



The College for
Adult Learning

TOID 22228

CERTIFICATE IV

Certificate IV in Health Administration

HLT47321



UNLIMITED ONE-ON-ONE SUPPORT



30 DAY COOLING OFF PERIOD



100% ONLINE LEARNING

Australian
Qualifications
Framework



NATIONALLY RECOGNISED
TRAINING

HLT47321

CERTIFICATE IV

Certificate IV in Health Administration

CAL's Certificate IV in Health Administration will give you the key administrative and medical terminology skills required to move into more senior administrative or leadership roles within a medical or allied health practice. You'll develop skills to confidently enforce and create effective organisational processes and procedures, adhere to work health safety and legal requirements, and provide customer service strategies to support high-quality care for various customer needs.

With emotional intelligence and critical-thinking skills, you'll confidently lead your team and ensure day-to-day operations run smoothly, including completing documentation according to legal requirements, communicating with clients and patients to assist in their healthcare, and implementing health and safety procedures. You'll also assist with key healthcare business functions such as supporting recruitment, evaluating risk management processes, and adhering to legal and ethical standards.

In-demand skills you will develop:

- Analyse patient health care records and apply an understanding of medical terminology
- Communicate effectively with patients and colleagues in health services
- Manage risk and compliance requirements for a healthcare practice
- Implement customer service strategies to meet customer needs and maintain a high level of service



Courses designed for success

We designed our courses to be aligned with industry expectations. We've consulted with industry professionals to deliver the skills that tomorrow's workforce needs today.



Focus on student experience

We take the time to understand your goals, providing personalised and flexible learning solutions driven by passionate mentors and support teams.



Committed to real outcomes

We're dedicated to making a difference in our students' lives. We focus on providing real outcomes, not just a piece of paper.

UNITS



A total of 15 units to achieve your Certificate IV

DURATION



Generous 24-month self-paced enrolment period

Part-time: approx 12-14 months
Full-time: approx 10 months

CAREER OPPORTUNITIES



- Medical Records Administrator
- Senior Medical Receptionist
- Clinical Coder

REQUIREMENTS

As part of your course, it is compulsory to undertake and provide third-party evidence for some assessments in an eligible industry workplace. If you are not currently in, or have not previously been in, an eligible workplace, you must source your own host workplace and undertake work that meets the requirements for the units of this course.

Course Structure

CAL has developed this Certificate IV qualification in consultation with industry experts. **We've hand-selected these 15 units to align your skills with industry expectations.**

Unit Code	Unit Title
MANAGING PEOPLE AND CUSTOMER SERVICE	
BSBLDR413	Lead effective workplace relationships
CHCCOM005	Communicate and work in health or community services
CHCDIV001	Work with diverse people
BSBHRM415	Coordinate recruitment and onboarding
BSBOPS404	Implement customer service strategies
BSBHRM417	Support human resources functions and processes
MANAGE RISK AND COMPLIANCE	
HLTWHS003	Maintain work health and safety
BSBSUS511	Develop workplace policies and procedures for sustainability
CHCLEG001	Work legally and ethically
BSBOPS504	Manage business risk
HLTINF007	Implement and monitor infection prevention and control standards, policies and procedures
BSBMED305	Apply the principles of confidentiality, privacy and security within the medical environment
MANAGING HEALTHCARE PRACTICE OPERATIONS	
CHCCCS020	Respond effectively to behaviours of concern
HLTADM010	Facilitate a coordinated approach to client care
HLTCCD003	Use medical terminology in health care

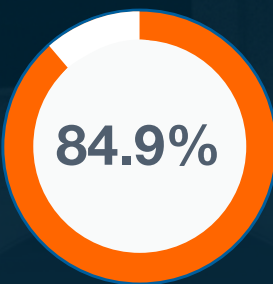
Outcomes

With this qualification, you'll develop and refine your health admin skills, helping to successfully run the day-to-day operations of a healthcare practice. This includes providing instructions and information to clients, to exchanging information amongst providers. These skills are in high demand across the healthcare industry and can lead to a variety of career opportunities within the medical and allied health sectors. Your knowledge will enable you to implement and monitor WHS policies, and interpret medical terminology to understand patients' needs, making you a valuable asset to any healthcare practice.

