



Course Information Brochure

Certificate II in Business BSB20107



NATIONALLY RECOGNISED
TRAINING



Indigo Medical & Dental Training Pty Ltd
Level 2, Gordon Executive Centre,
802 Pacific Highway, Gordon NSW 2072
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Training Provider

Indigo Medical & Dental Training Pty Ltd is a National Registered Training Organisation that provides accredited and non accredited training courses and qualifications for the medical and dental profession Australia-wide. Our Training Administration Head Office is located at Bundall, QLD, but we also have offices located in Sydney and Melbourne.

Our Training Assessors have extensive experience working within the medical industry and management positions, possess Certificate IV in Workplace Training & Assessment TAA, and have conducted group workshops/training in Medical Reception and Medical Terminology in NSW, QLD & VIC.

Training Provider Relevant Contacts

Please contact our Sydney office for all enquiries relating to receiving an enrolment pack, enrolling in Certificate II in Business BSB20107 and course unit material.

Training Administration Office - Sydney

Bernadette Beach
Director

Glenys Stabback
National Training Manager

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Queensland Office

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Melbourne Office

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Our Training Assessors

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Glenys Stabback – NSW, QLD, VIC
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Course Outline

Certificate II in Business BSB20107 consists of 12 units of competency (including a choice of two elective units from the medical reception electives).

This nationally recognised qualification provides the skills and knowledge to understand the role and responsibilities of a Medical Receptionist within the medical environment and how to effectively and efficiently provide a high standard of administration service to healthcare professionals, colleagues and patients within a general practice, specialist and hospital environment.

We offer the Certificate II in Business BSB20107 (providing medical reception electives) to:-

- Individuals wishing to seek employment within the medical industry as a Medical Receptionist/Medical Secretary
- Individuals with a nursing career wishing to change careers and move into a surgery environment, with a view of seeking work as a 'Medical Receptionist or Medical Practice Nurse'
- Employers of medical surgeries and centres wishing to provide employees with training for staff improvements and staff development

Course Core Units (Units of Competency)

The following 12 units form part of the Certificate II in Business BSB20107:

BSBOHS201A	Participate in OHS processes
BSBCMM201A	Communicate in the workplace
BSBCUS201A	Deliver a service to customers
BSBIND201A	Work effectively in a business environment
BSBINM201A	Process and maintain workplace information
BSBINM202A	Handle mail
BSBITU201A	Produce simple word processed documents
BSBSUS201A	Participate in environmentally sustainable work practices
BSBWOR202A	Organise and complete daily work activities
FNSICGEN305B	Maintain daily financial/business records

Elective Units (Choose 2 of the units below)

BSBMED301B	Interpret and apply medical terminology appropriately
BSBMED302B	Prepare and process medical accounts
BSBMED305B	Apply the principles of confidentiality, privacy and security within the medical environment

Course Entry Requirements

- Sound language, literacy and numeracy skills
- Minimum Year 10 School Certificate equivalent

Recognition of Prior Learning

Recognition of Prior Learning may be awarded in relation to course units upon proof of recognised prior learning of relevant skills and knowledge. Please enquire about our RPL kit.

Course Duration

Certificate II in Business BSB20107 comprises of study time of 313 hours and is recommended to be completed within a one year period, however, extension of this period may be considered after written application from the Student stating reason for extension of time.

Students may complete the course in a shorter period of time.

Course Delivery

Certificate II in Business BSB20107 is offered via flexible learning (i.e. distance learning). One course unit will be forwarded to the Student for completion before proceeding to the next unit. The course delivery will consist of reading material, exercises and assessment tasks which will be completed both in the workplace setting (if employed) and in the Student's own time.

Upon commencement of the course, the Student will be appointed a Training Assessor. The Training Assessor will initially meet with the Student to provide an overview of the course content and training plan structure. Even though the course delivery is via flexible learning (distance learning), the Student receives a structured training plan timetable outlining when each unit is due for completion, to help the Student achieve completion with the 12 month timeframe or earlier.

Throughout the training, the Student will receive personalised and individual training customised to suit the Student's specific needs and requirements. Communication is via telephone/email support and regular face to face meetings as required. The Training Assessor will be in contact with the Student every 2 weeks by telephone to see how the Student is progressing with their studies and to assist in maintaining motivation, clarify any areas of concern and keeping the Student on target with unit completion dates.

Course Fee

To complete Certificate II in Business BSB20107, the course fee is \$1,300.

An Administration Fee of \$150 is payable by Students upon enrolment.

Payment plans are available to jobseekers.

Qualification

On successful completion of the 12 Units of Competency, you will be awarded the qualification Certificate II in Business BSB20107.

If you only complete certain Units of Competency, you will receive a Statement of Attainment for the units successfully completed.

Description of Course Units

BSBOHS201A – Participate in OHS processes

This Unit of Competency describes the skills and knowledge required to participate in workplace occupational health and safety (OHS) processes to protect worker's own health and safety and that of others.

