## Print both pages and tick the boxes you feel are most suited to you...

<table>
<thead>
<tr>
<th>BUSINESS &amp; LEADERSHIP</th>
<th>CERTIFICATE II BUSINESS</th>
<th>CERTIFICATE III BUSINESS ADMINISTRATION (MEDICAL)</th>
<th>CERTIFICATE IV MEDICAL PRACTICE ASSISTING</th>
<th>MEDICAL ADMINISTRATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>BSB20115</td>
<td>BSB31115</td>
<td>HLT47715</td>
<td>HLT57715</td>
</tr>
</tbody>
</table>

### POTENTIAL JOBS
- Office Support
- Office Assistant
- Administrative Assistant
- Trainee Administrator
- Medical Secretary
- Clinical Coding Clerk
- Medical Records Officer
- Medical Receptionist
- Health Services Assistant
- Medical Practice Assistant
- Medical Secretary
- Medical Receptionist
- Practice Manager
- Healthcare Administrator
- Medical Manager
- Healthcare Executive

### DIRECTION
- Start to understand business administration so you can get office based work experience or move on to further study.
- Develop practical skills to work in an administrative role within a medical practice with support and supervision.
- Increase your understanding of the clinical environment and administration skills to contribute to the delivery of clinical services, including supporting clients.
- Extend your management skills and take responsibility for the overall operation of a medical clinic, hospital department or other medical practice.

### KEY TOPICS
- Producing documents
- Introduction to spreadsheets
- Learn how to make reports
- Handle and sort mail
- Medical terminology
- Billing, appointment booking and medical records systems
- Customer service
- Ethical Medical Practices and confidentiality
- Follow infection control policies & procedures
- Monitor physical health status of clients, including taking clinical measurements
- Provide First Aid
- Undertake medical administration tasks
- Implement/monitor policy & procedures
- Monitor physical health status of clients, including taking clinical measurements
- Provide First Aid
- Undertake medical administration tasks
- Manage risk, quality, legal, ethical & safety requirements in a medical practice
- Manage budget, finances & marketing
- Manage human resources, including payroll

### DURATION*
- Campus Full-time: 1 semester (18 weeks)
- Campus Part-time (day): 1 semester (18 weeks)
- Campus Part-time (evening): 2 semesters (36 weeks)
- Campus plus online: 1 semester (18 weeks)
- Online: 2 semesters (52 weeks)
- Campus Full-time: 1 semester (17-18 weeks)
- Campus Part-time: 2 semesters (36 weeks)
- Online: 3 semesters (18 months)
- Online: 4 semesters (2 years)
- Online: 3 semesters (18 months)
- Online: Self-paced, enquire for more details
- Online: Self-paced, enquire for more details
- Online: Self-paced, enquire for more details

### CLASS TIME*
- Campus Full-time: 14 hours per week
- Campus Part-time (day): 10 hours per week (evening): 7 hrs per week
- Campus plus online: 16.5 hours per week
- Online: Self-paced, enquire re hours
- Campus Full-time: 17-22 hours per week
- Campus Part-time: 6 hours per week
- Online: Self-paced, enquire for more details
- Online: Self-paced, enquire for more details

### STUDY TIME*
- Campus Full-time: 2.5 hours per week
- Campus Part-time: 2.5-10 hrs per week
- Campus online: 3 hours per week
- Depending on previous experience
- Online: Self-paced, enquire for more details
- Online: Self-paced, enquire for more details

### LOCATION*
- Cessnock, Maitland, Newcastle, Online Offered at many more locations across NSW – visit our website.
- Cessnock, Glendale, Newcastle, St George, Online Offered at many more locations across NSW – visit our website.
- Online
- Online

### COSTS
- $880 (if first qualification)
- $1,050 (if subsequent qualification)
- $870 (Traineeship)
- $160 (Concession fee)
- $3,620 (Full fee)
- Final course fees depend on your eligibility for subsidies, concessions and exemptions.
- $1,320 (if first qualification)
- $1,580 (if subsequent qualification)
- $1,000 (Traineeship)
- $240 (Concession fee)
- $5,840 (Full fee)
- Final course fees depend on your eligibility for subsidies, concessions and exemptions.
- $1,990 (if first qualification)
- $2,320 (if subsequent qualification)
- $1,000 (Traineeship)
- $240 (Concession fee)
- $10,690 (Full fee)
- Final course fees depend on your eligibility for subsidies, concessions and exemptions.
- $6,640 (Full fee)
- Traineeship allowed
- VET Student Loans available

Visit [www.tafensw.edu.au](http://www.tafensw.edu.au) for more course options and locations

Correct at the time of release. RTO 90003