

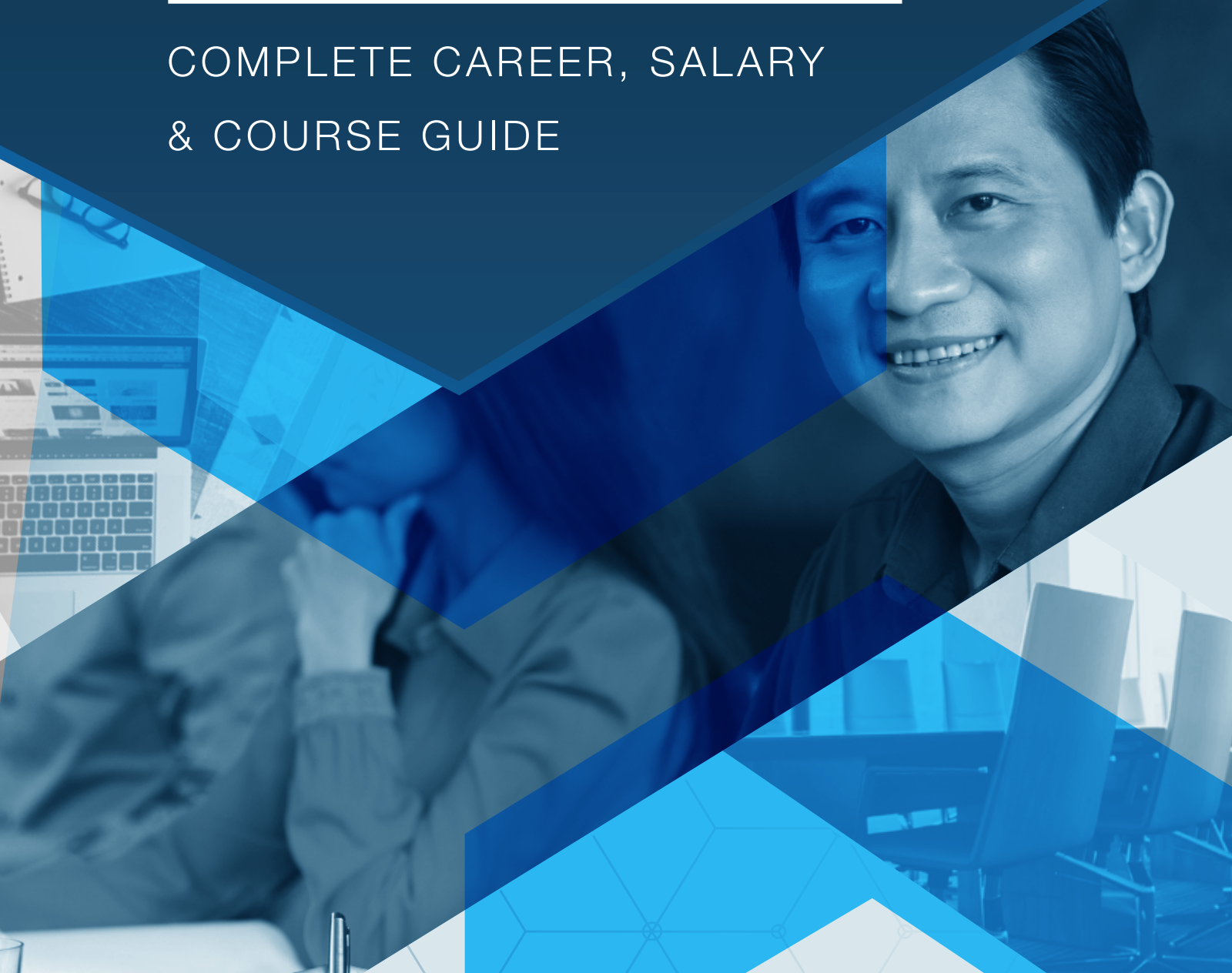


The College for  
Adult Learning

# Your Career in Records & Information Management

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COMPLETE CAREER, SALARY  
& COURSE GUIDE



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# Overview

## RECORDS & INFORMATION MANAGEMENT

Records and information management covers how information is secured and recorded - from the creation stage, to disposal, or archiving. Professionals adhere to policy requirements and create systems and workflows to ensure the best practice handling of information.

