



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **HLT43212 Certificate IV in Health Administration**

**Release: 1**

## **HLT43212 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 TGA or other public listing

#### Core units

BSBMED301B	Interpret and apply medical terminology appropriately
BSBWOR401A	Establish effective workplace relationships
HLTHIR402D	Contribute to organisational effectiveness in the health industry
HLTHIR506C	Implement and monitor compliance with legal and ethical requirements
HLTWHS300A	Contribute to WHS 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**

- BSBMED401B Manage patient record keeping system  
BSBRKG401B Review the status of a record  
BSBRKG402B Provide information from and about records  
BSBRKG403C Set up a business or records system for a small business  
HLTCC401B Undertake complex clinical coding  
(Note pre-requ: HLTCC301B)  
HLTCC402B Complete highly complex clinical coding  
(Note pre-requ: HLTCC401B)  
HLTMAMP408B Administer the information management system of a medical practice

**Resources management**

- BSBADM409A Coordinate business resources  
BSBHRM401A Review human resources functions  
BSBHRM402A Recruit, select and induct staff  
BSBWOR404B Develop work priorities  
BSBWRK410A Implement industrial relations procedures  
HLTCOM405D Administer a practice  
SITXHRM003A Roster staff

**Reporting**

- BSBFIA402A Report on financial activity  
BSBRES401A Analyse and present research information

**Client support**

- BSBCUS401B Coordinate implementation of customer service strategies  
BSBCUS402B Address customer needs  
BSBCUS403B Implement customer service standards  
HLTAMBFC402C Communicate in complex or difficult situations  
(Note pre-requ: HLTAMBFC301D)  
HLTCOM404C Communicate effectively with clients

**Work management/administration**

- BSBAUD402B Participate in a quality audit  
BSBINN301A Promote innovation in a team environment  
BSBMGT402A Implement operational plan  
BSBRSK501A Manage risk  
BSBSUS501A Develop workplace policy and procedures for sustainability  
BSBWOR402A Promote team effectiveness  
CHCCS401C Facilitate responsible behaviour  
CHCORG609D Manage projects and strategies  
HLTCSD306D Respond effectively to behaviours of concern

**Training and development**

- CHCCS427A Facilitate adult learning and development  
TAEASS402B Assess competence  
TAEDEL402A Plan, organise and facilitate learning in the workplace