

BSB30120 Certificate III in Business (Medical Administration)

The nationally recognised BSB30120 Certificate III in Business (Medical Administration) will give you specialised business skills to provide effective patient service and support to colleagues in medical practices, private surgeries, and hospitals.

Successful medical administrators combine a passion for the well-being of patients with managerial know-how. You will learn industry essential skills like planning for success, producing documents, and using inclusive work practices. You will build understanding of medical terminology and develop skills to manage patient records and medical accounts.

Learning Pathway

We have put together an awesome learning pathway to prepare you for a successful career in medical administration. Together with creative and easy to use worksheets, you'll be immersed into a variety of simulated environments and navigate through activities designed to get you practicing on-the-job performance and behaviour. Units are grouped into logical batches to ensure you get the most out of the course.

Semester 1	Developing effective work practices		
	BSBPEF201 Support personal wellbeing in the workplace		BSBPEF301 Organise personal work priorities
	Establish effective business practices		
	BSBSUS211 Participate in sustainable work practices	BSBTWK301 Use inclusive work practices	BSBWHS311 Assist with maintaining workplace safety
Semester 2	Engage with workplace teams		
	BSBXCM301 Engage in workplace communication		BSBCRT311 Apply critical thinking skills in a team environment
	Create workplace documents		
	BSBWRT311 Write simple documents		BSBTEC302 Design and produce spreadsheets
Semester 2	Provide medical administrative services		
	BSBMED301 Interpret and apply medical terminology appropriately		BSBMED302 Prepare and process medical accounts
	BSBMED303 Maintain patient records		BSBMED305 Apply the principles of confidentiality, privacy and security within the medical environment



Delivery

- 100% online customised learning experience.
- Our short, well-structured lessons are beautifully and visually presented, making them easy to follow and understand. They include useful job aids and videos that help explain concepts.
- All course resources are designed for you to access on the go. That means, if you're out and about, on the train or bus, at the park or beach, you can access course materials on your tablet or smartphone.
- But that's not all! To give you a competitive edge, you'll have access to job-readiness short courses which will build and enhance the skills necessary to work in a variety of roles.

Duration

- Enrolment valid for 12 months.

Equipment and resources

You'll need access to the following equipment to complete this course

- Computer with Internet access
- Device with in-built camera, for example a Smartphone
- Software packages, such as Microsoft Word, Excel, PowerPoint (or similar)
- Adobe Acrobat Reader

Getting started

Speak with your Employment Consultant for assistance with your enrolment.

Why study with us?

- Engaging and immersive learning experience.
- Dedicated and passionate student mentor team.
- Our fully integrated learning management system helps you keep track of where you're at and enables us to identify if you need additional support.

Outcome

The successful achievement of this Qualification requires you to complete all units and assessments. Assessments include written responses, scenarios and role plays.

A Certificate of Competency will be issued once all completed units and assessments have been marked and have met all assessment requirements.

Employees in nearly every industry need strong business and customer engagement foundation skills. Some roles this course will prepare you for include:

- Medical Receptionist.
- Medical Secretary.