**Accurate records management has never been more important than in a Post-Pandemic world.**

The healthcare industry is one of the biggest employers of records and information management professionals due to the substantial amount of information required, and the confidential nature of the documents involved.

However, effective records and information management is vital to most industries. Even with emerging digital technologies, skilled professionals are still very much in demand to ensure compliance is maintained.



# Digital world

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We live in a highly digital world, and while the way we manage records and information has changed over the decades, skilled employees are still just as vital as ever.

Professionals must stay aware and on top of new technologies, and be open to upskilling throughout their careers to achieve long-term success.



## Hybrid and WFH

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Hybrid and work-from-home workplaces are no longer a trend but a reality that needs to be supported by access to records.

Employers highly value applicants who possess the necessary skills to manage information management platforms and implement security protocols that are practical and effective.



## Confidential information

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The management of information, especially confidential information, is highly regulated in many industries. Privacy laws, legislation, and industry-specific policies is essential knowledge for record and information management professionals.

Keeping up to date with the legal requirements for information storage is a vital part of achieving success in the industry.

# Records & Information Management

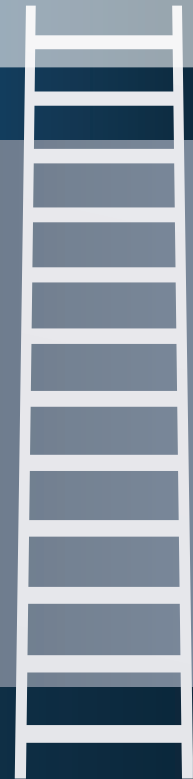
IN NUMBERS



## \$94,943

AVERAGE RECORDS  
MANAGER SALARY

INDEED



## 50%

OF RECORD AND INFORMATION  
MANAGEMENT PROFESSIONALS  
EXPECT TO ACCELERATE  
THEIR USE OF TECHNOLOGY IN  
RESPONSE TO COVID-19.

IRONMOUNTAIN



## 77%

OF BUSINESS OWNERS WANT TO BE  
ABLE TO ACCESS FILES REMOTELY.

ARMSTRONGARCHIVES





## Jobs in demand

### Library/Archival

Working in the library or archival industry is aligned with those interested in managing historical documents. Classifying and preserving information is an implicit element of roles in this area.

You could work as a **Records Officer** and earn **\$60,000\*** Source: <https://www.armstrongar->

### Health Administration

Health administration is one of the largest employers of records and information management professionals due to the volume of information that requires managing and the sensitive nature of this information.

You could work as a **Health Information Manager** and earn **\$90,000\*** a year.

### IT Management

Records and information management are at the heart of the information technology sector. Working in this industry is well suited to those who enjoy using technology and are comfortable working with organizations' IT needs.

You could work as a **Chief Information Officer** and earn **\$198,000\*** p.a.

## Education

The education industry collects and manages large amounts of information, including personal information from students, individual results and progress tracking. There are also opportunities in a range of sub-industries.

You could work as a **Records Manager** and earn **\$90,000\*** p.a.

## Government

All levels of government in Australia require records and information management. Government positions also often offer career progression opportunities.

You could work as an **Information Management Specialist** and earn **\$108,000\*** p.a.

\*Source: Seek



# Records & information management skills



## SOFT SKILLS

- ✓ Attention to detail
- ✓ Ability to learn new skills
- ✓ Problem-solving
- ✓ Critical thinking
- ✓ Communication
- ✓ Confidentiality
- ✓ Logical thinking



## TECHNICAL SKILLS

- ✓ Proficient in data management software
- ✓ Knowledge of legal requirements
- ✓ Data analysis skills
- ✓ Understanding of business specific policies

“

It costs a business \$20 to file a document, \$120 to find a lost document and \$220 to recreate a document.

