



Certificate III in Business (Medical Administration)

BSB30120



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



About This Course

The Certificate III in Business (Medical Administration) 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.

Being a medical receptionist is a rewarding role. In this course, you will benefit from specialist medical receptionist skills as well as an all-round business qualification .

Subject Choices

- Work Effectively in Medical Administration
- Key Communication Skills in Medical Administration
- Maintain Medical Records
- Maintain Workplace Safety and Wellbeing
- Contribute to Sustainable Work Practices
- Process and Action Medical Accounts (E)

Key Course Facts

Start Date:

Start immediately

Duration:

Complete within 14 months

Delivery Options:

On-line/Correspondence

Group Training:

Contact the College for Availability

Course Fees: \$3,750 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
\$0	\$600	\$3,750	\$1,095	\$3,750	\$1,016	\$3,750	\$1,381

Existing Worker Traineeship Fees for this Qualification:

NSW	ACT	NT	QLD	SA	TAS	VIC	WA
N/A	\$600	N/A	\$1,095	N/A	N/A	N/A	N/A

School Based Traineeship Fees for this Qualification:

NSW	ACT	NT	QLD	SA	TAS	VIC	WA
\$0	\$600	N/A	\$1,095	N/A	N/A	\$3,750	N/A

Subsidised Training Options for this Qualification *

NSW	ACT	NT	QLD	SA	TAS	VIC	WA
\$1,320	\$100	N/A	\$1,956	N/A	N/A	N/A	N/A

* NSW fee listed is for the Smart and Skilled category 'no prior qualification'. A fee increases of 15-17% applies to those who have completed a qualification previously. This training is subsidised by the NSW Government.

* Jobs & Skills WA courses are subsidised by the Department of Training and Workforce Development. The Student tuition fees are indicative only and are subject to change given individual circumstances at enrolment. Additional fees may apply such as Student service and resource fees.

** 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; some course work may be completed via mobile devices
- 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:

Work Effectively in Medical Administration

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.

Unit(s):

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

BSBMED304 - Assist in controlling stocks and supplies

BSBPEF301 - Organise personal work priorities

Key Communication Skills in Medical Administration

This subject looks at an important skill that is needed in all Medical job roles. Communication is at the heart of how we interact with one another. Understanding how to communicate effectively can therefore have positive benefits in your medical practice and life. Medical reception staff also need to have a positive approach to their role as they create first impressions with clients.

Unit(s):

BSBXCM301 - Engage in workplace communication

BSBTEC202 - Use digital technologies to communicate in a work environment

BSBTWK301 - Use inclusive work practices

BSBMED301 - Interpret and apply medical terminology appropriately

Maintain Medical Records

Working in a medical practice in a receptionist or administration role requires a wide range of skills. This subject covers such critical areas as properly safeguarding and maintaining patient records and the various software applications used in a busy medical practice.

Unit(s):

BSBMED303 - Maintain patient records

BSBDAT201 - Collect and record data

Maintain Workplace Safety and Wellbeing

Work Health & Safety policies, procedures and compliance are the focus of this safety subject. The subject looks at identifying key safety practices in a workplace. It covers workplace evacuations as well as identifying relevant safety

training and procedures that may be required. It covers a foundation in the legal obligations and is a good solid base for understanding safety responsibilities. It involves a range of workplace activities like a safety inspection.

Unit(s):

BSBWHS311 - Assist with maintaining workplace safety

BSBPEF201 - Support personal wellbeing in the workplace

Contribute to Sustainable Work Practices

Significant cost savings can be made by managing workplace processes and technology in a sustainable way. This subject looks at ways to encourage team members to think innovatively and apply critical thinking skills to generate solutions to workplace problems in a team environment. The overall aim being to identify improvements and apply "green" practices that benefit the business as well as the environment. This subject involves working collaboratively with your College Student Adviser on a project based assessment.

Unit(s):

BSBSUS211 - Participate in sustainable work practices

BSBCRT311 - Apply critical thinking skills in a team environment

Elective Subjects:

Process and Action Medical Accounts

Medical accounts could be directly invoiced to patients or be claimed through Medicare or other payment agencies. This subject looks at the skills and knowledge required to provide advice to patients regarding fee structures, to process referrals, as well as prepare and process medical accounts for a range of patients. It requires the skills to reconcile accounts and to follow up over due accounts.

Unit(s):

BSBMED302 - Prepare and process medical accounts

Service Guarantees

Quality Training Provider

ACCM has 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 applying to enrol, your personal log-on details are emailed to you. This gives you access to our on-line system Webclass. Login to Webclass and complete the administrative items. Once you have completed these items a College Student Adviser will phone you to discuss your needs, course requirements, suitability and electives. You will then have access to the first study module via 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 a week or less. In the meantime you can progress to your next subject.

Personal Contact for the Right Start

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

They will be in regular contact with you, especially at the start of your course, to offer motivation, support and guidance.

For employment based enrolments they will also make contact with your work supervisors 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.
