

# Customer Service in a Healthcare Setting Skill Set



## Program Overview

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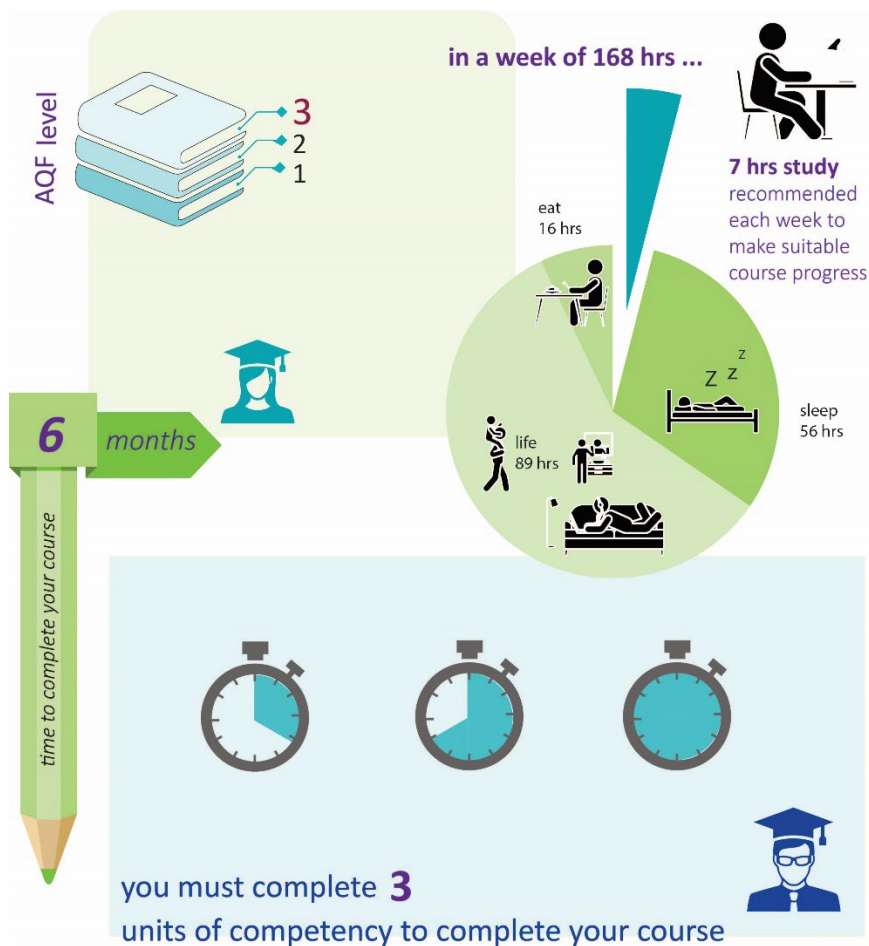
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## Overview

### Welcome

Welcome to *Customer Service in a Healthcare Setting Skill Set*, a skill set from the *Certificate III in Allied Health Assistance*. 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 you have joined the Customer Service in a Healthcare Setting program. This qualification provides the skills and knowledge for those who would like some insight into the customer engagement component of the Certificate III in Business (Medical Administration).

### 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.

### 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: [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.

### 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)

# Customer Service in a Healthcare Setting Skill Set

## Aim of the program

This skill set provides students with customer focused insight into the full qualification of Certificate III in Business (Medical Administration).

## Learning outcomes

On completion of the program you should be able to:

- work within accepted codes of conduct
- follow confidentiality and privacy procedures
- follow security procedures
- contribute to quality customer service standards
- implement customer service systems
- implement team customer service standards
- identify customer needs
- deliver a service to customers
- monitor and report on service delivery.

## Structure of the program

There are three (3) units of competency in this skill set and successful completion of your study would lead to the issuing of a Statement of Attainment for those units completed.

The program is self-directed online study with access to downloadable PDF course material and online interactive learning activities. 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.

The three units of competency are eligible for Direct Credit Transfer into the Certificate III in Business (Medical Administration).

Table 1: Course structure

Unit/s of competency	Assessment Tasks	Suggested duration
<a href="#">BSBCUS301 Deliver and monitor a service to customers</a>	Task 1: Knowledge quiz Task 2: Scenario Task 3: Workplace Supervisor Observation Report	4 to 8 weeks
<a href="#">BSBMED305 Apply the principles of confidentiality, privacy and security within the medical environment</a>	Task 1: Knowledge quiz Task 2: Short answer questions Task 3: Workplace Supervisor Observation Report	3 to 6 weeks
<a href="#">BSBXC301 Engage in workplace communications</a>	Task 1: Knowledge quiz Task 2: Scenarios Task 3: Plan communications	5 to 10 weeks

Unit/s of competency	Assessment Tasks	Suggested duration
	Task 4: Communication in the workplace Task 5: Evaluate communications	

Units of competency are achieved as assessment tasks are successfully completed. You will receive a Statement of Attainment for those units of competency 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 *Customer Service in a Healthcare Setting Skill Set* in which you are enrolled contains units listed on the national register and 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.

Successful completion of any units of competency is eligible to be transferred as a Direct Credit into the Certificate III in Business (Medical Administration) or any related vocational course offering these units.

## Study workload

The nominal duration of your enrolment in the *Customer Service in a Healthcare Setting Skill Set* is six 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 a week of self-directed workplace and individual study over the six month period, as outlined in your study plan. Inexperienced students will likely require more time.

You have up to six months from enrolment to complete the Customer Service in a Healthcare Setting skill set. 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.