

# BSB30120 Certificate III in Business (Medical Administration)



## Program Overview

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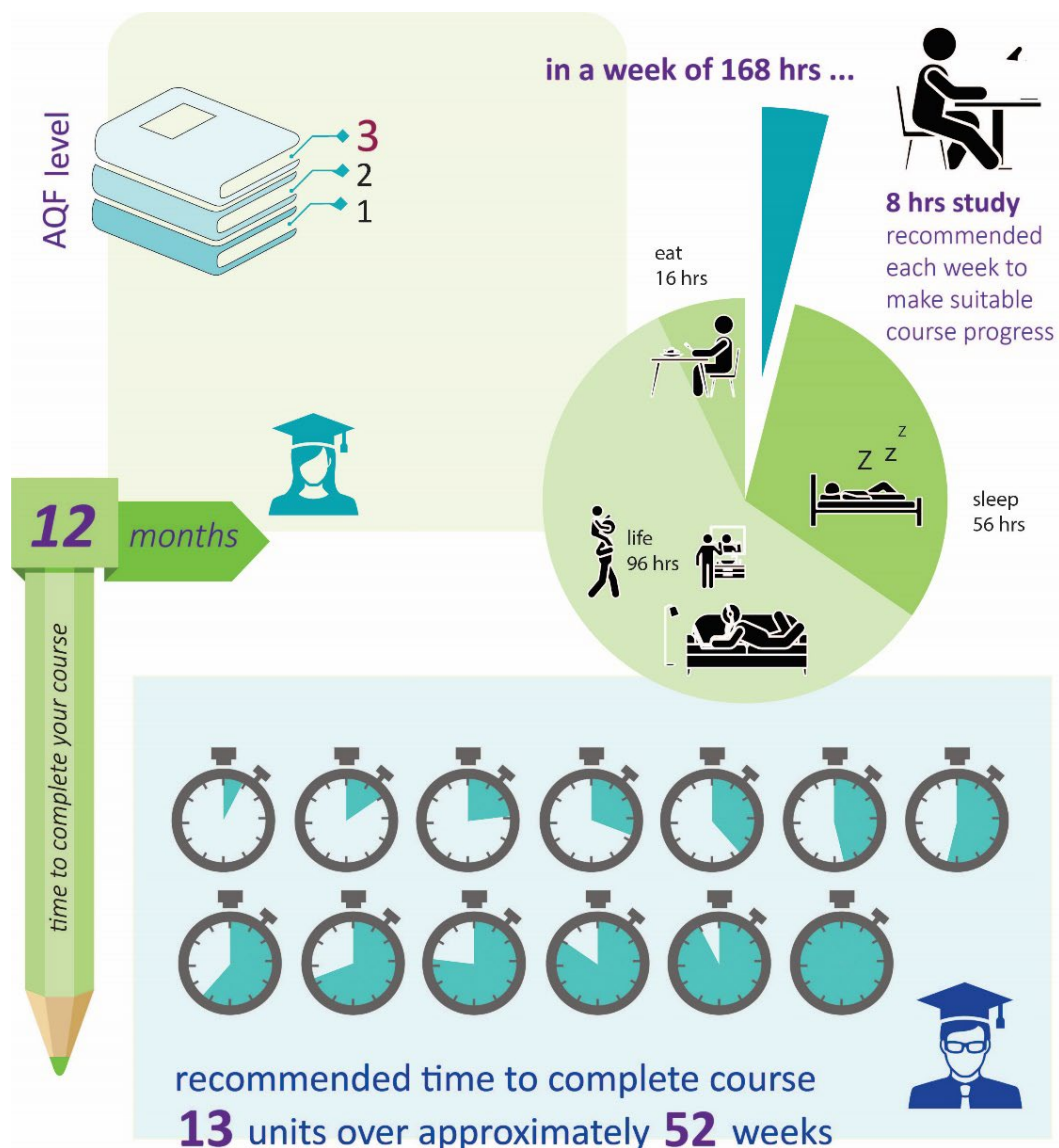
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## Overview

### Welcome

Welcome to the *BSB30120 Certificate III in Business (Medical Administration)*. This is a nationally recognised and accredited program presented by UNE Partnerships Pty Ltd, the Education and Training Company of the University of New England.

We are delighted that you have joined the *BSB30120 Certificate III in Business (Medical Administration)* program. There are thousands of receptionists and administrators working in the healthcare sector in Australia, and it has been a long-term goal of UNE Partnerships to be able to offer them quality training and support.

This course has been designed with input from practice managers and general practitioners and other healthcare disciplines such as dental, medical specialists and allied health, all with a practice management perspective. It is clear that today the practice receptionist/administrator has to be well equipped to meet ever-increasing demands and that new skills are required to provide effective and efficient running of a professional practice.

UNE Partnerships provides pathways into further education. After completing all requirements for the *BSB30120 Certificate III in Business (Medical Administration)*, you may then consider following on with our Certificate IV or Diploma level study options.

If you have any questions or wish to discuss ideas, please do not hesitate to contact our helpful team at UNE Partnerships.

### Contact points

As experienced distance education providers, we understand how important communication is. We have used our online site to take advantage of current technology and make sure that information and contact points are up to date and go to the right people, while also giving you the opportunity to use the forms of contact that suit you.

