

# HLT47715 Certificate IV in Medical Practice Assisting



## Program Overview

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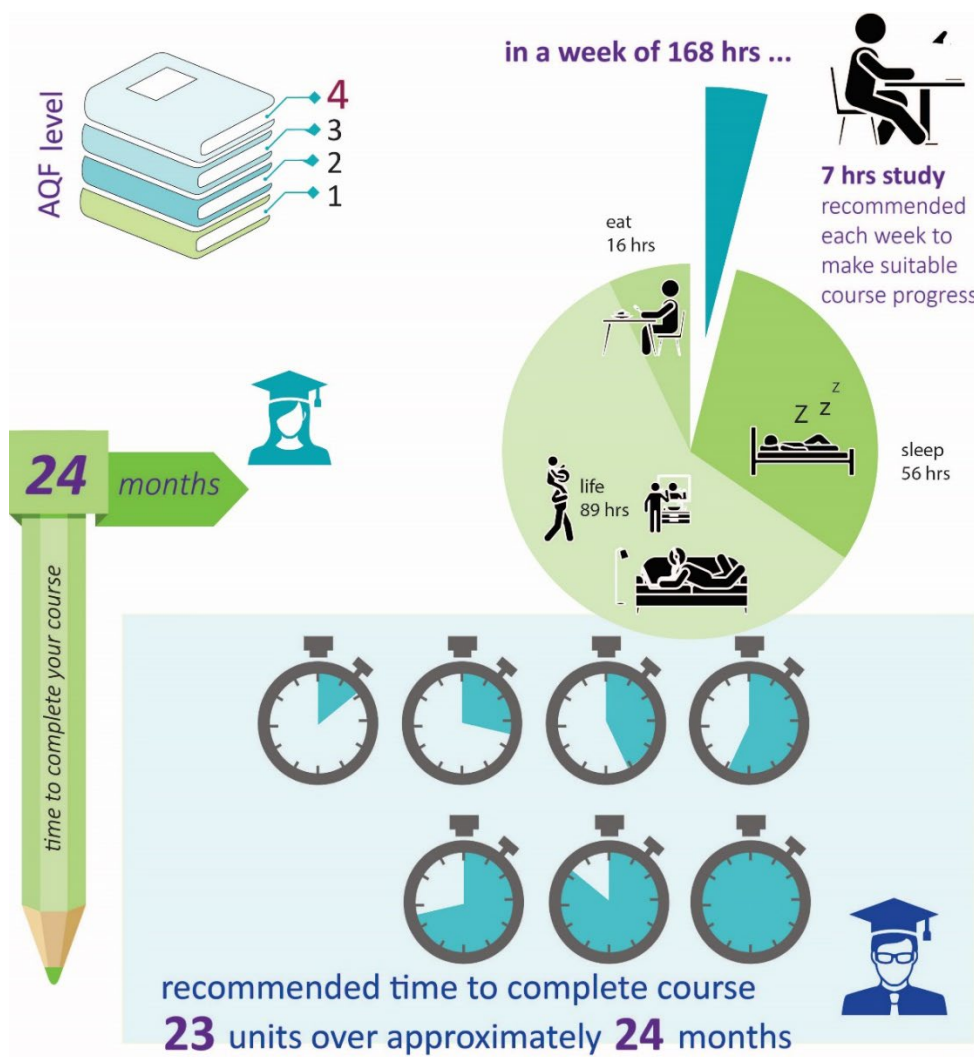
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## Overview

### Welcome

Welcome to the *HLT47715 Certificate IV in Medical Practice Assisting* (MPA). 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 MPA program. This qualification provides the skills and knowledge for assisting practitioners in the treatment room with clinical procedures, clinical administration and operational management of the Practice.

### 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 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.

### Student Services

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: [enquiries@unep.edu.au](mailto:enquiries@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 at my.unep.

### 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)

## ***HLT47715 Certificate IV in Medical Practice Assisting***

### **Aim of the program**

This qualification aims to equip participants with the skills and knowledge to support medical practitioners in the delivery of care to clients, with clinical tasks to be completed under the direct or indirect supervision of a medical practitioner or Registered Nurse who has accepted responsibility for such supervision.

### **Learning outcomes**

On completion of the program you should be able to perform a wide range of administrative tasks in a medical practice, including appointment scheduling, inventory control, managing medical records, supporting continuous improvement and maintaining work health and safety protocols.

