



Program Guide

HLT37315 Certificate III in Health Administration



HEALTH
EDUCATION
& TRAINING

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v1.0 September 2024 by Sydney Education, Sydney Local Health District

Delivery Site Address

Sydney Education
Building 301, Entrance Gate A
Corner Balmain and Cecily Street
Rozelle, NSW 2039

Delivery Site Administration Office:

Phone: (02) 9562 5900

Email: SLHD-sydneyeducation@health.nsw.gov.au

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Introduction

NSW Health Registered Training Organisation (RTO) is registered with the Australian Skills Quality Authority to deliver Nationally Recognised Qualifications, Skill Sets, and Units of Competency. Its Registered Training Organisation Number is 90198. Sydney Local Health District (SLHD) is one of the delivery sites of the NSW Health RTO.

This qualification reflects the range of roles of Administration Officers, who apply knowledge, practical skills and experience whilst supporting nursing, medical and allied health professionals.

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

For further information, prospective students should refer to the NSW Health RTO Student Handbook, which can be found by following this link:

https://www.slhd.nsw.gov.au/services/rto/students_policies.html

Target Group

The HLT37315 Certificate III in Health Administration program is targeted at existing Administration Officers levels 2 and 3. This includes Clinical Support Officers and general Administration Officers who are working in a wide range of contexts within health. Other aspiring staff who want to move to Administration roles are encouraged to apply for this qualification.

Approvals from the workplace manager and the program coordinator are required for aspiring staff applying for this program. Successful applicants will be required to undertake additional work in the workplace to ensure they obtain the knowledge and skills required to meet the requirements of the program. Manager approvals and agreement are required to ensure these students have opportunity to practice and undertake the administration work.

Program Entry and Eligibility Requirements

To apply for this program, people need to be current staff members of Sydney Local Health District. Staff can be employed on a full-time, part-time, or casual basis.

Staff must meet the following course entry requirements:

- Ability to commit to all training days, as outlined in the program schedule.
- Ability to commit the required time to engage in independent study and assessment completion outside of the workplace.
- Ability to undertake required assessment tasks within the workplace, supported by management where appropriate.
- Complete the Expression of Interest (EOI) form, provided on enquiry, and submit it to the Program Coordinator with supporting documentation:
 - Manager's endorsement and signature.
 - Supporting documents such as completed course transcripts.
- Basic proficiency in computer use, and relevant computer programs, such as Microsoft Word and web functions.

Program Application and Selection Process

To apply for this course, applicants will be required to complete an EOI form, which requires their manager's endorsement and support. Upon receipt of the EOI and supporting documentation, applicants will be required to undertake the LLN test through the LLN Robot website, as part of the application process. This test will take one hour to complete. The Program Coordinator will provide applicants with the relevant information in relation to the LLN process. Applicants will need to use Google Chrome as the web engine.

Applicants must achieve the LLN skill level required for this program. The LLN report outlines the skill levels for each applicant and recommendations for additional support if required.

All EOIs will be assessed, including the LLN results, and a decision will be made by the Program Coordinator on the most suitable applicants. Successful applicants will be advised of acceptance into the course as soon as practicable after the EOI closing date.

Successful applicants will be required to accept the study offer within 7 business days of receipt.

Language, Literacy and Numeracy Requirements

All NSW Health RTO programs require students to meet minimum English language levels before they enrol. To get the most from the program, students should be able to read online material and textbooks, complete written assignments, and conduct research independently. Study will include online assessments, text-based discussions, and collaboration.

Programs require applicants to complete a Language, Literacy and Numeracy (LLN) assessment to determine if they have the required skills to participate in the program. Where the student is deemed not to have the required level of LLN skills, NSW Health RTO will plan a program of support to enable the student to develop the required levels of skills prior to enrolling in the program or refer the student to an external provider to develop these skills.

Enrolment Process

Successful applicants will need to complete the following NSW Health RTO enrolment requirements before program commencement:

1. Obtain a Unique Student Identifier.
2. Complete AVETMISS Data.
3. Complete RTO Participant Declaration.
4. Complete RTO Enrolment Data Collection Form.
5. Complete any other related forms specific to the program.

The delivery site administration office will contact the successful applicants with guidelines on how to complete these requirements.

