

BSB30120 Certificate III in Business (Medical Administration)



Program Overview

unepartnerships

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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 like to consider following on with our Certificate IV or Diploma level study options.

If you have any questions or wish to discuss ideas, then 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
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.

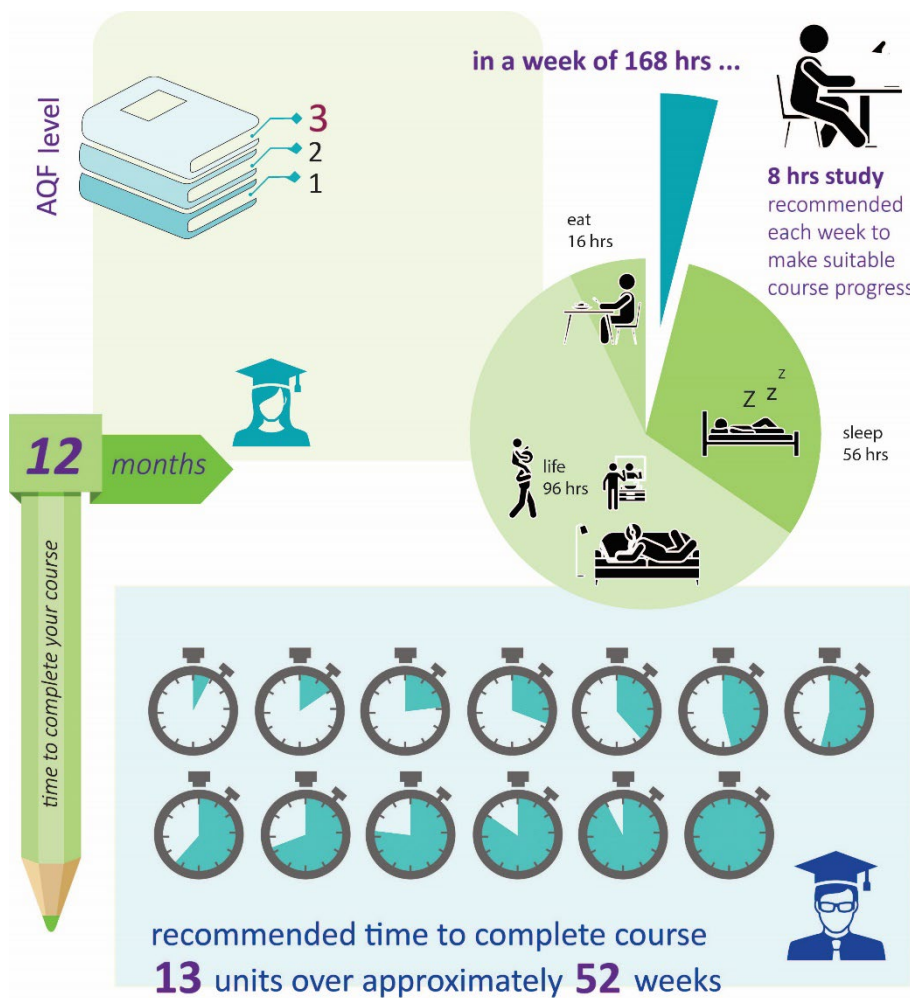
Customer protection officer

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



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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 webinars, as well as a combination of print and electronic course material. An outline of the structure for delivery and assessment is provided below.

The program is offered through online study, and an outline of the structure for delivery and assessment is provided below. Details of the units of competency in which you are enrolled are available by clicking the links below.

Table 1: Course structure

Course	Unit/s of competency
Write simple documents	BSBWRT311 Write simple documents
Support personal wellbeing in the workplace	BSBPEF201 Support personal wellbeing in the workplace
Participate in sustainable work practices	BSBSUS211 Participate in sustainable work practices
Engage in workplace communication	BSBXCMT301 Engage in workplace communication
Interpret and apply medical terminology appropriately	BSBMED301 Interpret and apply medical terminology appropriately
Prepare and process medical accounts	BSBMED302 Prepare and process medical accounts
Maintain patient records	BSBMED303 Maintain patient records
Apply the principles of confidentiality, privacy and security within the medical environment	BSBMED305 Apply the principles of confidentiality, privacy and security within the medical environment
Apply critical thinking skills in a team environment	BSBCRT311 Apply critical thinking skills in a team environment
Contribute to continuous improvement	BSBSTRT301 Contribute to continuous improvement
Use digital technologies to collaborate in a work environment	BSBTEC404 Use digital technologies to collaborate in a work environment
Use inclusive work practices	BSBTWK301 Use inclusive work practices
Assist with maintaining workplace safety	BSBWHS311 Assist with maintaining workplace safety

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 is 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 successfully completing 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.