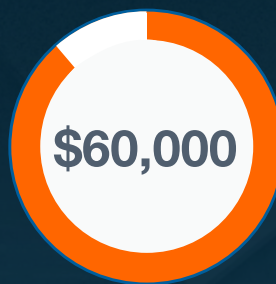
With a strong foundation in health administration, some common career pathways are:

MEDICAL RECORDS ADMINISTRATOR	\$55,000
SENIOR MEDICAL RECEPTIONIST	\$60,000
CLINICAL CODER	\$61,000

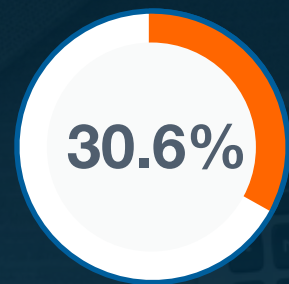
Salaries sourced from Glassdoor.com.au



Managers with at least a Certificate III or IV qualification



The average salary for management in the industry



Employers wanting people with a qualification

Data sourced from Jobs and Skills Australia



“By learning the modules of the course this has allowed me to transition smoothly into my new career. I had already accepted my new role prior to completing this course, with commitment, discipline, and perseverance and an end goal the double diplomas are achievable.”

LUISA

Double Diploma of Practice Management (HLT57715) + Business Administration (BSB50415)



“Studying has allowed me to prove my abilities and certify my experience in my working career.”
Since completing her qualification with CAL, Elizabeth progressed her career from Administration Officer to Finance Manager.

ELIZABETH

FINANCE MANAGER

Double Diploma of Business Administration (BSB50415) + Leadership & Management (BSB51918)

Flexible Options

CAL is designed for adult learners with busy lives. We know life can be unpredictable and circumstances change, that's why we make our study options as flexible as we can to cater to your lifestyle.

CAL	Competitors
<input checked="" type="checkbox"/> \$0	RPL Application Cost \$1500* X
<input checked="" type="checkbox"/> \$0	6-Month Extension Cost \$500* X
<input checked="" type="checkbox"/> \$250	Refund Processing Fee \$280* X
<input checked="" type="checkbox"/> 30 Days	Refund Period 14 Days* X
<input checked="" type="checkbox"/> Free 90 Days	Deferral Period 30 Days* X

*Sourced from five competitor averages

*Up to



Cooling Off Period

If the course isn't right for you, withdraw within 30 days for a refund.*



Free Deferral

You can pause your studies, then pick them back up when you're ready.*



Free Extension

If you require additional study time, we can help.*

*Terms and conditions apply

Simple Payment Options

We understand that you need straightforward course fees. We offer transparent payment plans as well as discounted upfront payment options for our courses, where you will see your complete schedule of fees before you make any payments.

We also keep our administrative fees simple. We don't aim to make a profit in order to cater to our students' needs – we just do it.



Flexible Payment Plans



Discounted Upfront Payments



No Hidden Fees

FAQs

RECOGNITION

Where is this qualification recognised?

The College for Adult Learning is a Registered Training Organisation TOID 22228 and all of our Certificate IV and Diploma qualifications adhere to the Australian Qualification Framework (AQF). They are Nationally Recognised and internationally respected qualifications, issued on behalf of the Australian Government.

REQUIREMENTS

Are there any prerequisites for the course?

Our students are required to be 18 years or older at the time of registration and demonstrate the required level of competency in English language, literacy and numeracy skills. If English isn't your first language, you may be asked to sit an LLN test to ensure you are suitable to undertake the course.

As part of your course, it is compulsory to undertake and provide third-party evidence for some assessments in an eligible industry workplace. If you are not currently in, or have not previously been in, an eligible workplace, you must source your own host workplace and undertake work that meets the requirements for the units of this course.