Qualification Pathway

The HLT37315 Certificate III in Health Administration is a nationally recognised qualification. Once completed, students can apply for recognition and credit transfer in other relevant qualifications, including higher level VET qualifications.

Students may use this qualification as a pathway into the Certificate IV in Business (Administration) or Certificate IV in Health Administration through other providers.

Program Learning Outcomes

At the end of this program, students will have the knowledge and skills to:

- Understand and respond to instructions; to carry out tasks and communicate with a range of internal/external clients in a medical environment; as well as use appropriate medical terminology.
- Communicate effectively with clients, colleagues, management, and other industry providers.
- Work respectfully with people from diverse social and cultural groups and situations, including Aboriginal and Torres Strait Islander people.
- Participate in safe work practices to ensure their own health and safety, and that of others.
- Organise own work schedules, monitor and obtain feedback on work performance, and maintain required levels of competence.
- Identify customer needs, deliver, and monitor customer service and identify improvements in the provision of customer service.
- Support the organisation's continuous improvement systems and processes.
- Gather, organise, and apply workplace information in the context of an organisation's work processes and knowledge management systems.
- Make a pro-active and positive contribution to workplace innovation.
- Receive a request and to deliver the record or information about the record.
- Advocate for, and feel empowered about personal wellbeing in the workplace, including developing and applying knowledge of factors which may influence wellbeing.
- Apply the principles of and procedures relating to confidentiality, privacy, and security within the medical environment.

Program Content

To successfully attain this qualification, student must complete 13 units of competency that meet the packaging rules for this qualification. There are 5 core units that must be completed, and these are identified in the list below. In addition, 8 elective units (see below) must be completed.

(Electives selected are relevant to the health work environment and have all been chosen from the elective units as shown in the qualification in the Training Package www.training.gov.au.)

BSBMED301	Interpret and apply medical terminology appropriately	Core
CHCCOM005	Communicate and work in health or community services	Core
CHCDIV001	Work with diverse people	Core
HLTINF006	Apply basic principles and practices of infection prevention and control	Core
HLTWHS001	Participate in workplace health and safety	Core
BSBPEF301	Organise personal work priorities	Elective
BSBOPS304	Deliver and monitor a service to customers	Elective
BSBFLM309	Support continuous improvement systems and processes	Elective
BSBINM301	Organise workplace information	Elective
BSBINN201	Contribute to workplace innovation	Elective
BSBRKG303	Retrieve information from records	Elective
BSBPEF201	Support personal wellbeing	Elective
BSBMED305	Apply the principles of confidentiality, privacy, and security within the medical environment	Elective

If students have completed any of these units previously through NSW Health or another RTO, please contact the Program Coordinator to establish whether they are eligible to apply for credit transfer or recognition of prior learning.

Program Structure

The program is conducted over an 11-month period during which students will attend 15 mandatory, full-day training sessions. Students may also be required to attend 1 full-day consolidation workshop (Wednesday 05 November 2025), which will be determined based on their assessment progress at that time in the program. Please refer to the program schedule and timetable below for these details.

The face-to-face sessions are facilitated by RTO trainers and include presentations from industry experts. Students are required to attend all sessions outlined in the program schedule. These sessions are designed to enhance student knowledge and skills in relation to the units of competency covered in this qualification. The sessions will be conducted at either Sydney Education, 28 – 32 Mallet Street, Camperdown OR Sydney Education, Building 301, Corner of Balmain and Cecily Street, Rozelle.

Most units will be delivered individually, with two clustered units – BSBFLM309 Support continuous improvement systems and processes and BSBINN201 Contribute to workplace innovation AND BSBINM301 Organise workplace information and BSBRKG303 Retrieve information from records.

Following the completion of the face-to-face component, students are required to complete relevant assessments for each unit. The Student Assessment Workbooks will be available through the Learning Management Platform, called Moodle. Completion of these assessments' forms part of the requirements for obtaining the qualification. Much of the assessment work will be required to be completed outside of class and working hours. There are some instances where assessment will need to be conducted in the workplace, to provide evidence for, and determine competency of skills.

Delivery Mode

This qualification is delivered through a combination of face-to-face delivery and workplace learning.

