



Australian Government

Department of Education, Employment and Workplace Relations

BSB31107 Certificate III in Business Administration (Medical)

Revision Number: 1

BSB31107 Certificate III in Business Administration (Medical)

Modification History

Not applicable.

Description

Descriptor

This qualification reflects the role of individuals who apply a broad range of competencies in various medical administration contexts. They may exercise discretion and judgement using appropriate knowledge to provide technical advice and support to a team.

Job Roles

- Medical Receptionist
- Medical Records Clerk
- Medical Secretary.
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Pathways Information

Qualification Pathways

Entry requirements

There are no entry requirements for this qualification.

Pathways into the qualification

Preferred pathways for candidates considering this qualification include:

- BSB20107 Certificate II in Business or other relevant qualification/s

OR

- with vocational experience assisting in a range of support roles without a formal business qualification.

Examples of indicative job roles for candidates seeking entry based upon their vocational experience include:

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

This breadth of expertise would equate to the competencies required to undertake this qualification.

Pathways from the qualification

After achieving this qualification candidates may undertake:

- BSB40507 Certificate IV in Business Administration.
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Licensing/Regulatory Information

Licensing, Legislative, Regulatory or Certification Considerations

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY

Qualification Code and Title

The following table contains a summary of the Employability Skills required by industry for this qualification. The Employability Skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> • clearly communicating workplace information to others (verbal and non-verbal) • communicating sensitively in a cross-cultural context • communicating with colleagues and clients to handle verbal inquiries such as payroll questions, medical appointments or records enquiries • communicating with people who speak languages other than English • interpreting needs of clients (internal or external) • reading and interpreting workplace related documentation • writing to audience needs
Teamwork	<ul style="list-style-type: none"> • applying knowledge of own role to complete activities efficiently to support team activities and tasks • working in a team of people to provide office and medical administration services • working with diverse individuals and groups
Problem-solving	<ul style="list-style-type: none"> • developing practical responses to common breakdowns in workplace systems and procedures • rectifying discrepancies or errors in documentation and transactions • taking action to resolve concerns
Initiative and enterprise	<ul style="list-style-type: none"> • adapting to new and emerging situations in the workplace • being proactive and creative in responding to workplace problems, changes and challenges
Planning and organising	<ul style="list-style-type: none"> • allocating resources to workplace tasks and requirements • collecting, analysing and organising workplace data • identifying risk factors and taking action to minimise risk • organising meeting schedules for clients and colleagues and negotiating alternative arrangements • planning for contingencies

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY	
	<ul style="list-style-type: none"> • planning information and documentation requirements • utilising or determining required resources
Self-management	<ul style="list-style-type: none"> • following workplace documentation such as codes of practice or operating procedures • projecting a professional image when representing the organisation • setting own work program and managing time to ensure tasks are done on time • taking personal responsibility at the appropriate level • working ethically when dealing with financial transactions
Learning	<ul style="list-style-type: none"> • maintaining continuous learning by seeking out opportunities for improvement and developing new skills • seeking assistance and expert advice
Technology	<ul style="list-style-type: none"> • using business related technology safely (OHS) • using business technology such as software programs for word processing spreadsheets, presentation and scheduling

Packaging Rules

Packaging Rules
<p>Total number of units = 13</p> <p>2 core units plus</p> <p>11 elective units</p> <p>5 elective units must be selected from the Group A units listed below.</p> <p>4 elective units must be selected from the Group B units listed below.</p> <p>The remaining 2 elective units may be selected from Group A, Group B or Group C units listed below, or any currently endorsed Training Package or accredited course at the same qualification level or one level higher or lower.</p> <p>Elective units must be relevant to the work outcome, local industry requirements and the qualification level.</p>

Packaging Rules**Core units****IT Use**

BSBITU307A Develop keyboarding speed and accuracy

Occupational Health and Safety

BSBOHS201A Participate in OHS processes

OR

BSBOHS306B Contribute to implementing emergency prevention activities and response procedures

Elective units**Group A units****Medical Services Administration**

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

BSBMED401B Manage patient record keeping system

Group B units**Financial Administration**

BSBFIA302A Process payroll

BSBFIA303A Process accounts payable and receivable

BSBFIA304A Maintain a general ledger

General Administration

BSBADM307B Organise schedules

IT Use

BSBITU302B Create electronic presentations

BSBITU303A Design and produce text documents

BSBITU304A Produce spreadsheets

BSBITU306A Design and produce business documents

Packaging Rules

BSBITU309A Produce desktop published documents

Writing

BSBWRT301A Write simple documents

Group C Units**Customer Service**

BSBCUS301A Deliver and monitor a service to customers

Diversity

BSBDIV301A Work effectively with diversity

Financial Administration

BSBFIA301A Maintain financial records

General Administration

BSBADM302B Produce texts from notes

BSBADM303B Produce texts from audio transcription

BSBADM311A Maintain business resources

Information Management

BSBINM301A Organise workplace information

BSBINM302A Utilise a knowledge management system

BSBINM303A Handle receipt and despatch of information

Innovation

BSBINN201A Contribute to workplace innovation

Interpersonal Communication

BSBCMM301A Process customer complaints

IT Use

BSBITU301A Create and use databases

BSBITU305A Conduct online transactions

Occupational Health and Safety

BSBOHS407A Monitor a safe workplace

Product Skills and Advice

BSBPRO301A Recommend products and services

Sustainability

BSBSUS201A Participate in environmentally sustainable work practices

Packaging Rules**Workplace Effectiveness**

BSBWOR204A	Use business technology
BSBWOR301A	Organise personal work priorities and development
BSBWOR302A	Work effectively as an off-site worker

Unit Grid

BSBADM302B Produce texts from notes
 BSBADM303B Produce texts from audio transcription
 BSBADM307B Organise schedules
 BSBADM311A Maintain business resources
 BSBCMM301A Process customer complaints
 BSBCUS301A Deliver and monitor a service to customers
 BSBDIV301A Work effectively with diversity
 BSBFIA301A Maintain financial records
 BSBFIA302A Process payroll
 BSBFIA303A Process accounts payable and receivable
 BSBFIA304A Maintain a general ledger
 BSBINM301A Organise workplace information
 BSBINM302A Utilise a knowledge management system
 BSBINM303A Handle receipt and despatch of information
 BSBINN201A Contribute to workplace innovation
 BSBITU301A Create and use databases
 BSBITU302B Create electronic presentations
 BSBITU303A Design and produce text documents
 BSBITU304A Produce spreadsheets
 BSBITU305A Conduct online transactions
 BSBITU306A Design and produce business documents
 BSBITU307A Develop keyboarding speed and accuracy
 BSBITU309A Produce desktop published documents
 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
 BSBMED401B Manage patient record keeping system
 BSBOHS201A Participate in OHS processes
 BSBOHS306B Contribute to implementing emergency prevention activities and response procedures
 BSBOHS407A Monitor a safe workplace
 BSBPRO301A Recommend products and services

BSBSUS201A Participate in environmentally sustainable work practices
BSBWOR204A Use business technology
BSBWOR301A Organise personal work priorities and development
BSBWOR302A Work effectively as an off site worker
BSBWRT301A Write simple documents