What IT requirements do I need to complete the course?

You will need regular access to a laptop, desktop computer or another device with an adequate and reliable internet connection, at least the equivalent of Microsoft Office or Office for Mac, with word-processing capabilities and spreadsheets and a PDF reader installed, full permissions to install and access third-party software as required. You will also need regular access to a laptop, desktop computer or device with an adequate camera to undertake video calls for assessments as required.

COURSE STRUCTURE

How is the course delivered?

The course is 100% online and self-paced, so you can study on your own terms. Make your way through the units with clear tutorials, supporting content downloads, as well as regular checkpoints to test and strengthen your learning along the way. You'll complete a combination of quizzes, written activities, and practical assessment tasks to demonstrate your skills.

What are the assessments?

There are no exams for the course. All assessments involve practical and job-ready applications based on your workplace or the case studies we provide. There are different assessment elements, including interactive simulation and role play activities. These activities are conducted with a Learning Coach and may need to be completed with others (e.g. coworkers, friends or family) in real-time through Zoom or in a pre-recorded video. Video assessments allow us to assess your interpersonal skills needed for management roles. This is an innovative method to engage with your learning by acting out crucial situations you would encounter in the workplace, in a safe environment with an industry expert. You'll be able to hone your new skills in real-time with your Learning Coach and get valuable feedback so you can confidently demonstrate your learning in the workplace.

FAQs

COURSE STRUCTURE

How long does the course take?

Our courses are completely self-paced, meaning you can study around your lifestyle. No strict deadlines, no inflexible classes to work around, no pressure to work to someone else's schedule. Depending on the time you commit and your learning style, studying part-time could see you complete the course in approximately 14 months. You'll have the freedom to study when it suits you with our generous 24-month enrolment period.

When can I start?

We have no restrictive intake periods, so you can start as soon as we've processed your course registration and official enrolment form. This is typically done in as little as two business days. We also have options to start your payment plan while delaying your course commencement date until you're ready to begin studying within three months.

What if I fall behind?

Our courses are completely self-paced, so you don't need to keep up with a class or work to strict deadlines. As a CAL student, you'll receive an individual learning plan that is tailored to your study needs, this helps create structure and set guidelines to help you stay on track to complete your studies. We cater to adult learners and understand that life can sometimes get in the way, so if you find yourself falling behind, you can speak to our Student Support who will be able to advise you of all your options, revisit your learning plan, and help you get your study back on track.

SUPPORT

What support is provided?

All support is provided by CAL, you can book in coaching calls when you need them as well as send through support requests to be answered by our Learning Coaches and Student Success Advisors. You can even get quick answers from our Live Chat with Student Support.

I work full time, can I access my coach after hours?

Our coaches work late on selected nights of every week, so we are happy to book in after-hours calls. We have students across all timezones, so our Learning Coaches are conscious of accounting for time differences.

RPL AND CREDIT TRANSFER

Does CAL offer RPL and credit transfer?

If you're a highly experienced professional and currently hold an extensive level of knowledge, competence, and ability in your field, you may be eligible for RPL (recognition of prior learning). You can RPL particular units, or a whole course. To be successful in your RPL application, you'll need to provide comprehensive evidence of prior work experience, including workplace documents and strategies you've created.

We also offer credit transfers. If you've previously completed a unit(s) within the course you wish to enrol in, you may apply for a credit transfer so you don't have to complete the unit again. You can also apply for a credit transfer for a unit that you've completed that is not listed in the course you are enrolling but is in the training package.

For more information on RPL and credit transfers, please speak to one of our learning consultants.

Why CAL?

We're committed to igniting real change by inspiring one student at a time and giving them the power to shape their own world.

The College for Adult Learning formed as a Registered Training Organisation (RTO) in 2009, founded by Helen Sabell and Rob Golding. They wanted to change the way we deliver adult education through dedication to outcomes-focused, practical training solutions with unparalleled support and flexibility.