### Administration

If you have any questions of an administrative nature, please contact the student support team via the online site, or alternatively through:

Telephone: 02 6773 0000

Email: [health@unep.edu.au](mailto:health@unep.edu.au)

Mail: UNE Partnerships Pty Ltd  
PO Box U199  
University of New England NSW 2351

### Learning and Assessment

If you would like to discuss program content or assessment requirements, please contact your allocated assessor. You can message them on the online site.

## Customer protection officer

The customer protection officer is responsible for handling any complaints, grievances and appeals to ensure compliance with consumer protection legislation and contractual obligations. The Director of Education is the designated customer protection officer. Contact details are below.

Meg Michell      Director of Education  
Telephone:      02 6773 0000  
Email:            [meg.michell@unep.edu.au](mailto:meg.michell@unep.edu.au)

## BSB30120 Certificate III in Business (Medical Administration)

### Aim of the program

This qualification aims to equip participants with the skills and knowledge to take on the roles and responsibilities of a healthcare practice receptionist. This includes understanding compliance requirements associated with practice management.

### Learning outcomes

On completion of the program you should be able to:

- Understand the industry in which you work and the importance of community involvement in understanding the practice
- Provide a high level of administrative support
- Understand the importance of communication in the practice
- Have an awareness of medico-legal issues.

### Structure of the program

There are 13 units of competency in this qualification and all must be successfully completed in order to achieve the *BSB30120 Certificate III in Business (Medical Administration)*. The program employs a mixed delivery mode incorporating workshops, one to one coaching sessions and online course material. An outline of the structure for delivery and assessment is provided below. Students are required to attend all workshop and webinar sessions.

Table 1: Course structure

Course	Unit/s of competency	Principal dates
Induction	NA	<b>Course induction webinar</b> 30 May 2023 12:30 – 1.30 pm <b>Moodle navigation webinar</b> 2 June 2023 (time TBA)
Interpret and apply medical terminology appropriately	<a href="#">BSBMED301 Interpret and apply medical terminology appropriately</a>	<b>Moodle access opens</b> 29 May 2023
Prepare and process medical accounts	<a href="#">BSBMED302 Prepare and process medical accounts</a>	<b>Workshop 1</b>
Maintain patient records	<a href="#">BSBMED303 Maintain patient records</a>	26 - 30 June 2023

Course	Unit/s of competency	Principal dates
Apply the principles of confidentiality, privacy and security within the medical environment	<a href="#">BSBMED305 Apply the principles of confidentiality, privacy and security within the medical environment</a>	
Support personal wellbeing in the workplace	<a href="#">BSBPEF201 Support personal wellbeing in the workplace</a>	
Write simple documents	<a href="#">BSBWRT311 Write simple documents</a>	
Engage in workplace communication	<a href="#">BSBXC301 Engage in workplace communication</a>	
Apply critical thinking skills in a team environment	<a href="#">BSBCRT311 Apply critical thinking skills in a team environment</a>	<b>Moodle access opens</b> 1 August 2023
Contribute to continuous improvement	<a href="#">BSBSTR301 Contribute to continuous improvement</a>	<b>Workshop 2</b> 11 – 15 September 2023
Participate in sustainable work practices	<a href="#">BSBSUS211 Participate in sustainable work practices</a>	
Use digital technologies to collaborate in a work environment	<a href="#">BSBTEC404 Use digital technologies to collaborate in a work environment</a>	
Use inclusive work practices	<a href="#">BSBTWK301 Use inclusive work practices</a>	
Assist with maintaining workplace safety	<a href="#">BSBWHS311 Assist with maintaining workplace safety</a>	

Units of competency are achieved as assessment tasks are successfully completed, and all must be completed to be awarded the *BSB30120 Certificate III in Business (Medical Administration)*. If you withdraw before you complete the required number of units of competency, you will receive a Statement of Attainment for those competencies you have successfully completed.

Information on how to submit your work for assessment is provided in the Assessment section of each Course online. Suggestions for managing your study and assessment tasks are also available in the additional support document '[Studying with UNE Partnerships](#)'. It is recommended you access and read that resource in addition to this Program Overview. Should you be unsure of what is required of you, contact your student support team.

## Accreditation and recognition

The *BSB30120 Certificate III in Business (Medical Administration)* in which you are enrolled is a nationally recognised and accredited program. It is listed on the national register of programs and is placed at level 3 on the Australian Qualifications Framework (AQF).

The competencies gained through successful completion of this program are cross-industry and nationally recognised. You may exit from this qualification at any time with a Statement of Attainment for any units of competency successfully completed to that point.

## Study workload

The nominal duration of your enrolment in the *BSB30120 Certificate III in Business (Medical Administration)* is 12 months. The time it takes you to achieve the competencies required will depend on the amount of relevant learning and experience you have. Students with a moderate level of relevant learning and experience should be able to complete the program requirements in about 6-8 hours a week of self-directed workplace and individual study over the 12-month period, as outlined in your study plan. Inexperienced students will likely require more time.

You have up to 12 months from enrolment to complete the *BSB30120 Certificate III in Business (Medical Administration)*. If you fall behind in your schedule, you should contact UNE Partnerships to discuss your progress. An extension to the study period may be available, however additional fees may apply.

## Third party arrangements

UNE Partnerships has not entered into any subcontracting arrangements for the delivery of training and assessment in this qualification.