”

# Post-pandemic record keeping

## THE IMPORTANCE OF ACCURATE RECORD KEEPING IN TODAY'S WORLD

Due to the ongoing impacts of the COVID-19 pandemic, the need for record and information management professionals has increased. Businesses now need to manage increased levels of information from employees, contractors and visitors.

**There is an opportunity for hybrid and remote work due to the nature of roles in this industry. Therefore your career is well protected from the impacts of COVID-19.**

Records and information management professionals must become proficient in various software and data analysis programs to keep up with change. The pandemic drove industries to adapt and change to new and exciting technology, particularly so in healthcare.

The pandemic hasn't hindered records and information opportunities however, but instead expanded on it, and highlighted the importance of adequate systems and management.

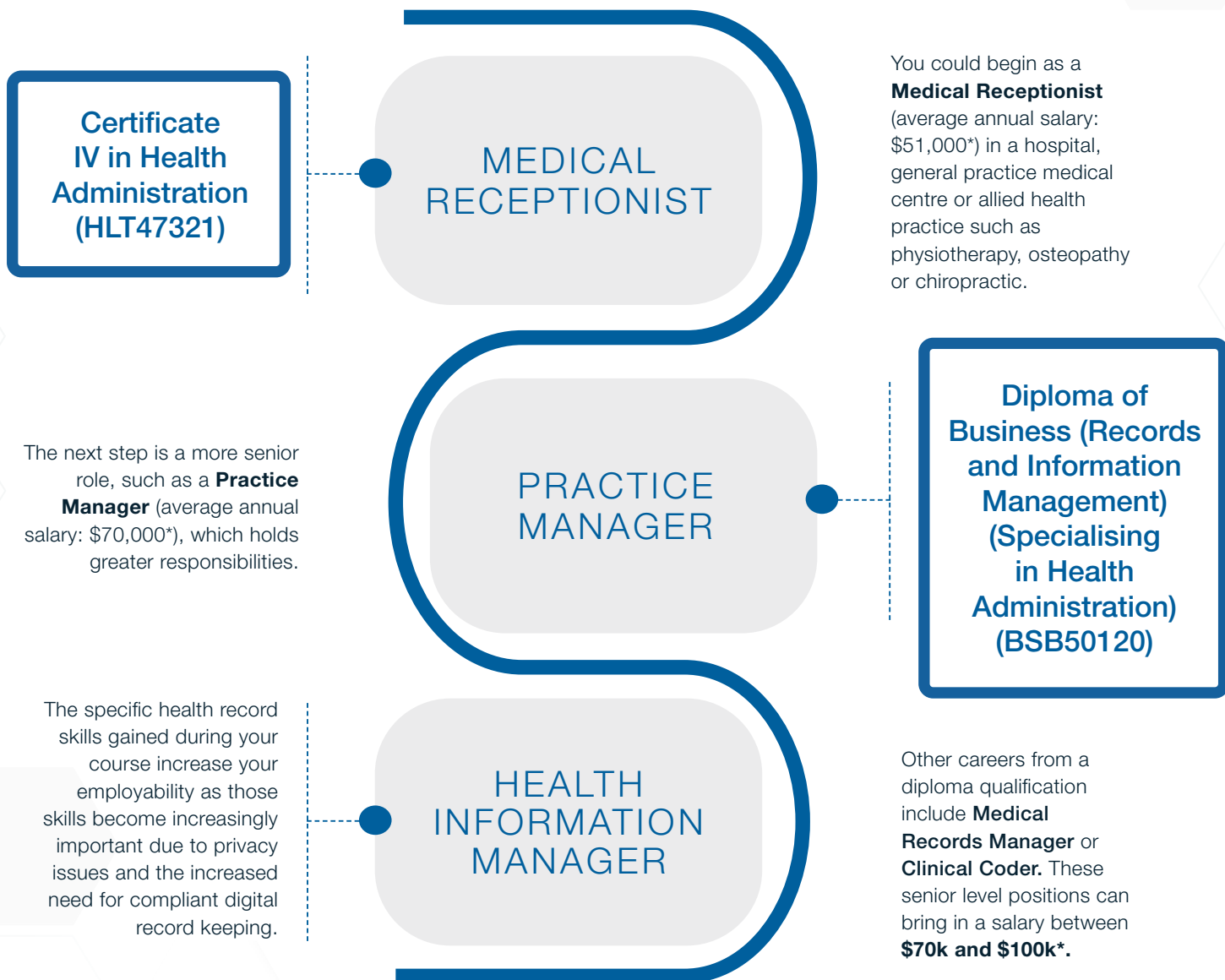
Record keeping positions in the health industry, such as medical receptionist, is projected to grow by 2% in the next 5 years.\* Medical records administrator job growth is expected to grow by 7% in the next 5 years, too. This makes it a safe career choice for those looking for long-term growth, career progression, and job security.