Unit Topics

- Work safely
- Implement workplace safety requirements
- Participate in OHS consultative processes
- Follow safety procedures

BSBCUS201A – Deliver a service to customers

This Unit of Competency describes the skills and knowledge required to deliver all aspects of customer service at an introductory level. It includes creating a relationship with customers, identifying their needs, delivering services or products and processing customer feedback. .

Unit Topics

- Establish contact with customers
- Identify customer needs
- Deliver service to customers
- Process customer feedback

BSBIND201A – Work effectively in a business environment

This Unit of Competency describes the skills and knowledge required to work effectively within a commercial or business environment. It includes identifying the rights and responsibilities of employees and employers and conducting business in accordance with the organisational goals, values and standards.

Unit Topics

- Work within organizational requirements
- Work in a team
- Develop effective work habits

BSBINM201A – Process and maintain workplace information

This Unit of Competency describes the skills and knowledge required to collect, process, store and maintain workplace information and systems. It also includes the maintenance of filing and records systems.

Unit Topics

- Collect information
- Process workplace information
- Maintain information systems

BSBINM202A – Handle mail

This Unit of Competency describes the skills and knowledge required to receive and distribute incoming mail and to collect and despatch outgoing mail.

Unit Topics

- Receive and distribute incoming mail
- Collect and despatch outgoing mail
- Organise urgent and same day deliveries

BSBCM201A – Communicate in the workplace

This Unit of Competency describes the skills and knowledge required to communicate in the workplace. It includes gathering, conveying and receiving information together with completing routine written correspondence.

Unit Topics

- Gather, convey and receive information and ideas
- Complete workplace documentation and correspondence
- Communicate in a way that responds positively to individual differences

FNSICGEN305B – Maintain daily financial/business records

This Unit of Competency describes the skills and knowledge required to prepare and process routine financial documents.

Unit Topics

- Process financial forms and applications
- Prepare and process banking documents and petty cash documents
- Process petty cash transactions
- Prepare and process invoices for payments to creditors and for debtors

BSBWOR202A – Organise and complete daily work activities

This Unit of Competency describes the skills and knowledge required to organise and complete work activities and to obtain feedback on work performance.

Unit Topics

- Organise work schedule
- Complete work tasks
- Review work performance

BSBSUS201A – Participate in environmentally sustainable work practices

This Unit of Competency describes the skills and knowledge required to effectively measure current resource use and to carry out improvements including reducing the negative environmental impact of work practices. This unit requires the ability to access industry information and application legislative and occupational health and safety (OHS) guidelines.

Unit Topics

- Identify current resource use
- Comply with environmental regulations
- Seek opportunities to improve resource efficiency

BSBITU201A – Produce simple word processed documents

This unit describes the performance outcomes, skills and knowledge required to correctly operate word processing applications in the production of workplace documents.

Unit Topics

- Prepare to produce documents
- Produce documents
- Finalise documents

ELECTIVE UNITS (Please select two of the units below)

BSBMED302B – Prepare and process medical accounts

This Unit of Competency describes the skills and knowledge required to provide advice to patients regarding fee structures and process referrals and to prepare and process medical accounts for a range of patients.

Unit Topics

- Provide advice to patients about fee structure
- Process referrals to specialist practitioners
- Prepare medical accounts for bulk filled and private patients
- Process accounts

BSBMED305B – Apply the principles of confidentiality, privacy and security within the medical environment

This Unit of Competency describes the skills and knowledge required to apply principles and requirements relating to confidentiality, privacy and security to own work within the medical environment.

Unit Topics

- Work within accepted codes of conduct
- Follow confidentiality and privacy procedures
- Follow security procedures

BSBMED301B – Interpret and apply medical terminology appropriately

This Unit of Competency describes the skills and knowledge required to understand and respond to instructions, to carry out routine tasks and communicate with a range of internal/external clients in a medical environment and to use appropriate advanced medical terminology.

Unit Topics

- Respond appropriately to instructions which contain medical terminology
- Carry out routine tasks
- Use appropriate medical terminology in oral and written communication

PAYMENT OF COURSE FEES

The course fee for Certificate II in Business BSB20107 is \$1,300 plus \$150 Administration Fee.

Payment of course fees may be made via two methods.

Method 1

Full payment of course on enrolment (includes \$150 Administration Fee)	\$1,450
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Method 2

Initial payment of \$700
Then two payments of \$375
(You will be issued with a Monthly Payment Plan advising of the monthly due dates)

All course fees (via either of the above two methods) must be paid prior to commencement of the course.

A non refundable Administration Fee of \$150 is payable by all Students. This Administration Fee covers the administrative cost of the course and course materials.

Course fees received by Indigo Medical & Dental Training Pty Ltd are not accessed and are maintained in an account until the Student commences the course. Refunds are available to Students in accordance with government guidelines and fair and proper standards.



*Helping You on Your Journey to Become
a Qualified Medical Receptionist*

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