



# STUDY MEDICAL PRACTICE ASSISTING ONLINE


Learn to become a Medical Assistant

HLT47715

Certificate IV in Medical Practice Assisting







## Study for your future

We are one of Australia's most progressive Registered Training Organisations with the backing of Australia's highest-rated online university.

We have grown to become a true leader in the field of distance and online education over more than 30 years of operation, with a genuine commitment to applied learning.

We are an established provider of choice in the health and medical training sector, respected within the health industry as exemplified by our 30+ year partnership with the Australian Association of Practice Management (AAPM).



Contemporary, innovative and flexible; UNE Partnerships is here to help you and your organisation to develop the capabilities required by a rapidly evolving global workplace!



# Contents

Industry insights

2

Our Industry Partner

3

Why study with us

4

Meet the team

5

Course info

6

Graduate outcomes

7

Learning outcomes

8

Course fees

10

my.unep

11

Get started

12

Skills and Careers

13

Contact us

14



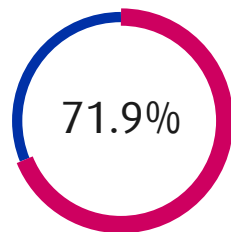


# Industry insights

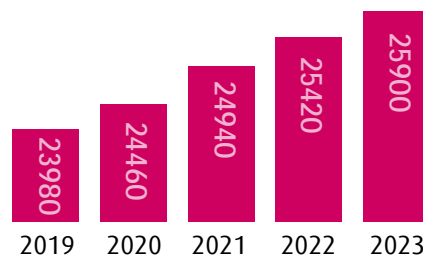
## Employment outcomes within your industry

The health sector is Australia's largest and fastest growing industry and remains the biggest employer, with a significant number of new jobs added over the past decade.

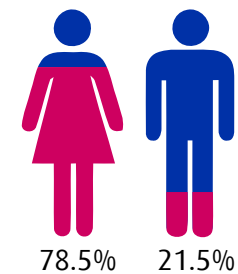
### IMPROVED work status<sup>1</sup>



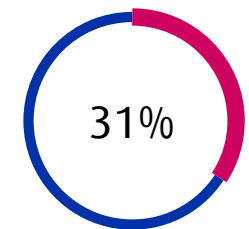
### FUTURE GROWTH Health & Dental Industry<sup>1</sup>



### EMPLOYEES in workforce<sup>2</sup>



### WORK in regional Australia<sup>3</sup>



## Industry relevant course material delivered by industry experts

We offer personalised service and quality teaching, with the backing of Australia's leading regional online university, the University of New England. Our courses and qualifications will help you to gain a competitive industry edge to take on new challenges and to grow and succeed within your workplace.

<sup>1</sup> Data is sourced from the Student Outcomes Survey, conducted by NCVET, which focuses on students' employment outcomes and satisfaction with VET in Australia. A summary of employment outcomes and satisfaction levels of students who completed their vocational education and training in Australia during 2018, using data collected in mid-2019.

<sup>2</sup> This information is sourced from Health Workforce Data, conducted by Australian Government Department of Health

<sup>3</sup> Data is sourced from Australian Jobs 2019, conducted by Australian Government Department of Jobs and Small Business



# Our Industry Partner

## Specialist industry courses and qualifications

UNE Partnerships has worked closely with the Australia Association of Practice Management (AAPM) for more than 30 years!



Together through this partnership and close collaboration with industry, we have developed successive evolutions of specialist courses and nationally recognised qualifications, designed to support the unique and specific requirements of medical and dental practice managers, culminating in the contemporary Diploma of Leadership in Healthcare Practice.

““

*Our partnership with AAPM represents a genuine commitment to the medical practice sector, as we work together to offer a range of annual awards and scholarships to recognise exemplary performance and support the advancement of Indigenous Australians.*

- Benjamin Gilmore  
CEO, UNE Partnerships



### AAPM member benefits

- ✓ Members are entitled to a 10% discount on full fee enrolment for this qualification\*
- ✓ This qualification is eligible for 50 AAPM Continuing Professional Development points.\*\*

\* Terms and conditions apply. \*\* This discount does not apply to funded qualifications.



# Why study with us?

Our students and graduates benefit from 30+ years of experience delivering high quality distance and online vocational education.

Our trainers and assessors are highly respected within their profession, bringing genuine industry experience and expertise to your learning.

It's no wonder our graduates have enjoyed some of the highest satisfaction and completion rates in the country!

## Guided support

Here at UNE Partnerships you will receive the support you need to help balance your work, life and study.



