Australian Government

BSB31112 Certificate III in Business Administration (Medical)

Release: 1

INDUSTRY
SKILLS
COUNCILS
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BSB31112 Certificate III in Business Administration (Medical)

Modification History

Release	Comments
Release 1	This Qualification first released with *BSB07 Business Training Package version 7.0*.
	Replaces and is equivalent to BSB31107 Certificate III in Business Administration (Medical).
	Updated Core Unit:
	• BSBOHS201A Participate in OHS processes replaced with BSBWHS201A Contribute to health and safety of self and others.

Description

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.

Pathways Information

Pathways into the qualification

Preferred pathways for candidates considering this qualification include:

- BSB20112 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.

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

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

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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
BSBWHS201A Contribute to health and safety of self and others

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
Work Health and Safety
BSBWHS401A Implement and monitor WHS policies, procedures and programs to meet legislative requirements
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