



# Certificate III in Business (Medical Administration)

BSB30120



A SPECIALIST MEDICAL  
ADMINISTRATION COURSE TO HELP  
YOU ENTER A REWARDING CAREER IN  
MEDICAL RECEPTION



# About This Course

The Certificate III in Business (Medical Administration) focuses on the specialist skills needed to work as a medical receptionist. You will learn about medical terminology, Medicare accounts, skills to manage medical supplies and how to manage patient appointments.

Being a medical receptionist is a rewarding role. In this course, you will benefit from specialist medical receptionist skills as well as an all-round business qualification .

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## Subject Choices

- Work Effectively in Medical Administration
- Key Communication Skills in Medical Administration
- Maintain Medical Records
- Mid Course Survey
- Maintain Workplace Safety and Wellbeing
- Contribute to Sustainable Work Practices
- Process and Action Medical Accounts
- Practical Word Processing
- Practical Spreadsheets

# Key Course Facts

## Start Date:

Start immediately

## Duration:

Complete within 50 weeks

## Delivery Options:

On-line/Correspondence

## Group Training:

Contact the College for Availability

## Course Fees: \$3,750 All materials provided at no extra cost

The course fees may vary if you are a trainee or if the state that you reside in has a subsidised training opportunity. Refer to the tables below.

### New Entrant Traineeship Fees for this Qualification:

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
\$350	\$0	\$3,750	\$885	\$1,480	\$821	\$3,750	\$3,750

### Existing Worker Traineeship Fees for this Qualification:

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
\$350	N/A	N/A	\$885	N/A	\$821	N/A	N/A

### School Based Traineeship Fees for this Qualification:

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
\$350	\$0	N/A	\$0	\$1,235	N/A	\$3,750	N/A

### Subsidised Training Options for this Qualification \*

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
N/A	\$1,320	N/A	\$1,812	N/A	N/A	N/A	N/A

\* NSW fee listed is for the Smart and Skilled category 'no prior qualification'. A fee increases of 15-17% applies to those who have completed a qualification previously. This training is subsidised by the NSW Government.

\* Jobs & Skills WA courses are subsidised by the Department of Training and Workforce Development. The Student tuition fees are indicative only and are subject to change given individual circumstances at enrolment. Additional fees may apply such as Student service and resource fees.

\*\* Subject to eligibility and availability at the time of enrolment

# Entry Requirements

## Literacy Skills

### Reading Skills

*You must be able to:*

Read basic texts relevant to workplace requirements (ie policies and procedures)

Read and evaluate information and ideas to extract meaning relevant to the topic

Use different reading comprehension strategies as needed (ie identifying, questioning, previewing)

As a guide - you should have completed Year 10 schooling, or have proven workplace reading skills.

### Writing Skills

*You must be able to:*

Write clear sequenced instructions for using routine/everyday activities

Draft short emails and letters to convey required information

Complete a range of forms requiring routine and factual data

As a guide - you must have completed Year 10 schooling, or have proven workplace written communication skills.

## Language Skills (Spoken English)

*You must be able to:*

Demonstrate language use appropriate to different circumstances

Make enquiries or seek clarification as needed to perform tasks

Explain routine procedures and give clear sequenced instructions to others

As a basic guide - you must have sufficient English speaking skills to be able to communicate with your Student Adviser over the phone.

## Numeracy Skills

*You must be able to:*

Interpret, comprehend and use a range of everyday mathematical information in familiar and routine contexts

As a basic guide - you must have completed Year 10 schooling, or have a working knowledge of basic mathematical functions.

## Digital Literacy Skills

*You must be able to:*

Open and use a computer application (such as your Web Browser)

Navigate a website by following instructions and follow website "links"

Type and edit text eg for short answer assessment questions

Select the appropriate answers in a multiple choice list (select the correct option(s))

Download, save, edit and upload documents or files

Write, edit, send, receive and save emails

Open and use a word processing application (such as Microsoft Word or Google Docs)

Open and use a spreadsheet program (such as Microsoft Excel or Google Sheets) depending on electives chosen

## Computer and Internet Requirements

*You must have:*

Access to a Desktop Computer or Laptop although some course work may be completed via mobile devices.

Internet access with the latest version of Microsoft Edge, Chrome, Safari or Firefox.

Microsoft Office 2010 Word (or higher)

Subject specific Microsoft Office products for chosen electives (ie Excel or Powerpoint).

Note: We do not support other applications like Pages or Numbers.

# Subject Descriptions

## Core Subjects:

### Work Effectively in Medical Administration

This introductory medical administration subject looks at ways to protect the privacy and confidentiality of patients and their care plans and also how to manage medical supplies. Scenarios are used to look at potential breaches of confidentiality and privacy, and how to prevent and address them; as well as a case study stock take activity for medical supplies.

Unit(s):

BSBMED305 - Apply the principles of confidentiality, privacy and security within the medical environment

BSBMED304 - Assist in controlling stocks and supplies

BSBPEF301 - Organise personal work priorities

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### Key Communication Skills in Medical Administration

This subject looks at an important skill that is needed in all Medical job roles. Communication is at the heart of how we interact with one another. Understanding how to communicate effectively can therefore have positive benefits in your medical practice and life. Medical reception staff also need to have a positive approach to their role as they create first impressions with clients.

