

# Certificate II in Business

## BSB20107

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.

### Course Units

To achieve Certificate II in Business BSB20107 (with a medical reception stream), you must complete 12 units.

#### Core Units

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 Duration, Delivery and Course Fee

This course is conducted over a 12 month period and is offered via flexible learning (distance learning), which allows you to study from home and gives you the benefit of enrolling at any time of the year. A Training Assessor works individually with you to structure a training plan timetable outlining the due dates for each unit, to help you achieve gaining your Certificate within 12 months. The course fee is \$1,300 plus \$150 admin fee. Payment plans are available.

### Contact Us

For further information or to receive a full course brochure on Certificate II in Business BSB20107, please email [training@indigoconsulting.com.au](mailto:training@indigoconsulting.com.au) and/or contact our office on 02 9844 5496.

Please also visit our website at: [www.indigoconsulting.com.au](http://www.indigoconsulting.com.au)