



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



Indigo Medical & Dental Training Pty Ltd
Suite 1A, 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 III in Business Administration (Medical) BSB31107 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
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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 & 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

\$2,000

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

\$2,500

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

\$3,000

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 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

To enrol in Certificate III in Business Administration (Medical), 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
Medical Receptionist*

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