\*Seek

# Career opportunities in records & information management

## HEALTH SECTOR PATHWAYS

If you want to work in health administration, there are several ways to get your foot in the door.

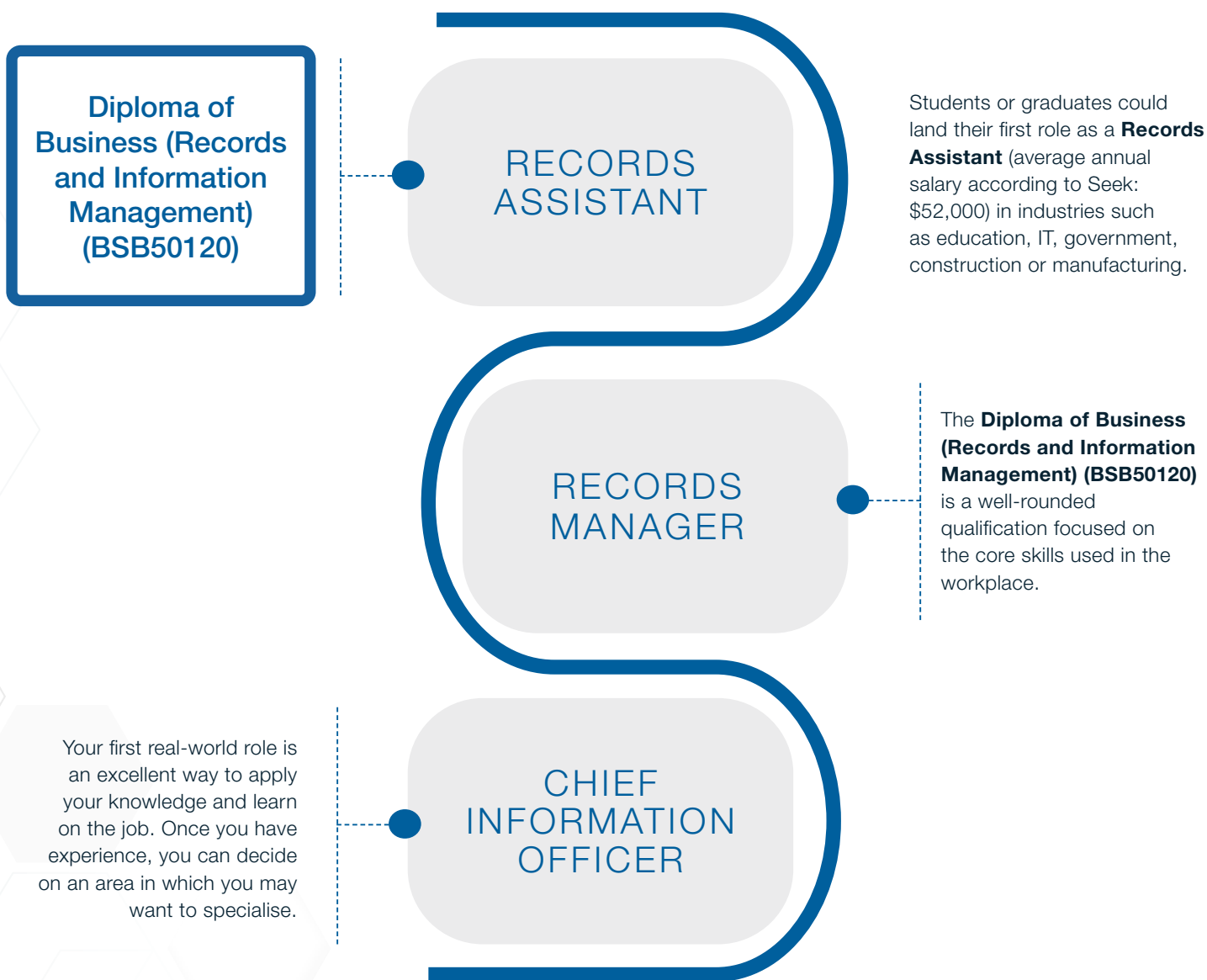


Once you have built up experience in the industry, you're well-placed to secure a role as a **Health Information Manager** (average annual salary: **\$90,000\***). You can also take these skills and qualifications and transfer through industries. \*Source: Seek.com.au

# Career opportunities in records & information management

## RECORDS PATHWAYS

For those looking for a long-term career in records and information management, beginning with a solid foundation of skills and knowledge is vital.



The great thing about a records and information management qualification is that you can apply the skills you learn to virtually any industry, even one you already work in.

# Certificate IV in Health Administration

HLT47321

CAL's Certificate IV in Health Administration (HLT47321) has been created by industry experts and is designed to give you the knowledge to begin a successful career in healthcare admin. Equipping you with the customer service skills specific to healthcare, and the legal understanding to ensure you provide the best care, you'll be prepared to become a valuable healthcare administrator in a range of allied health services.

## DESIGNED FOR

This qualification is for those ready to take the plunge into a healthcare administration profession. The Certificate IV in Health Administration (HLT47321) teaches you the first skills you need to efficiently manage the administrative duties of a healthcare practice, whilst also providing patient confidentiality and meeting work health and safety codes, making it the perfect first course to get your foot in the door.

## LEARNING OUTCOMES

- > Understanding of healthcare management practices and administrative processes
- > Know how to work with understanding and empathy when working in a healthcare administration role
- > Ensure effective day-to-day administration of healthcare practice
- > Implement customer service strategies to provide confidentiality, privacy, and security, and maintain a high level of service

## ENTRY-LEVEL QUALIFICATION

### UNITS



**A total of 15 units to complete your qualification**

### DURATION



**Generous 24-month self-paced enrollment period**

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

