

## Course Outline

*HLT47315*

Certificate IV in Health  
Administration



# Why Health Industry Training

Health Industry Training is passionate and committed to inspiring students to achieve their career goals and aspirations. If you want to be part of an exciting, fast growing industry the health and community services sector and Health Industry Training can fulfil that goal.

The health sector is currently the largest employment and fastest growing sector in Australia. The opportunities for Australians are exciting and rewarding. To be part of this industry it is important you select the most appropriate training organisation to ensure you receive the necessary knowledge, skills and practical experience needed to secure a place.

Health Industry Training has many years' experience in the health sector. We specialise in health and community services and keep well informed of the current and future trends occurring in the health and community services sector.

Health Industry Training will help you successfully complete your qualification using an individual, supportive approach by providing you with a training plan individualised to suit your needs and lifestyle. Study your way, place and pace with the support of a personal trainer.

It is recommended that you read this course outline in conjunction with the student handbook that is available on the Health Industry Training website.

*Inspiring students to achieve!*



RTO National Provider # 32145

# HLT47315

## Certificate IV in Health Administration

### Course Details

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<b>Duration</b>	Maximum 24 months
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<b>Delivery Method</b>	Flexible, individual needs approach to learning
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<b>Enrolment Method</b>	Open enrolment
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<b>Prospect Career Roles</b>	Health administration officer Medical receptionist officer Practice supervisor
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<b>Assessment Methods</b>	Short answer questions Projects Case studies Workplace portfolio Research reports
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### Industry trends

In the context of a functional or operational unit/service in a healthcare setting providing health support services, health technical services, health care services, health professional support services, health administration services and practice management. General Business Operations includes three areas.

- Health Administration
- Health Supervision
- Practice Management

Career progression is a top priority for the majority of administrative professionals in Australia, and employers who don't recognise this will risk losing crucial staff members, according to new research from recruitment firm Office Team. Health Administration Workers complete a wide range of administrative tasks under direct or indirect supervision.

# Course Information

## Delivery Method

The Certificate IV in Health Administration is delivered through a blended delivery method. You will be provided with a 'Learner Resource' and 'Assessment Booklet' for each unit of competency. Assessments are to be completed in normal word document attached to an email and sent directly to your trainer for all theoretical assessments.

## Assessment Methods

Health Industry Training uses a range of assessment methods to ensure sufficient evidence can be gathered to demonstrate you can perform the tasks against the specified criteria. Assessment methods can include:

- Short answer questions
- Projects
- Case studies
- Scenarios
- Reports
- Workplace portfolios
- Research reports
- Presentations

## Recognition of Prior Learning

Many of our students already have a high level of skills, knowledge and expertise that can be recognised through a Recognition of Prior Learning (RPL) process.

RPL takes into account previous formal study, work and life experience and then assesses this against the elements of competency to determine if you can receive credit toward a qualification. Students seeking recognition can apply for RPL on enrolment into a qualification or throughout the duration of their study.



## Credit Transfer

If you have completed a unit of competency within your intended qualification with another Registered Training Organisation (RTO) you may be able to apply for a credit transfer or exemption. A copy of the original transcript must be provided when applying for a credit transfer.

# Admission Requirements

## Entry Requirements

To enrol in the Certificate IV in Health Administration it is anticipated that you will have completed year 10 or equivalent.

In addition students will need to provide Health Industry Training with their Unique Student Identifier number.

## IT Requirements

To complete the course you will need access to a computer and the Internet.

In addition you will need basic computer skills to conduct research on your current topics and complete your assessments. In particular, you will need skills in word processing and PowerPoint presentations.

## Minimum Age Requirements

The minimum age for this course is 16 years old. If you are under 18 years of age your enrolment form must be signed by a parent or guardian.

## Literacy, Language, Numeracy (LLN) Requirements

Students must have an adequate level of Language, Literacy and Numeracy skills (LLN). Entry into the course requires English proficiency to Year 10 level or equivalent. Students are able to test their LLN skills by completing an appropriate level LLN test by emailing [info@healthindustrytraining.org](mailto:info@healthindustrytraining.org). For additional information and support contact the Reading Writing Hotline at [www.readingwritinghotline.edu.au](http://www.readingwritinghotline.edu.au).

# Student Support

Throughout your course with Health Industry Training, you will be provided with a range of support services depending on your individual needs.

**One-on-one trainer support:** You will be provided with a trainer that has extensive experience and expertise in the course content and the industry sector. Our professional trainers are there to ensure you have a successful learning journey where you can contact them via phone or email.