### Our student support team

*are passionate about your success and provide personal assistance and regular support calls*



### Our trainers and assessors

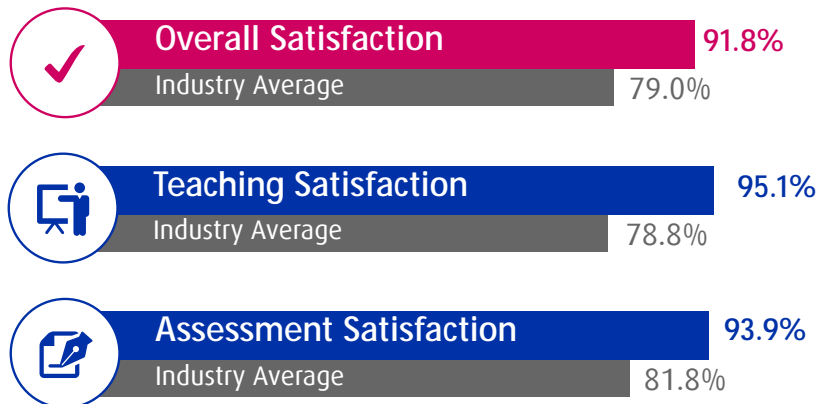
*will become your mentor, guiding you through your learning and assessment journey*



### Our partnerships

*mean that you can access 24/7 online tutorial support through Studiosity.*

## Graduate satisfaction<sup>\*</sup>



\* Based on 2019 Learner Engagement Survey data (UNEP) and 2019 National Student Outcome Survey data (NCVER) for Diploma or higher level graduates.



# Meet the team

Our team are Subject Matter Experts within their field with extensive industry experience and continuing professional development.



Motivation



Study targets



Course direction



Mentoring



**Gary Smith**  
Academic Director  
Health Programs

Gary has been a successful practice manager in the Primary healthcare space for over 36 years.

Gary has held a number of positions with the Australian Association of Practice Management (AAPM) including National and NSW State Presidents.

Gary holds a number of Board positions in the Healthcare sector.



**Cathy Baynie**  
Academic Director  
Health Programs

Cathy has worked as a practice manager and consultant in the Australian healthcare sector for over 30 years.

Cathy has a background in nursing and held the position of National President for the Australian Association of Practice Management (AAPM) from 2017 to 2020.



**Vanitha Boopalan**  
Program Manager  
Health Programs

Vanitha has a wide range of experience in administration and has previously been in vocational education, childcare, and defense manufacturing.

She is a passionate program manager and has personally undertaken distance learning, and is fully conversant with the challenges of time management and motivation that students sometimes face.



**Peter Roper**  
Student Engagement  
Facilities Management

Peter has been supporting students through their studies with UNE Partnerships for more than 5 years.

Peter believes that the purpose of study isn't to change who you are but to equip students with the knowledge and skills to reach their full potential.



# Course information

Do you want to take the next step in your medical career and assist in a range of front and back-end, medical and administrative tasks to support a team of medical practitioners?

Medical Assistants have an increasing role to play within the practice, alleviating some of the stress and workloads on medical practitioners. They are highly valued multi-skilled team members of the Medical Practice, formally trained to perform a wide range of administration tasks and front desk duties as well as assisting with a wide range of treatment room procedures. They work under either the direct or indirect supervision of a medical practitioner and carry out a range of delegated tasks that include front desk administrative work and the performance of instructed treatment room care.



## Admission Guidelines

You should be working in a suitable job role with access to a supervisor who is willing and able to observe you demonstrating skills in the workplace.

We recommend that you have:

- Good written and verbal communication skills.
- Previously completed Year 11 or a Certificate III level qualification.
- Appropriate technology to study online and the motivation to learn independently.



## Duration

- 15 hours per week over a study period up to 2 years



## Suitable for

- Individual Students
- Corporate Groups
- Traineeships and other funded programs



## Delivery mode

- Blended learning including workshops, webinars, workplace observation and online study and includes 6 full days of face to face practical skills training over the whole course duration.

\* Each student must provide a nominated workplace clinical supervisor (doctor or Registered Nurse) and an administration supervisor (Practice Manager or immediate supervisor) who have committed to assist the student to achieve their learning objectives and supervise the student's progress in the workplace.

HLT47715  
Certificate IV in  
Medical Practice Assisting



NATIONALLY RECOGNISED  
TRAINING





## Student testimonial

““

*I have gained practical useful knowledge which has helped me implement the skills with confidence in the workplace. This has provided the ability to increase clinical duties and responsibilities adding variety to our work roles, enjoyment and satisfaction with hands on tasks.*

- Elizabeth Grist  
NSW Vocational Student of the Year 2019

## Graduate outcomes

On successful completion of this qualification, you will have the skills and knowledge to:

- assist in the performance of delegated tasks within the clinic
- contribute to the efficient running of both front and back of house, including the preparation, processing and maintenance of patient records
- support health professionals with patient care
- help to create a safe and efficient work environment within the practice
- join in the facilitation of co-ordinated patient care.

