



Australian Government

Department of Education, Employment and Workplace Relations

HLT43207 Certificate IV in Health Administration

Release: 1

HLT43207 Certificate IV in Health Administration

Modification History

Not Applicable

Description

This qualification covers workers who provide administrative functions in health services where the worker is required to work autonomously or as a senior member of staff in an administrative team. This qualification is suited to Australian Apprenticeship pathways. Occupational titles for these workers may include:

- Administration supervisor
- Practice manager
- Senior clerk
- Executive assistant
- Ward clerk
- Medical records section leader
- Senior clinical coder
- Team leader for clinical services
- Business manager

Pathways Information

Not Applicable

Licensing/Regulatory Information

Not Applicable

Entry Requirements

Not Applicable

Employability Skills Summary

Refer to the Topic: Introduction to the Employability Skills Qualification Summaries

Packaging Rules

PACKAGING RULES

15 units of competency are required for award of this qualification, including:

- 5 core units
- 10 elective units

A wide range of elective units is available, including:

- Group A electives which are recommended for culturally aware and respectful practice
- Other relevant electives listed below
- Units of competency to address workplace requirements and packaged at the level of this qualification or higher in Health and/or Community Services Training Packages
- Where appropriate, to address workplace requirements, up to 3 units of competency packaged at the level of this qualification or higher in other relevant Training Packages or accredited courses where the details of those courses are available on the NTIS or other public listing

Core units

BSBMED301B Interpret and apply medical terminology appropriately

BSBWOR401A Establish effective workplace relationships

HLTHIR402C Contribute to organisational effectiveness in the health industry

HLTHIR506C Implement and monitor compliance with legal and ethical requirements

HLTOHS300B Contribute to OHS processes

The importance of culturally aware and respectful practice

All workers undertaking work in health need foundation knowledge to inform their work with Aboriginal and/or Torres Strait Islander clients and co-workers and with clients and co-workers from culturally and linguistically diverse backgrounds. This foundation must be provided and assessed as part of a holistic approach to delivery and assessment of this qualification. Specific guidelines for assessment of this aspect of competency are provided in the Assessment Guidelines for the Health Training Package.

Group A electives - recommended for culturally aware and respectful practice

Where work involves a specific focus on Aboriginal and/or Torres Strait Islander and/or culturally diverse clients or communities, one or both of the following electives is recommended:

HLTHIR403C Work effectively with culturally diverse clients and co-workers

HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people

Other relevant electives

Electives are to be selected in line with the specified Packaging Rules. Employers may specify that certain electives are required to address identified workplace needs.

The following grouping of electives is intended to facilitate selection. Electives may be selected from one or more groups.

Records management

<u>BSBMED401B</u>	<u>Manage patient record keeping system</u>
<u>BSBRKG401B</u>	<u>Review the status of a record</u>
<u>BSBRKG402B</u>	<u>Provide information from and about records</u>
<u>BSBRKG403B</u>	<u>Set up a business or records system for a small business</u>
<u>HLTCC401B</u>	<u>Undertake complex clinical coding (Note pre-requ: HLTCC301B)</u>
<u>HLTCC402B</u>	<u>Complete highly complex clinical coding (Note pre-requ: HLTCC401B)</u>
<u>HLTMAMP408B</u>	<u>Administer the information management system of a medical practice</u>

Resources management

<u>BSBADM409A</u>	<u>Coordinate business resources</u>
<u>BSBHRM401A</u>	<u>Review human resources functions</u>
<u>BSBHRM402A</u>	<u>Recruit, select and induct staff</u>
<u>BSBWOR404B</u>	<u>Develop work priorities</u>
<u>BSBWRK410A</u>	<u>Implement industrial relations procedures</u>
<u>HLTCOM405C</u>	<u>Administer a practice</u>
<u>SITXHRM003A</u>	<u>Roster staff</u>

Reporting

<u>BSBFIA402A</u>	<u>Report on financial activity</u>
<u>BSBRES401A</u>	<u>Analyse and present research information</u>

Client support

<u>BSBCUS401A</u>	<u>Coordinate implementation of customer service strategies</u>
<u>BSBCUS402A</u>	<u>Address customer needs</u>
<u>BSBCUS403A</u>	<u>Implement customer service standards</u>
<u>HLTAMBFC402C</u>	<u>Communicate in complex or difficult situations (Note pre-requ:</u>
<u>HLTAMBFC301C)</u>	
<u>HLTCOM404C</u>	<u>Communicate effectively with clients</u>

Work management/administration

<u>BSBAUD402B</u>	<u>Participate in a quality audit</u>
<u>BSBINN301A</u>	<u>Promote innovation in a team environment</u>
<u>BSBMGT402A</u>	<u>Implement operational plan</u>
<u>BSBRISK501A</u>	<u>Manage risk</u>
<u>BSBSUS501A</u>	<u>Develop workplace policy and procedures for sustainability</u>
<u>BSBWOR402A</u>	<u>Promote team effectiveness</u>
<u>CHCCS401B</u>	<u>Facilitate responsible behaviour</u>
<u>CHCORG609D</u>	<u>Manage projects and strategies</u>
<u>HLTCSD306C</u>	<u>Respond effectively to difficult or challenging behaviour</u>

Training and development

<u>CHCCS427A</u>	<u>Facilitate adult learning and development</u>
<u>TAEASS402A</u>	<u>Assess competence</u>
<u>TAEDEL402A</u>	<u>Plan, organise and facilitate learning in the workplace</u>