Course Fees:
$4,300 (GST exempt) blended delivery

Duration:
You have one year to complete your studies

Target Audience
The Certificate III in Health Administration reflects the role of administrative workers in the health industry. These workers follow known routines and procedures, taking responsibility for their own work under general supervision. They combine communication, customer service and technical skills, and use discretion and judgment to adapt and transfer their skills to different situations.

Occupational titles for these workers may include:
- Medical or General Receptionist
- Office Junior
- Administrative Assistant
- Administration Officer

Purpose
The purpose of this program is to provide entry level qualifications to those employed in the health and allied health industries. This qualification will suit trainees, office juniors, receptionists, and administrative assistants. This qualification is the beginning of a career pathway which can take admin staff through Certificate IV and onto the Diploma of Practice Management.

Course Outcome
Competency will be assessed via a mixture of theory and practical assessments. Participants who successfully complete all assessments will receive their Certificate III in Health Administration.

Recognition of Prior Learning
Your history of study, skills and experience can be taken into account but it must support the criteria included in the units of competency within the qualification. Documentary evidence, and completion of an RPL kit will be required.

Equipment
Participants need to be able to access and competently use a personal computer or laptop with current software, and have sufficient literacy and numeracy skills to produce documentation such as accounts and medical charts. Please make us aware if there are any difficulties in meeting the above requirements.
Units of Competency
CHCCOM005 Communicate and work in health or community services
CHCDIV001 Work with diverse people
HLTINF001 Comply with infection prevention and control policies and procedures
HLTWHS001 Participate in workplace health and safety
BSBMED301 Interpret and apply medical terminology appropriately

BSBFLM305 Support operational plan
BSBINM301 Implement workplace information system
BSBMED302 Prepare and process medical accounts
BSBMED303 Maintain patient records
CHCCCS020 Respond effectively to behaviours of concern
CHCCOM001 Provide first point of contact
HLTAID003 Provide first aid
HLTAID001 Provide cardiopulmonary resuscitation

Blended Delivery
This course may be undertaken in a multitude of ways which best suits the learning style of the participant. Students may choose to undertake all their studies online, and take advantage of our online student portal. Those who prefer hard copies of materials are welcome to receive them in this way (rather than have electronic copies) however can still undertake their assessment tasks online.

During the course of study, participants may book into and ‘attend’ virtual classrooms, where they can interact with other class members and the trainer in a live online session. Recordings of classroom sessions will be available for those who were not able to attend the session. Face-to-face workshops are scheduled throughout the year in various centres, and participants are welcome to attend these as they become available. Enrolled students will be notified via our learner management system of any upcoming workshops. Webinars will also be available for participants to book into, and recordings of previous webinars available to all who are studying.

Trainer Support
Those undertaking this qualification will have highly experienced and dedicated trainers who will be available to them via telephone, email, and Skype for the duration of their study. This is our point of difference. These trainers will not leave participants to struggle, but will guide them and be there for them whilst they work through their assessments.

How To Enrol
To enrol in this qualification please contact our office for an enrolment form, or download one from our website. Fax, email or post the completed enrolment form back to Total Management and Training.

To assist with affordability, any individuals enrolling in this qualification are provided with a payment plan where an initial payment is taken up front, and further instalments are deducted via direct debit over a period of time. Payment plans will not incur any additional fees.