



Course Information Brochure
Certificate III
in
Business Administration (Medical)
BSB31107



NATIONALLY RECOGNISED
TRAINING



Indigo Medical & Dental Training Pty Ltd
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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 III in Business Administration (Medical) BSB31107 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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Course Outline

Certificate III in Business Administration (Medical) BSB31107 consists of 13 units of competency.

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 III in Business Administration (Medical) BSB31107 to:-

- Individuals wishing to seek employment within the medical industry as a Medical Receptionist/Medical Records Clerk/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 13 units form part of the Certificate III in Business Administration (Medical) BSB31107.

BSBITU307A	Develop keyboarding speed and accuracy
BSBOHS201A	Participate in OHS Processes
BSBMED301B	Interpret and apply Medical terminology appropriately
BSBMED302B	Prepare and process medical accounts
BSBMED303B	Maintain patient records
BSBMED304B	Assist in controlling stocks and supplies
BSBMED305B	Apply the principles of confidentiality, privacy and security within the medical environment
BSBADM307B	Organise schedules
BSBWRT301A	Write simple documents
BSBCUS301A	Deliver and monitor a service to customers
BSBCMM301A	Process customer complaints
BSBWOR202A	Organise and complete daily work activities
BSBCMM201A	Communicate in the workplace

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 recognized prior learning of relevant skills and knowledge. Please enquire about our RPL kit.

Course Duration

Certificate III in Business Administration (Medical) BSB31107 comprises of study time of 493 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 III in Business Administration (Medical) BSB31107 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 III in Business Administration (Medical) BSB31107, the course fee is \$2,000.

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

Payment plans are available to jobseekers.

Qualification

On successful completion of the 13 Units of Competency, you will be awarded the qualification Certificate III in Business Administration (Medical) BSB31107.

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

Description of Course Units

BSBITU307A - Develop keyboarding speed and accuracy

This unit describes the performance outcomes, skills and knowledge required to develop keyboard skills with speed and accuracy using touch typing techniques.

Unit Topics

- Use safe work practices
- Identify and develop keyboard skills
- Check accuracy

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

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

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

BSBMED303B - Maintain patient records

This unit describes the performance outcomes, skills and knowledge required to maintain patient records within an existing medical records management system, under supervision. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Unit Topics

- Identify and clarify own role and procedures for patient record keeping
- Access patient records
- Help maintain records
- Monitor and review own role

BSBMED304B - Assist in controlling stocks and supplies

This unit describes the performance outcomes, skills and knowledge required to provide assistance in stock control processes within a medical environment. This involves assisting in maintaining stock levels, storing stock, stocktaking and disposing of out of date stock. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Unit Topics

- Determine own role in stock control processes
- Assist in maintaining stock levels
- Store stock
- Assist in stocktaking
- Assist in disposal of out of date stock and recalls

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

BSBADM307B - Organise schedules

This unit describes the performance outcomes, skills and knowledge required to manage appointments and diaries for personnel within an organisation, using manual and electronic diaries, schedules and other appointment systems. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Unit Topics

- Establish schedule requirements
- Manage schedules

BSBWRT301A - Write simple documents

This unit describes the performance outcomes, skills and knowledge required to plan, draft and review a basic document before writing the final version. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Unit Topics

- Plan document
- Draft document
- Review document
- Write final document

BSBCUS301A - Deliver and monitor a service to customers

This unit describes the performance outcomes, skills and knowledge required to identify customer needs and monitor service provided to customers. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Unit Topics

- Identify customer needs
- Deliver a service to customers
- Monitor and report on service delivery

BSBCMM301A - Process customer complaints

This Unit of Competency describes the performance outcomes, skills and knowledge required to handle formal and informal negative feedback and complaints from customers. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement

Unit Topics

- Respond to complaints
- Refer complaints
- Exercise judgement to resolve customer service issues

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

BSBCMM201A – 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

PAYMENT OF COURSE FEES

The course fee for Certificate III in Business Administration (Medical) BSB31107 is \$2,000 plus \$150 Administration Fee.

Payment of course fees may be made via two methods.

Method 1

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

Method 2

Initial payment of \$850
Plus two payments of \$650
To be paid over the following 2 months.

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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