



Certificate III in Business Administration (Medical)

BSB31115



A SPECIALIST MEDICAL
ADMINISTRATION COURSE TO HELP
YOU ENTER A REWARDING CAREER IN
MEDICAL RECEPTION

About This Course

The Certificate III in Business Administration (Medical) focusses on the specialist skills needed to work as a medical receptionist. You will learn about medical terminology, medicare accounts, skills to manage medical supplies and how to manage patient appointments. As well as understanding the workings of a medical practice you will develop essential touch typing skills.

Being a medical receptionist is a rewarding role. In this course, as well as learning specific skills in medical subjects, the electives allow a choice of specialisation in Microsoft Office applications such as Word, Excel, PowerPoint presentations and desktop publishing. Or select the option of accounts clerical electives. Either way you will benefit from specialist medical receptionist skills as well as an all-round administration qualification that can be tailored to suit your needs.

Subject Choices

1 - 2 electives are required (depending on subjects chosen)

- Medical Receptionist
- Medical Language and Documents
- Keyboarding and Business Technology
- Workplace Safety
- Work in a Medical Environment
- Word Processing Skills (E)
- PowerPoint Presentations (E)
- Spreadsheets - An Introduction (E)
- Desktop Publishing Introduction (E)

Key Course Facts

Start Date:
Start immediately

Delivery Options:
On-line/Correspondence

Duration:
Complete within 8 months

Group Training:
Workshops available

Course Fees: \$3,300 All materials provided at no extra cost

The course fees may vary if you are a trainee or if the state that you reside in has a subsidised training opportunity. Refer to the tables below.

New Entrant Traineeship Fees for this Qualification:

NSW	ACT	NT	QLD	SA	TAS	VIC	WA
\$1,000	\$350	\$3,300	\$824	\$3,300	\$481	\$3,300	\$1,479

Existing Worker Traineeship Fees for this Qualification:

NSW	ACT	NT	QLD	SA	TAS	VIC	WA
\$3,300	\$350		\$824				

School Based Traineeship Fees for this Qualification:

NSW	ACT	NT	QLD	SA	TAS	VIC	WA
\$1,000	\$350	\$3,300	\$787	\$3,300	\$481	\$3,300	

Subsidised Training Options for this Qualification:

NSW	ACT	NT	QLD	SA	TAS	VIC	WA
\$1,320							
\$1,580							

* NSW fees depend on previous qualification levels

** Subject to eligibility and availability at the time of enrolment



Entry Requirements

Reading and Writing Skills

The course is an online correspondence course so you need to have basic English reading and writing skills, or higher. As a guide - you should have completed Year 10 schooling, or have proven workplace written communication skills.

Spoken English Skills

To ensure successful completion of this course you must have sufficient English speaking skills to be able to communicate with your Student Adviser over the phone.

Numeracy Skills

Numeracy skills are only required to a basic level eg calculations with calculators.

Computer and Internet

- Access to a Desktop Computer or Laptop
- Internet access with Internet Explorer 8+, Chrome or Firefox
- Microsoft Office 2010 Word and Subject specific Office products for chosen electives (ie Excel, Powerpoint, Publisher)

Other

- Ability to study and conduct assessments in a safe environment

Subject Descriptions

Core Subjects:

Medical Receptionist

Working in a medical practice in a receptionist or administration role requires a wide range of skills that are covered in this subject. Learn effective scheduling of appointments and establishing and maintaining patient records. Build an understanding of the Australian health care system; about Medicare; and look at typical billing procedures. You will also cover good practice in managing and maintaining stock levels from ordering through to safe disposal.

Unit(s):

BSBMED303 - Maintain patient records

BSBMED302 - Prepare and process medical accounts

BSBMED304 - Assist in controlling stocks and supplies

BSBADM307 - Organise schedules

Medical Language and Documents

Build an understanding of the terminology used in the medical world in this interesting subject. As well as covering medical correspondence and documents, this subject includes information on the major systems of the human body and common medical words and abbreviations. More importantly, completing this subject will give you a good understanding of word structures and how to pronounce medical terms. These are key skills needed to efficiently undertake the role of a medical receptionist.

Unit(s):

BSBMED301 - Interpret and apply medical terminology appropriately

BSBWRT301 - Write simple documents

BSBADM302 - Produce texts from notes

BSBCMM201 - Communicate in the workplace

Keyboarding and Business Technology

Keyboarding and Business Technology focuses on developing touch typing skills, and also using keyboard functions and short cuts. Important proofreading tips as well as safe computer work practices are addressed. Students are allowed to practice online with this subject so that they can achieve 30 words per minute at an accuracy of 98%.