Further to this, you should also be able to:

- provide first aid if required
- work legally and ethically with a diverse range of people
- support health professional in the delivery of care
- communicate appropriately in the health care context and facilitate a coordinated approach to client care
- provide clinical assistance in the treatment room for a range of clinical procedures including:
  - complying with infection prevention and control procedures
  - handling medical specimens
  - taking clinical measurements
  - confirming physical health status
  - performing ECG.

### **Structure of the program**

There are twenty-three (23) units of competency in this qualification and all must be successfully completed to achieve the *HLT47715 Certificate IV in Medical Practice Assisting*. Completion of one or more of the 23 units of competency would result in the issuing of a Statement of Attainment for those units.

The program employs a student-led mixed delivery mode, incorporating:

- online study using electronic course material and assessment tasks
- facilitator-led face-to-face workshops for five (5) clinical units and three (3) first aid units
- online booking facility for one-to-one coaching via Zoom/Teams with a qualified Educator.

An outline of the structure for delivery and assessment is provided below. Competency criteria information for each unit of competency in which you are enrolled is available by clicking the links provided.

Table 1: Course structure and assessment timetable for online delivery

Unit/s of competency	Assessment Tasks	Submission
<b>Year 1, Stage 1</b>		
<a href="#">HLTHPS003 Maintain medication stocks</a>	Task 1 Knowledge Quiz	Week 2
	Task 2 Short answer questions	Week 3
	Task 3 Practical Skills	Week 5
<a href="#">HLTINF006 Principles &amp; practices of infection prevention &amp; control</a> (prerequisite for Clinical Workshop)	Task 1 Knowledge Quiz	Week 7
	Task 2 Short answer and research	Week 8
	Task 3 Responding to infection risk	Week 10
	Task 4 Infection prevention and control	Week 11
	Task 5 Document and report	Week 12
<a href="#">HLTHPS005 Handle medical specimens</a>	Task 1 Knowledge Quiz 1	Week 14
	Task 2 Knowledge Quiz 2	Week 15
	Task 3 Short answer questions	Week 16
	Task 4 Clinical skill 1 - Onsite testing	Week 18
	Task 5 Clinical skill 2 - Offsite testing	Week 19
	Task 6 Clinical skill 3 - Adverse incidents	Week 20
<b>Stage 2</b>		
<a href="#">BSBMED301 Interpret &amp; apply medical terminology appropriately</a>	Task 1 Knowledge Quiz	Week 22
	Task 2 Response to task	Week 23
	Task 3 Oral communication (audio submission)	Week 25
	Task 4 Workplace supervisor observation	Week 26
<a href="#">HLTADM003 Facilitate a coordinated approach to client care</a>	Task 1 Knowledge Quiz	Week 32
	Task 2 Long answer assignment	Week 33
	Task 3 Research project	Week 34
	Task 4 Workplace supervisor observation	Week 35
<a href="#">CHCDIV001 Work with diverse people</a>	Task 1 Knowledge Quiz 1	Week 37
	Task 2 Knowledge Quiz 2	Week 38
	Task 3 Self-reflection assignment	Week 39
	Task 4 Respond to diverse backgrounds	Week 40
<b>Stage 3</b>		
<a href="#">CHCLEG001 Work legally and ethically</a>	Task 1 Knowledge Quiz	Week 41
	Task 2 Short answer questions	Week 42
	Task 3 Long answer assignment	Week 44
	Task 4 Workplace supervisor observation	Week 46
<a href="#">BSBMED303 Maintain patient records</a>	Task 1 Maintain patient records	Week 48
	Task 2 Scenario	Week 49
	Task 3 Workplace supervisor observation	Week 50
<b>Year 2, Stage 3 (cont'd)</b>		
<a href="#">CHCCCS020 Respond effectively to behaviours of concern</a>	Task 1 Knowledge Quiz	Week 3
	Task 2 Short answer questions	Week 4
	Task 3a Questions 1 - 13	Week 6
	Task 3b Questions 14 - 20	Week 7
	Task 4 Workplace supervisor observation	Week 9
<b>Stage 4</b>		
<a href="#">HLTWHS003 Maintain work health and safety</a>	Task 1 Scenario questions	Week 10
	Task 2 Communicating with others	Week 12
	Task 3 Workplace supervisor report	Week 14
<a href="#">BSBMED302 Prepare and process medical accounts</a>	Task 1 Knowledge Quiz	Week 15
	Task 2 Written submission	Week 16
	Task 3 Audio submission	Week 18
	Task 4 Audio submission	Week 19
	Task 5 Workplace supervisor observation	Week 22
<a href="#">BSBADM307 Organise schedules</a>	Task 1 Knowledge Quiz	Week 24
	Task 2 Manage schedules	Week 26
<b>Stage 5</b>		
<a href="#">BSBINM401 Implement workplace information system</a>	Task 1 Short answer questions	Week 28
	Task 2 Reporting on existing information	Week 30
	Task 3a Audio submission	Week 32
	Task 3b Audio submission	Week 33
	Task 3c Written submission	Week 34

