

BSB31115 Certificate III in Business Administration (Medical)



Program Overview



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Overview

Welcome

Welcome to the *BSB31115 Certificate III in Business Administration (Medical)*. 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 Certificate III in Business Administration (Medical) 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 Certificate III in Business Administration (Medical), 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: practice@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

02 6773 0000

meg.michell@unep.edu.au

BSB31115 Certificate III in Business Administration (Medical)

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

There are many learning outcomes associated with this course, but most importantly, you will understand the role and responsibilities of healthcare reception and administration. You will also gain an understanding of the importance of communication, workplace health and safety, community awareness, computer skills, document processing, office administration, legal issues, and client services. You will be better equipped to carry out practice operations as well as manage your own day to day duties.

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 thirteen (13) units of competency in this qualification and all must be successfully completed in order to achieve the *BSB31115 Certificate III in Business Administration (Medical)*.

The program is delivered online for individuals to enrol in anytime. If you are part of group enrolment, face-to-face facilitator led workshops may be blended into the delivery. 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.

Course name	Unit/s of competency
Organise personal work priorities and development	BSBWOR301 Organise personal work priorities and development
Design and produce business documents	BSBITU306 Design and produce business documents

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
Organise schedules	BSBADM307 Organise schedules
Write simple documents	BSBWRT301 Write simple documents
Contribute to health and safety of self and others	BSBWHS201 - Contribute to health and safety of self and others
Develop keyboarding speed and accuracy	BSBITU307 Develop keyboarding speed and accuracy
Deliver and monitor a service to customers	BSBCUS301 Deliver and monitor a service to customers
Create electronic presentations	BSBITU312 Create Electronic presentations
Communication and the practice	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
Assist in controlling stocks and supplies	BSBMED304 Assist in controlling stocks and supplies

Units of competency are achieved as assessment tasks are successfully completed, and all must be completed to be awarded the *BSB31115 Certificate III in Business Administration (Medical)*. 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 *BSB31115 Certificate III in Business Administration (Medical)* 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 *BSB31115 Certificate III in Business Administration (Medical)* 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 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 *BSB31115 Certificate III in Business Administration (Medical)*. 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.