



Course Information Brochure

Certificate IV in Health Administration HLT43207



NATIONALLY RECOGNISED
TRAINING



Indigo Medical & Dental Training Pty Ltd
Level 2, Gordon Executive Centre,
802 Pacific Highway, Gordon NSW 2072
Tel: 02 9844 5496 Fax: 02 8212 9547
Email: training@indigoconsulting.com.au

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 IV in Health Administration HLT43207 and course unit material.

Training Administration Office - Sydney

Bernadette Beach
Director

Glenys Stabback
National Training Manager

Indigo Medical & Dental Training Pty Ltd
Level 2, Suite 1A, Gordon Executive Centre
802 Pacific Highway, Gordon NSW 2072
Tel: 02 9844 5496 Fax: 8212 9547

Queensland Office

Indigo Medical & Dental Training Pty Ltd
Level 15, Corporate Centre One
2 Corporate Court, Bundall QLD 4217
Tel: 07 5591 9526 Fax: 02 8212 9547

Melbourne Office

Indigo Medical & Dental Training Pty Ltd
Lvl 13, 200 Queen St, Melbourne VIC 3000
Tel: 03 8648 6511 Fax: 02 8212 9547

Our Training Assessors

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Glenys Stabback – NSW, QLD, VIC
Email: gstabback@indigoconsulting.com.au

Course Outline

This qualification is specifically designed for individuals wishing to work autonomously as a senior member of staff in an administrative team within the health environment.

This qualification will equip you with the skills and knowledge to perform a high level of administration skills/functions and enhance skills to further develop and/or progress into a supervisory position within the health environment.

You will gain an understanding of business and operational processes within the health environment and guidance/tools to take responsibility for the effective functioning and performance of the team and its work outcomes.

Job Roles

Possible job roles may include:

- Administration Supervisor
- Medical Records Section Leader
- Practice Manager
- Senior Clinical Coder
- Senior Clerk
- Team Leader for Clinical Services
- Executive Assistant
- Business Manager

Course Core Units (Units of Competency)

15 units, 5 core units plus 10 elective units

Core Units

HLTHIR402B	Contribute to organisational effectiveness in the health industry
HLTHIR506B	Implement and monitor compliance with legal and ethical requirements
HLTOHS300A	Contribute to OHS processes
BSBMED301A	Use advanced medical terminology
BSBFLM403B	Implement effective workplace relationships

Elective Units

BSBMED401A	Manage patient record-keeping system
THHGLE05B	Roster staff
BSBCM402A	Develop work priorities
BSBMED402A	Control stocks and supplies
HLTCOM404B	Communicate effectively with clients
BSBCM418A	Address customer needs
BSBMGT609A	Manage risk
BSBFLM412A	Promote team effectiveness
HLTTCS306B	Respond effectively to difficult or challenging behaviour
BSBCM412A	Promote innovation and change

Course Entry Requirements

- Sound literacy 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.

Course Duration

Certificate IV in Health Administration HLT43207 comprises of study time of 543 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. An extension fee must be paid prior to the extension being granted.

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

Course Delivery & Course Fee

To ensure our course delivery provides flexibility, customisation and meets the expectation and needs of students, we have three delivery options to choose from:-

Flexible Learning - Option 1

\$2,200

This course will be delivered entirely by flexible (distance) learning. The Student will receive:

- A customised Training Plan to ensure completion in the nominated timeframe
- Unlimited support from a Trainer Assessor via email.
- Access to our Online Forum (from 2011)

Flexible Learning - Option 2

\$2,700

This course will be delivered by a combination of flexible learning & face to face meetings. The Student will receive:

- A customised Training Plan to ensure completion in the nominated timeframe
- Unlimited support from a Trainer Assessor via email/phone/Skype.
- A minimum of 3 face to face meetings
- Access to video workshops (where applicable)
- Access to our Online Forum (available from 2011)

Traineeship Package

\$3,200

Our traineeships are fully customised to ensure that Trainees receive personalised and customised training with relevance to the Trainee's role within the workplace. The Traineeship Training Programme is delivered by flexible delivery, however, Trainees and employers will receive not only the service outlined below, but have the additional option in being able to personalise the training programme to meet the Trainee's own needs, goals and learning style.