Unit(s):

BSBITU307 - Develop keyboarding speed and accuracy

BSBWOR204 - Use business technology

Workplace Safety

This subject covers the skills and knowledge required to work in a healthy and safe manner. You will learn to recognise hazards, the importance of safety signs and how to raise safety issues within a workplace. This is a great entry level subject to help you act and respond in a safe manner and it also covers how to respond to emergency incidents.

Unit(s):

BSBWHS201 - Contribute to health and safety of self and others

Work in a Medical Environment

This short introductory subject looks at ways to protect the privacy and confidentiality of patients and their care plans. Scenarios are used to look at potential breaches of confidentiality and privacy, and how to prevent and address them. Security with respect to accessing medical computer software and electronic information and data is also examined.

Unit(s):

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

Elective Subjects: 1 - 2 electives are required (depending on subjects chosen)

Word Processing Skills

Learn key word processing skills that will allow you to create template documents, design and prepare multiple page documents, use mail merge and apply styles in accordance with any organisational style guides. You will also learn how to insert tables and images and an excel graph or chart into your word document to improve its readability and appeal.

Unit(s):

BSBITU313 - Design and produce digital text documents

BSBITU306 - Design and produce business documents

PowerPoint Presentations

PowerPoint is a powerful tool to prepare easy to read presentations. This subject covers the importance of being clear about the purpose of your presentations and looks at what you will need to do to prepare and plan your PowerPoint Presentation. Learn how to add content to your Presentation including hyperlinks, clip art, sounds and videos.

Unit(s):

BSBITU312 - Create electronic presentations

Spreadsheets - An Introduction

In this introductory subject, learn the fundamentals of working with excel, working with tables and formulas. Content also covers ways to design spreadsheets to improve the layout of information, as well as how to create graphs or charts. You will be amazed at the potential excel offers you to improve work processes and manage data.

Unit(s):

BSBITU314 - Design and produce spreadsheets

Desktop Publishing Introduction

This specialist desktop publishing subject shows you how to use the program Publisher to learn essential skills to create business cards, flyers, and newsletters. You will learn about using margin guides, text boxes, and inserting information. This subject requires students to download a trial version of Publisher, or to have it already.

Unit(s):

BSBITU309 - Produce desktop published documents

Service Guarantees

Quality Training Provider

ACCM was one of the first private training Colleges to be given official RTO registration status.

22 years later we have helped over 3 000 employers and 31 000 students achieve their career goals and have been recognised as a state finalist on the NSW Training Awards.

We have a history of satisfied students and clients and repeat business. Our testimonials on our website are genuine and the type of feedback we receive daily.

We are so confident that you will be pleased with the College service, that we guarantee it.

Speedy Paper-less Enrolment

Enrolment Applications are accepted 24/7 online. Be fully enrolled in your course in 7 minutes!

For customised or employment based courses and traineeships contact us and we will send you a customised enrolment page by email.

Start Anytime - Immediate Enrolment

Within 30 minutes of being enrolled, your personal log-on details are emailed to you. This gives you access to course materials to commence your studies (via our on-line system WebClass).

Industry Expert Student Adviser

You will be allocated your own industry experienced Student Adviser. While they will personally manage your program; you will also benefit from the College team around them to provide expert assistance in all subject areas.

Prompt Results and Feedback

All assessments are promptly returned (via Webclass) with detailed feedback and encouragement. Our goal is to have them back to you in 2 weeks or less. In the meantime you can progress to your next subject.

Personal Contact for the Right Start

When you enrol your College Student Adviser will phone to welcome you to the course. Your Student Adviser will ensure that you understand the best way to progress in your course. They will also assist you with any questions you may have.

They will be in regular touch with you at the start of your course to offer motivation, support and guidance. For employment based enrolments they will also make contact with supervisors during this time to address any questions they may have.

Pro-active Learner Support

The support won't stop! Contact from your College Student Adviser will continue every month, based on the level of help you need.

Of course, at any time you can call us to get help. Get immediate assistance over the phone and by email. If immediate assistance is unavailable for any reason, we will make sure a qualified Student Adviser is in contact with you no later than the next business day.

Quality Course Materials

Our step by step course materials have been written by industry experts specifically for the College. They will give you all of the relevant learner information you need to succeed in your course.

The resources simplify industry jargon and concepts, give you industry insight and understanding, and focus on current real world business practices.

Employer Progress Updates

For employment based enrolments all supervisors will have access to an online progress report showing the current status of all learners. We understand that it's essential to keep you up to date so we will prompt you each month to access your report.
