



BSB30120 - Certificate III in

# Business (Medical Administration)



NATIONALLY RECOGNISED  
TRAINING

Alffie's BSB30120 – Certificate III in Business (Medical Administration) prepares participants for a range of entry-level clerical and administrative roles within the healthcare sector.

Throughout this course, Alffie's friendly team will assist participants as they learn to complete a broad range of tasks associated with medical administration, including interpreting and applying medical terms, maintaining patient records and confidentiality, and processing medical accounts. These skills will enable participants to work successfully and effectively in an administrative role across a variety of settings, such as a doctor's surgery, a hospital, or a dental clinic.

This course will assist participants in WFA, DES, TTW and PN in progressing towards sustainable employment by either studying full-time for 26 weeks or completing their qualification. This course has been designed to fast track the participant's personal and professional development, providing a clear pathway to employment opportunities meeting requirements. This course is Services Australia approved. Code: 7P089.

### From training.gov.au

This qualification reflects the role of individuals in a variety of Business Services job roles. It is likely that these individuals are establishing their own work performance. Individuals in these roles carry out a range of routine procedural, clerical, administrative or operational tasks that require technology and business skills. They apply a broad range of competencies using some discretion, judgment and relevant theoretical knowledge. They may provide technical advice and support to a team.

## Course information

### Course duration

Total 955 hours

- Semester 1: 420 hours
- Semester 2: 535 hours

### Delivery mode

This course is delivered online through written and audiovisual lesson material and interactive assessment activities.

### Important note

Enrolment will be valid for up to 12 months.

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## Units of competency

### Semester 1

- BSBWHS311 – Assist with maintaining workplace safety
- BSBSUS211 – Participate in sustainable work practices
- BSBTWK301 – Use inclusive work practices
- BSBXCM301 – Engage in workplace communication
- BSBCRT311 – Apply critical thinking skills in a team environment
- BSBPEF201 – Support personal wellbeing in the workplace

### Semester 2

- BSBPEF301 – Organise personal work priorities
- BSBTEC301 – Design and produce business documents
- BSBTEC302 – Design and produce spreadsheets
- BSBMED301 – Interpret and apply medical terminology appropriately
- BSBMED302 – Prepare and process medical accounts
- BSBMED303 – Maintain patient records
- BSBMED305 – Apply the principles of confidentiality, privacy and security within the medical environment

## Entry requirements

It is a government requirement that all participants undertaking Nationally Recognised Training in Australia have a unique student identifier (USI). To begin this course, participants will need a USI.

For more information on USIs, go to: [www.usi.gov.au](http://www.usi.gov.au)

In addition to a USI, to begin and complete this course, participants will need:

- Regular access to a computer, tablet or smartphone (note: there may be activities in the course that need to be completed using a desktop computer rather than a tablet or smartphone)
- An email address and regular access to a reliable internet connection
- Basic to intermediate computer or digital device skills
- To meet certain language, literacy and numeracy (LLN) requirements and pass a short LLN test
- The ability and willingness to study online lesson material and complete all assessment requirements for each unit of competency
- PDF reader software (e.g. Adobe Acrobat) installed on a computer or the digital device being used to access the course
- The ability to communicate directly with Alffie in English
- The ability to understand and follow detailed instructions given verbally or written in English

## Outcome

To be issued with a BSB30120 – Certificate III in Business (Medical Administration) qualification, you will need to meet the assessment requirements for all units in the course. Examples of job roles relevant to this qualification include:

- Medical Administration
- Medical Receptionist
- Medical Secretary
- Dental Receptionist.



Access this course through the Alffie app

