



Australian Government

Department of Education, Employment and Workplace Relations

HLTCOM405B Administer a practice

Release: 1

HLTCOM405B Administer a practice

Modification History

Unit Descriptor

This unit of competency describes the skills and knowledge required to provide administration for a clinical health practice according to the size and scale of the business

Application of the Unit

Licensing/Regulatory Information

Pre-Requisites

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills

The Employability Skills Summary of the qualification in which this unit of competency is packaged will assist in identifying Employability Skill requirements

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Establish and maintain administrative systems	1.1 Identify and perform routine tasks
	1.2 Follow policies and procedures are followed
	1.3 Use resources appropriately
	1.4 Establish administrative systems

- 2 Conduct financial administration
 - 2.1 Administer financial procedures of the business
 - 2.2 Maintain systems for **financial documentation**
 - 2.3 Record information for financial reports is recorded
- 3 Follow practice management strategies
 - 3.1 Follow **operational strategies**
 - 3.2 Follow **marketing strategies**
 - 3.3 Attend meetings are attended
 - 3.4 Monitor **stock levels** and supplies
 - 3.5 Comply with **statutory and regulatory requirements**
- 4 Administer personnel management strategies
 - 4.1 Follow **human resource strategies**
 - 4.2 Administer **payroll and employee records**
 - 4.3 Follow diversity guidelines

Required Skills and Knowledge

This describes the essential skills and knowledge and their level required for this unit.

Essential knowledge:

Knowledge of clinic practices and procedures

Knowledge of stock control methods and procedures

Knowledge of forms and administrative systems

Knowledge of services available and charges

Knowledge of planning and control systems (sales, advertising and promotion, distribution and logistics)

Knowledge of financial recording systems

Knowledge of legal rights and responsibilities

Knowledge of record keeping duties

Knowledge of operational factors relating to the business (provision of professional services, products)

Knowledge of business systems

Essential skills:

Ability to:

Establish and maintain administrative systems

Accurately record financial transactions

Maintain payroll records

Securely manage monies

Follow clinic practice guidelines

Give and receive communication messages

Apply time management skills

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate this competency unit:

Observation of performance in the workplace or a simulated workplace (defined as a supervised clinic) is essential for assessment of this unit

Assessment may contain both theoretical and practical components and examples covering a range of clinical situations

Evidence is required of both knowledge and skills application. The assessee must provide evidence of specified essential knowledge as well as skills

Consistency of performance should be demonstrated over the required range of situations relevant to the workplace

Where, for reasons of safety, space, or access to equipment and resources, assessment takes place away from the workplace, the assessment environment should represent workplace conditions as closely as possible

Assessment of sole practitioners must include a range of clinical situations and different client groups covering at minimum, age, culture and gender

Assessment of sole practitioners must consider their unique workplace context, including:

Interaction with others in the broader professional community as part of the sole practitioner's workplace

Scope of practice as detailed in the qualification and component competency units

Holistic/integrated assessment including:
working within the practice framework
performing a health assessment
assessing the client
planning treatment
providing treatment

Access and equity considerations:

All workers in the health industry should be aware of access and equity issues in relation to their own area of work

All workers should develop their ability to work in a culturally diverse environment

In recognition of particular health issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on health of Aboriginal and Torres Strait Islander people

Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on health of Aboriginal and/or Torres Strait Islander clients and communities

Context of and specific resources for assessment:

Assessment should replicate workplace conditions as far as possible

Simulations may be used to represent workplace conditions as closely as possible

Where, for reasons of safety, access to equipment and resources and space, assessment takes place away from the workplace, simulations should be used to represent workplace conditions as closely as possible

Resources essential for assessment include:
an appropriately stocked and equipped clinic or simulated clinic environment
relevant texts or medical manuals
documented process to enable the access and interpretation of up-to-date information
relevant assessment instruments
appropriate assessment environment
skilled assessors

Method of assessment

Observation in the workplace (if possible)

Written assignments/projects or questioning should be used to assess knowledge

Case study and scenario as a basis for discussion of issues and strategies to contribute to best practice.

Clinical skills involving direct client care are to be assessed initially in a simulated clinical setting (laboratory). If successful, a second assessment is to be conducted during workplace application under direct supervision.

Explanations of technique

Range Statement

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Routine tasks may include:

- Maintaining information systems
- Providing practice communications
- Performing financial activities
- Maintaining stock and resources

In accordance with requirements for the scale of the operation policies and procedures may include:

- Treatment protocols
- Human resources policies
- Communication procedures
- Emergency procedures
- Stock control procedures
- Financial procedures
- Documentation procedures
- Security procedures
- Policy and procedure guidelines developed and/or provided by industry associations

Resources may include:

- Physical environment
- Practice/medical equipment
- Administrative equipment and materials
- Communications equipment
- Marketing materials

Financial documentation may include:

NB These will vary in complexity according to the scale of the business and the level of support employed from accountants and financial consultants.

Banking documentation
Credit transactions
Creditors and debtors systems
Costing procedures
Draft financial forecasts/budgets
Stock records
Petty cash
Asset registers
Payroll records

Financial reports may include:

NB These will vary in complexity according to the scale of the business and the level of support employed from accountants and financial consultants

Cash flow forecasts
Budget reports
Reconciliations
Taxation documentation
Profit and loss statements
Detailed ledger accounts

Operational strategies may include:

Management and administrative systems and procedures
Office systems
Marketing approaches
Staffing procedures
Daily operation procedures
Environmental strategies

Marketing strategies may include:

Promotional and public relations activities
Development of marketing/promotional materials
Publicity and media relations
Advertising
Pricing strategies

Stock may include:

Materials and equipment required to prepare and dispense medicines

Materials and equipment used in the treatment of clients

Medicinal preparations provided to clients

Stationery and administrative supplies

Information materials provided to clients

Other promotional materials

Statutory and regulatory requirements may include local, state and national legislation and regulations affecting business operations such as:

Business registration

Planning and other permissions

Fire, occupational and environmental legislation

Taxation, copyright and trademark regulations

Codes of practice standards

Anti-competition/monopoly and consumer-based legislation

Anti-discrimination Act

Equal Employment Opportunities Act

Therapeutic Goods Act

Human resource strategies may include:

NB These will vary in detail according to number of personnel involved either as practitioner partners or employees

Recruitment, policies and procedures

Training and assessment

Performance management strategies

Personnel documentation

Workplace communications

Planning and facilitation of meetings

Implementation of statutory requirements

Workplace health and safety

Time and stress management

Support networks

Employee records may include:

Job/position descriptions

Employee records (including tax file number, remuneration, leave and training records, records of disciplinary action, time and wages sheets)

Records of taxation and superannuation payments made

OHS records

Relevant awards and/or industrial agreements

Manage diversity involves:

Gender

Valuing and utilising the different skills, backgrounds and capabilities of self and staff and developing strategies to encourage and enable their effective integration into the business. Diversity may include for example:

Culture

Language

Network of contact

Work preference

Competencies

Education

Work history

Unit Sector(s)