### CAREER OPPORTUNITIES



- Senior Medical Receptionist
- Medical Records Administrator
- Clinical Coder

### WORKPLACE REQUIREMENTS

As part of your course, it is compulsory to undertake and provide third-party evidence for some assessments in an eligible industry workplace. You will be required to have access to your own eligible workplace, or an eligible host workplace to successfully complete your qualification.

**Already have experience in the healthcare or administration industry?**

Try the:

**Diploma of Business (Records and Information Management) (Specialising in Health Administration) (BSB50120)**

*It's the next step to upskill and set yourself up for a higher managerial role.*

# Diploma of Business (Records and Information Management)

**BSB50120**

CAL's Diploma of Business (Records and Information Management) (BSB50120) is the well-rounded course you need to work in a host of industries in a records and information management role. You'll develop an understanding of how to manage information, records, and data within a business or organisation to a high level of detail.

## DESIGNED FOR

This qualification is for those ready to take the step into a records and information management position. Perfect for those already with administrative experience, the Diploma of Business (Records and Information Management) (BSB50120) will help you acquire the fundamental skills and knowledge needed to succeed in a career in a range of exciting industries.

## LEARNING OUTCOMES

- Meticulously record data relevant to business operations, ensuring accuracy and accessibility
- Ability to manage business records systems
- Skills in budgeting and financial planning of businesses
- Understanding of policies and legal documents
- Able to manage all business operations and resources

## MID-LEVEL QUALIFICATION

### UNITS



**A total of 12 units to complete your diploma**

### DURATION



**Generous 24-month self-paced enrollment period**

Part-time: approx. 14 - 16 months  
Full-time: approx. 12 months

### CAREER OPPORTUNITIES



- Health Information Manager
- Records Manager
- Information Management Specialist

### WORKPLACE REQUIREMENTS

As part of your course, it is compulsory to undertake and provide third-party evidence for some assessments in an eligible industry workplace. You will be required to have access to your own eligible workplace, or an eligible host workplace to successfully complete your qualification.