## Pathways to UNE

Successful attainment of HLT47715 Certificate IV in Medical Practice Assisting will allow for progression into higher awards, including 10820NAT Diploma of Leadership in Healthcare Practice or HLT54115 Diploma of Nursing (8 direct credit units).

Successful attainment of [10820NAT Diploma of Leadership in Healthcare Practice](#) will allow for articulation into a range of undergraduate and postgraduate awards offered by the [University of New England \(UNE\)](#).\*

\* Applications must address UNE Program entry criteria. Enrolment fees are set annually by the UNE.



# Learning outcomes

23 units of competency must be successfully completed to attain this qualification.

## **BSBADM307**

### **Organise schedules**

This unit describes the skills and knowledge required to manage appointments and diaries for personnel within an organisation, using manual and electronic diaries, schedules and other appointment systems.

## **BSBFLM309**

### **Support continuous improvement systems and processes**

This unit describes the skills and knowledge required to support the organisation's continuous improvement systems and processes. Particular emphasis is on actively encouraging the team to participate in the process, monitoring and reporting on specified outcomes and supporting opportunities for further improvements.

## **BSBINM401**

### **Implement workplace information system**

This unit describes the skills and knowledge required to implement and review the workplace information system. It involves the identification, acquisition, initial analysis and use of appropriate information which plays a significant part in the organisation's effectiveness.

## **BSBMED301**

### **Interpret and apply medical terminology appropriately**

This unit describes the skills and knowledge required to understand and respond to instructions; to carry out routine tasks and communicate with a range of internal/external clients in a medical environment; as well as use appropriate medical terminology.

## **BSBMED302**

### **Prepare and process medical accounts**

This unit describes the skills and knowledge required to provide advice to patients regarding fee structures and process referrals, as well as prepare and process medical accounts for a range of patients.

## **BSBMED303**

### **Maintain patient records**

This unit describes the skills and knowledge required to maintain patient records within an existing medical records management system, under the supervision of a senior receptionist or practice manager.

## **CHCCCS020**

### **Respond effectively to behaviours of concern**

This unit describes the skills and knowledge required to respond effectively to behaviours of concern of people. Skills are associated with handling difficult incidents rather than managing ongoing behaviour difficulties.

## **CHCCOM005**

### **Communicate and work in health or community services**

This unit describes the skills and knowledge required to communicate effectively with clients, colleagues, management and other industry providers.

## **CHCDIV001**

### **Work with diverse people**

This unit describes the skills and knowledge required to work respectfully with people from diverse social and cultural groups and situations, including Aboriginal and/or Torres Strait Islander people.

## **CHCLEG001**

### **Work legally and ethically**

This unit describes the skills and knowledge required to identify and work within the legal and ethical frameworks that apply to an individual job role.

## **HLTAAP002**

### **Confirm physical health status**

This unit describes the skills and knowledge required to obtain and interpret information about client health status and to check a client's physical health. It requires a detailed knowledge of anatomy and physiology.

## **HLTADM003**

### **Facilitate a coordinated approach to client care**

This unit describes the skills and knowledge required to provide instructions and information to clients, pro-actively follow up clients and liaise with other service providers to support a coordinated care approach.



### **HLTCAR001** **Perform electrocardiography (ECG)**

This unit describes the skills and knowledge required to prepare for and conduct electrocardiography (ECG) procedures, producing traces that are suitable for diagnostic purposes. It does not include interpretation of the ECG.

### **HLTHPS001** **Take clinical measurements**

This unit describes the skills and knowledge required to prepare for, obtain and record simple clinical measurements.

### **HLTHPS002** **Support health professional in the delivery of care**

This unit describes the skills and knowledge required to complete preparation, general assistance and follow up tasks that support health professionals in the delivery of care to clients.

### **HLTHPS003** **Maintain medication stocks**

This unit describes the skills and knowledge required to order, store and monitor medication stock levels and complete associated documentation to meet regulatory requirements.

### **HLTHPS005** **Handle medical specimens**

This unit describes the skills and knowledge required to handle specimens including organising off-site testing and performing certain on-site tests.

### **HLTINF001** **Comply with infection prevention and control policies and procedures**

This unit describes the skills and knowledge required to follow organisational infection prevention and control procedures, including implementing standard and transmission-based precautions and responding to infection risks.