- A Trainer Assessor who will work closely with the Workplace Supervisor and Trainee for the duration of the course
- Unlimited support from a Trainer Assessor via email/phone/Skype
- Regular email contact from the Trainer Assessor to both the Trainee and the Workplace Supervisor to ensure that the Trainee is meeting their course commitments and to discuss Trainee's progress and implementation of skills/knowledge into the workplace setting

- A minimum of 4 workplace visits (if a workplace is not geographically placed to conduct workplace visits, video calls will be conducted)
- Online forum (available from 2011)
- Regular face to face meetings in the workplace at a time that is convenient to the Trainee and Workplace Supervisor
- Video workshops throughout the course

An Administration Fee of \$200 is payable by Students upon enrolment.

Payment plans are available for this qualification.

The Student is appointed a personal Trainer Assessor. 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, activities, online assessments and written assessment tasks which will be completed both in the workplace setting (if employed) and in the Student's own time.

Qualification

On successful completion of the 15 Units of Competency, you will be awarded the qualification Certificate IV in Health Administration HLT43207. If you only complete certain Units of Competency, you will receive a Statement of Attainment for the units successfully completed.

Description of Core Course Units

HLTHIR402B – Contribute to organisational effectiveness in the health industry

This unit of competency describes the skills and knowledge required to effective organisation outcomes in the health industry by practising and promoting legal and ethical work practices to protect client safety and enhance outcomes for the organisation and its clients in the broader health industry context.

Unit Topics

- Promote ethical work
- Contribute to client and organisation outcomes
- Contribute to organizational improvements

HLTHIR506B – Implement and monitor compliance with legal and ethical requirements

This unit describes the skills and knowledge required to implement and monitor compliance with legal and ethical requirements relevant in the work area.

Unit Topics

- Maintain ethical work
- Maintain appropriate documentation
- Maintain compliance with legal requirements

HLTOHS300A – Contribute to OHS processes

This unit specifies the workplace performance required by an employee to contribute to OHS processes where there is responsibility for own work outputs and possibly limited responsibility for the work output of others.

Unit Topics

- Plan and conduct work safely
- Support others in working safely
- Contribute to OHS participative processes
- Contribute to hazard identification, OHS risk assessment and risk control activities
- Participate in the control of emergency situations

BSBMED301A – Use advanced medical terminology

This unit covers understanding and responding to instructions, carrying out routine tasks and communicating with a range of internal/external clients in a Medical Office, using appropriate advanced medical terminology. This unit can be assessed alone or in combination with other units making up a job role.

Unit Topics

- Respond appropriately to instructions which contain advanced medical terminology
- Carry out routine tasks
- Use appropriate advanced medical terminology in oral and written communication with patients, fellow workers and health professionals

BSBFLM403B – Implement effective workplace relationships

This unit specifies the outcomes required to collect, analyse and communicate information and to use that information to develop and maintain effective working relationships and networks, with particular regard to communication and representation.

Unit Topics

- Collect, analyse and communicate information and ideas
- Develop trust and confidence
- Develop and maintain networks and relationships
- Manage difficulties into positive outcomes

BSBMED401A - Manage patient record-keeping system

This unit specifies the outcomes required to manage a patient record system within a medical environment, and to supervise others. It covers clarifying roles and responsibilities, managing the operation of a patient records system, and reviewing and improving the system.

Unit Topics

- Clarify how patient records system operates
- Manage operation of patient records system
- Review and improve patient records system

THHGLE05B – Roster Staff

This unit deals with the skills and knowledge required to develop staff rosters. Depending upon the sector and enterprise, this role may be carried out by dedicated specialist staff or by operational supervisors and managers.

