

**Health Industry Training**

## **Course Outline**

*HLT47315*

**Certificate IV in Health  
Administration**



# Why Choose 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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**Duration** Maximum 18 months

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**Delivery Method** Flexible  
Individual needs approach to learning  
Practical Placement

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**Enrolment Method** Open enrolment

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**Prospect Career Roles** Health administration officer  
Medical receptionist officer  
Practice supervisor

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**Assessment Methods** Short answer questions  
Projects  
Case studies  
Workplace portfolio  
Research reports  
Practical placement  
Practical logbook

### Industry trend

Health administrators work 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.

Students are provided with learner resources and assessment handbooks for each unit of competency. The assessment handbooks provide students with instructions on submitting assessments.

## Practical Placement

Health Industry Training recognises that an important part of undertaking a qualification in health or community services is the practical component of the course. Practical placement provides students with an avenue to apply practical skills in a 'real life' environment where you can practice the skills and knowledge you have learnt during the course.

It is compulsory for students to undertake practical placement for the Certificate IV in Health Administration

## Securing Practical Placement

As a student it is important for you to discuss work placement opportunities with local organisations. Practical placement must be sourced prior to commencing the units of competency within the qualification that have a practical component. Once you have sourced a relevant host employer, Health Industry Training will contact them on your behalf to discuss practical placement requirements.

## Insurance

Health Industry Training provides insurance to all students undertaking work placement as part of their qualification.

## Pre-requirements

As a student you must ensure you have completed the necessary 'Prior to practical work placement' activities listed below before practical placement can commence.

- National Criminal History Clearance
- Immunisations and screening

## 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 / Reports
- Case studies
- Scenarios
- Workplace portfolios
- Practical placement logbook

## Recognition of Prior Learning

RPL considers previous formal study and work experience and then assesses this against the elements of competency to determine competency. Students seeking recognition can apply for RPL on enrolment 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 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 are required to provide Health Industry Training with their Unique Student Identifier number.

## 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 LLN test by emailing [info@healthindustrytraining.org](mailto:info@healthindustrytraining.org).

## Student Support

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

**Trainer support:** You will be provided with a team of dedicated trainers who are there to support and guide you through. You may contact a trainer via phone and e-mail for assistance. Your main support trainer will also contact you on a regular basis to ensure you are on track to finish your qualification within your timeframe. Our professional trainers are there to ensure you have a successful learning journey.

In addition to your trainer, the administration team can provide you with support including your enrolment, changes to contact details or study plan, 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.

## Course fees and Financial Support

### Funding for Queensland residents

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 the Higher Level Skills funding, participants must not hold or be undertaking a Certificate IV or higher qualification.

It is a requirement under the Queensland Government funding that all students contribute to the cost of training and assessment services. The fee may be paid on behalf of the student by a third party including an employer but cannot be paid or waived by Health Industry Training.

The contribution fee is different for students classed as concession and students classed as non-concession.

Concessional student status applies when:

- (a) the student holds a Health Care or Pensioner Concession Card issued under Commonwealth law, or is the partner or a dependant of a person who holds a Health Care or Pensioner Concession Card and is named on the card;
- (b) the student provides Health Industry Training with an official form under Commonwealth law confirming that the student, their partner or the person of whom the student is a dependant is entitled to concessions under a Health Care or Pensioner Concession Card;
- (c) the student is an Aboriginal or Torres Strait Islander;
- (d) the student is a school student and is enrolled in a VETiS program (may include young people in detention);
- (e) the student has a disability; or
- (f) the student is an adult prisoner.

Non-concessional student status applies if:

- (a) none of the above relates to the student status at the time of enrolment; or
- (b) the contribution fees are paid by a third-party including employer, or job network provider.

## Funding for South Australia residents

**Health Industry Training** is proud to be a preferred supplier for the South Australia government's WorkReady initiative. You may be eligible for government subsidised training if you live or work in South Australia and you are:

- an Australian or New Zealand citizen
- a permanent Australian resident, or
- an eligible visa holder

and you are:

- 16 years or over and not enrolled at school, or
- 16 years or over, enrolled in school and undertaking training through the Training Guarantee for SACE Students (TGSS), or
- undertaking training through a training contract as an apprentice or trainee in an identified course

Eligible participants can access:

- one foundation skills course (if assessed to need it)
- up to five bridging units at every qualification level (if assessed to need them)
- unlimited priority courses.

To check your eligibility for funding visit

<https://www.skills.sa.gov.au/subsidised-eligibility>

## Traineeships

Skilling South Australia provides subsidies towards the cost of training and assessment services for eligible Trainees and Apprentices. The program aims to assist people to get skills and qualifications to build careers and meet the workforce needs of industry through growth in Traineeships and Apprenticeships.

For more information on Skilling South Australia funding, please visit <https://www.skilling.sa.gov.au/>

**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 by allowing students to take advantage of our affordable payment plan options (weekly, fortnightly or monthly instalments) (see enrolment form for additional information)

# Course Structure

The Certificate IV in Health Administration has been packaged to include:

14 units are required to be awarded the qualification including:

- 6 core units
- 8 elective units

The table below provides a list of the units of competencies offered by Health Industry Training

Unit Code	Unit Title	(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
<b>Eight (8) elective units are to be selected.</b>		
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
HLTADM005	Produce coded clinical data	Elective
HLTADM006	Undertake complex clinical coding	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



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

**\* Mandatory Practical Placement Required**

# 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 07 3082 3960.

## 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 **07 3082 3960**