

Certificate III in Business Administration (Medical) [BSB31107]



About this Qualification

This qualification builds the skills of clerical, reception or secretarial employees working in a medical practice. The course provides all the essential skills such as responding to face to face and telephone enquiries, arranging appointments, processing accounts, conducting on line transactions and maintaining medical records.

The modern medical practice also needs administrative staff who can use computers, prioritise and schedule time effectively, and who have accurate keyboard skills.

The Certificate III in Business Administration (Medical) qualification will ensure that staff will develop the competencies and skills to make an effective contribution to any medical practice.

Course Suitability

The job roles that may suit this course include:

- Administrations Clerk
- Medical Receptionist
- Medical Secretary

This course has a strong focus on computer applications and so is suitable for new employees in a computerised medical practice, or for experienced staff who need to up-skill with PC and computer application skills.

Enrolment Options

This qualification is available in most states as a government funded Traineeship enrolment*
*Subject to eligibility in your state. Refer to our brochure "About Traineeships".

The qualification is also available for individual students to enrol on a private basis.

Employers can also directly enrol staff where Traineeship enrolment is not suitable.

Course Fees

The course fees for eligible New Worker Traineeship enrolments* are paid directly by the government. The only fees payable by the employer for eligible New Worker Traineeship

enrolments are the compulsory annual Enrolment Fee as set by the relevant state government.

For Existing Worker Traineeships, Individual Enrolments and Employer Sponsored Enrolments refer to the College Fee Schedule for current pricing terms, and discounts available for multiple enrolments from employers.

All course fees cover the full cost of course materials issued to students.

Course Duration

The qualification is timetabled to be completed in one year over a 32 week period, with students required to mail assignments to the College at regular intervals.

Regular study of approximately 2 hours per week, in conjunction with on-the-job practice of the skills covered in the course would normally be required to successfully complete this qualification.

The timetable can be extended to a longer period subject to maximum timeframes set in each State for Traineeship enrolments (generally 12 months but 24 months in some States).

Students can complete as early as they like – as they study at their own pace.

Enrol at any time as the College has continuous courses all year round.

Course Benefits

The qualification offers:

- cost effective ways for employers to up-skill staff
- access to Traineeship Incentives
- flexible methods of delivery
- structured, high quality training
- wide range of subjects that allow tailoring to individual business and employee needs



Australian College
of Commerce & Management

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College Trainers and Materials

Each student will have a dedicated College Training Manager to provide immediate assistance and support.

The College Trainers all have “real life” experience in the areas that they train in, and so have the expertise and skills to provide effective student and employer support.

The course materials are delivered in separate “modules” or workbooks. Each module concentrates on a specific theme, and may cover a number of “units of competency” (these are the “national standards” that apply to the qualification).

The College course material is easy to read and understand and is kept up to date with current business practices and relevant legislation.

Students are issued a Course Folder to keep their course material organised.

The College provides a Typing Tutorial computer programme, and a Desktop Publishing CD if that elective is selected.

Course Delivery

Course can be delivered in a range of delivery modes based on the most suitable mode for the circumstances:

- workbook / correspondence
- on-line learning
- class room learning

In some situations the mode will be a mix of these options. Discuss these options with the College.

Workbook modules are designed so that students can use small periods of time to “study”. This makes the course achievable even in a busy office – with small periods of time being able to be used effectively.

Entry Requirements

Average level literacy skills are required for this qualification.

Subject to the electives chosen, average English language communication skills may be required.

A computer with Microsoft Office applications (Word, Excel, PowerPoint and Outlook) and basic PC skills are required depending on the electives chosen.

Course Subjects and Electives

The word processing stream includes the following modules:

- Use Technology in the Workplace
- Develop Keyboarding Skills
- Safety at Work
- Medical Language
- Work in a Medical Practice
- Medical Accounts

The qualification includes the following elective modules:

- Write Simple Documents
- Word Processing Skills
- Using Outlook
- Power Point Presentations
- Design Spreadsheets
- Advanced Word Processing Skills
- Desktop Publishing Skills

Qualification & Career Pathway

This is a nationally accredited, formal qualification recognised as part of the Australian Qualifications Framework.

After completion of this qualification students have a range of opportunities to continue their studies at Certificate IV level including:

- Frontline Management
- Business
- or continue with Business Administration

Careers paths include opportunities as:

- Office Manager
- Medical Records Assistant