Unit(s):

BSBXCM301 - Engage in workplace communication

BSBTEC202 - Use digital technologies to communicate in a work environment

BSBTWK301 - Use inclusive work practices

BSBMED301 - Interpret and apply medical terminology appropriately

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### Maintain Medical Records

Working in a medical practice in a receptionist or administration role requires a wide range of skills. This subject covers such critical areas as properly safeguarding and maintaining patient records and the various software applications used in a busy medical practice.

Unit(s):

BSBDAT201 - Collect and record data

BSBMED303 - Maintain patient records

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## Mid Course Survey

This survey is an important opportunity for you to tell ACCM College about your learning experience so far. By formally seeking this information at the mid-point of your course, ACCM College can help shape your learning outcomes to better ensure your professional development goals are met.

Unit(s):

MID-SURVEY - Mid Course Survey

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## Maintain Workplace Safety and Wellbeing

Work Health & Safety policies, procedures and compliance are the focus of this safety subject. The subject looks at identifying key safety practices in a workplace. It covers workplace evacuations as well as identifying relevant safety training and procedures that may be required. It covers a foundation in the legal obligations and is a good solid base for understanding safety responsibilities. It involves a range of workplace activities like a safety inspection and hazard report form.

Unit(s):

BSBWHS311 - Assist with maintaining workplace safety

BSBPEF201 - Support personal wellbeing in the workplace

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## Contribute to Sustainable Work Practices

Significant cost savings can be made by managing workplace processes and technology in a sustainable way. This subject looks at ways to encourage team members to think innovatively and apply critical thinking skills to generate solutions to workplace problems in a team environment. The overall aim being to identify improvements and apply "green" practices that benefit the business as well as the environment. This subject involves working collaboratively with your College Student Adviser on a project based assessment that addresses the 2 required problems as the performance evidence.

Unit(s):

BSBSUS211 - Participate in sustainable work practices

BSBCRT311 - Apply critical thinking skills in a team environment

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## Process and Action Medical Accounts

Medical accounts could be directly invoiced to patients or be claimed through Medicare or other payment agencies. This subject looks at the skills and knowledge required to provide advice to patients regarding fee structures, to process referrals, as well as prepare and process medical accounts for a range of patients. It requires the skills to reconcile accounts and to follow up over due accounts.

Unit(s):

BSBMED302 - Prepare and process medical accounts

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## Practical Word Processing

In this introduction to word processing you will learn/develop key word processing skills that will allow you to create, style and prepare business documents. You will gain the experience to move and add text and using formatting techniques through practical activities. You will use Microsoft Word to prepare required documents using specific word processing features.

Unit(s):

BSBTEC301 - Design and produce business documents

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## Practical Spreadsheets

In this introductory subject, learn the fundamentals of working with Excel, working with tables and formulas. Content also covers ways to design spreadsheets to improve the layout of information, as well as how to create graphs or charts. You will be amazed at the potential excel offers you to improve work processes and manage data. Note this subject only supports the program Excel.

Unit(s):

BSBTEC302 - Design and produce spreadsheets

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# Service Guarantees

## Quality Training Provider

ACCM has a history of satisfied students and clients and repeat business. Our testimonials on our website are genuine and the type of feedback we receive daily. We are so confident that you will be pleased with the College service, that we guarantee it.

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## Speedy Paper-less Enrolment

Enrolment Applications are accepted 24/7 online. Be fully enrolled in your course in 7 minutes! For customised or employment based courses and traineeships contact us and we will send you a customised enrolment page by email.

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## Start Anytime - Immediate Enrolment

Within 30 minutes of applying to enrol, your personal log-on details are emailed to you. This gives you access to our on-line system Webclass. Login to Webclass and complete the administrative items. Once you have completed these items a College Student Adviser will phone you to discuss your needs, course requirements, suitability and electives. You will then have access to the first study module via WebClass.

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## Industry Expert Student Adviser

You will be allocated your own industry experienced Student Adviser. While they will personally manage your program; you will also benefit from the College team around them to provide expert assistance in all subject areas.

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## Prompt Results and Feedback

All assessments are promptly returned (via Webclass) with detailed feedback and encouragement. Our goal is to have them back to you in a week or less. In the meantime you can progress to your next subject.

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## Personal Contact for the Right Start

Your College Student Adviser will phone you to welcome you to the course and ensure that you understand the best way to make progress in your course. They will also assist you with any questions you may have.

They will be in regular contact with you, especially at the start of your course, to offer motivation, support and guidance.

For employment based enrolments they will also make contact with your work supervisors to address any questions they may have.

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## Pro-active Learner Support

The support won't stop! Contact from your College Student Adviser will continue every month, based on the level of help you need.

Of course, at any time you can call us to get help. Get immediate assistance over the phone and by email. If immediate assistance is unavailable for any reason, we will make sure a qualified Student Adviser is in contact with you no later than the next business day.

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## Quality Course Materials

Our step by step course materials have been written by industry experts specifically for the College. They will give you all of the relevant learner information you need to succeed in your course.

The resources simplify industry jargon and concepts, give you industry insight and understanding, and focus on current real world business practices.

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## Employer Progress Updates

For employment based enrolments all supervisors will have access to an online progress report showing the current status of all learners. We understand that it's essential to keep you up to date so we will prompt you each month to access your report.

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