



**HEALTH
SKILLS
AUSTRALIA**



HLT43207 Certificate IV in Health Administration

This qualification covers workers who provide administrative functions in health services where the worker is required to work autonomously or as a senior member of staff in an administrative team. This qualification is suited to Australian Apprenticeship pathways.

Occupational names may include:

Administration supervisor

Executive assistant

Senior clinical coder

Medical records section leader

Ward clerk

Senior clerk

Team leader for clinical services

Practice manager

Business manager

Packaging Rules

15 units must be selected for this qualification including:

- 5 compulsory units
- 10 elective units

A wide range of elective units is available and may include:

- Relevant electives listed below the compulsory units for this qualification
- Competency units available at Certificate IV level or higher in the Health and/or Community Services Training Packages
- A maximum of 2 competency units may be selected from other relevant Training Package units available at Certificate IV (or higher)





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Compulsory

HLTHIR402B	Contribute to organisational effectiveness in the health industry
HLTHIR506B	Implement and monitor compliance with legal and ethical requirements
HLTOHS300A	Contribute to OHS processes
BSBMED301A	Use advanced medical terminology
BSBFLM403B	Implement effective workplace relationships

Electives

Electives are to be selected in line with the specified Packaging Rules. The following grouping of electives is intended to facilitate selection. Electives may be selected from one or more groups and employers may specify that certain electives are required to address identified workplace needs.

Records Management

HLTCC401A	Undertake complex clinical coding
HLTCC402A	Complete highly complex clinical coding
HLTMAMP408A	Administer the information management system of a medical practice
BSBRKG401A	Review the status of a record
BSBRKG402A	Provide information from and about records
BSBRKG403A	Set up a business or records system for a small business
BSBMED401A	Manage patient record-keeping system





Resources Management

HLTCOM405B	Administer a practice
THHGLE05B	Roster staff
BSBCMN402A	Develop work priorities
BSBHR401A	Administer human resource systems
BSBHR402A	Recruit and select personnel
BSBHR403A	Process human resource documents and inquiries
BSBHR405A	Implement industrial relations procedures
BSBMED402A	Control stocks and supplies

Reporting

BSBCMN405A	Analyse and present research information
BSBCMN408A	Report on financial activity

Client Support

HLTCOM404B	Communicate effectively with clients
HLTAMBFC402B	Communicate in complex or difficult situations
BSBCMN410A	Coordinate implementation of customer service strategies
BSBCMN417A	Coordinate customer service activities
BSBCMN418A	Address customer needs

Work Management / Administration

HLTHIR404B	Work effectively with Aboriginal and Torres Strait Islander people
HLTHIR403B	Work effectively with culturally diverse clients and co-workers
CHCORG9B	Manage projects and strategies
BSBCMN412A	Promote innovation and change
BSBMGT609A	Manage risk
BSBFLM412A	Promote team effectiveness
BSBFLM405B	Implement operational plan
BSBAUD401A	Prepare for a quality audit
BSBAUD402A	Participate in a quality audit





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CHCCS401A Facilitate cooperative behaviour
HLTCSD306B Respond effectively to difficult or challenging behaviour

Training and Development

TAADEL403A Facilitate individual learning
TAADEL404A Facilitate work-based learning
TAAASS402A Assess competence