Unit/s of competency	Assessment Tasks	Submission
<a href="#">CHCCOM005 Communicate and work in health or community services</a>	Task 1 Knowledge Quiz	Week 36
	Task 2 Short answer questions	Week 37
	Task 3 Communication tasks	Week 38
<a href="#">BSBFLM309 Support continuous improvement systems and processes</a>	Task 1 Short answer questions	Week 40
	Task 2a Questions 1, 3, 5, 6 - Document	Week 42
	Task 2b Question 2 Audio submission	Week 44
	Task 2c Question 3 Audio submission	Week 45
	Task 3 Workplace supervisor observation	Week 47

Table 2: Course structure and assessment timetable for 3-day clinical workshop/workshop observation

Unit/s of competency	Assessment Tasks	Submission
<a href="#">HLTHPS001 Take clinical measurements</a>	Task 1 Knowledge Quiz 1	2 weeks before/after
	Task 2 Knowledge Quiz 2	2 weeks before/after
	Task 3 Short answer questions	2 weeks before/after
	Task 4 Research and scenario questions	2 weeks before/after
	Task 5 Measure vital signs	Workshop
	Task 6 Measure height, waist circumference and BMI	Workshop
	Task 7 Measure blood glucose levels	Workshop
	Task 8 Conduct chemical reagent strip urinalysis	Workshop
	Task 9 Perform colour blindness testing	Workshop
	Task 10 Measure visual acuity	Workshop
	Task 11 Perform screening audiometry	Workshop
	Task 12 Perform spirometry testing	Workshop
<a href="#">HLTHPS002 Support health professional in delivery of care</a>	Task 1 Knowledge Quiz	2 weeks before/after
	Task 2a Questions 1-11	2 weeks before/after
	Task 2b Questions 12-21	2 weeks before/after
	Task 3 Short answer questions	2 weeks before/after
	Task 4 Clinical Task 1	Workshop
Task 5 Clinical Task 2	Workshop	
<a href="#">HLTAAP002 Confirm physical health status</a>	Task 1 Knowledge Quiz 1	2 weeks before/after
	Task 2 Knowledge Quiz 2	2 weeks before/after
	Task 3 Short answer questions	2 weeks before/after
	Task 4 Case study	2 weeks before/after
	Task 5 Clinical - observation report	Workshop
<a href="#">HLTINF002 Process reusable medical devices &amp; equipment</a>	Task 1 Knowledge Quiz	2 weeks before/after
	Task 2 Research and scenario questions	2 weeks before/after
	Task 3 Clinical – Observations	Workshop
<a href="#">HLTCAR001 Perform electrocardiography (ECG)</a>	Task 1 Knowledge Quiz	2 weeks before/after
	Task 2 Short answer questions	2 weeks before/after
	Task 3 Clinical - Perform ECG	Workshop

Table 3: Course structure and assessment timetable for 2-day First Aid workshop

Unit/s of competency	Assessment Tasks	Submission
<a href="#">HLTAID011 Provide first aid</a>	Task 1 Knowledge quiz	2 weeks after workshop
	Task 2 Adult CPR	Workshop
	Task 3 Infant CPR	Workshop
	Task 4 Anaphylaxis	Workshop
	Task 5 Asthma	Workshop
	Task 6 Choking	Workshop
	Task 7 Medical situations	Workshop
	Task 8 Life-threatening bleeding	Workshop
<a href="#">HLTAID014 Provide advanced first aid</a>	Task 1 Knowledge quiz	2 weeks after workshop
	Task 2 Theory & case study	2 weeks after workshop
	Task 3 Adult CPR	Workshop
	Task 4 Infant CPR	Workshop
	Task 5 Anaphylaxis	Workshop

