



HLT47315

CERTIFICATE IV IN HEALTH ADMINISTRATION

Get the confidence you need to progress your career in Health Administration



Information Pack

HLT47315 - Certificate IV in Health Administration



Welcome to AMA RTO!

Studying is one of the best decision you can make for yourself. It will allow you to develop new skills and knowledge enhancing your career opportunity.

Our job is to make sure we provide you with all the information you need to choose the course of study that best suits your needs as well as to ensure you have the best chances to successfully complete your selected course of study

Before you submit your application, we want to make sure that you are completely aware of how your course will be delivered and what is required from you as an AMA RTO student.

Please read through this info pack carefully. If you have any questions, we can provide additional information and help you with the selection process.

Contact us today to discuss further

Email: Enquiries@amarto.com.au

Phone: 03 9280 8761

Website: www.amarto.com.au

About AMA RTO

As a Wholly Owned Subsidiary of the Australian Medical Association (Victoria), AMA RTO works to uphold the core values of Quality, Integrity, and Community.

High-quality training is the bedrock of any stable career and AMA RTO strives to find the best instructors available and develop up-to-date training programs in conjunction with industry representatives to be sure you are ready to work when your qualification is complete.

By acting with integrity in all aspects of its operation, AMA RTO helps to promote a healthy and sustainable learning culture for all Australians.

About this Course of Study

HLT47315 Certificate IV in Health Administration reflects the role of individuals who work in a senior operational or team leading role in the health industry

No licensing, legislative, regulatory or certification requirements apply to this qualification at the time of publication.

Who is this course for?

This course of study is easily applicable to administrators wanting to transition into the Healthcare sector or to people already working as health administrators that require deeper skills and knowledge in order to progress in their career.

This qualification has been designed to address the needs of people wanting to gain a competitive edge in today's fast-paced job market.

This qualification is suitable for a variety of participants, from currently unemployed people looking to get back to the workforce and to take their next career step in the health administration sector, to people with sound vocational experience wanting to formalise their existing skills and knowledge and to gain a better understanding of new health administration theories and techniques.

In accordance with our Integrity and Fairness principles, we encourage people from different cultural background to undertake this course of study.

Entry Requirements

There are no formal entry requirements for this qualification.

All prospective students will undergo a Language, Literacy and Numeracy assessment to ensure that they have the skills to complete the course.

Those whose language, literacy or numeracy that is not to the required standard will receive additional support, or if necessary referred to organisations that will provide the opportunity to gain additional skills prior to enrollment in the Certificate IV in Health Administration.

Course Admission Requirements

AMA RTO has set the following Admission Requirements. You must:

- Be an Australian Citizen or Permanent Resident
- Be at least 18 years of age;
- Have completed year 10 or equivalent;

- Have at least 6 months experience in Health Administration, Office Administration or other clerical functions

Or

- Have completed a certificate III qualification or higher

And

- Have general digital literacy skills and knowledge (basic principles of computing devices, skills in using computer networks, ability to engage in online communities and social networks)

This qualification has been assessed to required LLN skills at ACSF level III.

Pathways

Study Pathways into HLT47315 Certificate IV in Health Administration

No formal pathways into HLT47315 Certificate IV in Health Administration have been provided, however before entering this qualification you may have previously completed a range of lower or higher level qualifications, but seeking greater Health Administration skills and knowledge.

Study Pathways from HLT47315 Certificate IV in Health Administration

No formal pathways from HLT47315 Certificate IV in Health Administration are available, however on completing the qualification, you may move to HLT57715 Diploma of Practice Management or other Diploma courses.

Employment Pathways from HLT47315 Certificate IV in Health Administration

Employment outcomes resulting from the completion of this course may include a variety of Administrative roles across the Healthcare sector.

Course Duration

9 months full time for Online delivery and Blended delivery

In line with Competency Based Training (CBT), the duration is nominal and subject to your individual circumstances including

- Your level of familiarity with formal learning activities
- Your pre-existing skills and knowledge
- Your vocational experience
- The qualification you already completed
- The amount of time you can dedicate to study each week

If you had extensive skills and knowledge or if you already successfully complete a similar course of study or part of it, you may complete the program earlier or achieve HLT47315 Certificate IV in Health Administration (or part of it) through Recognition of Prior Learning (RPL) or credit transfer (CT). For more information about RPL and CT please refer the information provide further on, our student handbook or to our CT and RPL policy and procedure published on our website.

