Australian Government

Department of Education, Employment and Workplace Relations

BSB31107 Certificate III in Business Administration (Medical)

Revision Number: 2

ISC INDUSTRY SKILLS COUNCILS
Creating Australia's Future

BSB31107 Certificate III in Business Administration (Medical)

Modification History

Release	Comments
Release 2	New release of this Qualification released with *version 6 of BSB07* Business *Services Training Package*. Unit codes updated: • BSBCMM301A now BSBCMM301B • BSBCUS301A now BSBCUS301B • BSBWOR301A now BSBWOR301B

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

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

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

There are no entry requirements for this qualification.

Employability Skills Summary

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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	• 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	• 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	• 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	• adapting to new and emerging situations in the workplace • being proactive and creative in responding to workplace problems, changes and challenges
Planning and organising	• 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 • planning information and documentation requirements • utilising or determining required resources

Self-management	• 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	• maintaining continuous learning by seeking out opportunities for improvement and developing new skills • seeking assistance and expert advice
Technology	• using business related technology safely (OHS) • using business technology such as software programs for word processing spreadsheets, presentation and scheduling

Packaging Rules

Total number of units = **13**

2 core units plus

11 elective units

5 elective units must be selected from the **Group A units** listed below.

4 elective units must be selected from the **Group B units** listed below.

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.

Elective units must be relevant to the work outcome, local industry requirements and the qualification level.

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

BSBITU309A Produce desktop published documents

Writing

BSBWRT301A   Write simple documents

Group C Units

Customer Service

BSBCUS301B　　　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

BSBCMM301B　　　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

Workplace Effectiveness

BSBWOR204A　　　Use business technology

BSBWOR301B　　　Organise personal work priorities and development

BSBWOR302A　　　Work effectively as an off-site worker