The face-to-face delivery component may include:

- Classroom-based training, either in person or via Microsoft Teams.
- Simulation for parts of the UOC assessment prior to undertaking workplace observations and assessments.
- Learning through Moodle forums, chats, and self-directed online learning.
- Student support sessions, which can be provided on request when required throughout the program.

The workplace learning may include:

- Prescribed activities, which will form part of the assessments, e.g. conducting a work health and safety risk assessment, cleaning a desk space, or demonstrating correct hand hygiene in context.

Program Duration

This program is delivered over an 11-month period, commencing on in February 2025, and concluding in December of the same year. During this period students will be required to attend 15 full-day training sessions. Students may also be required to attend 1 full-day consolidation workshop (Wednesday 05 November 2025), which will be determined based on their assessment progress at that time in the program.

Students will be required to undertake workplace activities, projects, and observations, as well as all assessment activities by the specified due dates.

Program Scheduling and Timetable

Class date	Time	Educator	Unit	Location
Wednesday 12 February 2025	9:00am – 4:30pm	Rebecca Grimes	VET Program Orientation	Sydney Education, Camperdown
Wednesday 19 February 2025	9:00am – 4:30pm	Rebecca Grimes	BSBPEF301 Organise personal work priorities.	
Wednesday 12 March 2025	9:00am – 4:30pm	Rebecca Grimes	CHCCOM005 Communicate and work in health or community services.	
Wednesday 09 April 2025	9:00am – 4:30pm	Rebecca Grimes	BSBMED301 Interpret and apply medical terminology appropriately.	
Wednesday 16 April 2025	9:00am – 4:30pm	Rebecca Grimes	BSBMED301 Interpret and apply medical terminology appropriately (<i>virtual</i>).	MS Teams.
Wednesday 30 April 2025	9:00am – 4:30pm	Rebecca Grimes	BSBMED301 Interpret and apply medical terminology appropriately (<i>virtual</i>).	MS Teams.
Wednesday 07 May 2025	9:00am – 4:30pm	Rebecca Grimes Guest speaker: Maria Mappis (Privacy Contact Officer)	BSBMED301 Interpret and apply medical terminology appropriately (<i>exams</i>). AND BSBMED305 Apply the principles of confidentiality, privacy, and security within the medical environment.	Sydney Education, Concord Repatriation General Hospital
Wednesday 28 May 2025	9:00am – 4:30pm	Adolfo Beltran Hernandez	HLTWHS001 Participate in workplace health and safety.	Sydney Education, Camperdown
Wednesday 25 June 2025	9:00am – 4:30pm	Rebecca Bedford	CLUSTER: BSBINN201 Contribute to workplace innovation; BSBFLM309 Support continuous improvement systems and processes.	
Wednesday 30 July 2025	9:00am – 4:30pm	Rehana Khan	CHCDIV001 Work with diverse people.	

Wednesday 27 August 2025	9:00am – 4:30pm	Rebecca Grimes	BSBOPS304 Deliver and monitor a service to customers.	
Wednesday 24 September 2025	9:00am – 4:30pm	Rebecca Grimes Guest speaker: Nickolas Yu (Program Manager – Staff Wellness and Patient and Family Centered Care)	BSBPEF201 Support personal wellbeing in the workplace.	
Wednesday 01 October 2025	20-minute assessment via MS Teams.	Rebecca Grimes	BSBPEF201 Support personal wellbeing in the workplace. <i>(20-minute role plays; virtual).</i>	MS Teams.
Thursday 16 October 2025	9:00am – 4:30pm	Vicki Nicolaou	CLUSTER: BSBRKG303 Retrieve information from records; BSBINM301 Organise workplace information.	Sydney Education, Rozelle.
Wednesday 05 November 2025	9:00am – 4:30pm	Rebecca Grimes	Consolidation workshop*.	
Wednesday 19 November 2025	9:00am – 4:30pm	Rebecca Grimes Guest speaker: Damian Robinson (Manager, Environmental Services, RPAH).	HLTINF006 Apply basic principles and practices of infection prevention and control.	Sydney Education, Camperdown

*Attendance at the two virtual training days for BSBMED301 Interpret and apply medical terminology appropriately may not be required, depending on student’s completion of MHL modules for this unit.

**Attendance at the consolidation day is required for students who are determined to require additional support for assessment completion, pending the program end.