On the opposite, an extension may be granted to you if you require more time to complete qualification.

Delivery Modes

This course is offered via Blended Delivery or On the Job Delivery.

Online delivery (9 months Full Time)

In details, our online delivery takes place as follow:

1. Your enrolment is finalised
2. You are provided with a training plan.
3. You are provided with log-in details for our Online Learning Management system where you can access learning material and assessments for the first 2 units of competency
4. Where applicable (or if requested), hard copy of the training and assessment material is sent to
5. Your trainer will get in touch with you in order to:
 1. Welcome you to the program
 2. Explain to you the training and assessment process
 3. Guide you through the theory of the first two units of competency via:
 4. Lecture
 5. Q&A
 6. Guide you through the assessment material
6. You will then have four weeks for progressing with your study and submit the completed assessment kits for the units.
7. On a weekly basis your trainer will be in touch with you via phone or other digital medium to:
 - Answer your questions
 - Provide clarifications on learning material or assessment tasks
 - Provide you with topic for discussion
 - Provide feedback on assessment tasks you have submitted
8. Once you have submitted all assessment tasks, the assessments are marked and you will receive notification of outcome and feedback.
9. On the following month, the process starts again from step 3 for the next two units of competency.
10. The process is repeated (from step 3) for all units of competency until completion of the course

The trainer will monitor your progress through the units and contact you via email, phone or another digital medium in order to ensure you are progressing according to your delivery schedule and to address any of your needs or concerns. You can contact your trainer at any time via email or phone.

Blended delivery (9 months)

Blended delivery means a mix of Face to Face sessions and self-directed study. Whilst the qualification is predominantly delivered online, one or more face to face sessions have been included in order to satisfy all the requirements of this qualification including observations and practical tasks.

Face to face sessions will be normally held at your workplace, however, different arrangements can be made to satisfy the needs of students living in regional areas of Victoria.

In brief, blended delivery takes place as follow

1. Your enrolment is finalised
2. You are provided with a training plan.
3. You are provided with log-in details for our Online Learning Management system where you can access learning material and assessments for the first 2 units of competency
4. Where applicable (or if requested), hard copy of the training and assessment material is sent to you
5. Your trainer will be in contact with you to
 - Welcome you to the program
 - Explain to you the training and assessment process
 - Guide you through the theory of the first two units of competency via:
 - Lecture
 - Q&A
 - Guide you through the assessment material
6. You will then have four weeks for progressing with your study and submit the completed assessment kits for the relevant units.

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7. Once your submission is received, the assessments are marked and you will receive notification of outcome and feedback.
8. On the following month, the process is repeated from step 3 for the next unit (or two units) of competency.
9. The process is repeated (from step 3) for all units of competency until completion of the course

The trainer will monitor your progress through the units and contact you via email, phone or another digital medium in order to ensure you are progressing according to your training plan and to address any of your needs or concerns. You can contact your trainer at any time via email, phone or any other medium as per agreed with your trainer.

Please remember that to apply for blended delivery you **must** be working In a Healthcare facility at the time of application.

Adjusting the delivery strategy to meet your needs

Our objective is to encourage the development of new skills and knowledge as well as ensure we provide you with a level of support to best suit your needs.

We use the information provided in your application to identify pre-existing skills and knowledge and to evaluate whether adjustments are to be made to our delivery strategy.

Examples of additional support strategies and adjustments includes:

- Development of a personalized delivery schedule
- Additional interactions with your trainer via phone and email
- Online one on one coaching (fees may apply)
- Personalized Face to face coaching sessions (fees may apply)
- provision of enlarged printed material (fees may apply)
- provision of ICT equipment and support
- Extension of the nominal course duration

Application and admission

To apply for HLT47315 Certificate IV in Health Administration with AMA RTO you will have to fill in the online application form available on the AMA RTO Website or fill in the hard copy application form provided to you.

