



Australian Government

Department of Education, Employment and Workplace Relations

HLT32907 Certificate III in Health Administration

Release: 1

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Modification History

Not Applicable

Description

This qualification covers workers who complete a wide range of administrative tasks, under direct or indirect supervision. These functions can be carried out in a range of settings, including hospitals, community health centres, private practice, etc. This qualification is suited to Australian Apprenticeship pathways.

Occupational titles for these workers may include:

- Admissions clerk
- Administrative worker
- Clinical coding clerk
- Ward clerk

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

<u>BSBFLM303C</u>	<u>Contribute to effective workplace relationships</u>
<u>BSBMED301B</u>	<u>Interpret and apply medical terminology appropriately</u>
<u>HLTHIR301B</u>	<u>Communicate and work effectively in health</u>
<u>HLTIN301C</u>	<u>Comply with infection control policies and procedures</u>
<u>HLTOHS200B</u>	<u>Participate in OHS processes</u>

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.

Health administration/management

<u>BSBADM311A</u>	<u>Maintain business resources</u>
<u>BSBFIA301A</u>	<u>Maintain financial records</u>
<u>BSBFLM305C</u>	<u>Support operational plan</u>
<u>BSBFLM309C</u>	<u>Support continuous improvement systems and processes</u>
<u>BSBINM301A</u>	<u>Organise workplace information</u>
<u>BSBINN201A</u>	<u>Contribute to workplace innovation</u>
<u>BSBINN301A</u>	<u>Promote innovation in a team environment</u>
<u>BSBMED301B</u>	<u>Interpret and apply medical terminology appropriately</u>
<u>BSBMED302B</u>	<u>Prepare and process medical accounts</u>
<u>BSBMED303B</u>	<u>Maintain patient records</u>
<u>BSBMED401B</u>	<u>Manage patient record keeping system</u>
<u>BSBRKG301B</u>	<u>Control records</u>
<u>BSBRKG303B</u>	<u>Retrieve information from records</u>
<u>BSBWOR301A</u>	<u>Organise personal work priorities and development</u>
<u>BSBWRT301A</u>	<u>Write simple documents</u>
<u>HLTAD301B</u>	<u>Assist with practice administration</u>
<u>HLTCC301B</u>	<u>Produce coded clinical data</u>

Work relationships

<u>BSBFLM312C</u>	<u>Contribute to team effectiveness</u>
<u>BSBINN301A</u>	<u>Promote innovation in a team environment</u>
<u>BSBWOR301A</u>	<u>Organise personal work priorities and development</u>
<u>CHCCS401B</u>	<u>Facilitate responsible behaviour</u>
<u>CHCORG303B</u>	<u>Participate effectively in the work environment</u>
<u>HLTCSD306C</u>	<u>Respond effectively to difficult or challenging behaviour</u>

Unit Grid

BSBADM311A Maintain business resources
 BSBFIA301A Maintain financial records
 BSBFLM303C Contribute to effective workplace relationships
 BSBFLM305C Support operational plan
 BSBFLM309C Support continuous improvement systems and processes
 BSBFLM312C Contribute to team effectiveness
 BSBINM301A Organise workplace information
 BSBINN201A Contribute to workplace innovation
 BSBINN301A Promote innovation in a team environment
 BSBMED301B Interpret and apply medical terminology appropriately
 BSBMED302B Prepare and process medical accounts
 BSBMED303B Maintain patient records
 BSBMED401B Manage patient record keeping system
 BSBRKG301B Control records
 BSBRKG303B Retrieve information from records

BSBWOR301A Organise personal work priorities and development
BSBWRT301A Write simple documents
CHCCS401B Facilitate responsible behaviour
CHCORG303B Participate effectively in the work environment
HLTAD301B Assist with practice administration
HLTCC301B Produce coded clinical data
HLTCSD306C Respond effectively to difficult or challenging behaviour
HLTHIR301B Communicate and work effectively in health
HLTHIR403C Work effectively with culturally diverse clients and co-workers
HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people
HLTIN301C Comply with infection control policies and procedures
HLTOHS200B Participate in OHS processes