### Already know you want to work in the healthcare industry?

If you're after a specialised records and information diploma to fast-track your way into a healthcare position, the **Diploma of Business (Records and Information Management) (Specialising in Health Administration) (BSB50120)** is for you.



# Diploma of Business (Records and Information Management) (Specialising in Health Administration)

## BSB50120

The Diploma of Business (Records and Information Management) (Specialising in Health Administration) (BSB50120) is a specialised diploma created for the unique recordkeeping needs of the healthcare industry. Upon completion of this qualification, you'll be prepared to take on a range of administration and records management roles within healthcare.

### DESIGNED FOR

This qualification is perfect for workers already in a health administration or records and information role, that are ready to hone their skills and advance their career. The Diploma of Business (Records and Information Management) (Specialising in Health Administration) (BSB50120) equips you with an understanding of the various components of records management for medical admin.

### LEARNING OUTCOMES

- Confident in performing business administration tasks within a medical setting
- General business management skills including policy development and budgeting
- Manage medical records to ensure they are accurately documented
- Ability to manage health billing, accounting and records systems
- Effectively communicate and engage a range of stakeholders at all levels to achieve positive outcomes for the business

### MID-LEVEL QUALIFICATION

#### UNITS



**A total of 12 units to achieve your qualification**

#### DURATION



**Generous 24-month self-paced enrollment period**

Part-time: approx. 14 - 16 months  
Full-time: approx. 12 months

#### CAREER OPPORTUNITIES



- Senior Medical Receptionist
- Medical Records Administrator
- Medical Secretary

#### WORKPLACE REQUIREMENTS

As part of your course, it is compulsory to undertake and provide third-party evidence for some assessments in an eligible industry workplace. You will be required to have access to your own eligible workplace, or an eligible host workplace to successfully complete your qualification.

# 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 this 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 some courses, it is compulsory to undertake and provide third-party evidence for some assessments in an eligible industry workplace. Students will be required to have access to your own eligible workplace, or an eligible host workplace, to successfully complete their qualification.

### What IT requirements do I need to complete this 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.

## 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.

## 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.

### How long does the course take?

Our courses are completely self-paced, meaning you can study around your lifestyle. 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.

# Why CAL?

## UNIQUE AND FLEXIBLE LEARNING

“ We’re committed to *igniting real change* by inspiring one student at a time and giving them the power to shape their world. ”

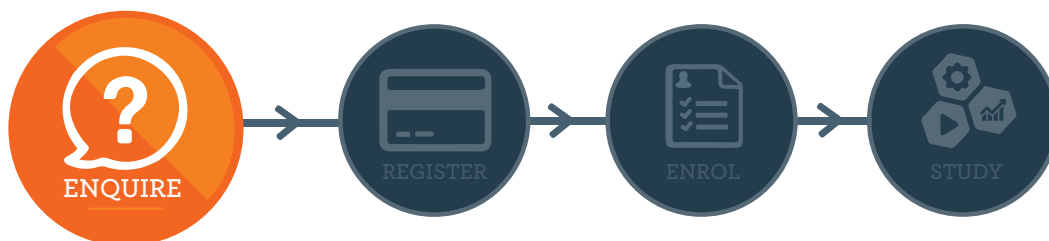
CAL was formed as a Registered Training Organisation (RTO) in 2009 by Helen Sabell and Rob Golding. They wanted to change the way we deliver adult education through dedication to outcomes-focused, practical training solutions with unparalleled support and flexibility.

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.



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



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 who will guide you through the registration and enrolment process and get you started in your exciting new course with CAL.

**Take the first step in advancing your career and apply to enrol today.**

**Apply now, start tomorrow**