

CURRENT 2020 DRAFT FROM SKILLS COUNCIL

BSB3xxxx Certificate III in Medical Administration

(see the ACCM alternative suggestion on the following pages)

Qualification Description

This qualification reflects the role of individuals working in various medical administration contexts. Individuals may exercise discretion and judgement using appropriate knowledge to provide technical advice and support to a team. The job roles that relate to this qualification may include Medical Receptionist and Medical Secretary.

Licensing/Regulatory Information

No licensing, legislative or certification requirements apply to this qualification at the time of publication.

Packaging Rules

Total number of units = 13

1 core unit plus

12 elective units, of which:

- 5 elective units must be selected from Group A
- 4 elective units must be selected from Group B
- for the remaining 3 elective units:
 - up to 3 units may be selected from Groups A, B and C
 - if not listed, 3 units may be selected from a Certificate III, Certificate IV or Diploma from this or any other currently endorsed Training Package qualification or accredited course.

Elective units must be relevant to the work environment and the qualification, maintain the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome.

Core units

BSBWHS211 Contribute to the health and safety of self and others

Elective units

Group A – Medical Administration [5 required]

BSBMED301 Interpret and apply medical terminology appropriately

BSBMED302 Prepare and process medical accounts

BSBMED303 Maintain patient records

BSBMED304 Assist in controlling stocks and supplies

BSBMED305 Apply the principles of confidentiality, privacy and security within the medical environment

BSBMED401 Manage patient record keeping system

Group B – General Administration [4 required]

BSBFIN301 Process financial transactions

BSBFIN302 Maintain financial records

BSBHRM416 Process payroll

BSBOPS303 Organise schedules

BSBTEC301 Design and produce business documents

BSBTEC302 Design and produce spreadsheets

BSBTEC303 Create electronic presentations

BSBWRT311 Write simple documents

Group C – Transferable Skills [up to 3 more electives from Group A or B or C or any other unit at CIII, CIV or Diploma level]

BSBCRT311 Apply critical thinking skills in a team environment

BSBINS202 Handle receipt and dispatch of information

BSBINS302 Organise workplace information

BSBINS303 Use knowledge management systems

BSBOPS301 Maintain business resources

BSBOPS304 Deliver and monitor a service to customers

BSBOPS305 Process customer complaints

BSBPEF301 Organise personal work priorities

BSBPUR301 Purchase goods and services

BSBSTR301 Contribute to continuous improvement

BSBSUS211 Participate in sustainable work practices

BSBTEC201 Use business software applications

BSBTWK301 Use inclusive work practices

BSBWHS411 Implement and monitor WHS policies, procedures and programs

BSBXC301 Engage in workplace communication

BSBXTW301 Work in a team

ACCM SUGGESTED 2020 alternative

BSB3xxxx Certificate III in Medical Administration

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Licensing/Regulatory Information

No licensing, legislative or certification requirements apply to this qualification at the time of publication.

Packaging Rules

Total number of units = 13

5 core unit plus

8 elective units, of which:

- 2 elective unit must be selected from Group A
- 3 elective units must be selected from Group B
- for the remaining 3 elective units:
 - up to 3 units may be selected from Groups A and B and C
 - if not listed, 3 units may be selected from a Certificate III, Certificate IV or Diploma from this or any other currently endorsed Training Package qualification or accredited course.

Elective units must be relevant to the work environment and the qualification, maintain the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome.

Core units [5 suggested by ACCM]

BSBMED301 Interpret and apply medical terminology appropriately

BSBMED305 Apply the principles of confidentiality, privacy and security within the medical environment

BSBTEC201 Use business software applications

BSBXCM301 Engage in workplace communication

BSBWHS211 Contribute to the health and safety of self and others

Elective units

Group A – Medical Administration [ACCM suggests min of 2 more from this group]

BSBMED302 Prepare and process medical accounts

BSBMED303 Maintain patient records

BSBMED304 Assist in controlling stocks and supplies

BSBMED401 Manage patient record keeping system

BSBOPS303 Organise schedules (unit added to this group)

Group B – Transferable Skills [ACCM suggests min of 3 from this group]

BSBCRT311 Apply critical thinking skills in a team environment

BSBINS202 Handle receipt and dispatch of information

BSBINS302 Organise workplace information

BSBINS303 Use knowledge management systems

BSBOPS301 Maintain business resources

BSBOPS304 Deliver and monitor a service to customers

BSBOPS305 Process customer complaints

BSBPEF301 Organise personal work priorities

BSBPUR301 Purchase goods and services

BSBSTR301 Contribute to continuous improvement

BSBSUS211 Participate in sustainable work practices

BSBTWK301 Use inclusive work practices

BSBWHS411 Implement and monitor WHS policies, procedures and programs

BSBXCM301 Engage in workplace communication

BSBXTW301 Work in a team

BSBPEF302 Develop self-awareness (unit added to this group)

Group C – General Administration

BSBFIN301 Process financial transactions

BSBFIN302 Maintain financial records

BSBHRM416 Process payroll

BSBOPS303 Organise schedules

BSBTEC301 Design and produce business documents

BSBTEC302 Design and produce spreadsheets

BSBTEC303 Create electronic presentations

BSBWRT311 Write simple documents

Summary

This alternative qualification will then deliver sufficient minimum medical units along with transferability skills and customer service skills – and provide sufficient flexibility to customise to meet specific practice and learner needs.

It removes the problem of forcing medical receptionists to undertake units in applications that they do not work with.

This format also replicates the format taken in most other qualification drafts suggested by the Skills Council, but which for whatever reason wasn't included in their original 2020 draft for medical).