Training Location

The venue for training sessions will be at one of the following locations:

Sydney Education

28 – 32 Mallet Street, Camperdown, NSW 2050

OR

Sydney Education

Building 301, Entrance Gate A, Corner Balmain and Cecily Street, Rozelle, NSW 2039

OR

Sydney Education

Building 20A, Concord Repatriation General Hospital, Concord, NSW 2139

There is flexibility for training sessions to be moved to online delivery through Microsoft Teams if required.

Specific Resources

The following resources will be available through Moodle for all students to access:

- Training materials and resources
- Learner Resource Manuals
- Assessments for all UOCs

Materials and Equipment

Sydney Education will ensure that all students have access to the required physical workplace facilities and equipment, including:

- NSW Health RTO Student Handbook
- Program Guide
- Student Assessment Workbook for each UOC (NSW Health)
- Learner Resource Manual for each UOC (NSW Health)
- Facilities and equipment as listed below:
 - Training rooms
 - Access to the internet, intranet and libraries.
 - Personal protective equipment e.g., gloves, goggles, masks, hand washing solutions.
 - Any other conditions or equipment required for training and assessment.

General Resources

Students will need to source or purchase the following resources:

- Stationery items such as pens or notebooks.
- Laptop (students can also apply for a laptop through Sydney Education if they do not currently own one).

Where students do not have access to a computer outside of work, students may request a laptop by completing a Laptop Loan Application. This form will be offered to successful applicants on enrolment.

Assessment Requirements

To be awarded with the qualification, students must successfully complete all the assessment requirements for the 13 units of competency as outlined in this program guide. Each assessment task sets out the requirements to be deemed competent. Students will be provided with a Student Assessment Workbook for each unit of competency. These workbooks contain detailed information relating to the assessment requirements and outline the tasks which require completion.

The assessment plan shows the units of competency included in the qualification, as well as the required assessment tasks for each unit. If students are deemed 'not yet competent' in any of the assessment tasks, they will be provided with a further opportunity to complete the assessment, with a revised due date. If a student is not assessed as 'competent' after a third attempt, they may be required to participate in further training.

Students may choose to exit before completion of a full qualification. However, to receive a Statement of Attainment, students must complete all assessment requirements for each UOC, and be deemed 'competent' in each.

Assessment Methods

The following assessment methods have been adopted for the program:

- Written activities (exam, test, quiz, short answer questions, case study, scenario)
- Assignments and essays
- Workplace projects and activities
- Workplace evidence
- Simulated activities
- Observation (workplace and/or simulated environment observation)
- Oral exams
- Role plays
- Supervisor/manager reports

Assessment Plan

Unit	Assessment due date *All assessments are due by <u>11:00pm</u>
BSBPEF301 Organise personal work priorities.	Monday 10 March 2025
CHCCOM005 Communicate and work in health or community services.	Monday 07 April 2025
BSBMED301 Interpret and apply medical terminology appropriately (<i>online assessments</i>).	Monday 05 May 2025
BSBMED301 Interpret and apply medical terminology appropriately (<i>exams</i>).	Wednesday 07 May 2025 In class.
BSBMED305 Apply the principles of confidentiality, privacy, and security within the medical environment.	Monday 26 May 2025
HLTWHS001 Participate in workplace health and safety.	Monday 23 June 2025
CLUSTER: BSBINN201 Contribute to workplace innovation; BSBFLM309 Support continuous improvement systems and processes.	Monday 28 July 2025
CHCDIV001 Work with diverse people.	Monday 25 August 2025
BSBOPS304 Deliver and monitor a service to customers.	Monday 22 September 2025
BSBPEF201 Support personal wellbeing in the workplace (<i>role play assessment</i>).	Wednesday 01 October 2025 20-minute assessment via MS Teams.
BSBPEF201 Support personal wellbeing in the workplace (<i>all other assessments</i>).	Monday 13 October 2025
CLUSTER: BSBRKG303 Retrieve information from records; BSBINM301 Organise workplace information.	Monday 17 November 2025
HLTINF006 Apply basic principles and practices of infection prevention and control.	Monday 08 December 2025

Submission of Assessments

Students have a maximum of three (3) assessment attempts for each UOC – initial submission and two re-submissions.

