

# Medical Reception

## Certificate III in Business Administration (Medical) BSB31115

As the first point of contact for patients at the doctor's office, hospital or clinic, medical receptionists and administrators play a significant role in the running of a practice.

### Why study this course?

The program has been developed to provide students with the knowledge and practical skills required to work as a medical administrator in a general or medical specialist practice or hospital. It will also assist students to develop comprehension of current practices in the medical sector and gain experience operating the widely used PracSoft medical computer software.

### Who should study this course?

This course is suitable for those already working in the field of medical administration, and looking to further develop their skills. It is also relevant to students who would like to establish a career in medical administration.

### Career outcomes

With this certification, some occupations may include:

- Administration Assistant
- Clerical Worker
- Data Entry Operator
- Information Desk Clerk
- Office Junior
- Receptionist

### Further study opportunities

Candidates who successfully complete this course may be eligible to articulate to a Certificate IV in Business Administration BSB40507. Applications would be assessed on an individual basis by the education provider.



### Entry requirements

Students should have basic computer skills, including word processing, emailing and internet searching. Students will also be required to complete a language, literacy and numeracy assessment during the enrolment and orientation session to determine any learning support needs they may require.

### Course structure

The Certificate is offered full time and consists of 13 units. The duration of the course is approximately 10 weeks. The delivery of the course can vary dependent on location, so please visit the 'Timetable and Course Dates' section of our website for details.

### Campus locations

Melbourne CBD Campus  
123 Lonsdale Street Melbourne VIC

Blackburn Campus  
184 Whitehorse Road Blackburn VIC

## Recognition of Prior Learning (RPL) or Credit Transfer (CT)

RPL or CT may be granted to students who have completed units of competency that directly match the health training package units. This will be reviewed on an individual basis, and a 50% tuition fee will apply for any RPL granted. All applications must be submitted using the appropriate forms and include all necessary documentation. Application forms can be found on our website under Studying At HSA > Forms.

## Cost

Course fees can vary by state and are based on a number of different factors. A government subsidy may be available to students for tuition fees, depending upon eligibility, state and course chosen. To view a complete list of course fees and funding options, please read the Fees & Funding section on our website, or call us on 1300 306 886 to discuss the most appropriate option for you.

## Assessments

Assessments vary and can include presentations, class discussions, assignments, practical demonstrations, short tests, essays, workbooks and case studies. Each unit is assessed in the classroom/practical lab to determine a student's competency.

## About Health Skills Australia

Health Skills Australia is committed to making a positive difference to the lives of people in care by providing excellence in health care training. We work closely with industry groups and health care professionals to ensure our courses meet the needs of the sector and community it serves, and our teaching staff are all practising health care professionals who draw on their depth of experience.



## Core units

BSBITU307A	Develop keyboarding speed & accuracy
BSBWHS201A	Contribute to health & safety of self & others

## Elective units

BSBMED301B	Interpret & apply medical terminology appropriately
BSBMED302B	Prepare & process medical accounts
BSBMED303B	Maintain patient records
BSBMED305B	Apply the principles of confidentiality, privacy & security within the medical environment
HLTAID003	Provide first aid
BSBMED304B	Assist in controlling stocks & supplies
BSBADM307B	Organise schedules
BSBITU303A	Design & produce text documents
BSBITU304A	Produce spreadsheets
BSBITU306A	Design & produce business documents
HLTCSD306D	Respond effectively to behaviours of concern

Please note: above is a sample course outline.



Contact us today for more information  
[healthskills.com.au](http://healthskills.com.au)

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