They built the foundation for an RTO that is committed to making a difference and inspiring transformation through learning.

At CAL, we live by this in everything we do, from our unique flexible delivery to our bespoke content written in partnership with industry leaders, through to our hands-on and personalised approach to support.

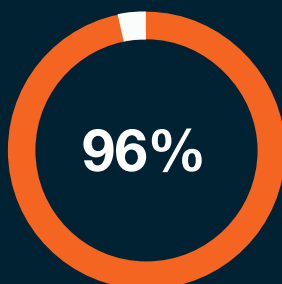


Unlimited support

Throughout your studies with CAL, you'll have constant access to learning coaches and student support – via calls live chats, emails, and support tickets.

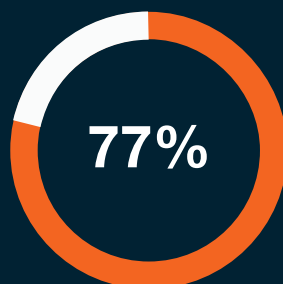
Our learning coaches are experts in their industries and will assess and support you in your course learning. They're an invaluable resource for course-specific content, bouncing ideas around, and providing practical advice. Additionally, learning coaches are available for one-on-one coaching sessions (including some after-hours slots). You can book as many coaching calls as you want!

Our support team gives you a catch-all for all support queries that aren't content-specific. They're available to chat over the phone or on live chat between 9:00 am and 6:00 pm on weekdays. Have a support question outside these hours? Just submit a support ticket and our solution-oriented team will get back to you as soon as they can.

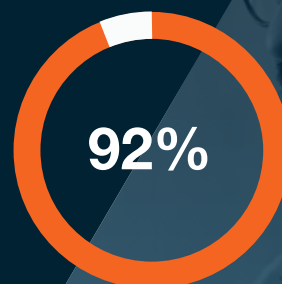


96%
of our students surveyed achieved their primary study goal

*Statistics sourced from 2020 Alumni Survey



77%
of our students surveyed achieved multiple study goals



92%
recommend CAL to people looking to progress their career



“Studying with CAL has [...] opened up doors for gaining better employment and wages for me. Struggling with surviving in my previous job, I decided to step out of the box and gain a higher qualification than I had. I applied for a new job and having started my course, this had a bearing on gaining the position I am now in.”

ROSALIND

CAL Graduate



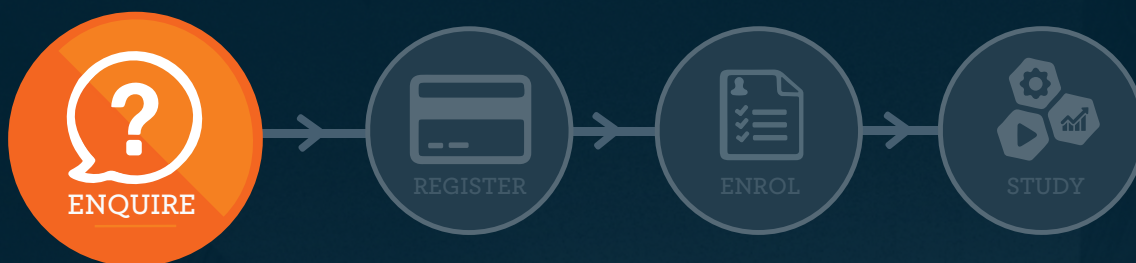
“10 years ago, I was almost unemployable, now I’m being headhunted for roles. In 10 years, I will (hopefully) be retired.”

JEREMY

CAL Graduate

Apply Now, Start Tomorrow

In just four easy steps you'll be on your way to taking your career to new heights.



Our Learning Consultants are here to help you find the right study path for your career.

Now that you've enquired, the next step is to apply to enrol.

You'll be put in contact with your own Professional Learning Consultant to guide you through the registration and enrolment process and get you started in your exciting new course with CAL.

APPLY NOW