### **HLTINF002** **Process reusable medical devices and equipment**

This unit describes the skills and knowledge required to clean, sterilise and package reusable medical devices and equipment.

### **HLTWH003** **Maintain work health and safety**

This unit describes the skills and knowledge required to implement and monitor work health and safety (WHS) policies, procedures and work practices as part of a small work team.

The following first aid units may be delivered by an agent under an approved third party arrangement in each state.

Please contact a member of the program for details relating to your location.

### **HLTAID011** **Provide first aid**

This unit describes the skills and knowledge required to provide a first aid response to a casualty in line with first aid guidelines determined by the Australian Resuscitation Council (ARC) and other Australian national peak clinical bodies.

### **HLTAID014** **Provide advanced first aid**

This unit describes the skills and knowledge required to provide an advanced first aid response to a casualty in line with first aid guidelines determined by the Australian Resuscitation Council (ARC) and other Australian national peak clinical bodies.

### **HLTAID016** **Manage first aid services and resources**

This unit describes the skills and knowledge required to establish, maintain and facilitate the provision of appropriate first aid in the workplace.







# Course fees\*

We provide a range of flexible payment options to help you achieve professional success sooner.



## Pay upfront

\$7,990 AUD<sup>^</sup>



## Flexible payments

Pay weekly, fortnightly or monthly over 12 months



## Government assistance

State and Commonwealth government assistance may be available



## Third party

Seek financial assistance from your employer or another third party

## Funding

We can help you to access funding and financial assistance through a range of State and Commonwealth Government initiatives.

### Smart and Skilled (NSW)

This is where the NSW Government pays for most of your course fees, leaving you with a small out-of-pocket gap. There are separate streams for trainees and regular students.

Smart and Skilled training is subsidised by the NSW Government.

### Higher Level Skills (QLD)

This program aims to assist individuals to gain the higher level skills required to secure employment or career advancement in a priority industry, or to transition to university.

Higher level skills is subsidised by the QLD Government Department of Education and Training.

Members of the Australian Association of Practice Management (AAPM) are entitled to a 10% discount on full fee enrolment for this qualification.<sup>+</sup>

Visit our website for more information about our fees and funding at [www.unep.edu.au/students/fees-and-funding](http://www.unep.edu.au/students/fees-and-funding)

\* Terms and conditions apply. ^ Information is correct as at January 2021. + This offer is only available for standard full qualification enrolments and cannot be used in conjunction with any other offer.





my.unep is our modern online learning environment.

my.unep makes it easy for you to access your learning materials any time so you can study anywhere in the world.

Shortly after enrolment our friendly Student Engagement team will provide an induction to help you find your way around my.unep to facilitate a successful student learning journey.

## Units

You will find everything you need to complete your studies in my.unep

## Introduction

- Getting Started
- Course Overview

## Learning Resources

- Readings
- Activities
- Resources

## Assessment

- Case Studies
- Scenarios
- Tools and Templates

## Support Centre

- 24/7 Support.







## Minimum requirements to get started

If you're reading this, you're likely already committed to improving your skills, knowledge and capabilities. Every day presents you and your team with an exciting opportunity to learn and develop the abilities needed to elevate yourself and your business to new heights.

### Policies and Procedures

We are committed to the provision of exceptional quality education and a great learning experience.

We encourage you to familiarise yourself with our policies and procedures, which can be found on our website [www.unep.edu.au/students/policies](http://www.unep.edu.au/students/policies)

On this page you will also find our frequently asked questions section that may help to answer some of your questions.

### Minimum Requirements for Students

Our courses are self-directed online programs which rely heavily on text-based resources to support study.

All students will need:

- moderate numeracy and English literacy skills
- moderate computer skills
- to be working in a job role which provides sufficient opportunity to develop competency and to complete required assessment tasks.

### Computer Requirements

All of our courses are delivered through our modern online learning environment.

To successfully complete an online course, you will need ready access to an internet enabled computer with the following configurations.

- Operating system (Mac OS 10.11 or later, Windows 7, 8.1 or 10)
- Internet (speed adequate to watch videos on YouTube)
- Microsoft office 2016 or higher OR other equivalent office suite
- Adobe Acrobat Reader
- Modern internet browser
- Headset with microphone, speakers and camera (for webinars, recording audio assessments and/or Skype discussions with your assessor).





## 5 High-demand skills and careers

### Skills

- Diagnostic tests
- Medical equipment and stocks
- First aid
- Patient administration
- Customer service.

### Careers

- Medical Assistant
- Clinical Assistant
- Medical Receptionist
- Medical Administrator
- Office Manager.

Take the next step  
in your career as a  
Medical Assistant



# unepartnerships

creating professional success



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unep.edu.au

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