

Certificate III in Business (Medical Administration)

For general practices

Expression
of Interest

Practice administration staff working in private general practices or Aboriginal Medical Services (AMS') are invited to register their interest to complete the [Certificate III in Business \(Medical Administration\)](#) course.

Northern Queensland Primary Health Network (NQPHN), together with UNE Partnerships is offering a limited number of scholarships (in addition to student contribution*) for practice administration staff to develop their skills and knowledge.

Course overview

This course provides a thorough introduction to the role of a receptionist in a healthcare practice and is key to those in customer-facing roles or those who are already working in the medical industry.

Commitment – 18 hours per week with a combination of:

- on-the-job learning and self-directed online learning
- attending or viewing webinars
- support from workplace supervisors to observe demonstration of tasks.

For additional information on the Certificate III in Business (Medical Administration) course, please turn over. Expressions of interest close **4pm, Wednesday 18 June 2025**.

**Workshops will be delivered twice over the 12-month period.*

Commencement date

Week beginning 15
September 2025

Course duration

12 months (Combination of
online learning and in-
person workshops)

One-day workshops

In-person in Cairns,
Townsville, and Mackay*

Online EOI registration

forms.office.com/r/SEsqdTbSCb



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For more information, contact:

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Certificate III in Business (Medical Administration)

Continued

Graduate outcomes

- Organise workplace information and maintain business resources.
- Exercise initiative in a practice environment, and support innovation and change.
- Organise personal work priorities and development.
- Contribute to personal skills development and learning.
- Contribute to effective workplace relations.
- Maintain workplace safety.
- Deliver and monitor a service to customers.
- Write, design, and create business documents and presentations.

Key dates

- **Expression of interests close:** 4pm, Wednesday 18 June 2025.
- **Successful applicants notified by:** Wednesday 25 June 2025.
- **Enrolments due by:** Friday 29 August 2025
- **Course commences:** Week beginning 15 September 2025
- **Workshops:** Dates to be confirmed.

Course fees and funding

- Certificate 3 Guarantee:
 - Student contribution: \$752
 - Partial concession: \$300.82
 - Full concession fee free
- NQPHN scholarship investment (for student contribution or partial concession)

Eligibility criteria

To be eligible for Certificate 3 Guarantee Funding, applicants must meet the following criteria:

- Be a Queensland resident.
- Be aged 15 years or over, and no longer at school.
- Be an Australian or New Zealand citizen or Australian permanent resident (including humanitarian entrants) or a temporary resident with the necessary visa and work permits on the pathway to permanent residency.
- Not hold, or be enrolled in, a **Certificate III** or higher qualification (not including qualifications completed at school and foundation skills training).

Applicants must also be working in a private general practice or AMS, located in the northern Queensland region.

A “lunch and learn” session will be held for interested individuals on **Tuesday 17 June 2025**, at **12pm**. Registrations via the EOI link above.

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