Unit Topics

- Develop and implement staff rosters
- Maintain staff records

BSBCMN402A – Develop work priorities

This unit covers the skills and knowledge required to plan own work schedules, monitor and obtain feedback on work performance and development. This unit is related to BSBCMN302A Organise personal work priorities and development.

Unit Topics

- Plan and complete own work schedule
- Monitor own work performance
- Co-ordinate professional development

BSBMED402A – Control stocks and supplies

This unit specifies the outcomes required to manage stock control processes in a medical environment and to supervise others carrying out tasks to implement these processes. It covers determining stock control processes, maintaining required stock levels, implementing stocktaking and stock rotation processes and effecting disposal of out-of-date stock.

Unit Topics

- Determine stock control processes
- Maintain required stock levels
- Implement stocktaking and stock rotation processes
- Effect disposal of out-of-date stock
- Review and improve stock control processes

HLTCOM404B – Communicate effectively with others

This unit covers the skills required by practitioners to establish and maintain effective communication with the client throughout all interactions and provide basic counselling as required and as appropriate to facilitate the treatment or health service being provided.

Unit Topics

- Establish professional relationship with the client
- Provide effective response to client enquiries
- Respond effectively to difficult or challenging behaviour
- Use basic counselling skills as required to facilitate treatment

BSBCMN418A – Address customer needs

This unit specifies the outcomes required to manage the ongoing relationship with a customer, which includes assisting the customer to articulate their needs, meeting the customer's needs and managing networks to ensure customer's needs are addressed.

Unit Topics

- Assist customer to articulate needs
- Satisfy complex customer needs
- Manage networks to ensure customer needs are addressed

BSBMGT609A – Manage Risk

This unit covers the development, implementation and evaluation of a risk management plan for the organisation. It incorporates an assessment of all potential risks facing the organisation and the development of strategies and plans to mitigate all risk situations through elimination, isolation or protection. This unit provides a foundation for other Strategic Management units available at Advanced Diploma level. Consider co-assessment with any other unit in which risk analysis and risk management are an integral part, especially BSBMGT610A Manage environmental management systems.

Unit Topics

- Develop risk management plan
- Implement risk management plan
- Evaluate risk management plan

BSBFLM412A – Promote team effectiveness

This unit specifies the outcomes required of frontline managers to promote teamwork. It involves developing team plans to meet expected outcomes, leading the work team, and proactively working with the management of the organisation.

Unit Topics

- Plan to achieve team outcomes
- Develop team cohesion
- Participate in and facilitate work team
- Liaise with management

HLTCSD306B – Respond effectively to difficult or challenging behaviour

This unit of competency describes the skills and knowledge required to respond effectively to difficult or challenging behaviour of clients and others. These skills are associated with handling difficult incidents rather than managing ongoing behaviour difficulties.

Unit Topics

- Plan response
- Apply response
- Report and review incidents

BSBCMN412A - Promote innovation and change

This unit covers the skills and knowledge required to promote the use and implementation of innovative work practices to effect change.

Unit Topics

- Identify and develop opportunities for improved work practices
- Lead team to foster innovative work practices
- Facilitate commitment to workplace change
- Monitor and evaluate change

PAYMENT OF COURSE FEES

To enrol in Certificate IV in Health Administration, please complete an Enrolment Form and email, fax to 02 8212 9547 or mail to:

Indigo Medical & Dental Training
PO Box 3731
Tuggerah NSW 2259

Payments can be made via credit card, direct deposit or cheque.

Payment Plan Options

We offer **payment plan options** for all our qualification courses. An initial deposit is paid upon enrolment followed by two (2) payments made thereafter during the duration of the course. A payment plan schedule will be issued upon enrolment detailing the due date each month.

A non refundable Administration Fee of \$200 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
Supervisor/Administrator*

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