During the application process you will be required to:

- Provide your details
- Provide information about any previous qualification achieved
- Provide details about your career aspirations and reasons why you would like to undertake the course
- Complete a Language, Literacy and Numeracy questionnaire

The information collected will be used by AMA RTO to evaluate whether HLT47315 Certificate IV in Health Administration is the most suitable qualification for you and whether this course will help you moving towards your career aspirations.

If accepted into the course, AMA RTO will send you a confirmation of enrolment email

For more information please check our Application and Admission process available on our website

2017 intakes and Administrative dates

HLT47315 Certificate IV in Health Administration has rolling intake. You can apply for this qualification at any time.

Student Charter

At any point of your course of study, we will provide you with

- Efficient and reliable administration processes
- Course content, resources, educational technologies, learning activities and assessments that are up-to-date and relevant
- Trainers and Assessors with relevant industry experience and qualifications who are well prepared and use appropriate methods and technologies to maximize your learning opportunities
- Feedback on progress and opportunities to improve your learning and assessment performance

- Opportunities to apply your industry experience to your learning and assessments
- Respectful and courteous communications
- Opportunities for you to provide feedback on your experience with us
- Ethical behavior and professionalism
- Easy to follow complaints and appeal processes
- Privacy of personal and sensitive information

In exchange, here is what AMA RTO is expecting from you:

- Be accountable for your own learning, by establishing your study plan, setting your goals and working toward them
- Engage with your studies by accessing learning content, and completing learning tasks and assessments to meet the course requirements
- Monitor your own progress and use feedback from our Trainers and Assessors to improve your learning
- Engage, support and work collaboratively with your fellow students
- Be honest and respectful in all your communications and interactions with fellow students, Trainers, and Assessors
- Demonstrate professional behavior while undertaking work placements, projects or fieldwork, and respect the privacy of the client and any commercial information made available

Credit Transfer and RPL

The objective of AMA RTO is to allow you to build new skills and knowledge on top of the one you already possess. If you have already completed a formal qualification (or part of it) or if you have sound skills, knowledge and vocational experience in a specific area, you may be eligible to receive Credit Transfer (CT) or Recognition of Prior Learning (RPL).

Credit Transfer (CT) is the automatic recognition of competencies previously gained through formal study.

Recognition of Prior Learning (RPL) is the formal assessment and recognition of skills and knowledge gained through life and work experience.

CT and RPL may allow you to save time, effort and money while avoiding the unpleasant feeling of wasting time studying something you already know.

You will be given the opportunity to apply for CT or RPL while completing your application pack.

For additional information about our CT and RPL policy and procedure, please refer to the AMA RTO Student Handbook or to our CT and RPL policy and procedure available on our website.

After you are comfortable with what CT and RPL are, have a look to our Course Structure and find out whether you would like to apply for CT or RPL for any of the units of competency included in our HLT47315 Certificate IV in Health Administration

Course Structure

HLT47315 Certificate IV in Health Administration you must complete the following 14 units of competency

UNIT CODE	UNIT NAME	CORE/ ELECTIVE	ASSESSMENT METHOD*
CHCDIV001	Work with diverse people	C	QA – P - O
CHCLEG001	Work legally and ethically	C	QA – P - O
HLTWH5003	Maintain work health and safety	C	QA – P - O
BSBR5K501	Manage risk	E	QA – P
BSBCUS403	Implement customer service standards	E	QA – P
BSBCUS401	Coordinate implementation of customer service strategies	E	QA – P
BSBAUD402	Participate in a quality audit	E	QA – P
BSBMGT403	Implement continuous improvement	C	QA – P
BSBMED301	Interpret and apply medical terminology appropriately	C	QA – P
BSBADM409	Coordinate business resources	E	QA – P
BSBLDR402	Lead effective workplace relationships	C	QA – P
BSBMGT402	Implement Operational Plan	E	QA – P
BSBITU306	Design and produce business documents	E	QA – P
CHCPRP003	Reflect on and improve own professional practice	E	QA – P

Assessment methods: **QA = Questions and Answers** **P = Projects** **O = Observation**

Please note that the elective units of competency may be varied by AMA RTO.