Unit/s of competency	Assessment Tasks	Submission
	Task 6 Asthma	Workshop
	Task 7 Choking	Workshop
	Task 8 Medical situations	Workshop
	Task 9 Life-threatening bleeding	Workshop
	Task 10 Multiple casualty	Workshop
<a href="#">HLTAID016 Manage first aid services and resources</a>	Task 1 Knowledge quiz	2 weeks after workshop
	Task 2 Theory questions	2 weeks after workshop
	Task 3 Scenario questions	2 weeks after workshop
	Task 4 Use first aid kit	Workshop
	Task 5 Respond to incident	Workshop
	Task 6 Incident debrief	Workshop
	Task 7 Maintain First Aid equipment	Workshop

Units of competency are achieved as assessment tasks are successfully completed and all must be completed to be awarded the *HLT47715 Certificate IV in Medical Practice Assisting*. 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 *HLT47715 Certificate IV in Medical Practice Assisting* 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 4 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.

## Requirement of workplace supervisor/qualified observer

The Certificate IV in Medical Practice Assisting (MPA) requires a workplace supervisor to observe and verify practical skills demonstrated at the workplace. UNE Partnerships recommends, where available, a person who is AHPRA registered in the field of primary care. This can also be a person in a senior role to the student who has proficient knowledge in performing the task being observed and verified.

It is also expected the student is either in a suitable workplace or have access to one to meet their competencies. Do be aware that observations need to be made on more than one occasion and require either a general practice environment or a simulated scenario. Requirements to be met and guidelines for both student and supervisor are provided for each practical task online at my.unep, the student online portal.

Should the student or supervisor have any queries regarding the role, it is strongly recommended they contact UNE Partnerships Student Services to discuss available options.



## Study workload

The nominal duration of your enrolment in the *HLT47715 Certificate IV in Medical Practice Assisting* is 24 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 7 hours a week of self-directed workplace and individual study over the 24-month period. Inexperienced students will likely require more time.

If you fall behind in your schedule, you should contact UNE Partnerships to discuss your progress. An extension to the study period – up to a maximum of six (6) months – may be granted upon special request, however additional fees may apply.

A concise Assessment Schedule listing all tasks for each unit of competency is provided. Students are encouraged to follow this schedule to ensure completion within the 24-month course candidacy. A testamur will be issued within ten (10) days of course completion which requires all tasks to be submitted and graded Satisfactory. You should always ensure your name and address details provided to UNE Partnerships are current.

There are three (3) components to the course:

- Online delivery
- Clinical workshop – to be completed between stage 2 or stage 4, or in the workplace
- First Aid workshop – to be completed towards the end of your candidature.

Initially you will be provided with content for Stage 1 of the online delivery section of the course. As you complete each stage, you should request access to content for the next stage by emailing the Student Support Team at UNE Partnerships [enquiries@unep.edu.au](mailto:enquiries@unep.edu.au) or your allocated Educator.

## Assessment and student support

Students are allocated an assessor to grade submissions of Assessment Tasks. You may contact your Assessor using the Message my assessor link provided in the right section of the my.unep course page.

Students are also allocated an Educator to provide one-to-one coaching support. Your Educator will reach out to introduce themselves and provide you with best contact methods. It is the responsibility of the student to avail themselves of these modes of support in completing their study and assessment requirements.

## Workshop vs. Workplace

The MPA program consists of two face-to-face workshops, Clinical and First Aid. These are held three times a year in various locations within New South Wales and Queensland. Students are expected to attend a Clinical and First Aid workshop during their two-year candidature.

Students who have not attended a workshop will receive an invitation 10-12 weeks prior to each workshop date. A prerequisite of attending the Clinical Workshop is the completion of the unit *HLTINF006 Principles and practices of infection prevention and control*. Please refer to Table 2 above for the list of Clinical units.

Clinical Workshop units of competency can also be achieved at the workplace through supervisor observations. Your supervisor must be suitably qualified and proficient in the tasks they are observing and verifying.

The First Aid units must be completed by attending a certified First Aid program or the related workshop delivered by UNE Partnerships. It is recommended students undertake the First Aid component towards the end of their candidature period. First Aid cannot be completed in the workplace unless it is an accredited program. Please refer to Table 3 above for the list of First Aid units.

### **Third party arrangements**

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