In addition to your trainer, the administration team can provide you with support including your enrolment, changes to contact details or study plan, assisting with accessing your online assessment system, progress report and any issues you may encounter throughout your course.

## Peer support

Health Industry Training appreciates that distance/online learning can be an isolated experience for some students. To assist with isolation all students have the option to be part of a Facebook peer support group. Peer support groups can be a positive experience where you can study with like-minded people, ask questions relating to your course and build friendships.

## Financial support

The Certificate IV in Health Administration is Austudy / Abstudy approved. Please contact your local Centrelink office for eligibility requirements and application.

## Queensland residents ONLY.

**Higher Level Skills:** Health Industry Training is proud to be a pre-qualified supplier for the Queensland Government, under the Higher Level Skills program. To be eligible for Higher Level Skills, participants must not hold or be undertaking a Certificate IV qualification. Qualifications undertaken at school do not affect eligibility. The cost for students on a Centrelink concession is \$10 per unit. For non-concession students or payments made by a third party, the cost is \$50 per unit.

## Australian Apprenticeship Scheme

**Queensland residents ONLY** - This course is available through the Australian Apprenticeship Scheme. The Australian Apprenticeships Scheme is government funded training available for school-based students, new and existing employees. The traineeship program addresses skills needs by making government funding available to Health Industry Training to deliver the training.

**Other States** - This course is also available to be delivered as a traineeship in other states. Training is available for new and existing employees. Please contact your preferred apprenticeship centre to arrange sign up of your Traineeship.

## Fee-paying

To assist students who are not eligible for funding, Health Industry Training offers financial assistance to students by allowing students to either:

- pay the cost of the course in full and receive a 10% discount on the full cost of the course; or
- take advantage of our affordable payment plan options (weekly, fortnightly or monthly instalments) (see enrolment form for additional information)



# Course Structure

The table below provides a recommendation for the order in which you should complete your units. On enrolment into the units you will be provided with learner guides, reference material and assessment booklets.

14 units are required for award of this qualification including:

- 6 core units
- 8 elective units

## Order of Study

Unit Code	Unit Title	Unit type (Core/Elective)
BSBLDR402	Lead effective workplace relationships	Core
BSBMED301	Interpret and apply medical terminology appropriately	Core
CHCLEG001	Work legally and ethically	Core
CHCDIV001	Work with diverse people	Core
HLTWHS003	Maintain work health and safety	Core
BSBMGT403	Implement continuous improvement	Core

Eight (8) elective units are to be selected. No particular order of completion is required.

### Clinical coding skill set – ALL three units MUST be selected

HLTADM005	Produce coded clinical data	Elective
HLTADM006	Undertake complex clinical coding	Elective
HLTADM007	Complete highly complex clinical coding	Elective

### Other Elective units

CHCPRP003	Reflect on and improve own professional practice	Elective
HLTADM003	Facilitate a coordinated approach to client care	Elective
HLTADM004	Manage health billing and accounting system	Elective
BSBADM409	Coordinate business resources	Elective
BSBAUD402	Participate in quality audit	Elective
BSBCUS401	Coordinate implementation of customer service strategies	Elective
BSBCUS402	Address customer needs	Elective
BSBCUS403	Implement customer service standards	Elective

BSBFIA402	Report on financial activity	Elective
BSBINN301	Promote innovation in a team environment	Elective
BSBLDR403	Lead team effectiveness	Elective
BSBWRK411	Support employee and industrial relations procedures	Elective
BSBMED401	Manage patient record keeping system	Elective
BSBMGT402	Implement operational plan	Elective
BSBRKG401	Review the status of a record	Elective
BSBRKG402	Provide information from and about records	Elective
BSBRKG403	Set up a business or records system for a small business	Elective
BSBRSK501	Manage risk	Elective
BSBSUS501	Develop workplace policy and procedures for sustainability	Elective



# How to Enrol

## Need More Information?

Health Industry Training is dedicated to ensuring all students are enrolled in the course that will achieve their career aspirations. If you need help with choosing the right course for you please contact the administration team on 1300 381 415.

## Ready to Enrol?

Place an enquiry through our website:  
[www.healthindustrytraining.org](http://www.healthindustrytraining.org)

OR

Email [info@healthindustrytraining.org](mailto:info@healthindustrytraining.org) and request an enrolment pack

OR

Enrol by phone. Contact one of our friendly enrolment officers on 1300 381 415