How we assess your competency

We will assess your competency using a range of assessment methods including questions and answers (QA), simulated workplace case study and simulated workplace projects (P). In addition, observation performed by the assessor will be used for all units of competency that require so. Observations will be completed during face to face session at the AMA RTO premises (or at other agreed venues) or at your workplace during the workplace visit.

The table above summarises which specific assessment methods will be used for each unit of competency

Your Study requirements

This course consists of 765 hours of structured learning activities and individual study.

This is based on how long a student who does not hold any of the competencies identified in the relevant units of competency would take to develop all the required skills and knowledge. It includes all guided teaching and learning activities such as face to face classes, tutorials, webinars and online activities, one-on-one coaching and assessment as well as individual research and self-directed learning activities.

While the actual amount of hours per week you will have to dedicate to this course may vary significantly according to your existing skills, knowledge and experience as well as familiarity with learning strategies, it is estimated that:

For both **Online Delivery** and **Blended Delivery**, student with no pre-existing skills and knowledge will have to dedicate approximately 19 hours of study per week on average in order to complete the course of study within its 9 months nominal duration.

Fees

Online Delivery

For full fee paying students, the full tuition fees for this program are **\$3,399**

For students accessing Skills First funding, the full tuition fees for this program are **\$375***

For students accessing Skills First funding and holding concession card, the full tuition fees for this program are **\$75****

****Skills First and Skills First concession are available for Victoria students only and are subject to eligibility. See below for further information.***

Blended Delivery

For full fee paying students, the full tuition fees for this program are **\$3,799**

For students accessing Skills First funding, the full tuition fees for this program are **\$435***

For students accessing Skills First funding and holding concession card, the full tuition fees for this program are **\$87****

*****Skills First and Skills First concession are available for Victoria students only and are subject to eligibility. See below for further information.***

AMA RTO offers discounted fees for workplace delivery involving more than 1 student. If you are an employer and you are planning to upskill your staff, please get in touch with us to discuss fees and discounts

RPL Fees (GST exempt)

For full fee paying students, the full tuition fees for RPL are **\$200** per unit of Competency.

Skills First

Now is the ideal time to make a start on gaining new skills, or upgrading your existing skills, to help you get the job you want.

Skills First makes vocational training more accessible to people who do not hold a post-school qualification, or who want to gain a higher level qualification than they already hold.

There are now an unlimited number of government-subsidised training places available to people who meet the eligibility criteria.

Eligibility for Skills First

Generally, you are eligible for a government-subsidised training place if you are:

- an Australian citizen or
- an Australian Permanent Resident (holder of a permanent visa) or
- a New Zealand citizen

and are any of the following:

- under 20 years of age
- 20 years and older and 'upskilling' by seeking to enroll in a course at a higher level than your existing qualification.

Few things to remember about Skills First are:

- eligible students can begin up to two subsidised courses in a year as long as you are not doing any more than two courses at a time
- eligible students can commence a maximum of two subsidised courses at the same qualification level in your lifetime

For more information about Skills First funding please <http://www.education.vic.gov.au/skillsfirst>

How to pay your Course Fees

You can pay your fees in the following ways:

- Upfront payment
- Payment Plan (not available for student accessing Skills First)

You will be asked to provide us with an indication of how you would like to pay your fees in the application pack.

For additional information about fees and payment method please send us an email at enquiries@amarto.com.au or call us at 03 9280 8761

Unique Student Identifier

All students undertaking nationally recognised courses are required to obtain a Unique Student Identifier (USI) from the Commonwealth Government. In order to complete your application, you will need to provide us with your USI

If you do not already have a USI, you can create one on the USI website (www.usi.gov.au)

Alternatively, you can ask us to create one on your behalf. If you decide for this option, please read carefully the USI privacy statement included in the application pack and ensure you have provided us with all the required information.

Privacy and access to personal details

We take your privacy in very serious consideration. We are committed to maintaining privacy and confidentiality of your personal information. All information we obtain from you can only be given to another party with your prior written permission.

You can find additional information about our privacy policy and procedure on the AMA RTO Student Handbook or you can download the full privacy policy available on our website.