, written and electronic communications, and also addresses correct telephone techniques and managing caller behaviour.

- Deliver and monitor a service to customers (BSBCUS301)
- Interpret and apply medical terminology appropriately (BSBMED301)

### Business Documentation

Use your fundamental skills in computer operations and keyboarding to design and produce various business documents. This may include selecting and using a range of functions in a variety of computer applications.

On successful completion of this unit, you will have the knowledge and skills required to design and produce electronic presentations for speakers.

- Design and produce business documents (BSBITU306)
- Create electronic presentations (BSBITU312)
- Write simple documents (BSBWRT301)

#### FOR MORE INFORMATION

1800 066 128 | [practice@unep.edu.au](mailto:practice@unep.edu.au)

#### TO REGISTER

Please complete the Expression of Interest form and email:

Sandy Robertson  
 Queensland Aboriginal and Islander Health Council  
[sandyrobertson@qaihc.com.au](mailto:sandyrobertson@qaihc.com.au) | 07 3328 8500

# WORKSHOPS 2020



UNE Partnerships and Queensland Aboriginal and Islander Health Council (QAIHC) are conducting Certificate III in Business Administration (Medical) Workshops in Brisbane. UNE Partnerships has a proud history of working with many organisations to provide education and training opportunities.

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Workshop Timetable   Venue: Brisbane   Presenter: Gary Smith						
DATE	11-15 May 2020			10-14 August 2020		
MODULE	Work Priorities and Scheduling	Business Documents	Working in the Practice Environment	An Awareness of Medico-Legal Issues	Working with Practice Administration	Communication and the Practice
COMPETENCY	<ul style="list-style-type: none"> <li>Organise personal work priorities and development (BSBWOR301)</li> <li>Organise schedules (BSBADM307)</li> </ul>	<ul style="list-style-type: none"> <li>Design and produce business documents (BSBITU306)</li> <li>Create electronic presentations (BSBITU302)</li> <li>Write simple documents (BSBWRT301)</li> </ul>	<ul style="list-style-type: none"> <li>Develop keyboarding speed and accuracy (BSBITU307)</li> <li>Contribute to health and safety of self and others (BSBWH5201)</li> </ul>	<ul style="list-style-type: none"> <li>Apply the principles of a confidentiality, privacy and security within the medical environment (BSBMED305)</li> </ul>	<ul style="list-style-type: none"> <li>Prepare and process medical accounts (BSBMED302)</li> <li>Maintain patient records (BSBMED303)</li> <li>Assist in controlling stocks and supplies (BSBMED304)</li> </ul>	<ul style="list-style-type: none"> <li>Deliver and monitor a service to customers (BSBCUS301)</li> <li>Interpret and apply medical terminology appropriately (BSBMED301)</li> </ul>

### Workshop benefits

- Face to Face interaction and assistance with an industry expert
- Supportive learning environment
- Practical training directly applicable to your Health Service

### Notes

- If you have to travel to attend the workshops ABStudy allowance may be payable
- Supportive learning environment
- Practical training directly applicable to your Health service

### Fee includes

- Online course access - materials course overview and assessments are online
- Facilitated workshop sessions
- Administrative assistance throughout your learning journey
- Academic support throughout your learning journey
- Progress report each quarter sent to student
- Training record book
- Qualification issued on successful completion of the course.

Traineeships and funded programs available | Refer to the Expression of Interest flyer for [more information](#).