If students are unable to complete the assessment tasks by the due date, they must contact the Program Coordinator, prior to the due date, to negotiate a date for submitting the work and discuss any support needs.

The Academic Progress Procedure will be triggered, and Manager will be notified if there is a failure to submit assessments on time, without prior approval.

Requesting an Extension

An extension is a request for additional time to complete course requirements including assessments, clinical placements (if appropriate) and clinical simulation, etc. To be granted an extension students must apply in writing via email to the Program Coordinator prior to the due dates (except for circumstances that prevent students from doing so). Students must include the following information in the request:

- Reasons and where possible supporting evidence for the inability to complete the program requirements within the original due dates.
- New extended due dates that will be sufficient to complete the program.

Only extenuating circumstances will be considered for extension. Students may be provided with up to three (3) extensions of time **throughout a full program**. The program coordinator will assess the request taking into consideration the implications for progression and timely completion of the program. Extensions will be granted on a case-by-case basis.

Reasonable Adjustment

Reasonable adjustment means a modification made to the learning environment, training or assessment methods used to enable students with a specific identified need, such as disability, learning difficulty, etc. to access and participate in training on the same basis as those without a disability. The adjustment must be 'reasonable' in that it must not impose unjustifiable hardship on the person or the NSW Health RTO and must not compromise the integrity of the assessment.

Examples of reasonable adjustment could include providing support to individual students, assistive technology, modifying the assessment process or the format of materials, or adjusting the physical environment.

Students need to ensure they discuss any assessment needs with the Program Coordinator prior to the assessment.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is an assessment process that allows experienced individuals to gain a qualification or Statement of Attainment by producing evidence of what they already know, can do, or have done.

Applicants interested in claiming recognition for one or more units of competence within this Program should contact the Program Coordinator to discuss eligibility and process requirements.

Credit Transfer

Credit Transfer will be granted for any qualification and/or unit of competency that students have previously attained from other RTOs, and which directly match or are deemed equivalent to unit of competencies within the program.

If the unit of competency applied for were granted some time ago, it may be necessary to show that the knowledge is still current.

To apply for credit transfer, or to find out more, contact the Program Coordinator prior to, on enrolment or during the program delivery, to discuss arrangements.

NOTE: Gap training/assessment may be required when any credit is granted for upgraded unit of competency.

Exit Pathway

Students who complete all requirements of the HLT37315 Certificate III in Health Administration will be awarded the full certificate.

Students who choose to exit before completing a full qualification will only be granted a Statement of Attainment for unit(s) of competency completed and marked competent. This is called partial completion.

A Statement of Attainment will not be issued if all requirements for at least one UOC are not met.

Withdrawal

Students who wish to withdraw, must discuss this with the Program Coordinators prior to withdrawing from the program. In exceptional cases, after discussion with the Program Coordinator, the option to defer may be granted.

Students must also complete an APPLICATION to Withdraw. The form must be signed and returned to the Program Coordinator or the Delivery Site Administration Office.

Withdrawn students may be able to enrol in subsequent program, should they become available. The reasons for the withdrawal will be considered in any decision to accept the student into a later program.

Deferral

A deferral is a request to delay the continuance of training without jeopardising the enrolment including subsidised training under Smart and Skilled. A deferral, if approved, will be allowed up to a maximum of 12 months.

Deferral will only be granted in exceptional circumstances and will only be granted where a student has shown that they have, until their request for deferral, fully committed to the program. Commitment can be shown by a history of on time assessment submission, or appropriate negotiation of extensions in a timely manner.

Deferral will not be granted for students who have participated in training and/or attended class but have not handed in any assessments. It is not granted as a mechanism for delaying Assessment submission.

NSW Health RTO cannot guarantee that the course will still be available at the delivery site when students are ready to return to their studies.

Students must return to study by the deferral end date. Failure to do so will result in the student being automatically withdrawn from the program.

To be granted a deferral students must apply in writing via email to the Program Coordinator by completing the **Application to Defer Studies**. Students must include the following information in their request:

- Reasons and where possible supporting evidence for the deferral

Academic Progress

All students enrolled in NSW Health RTO Programs are required to meet academic progress requirements as specified in the NSW Health RTO Student Handbook and any additional requirements outlined in this Program Guide.

Academic Misconduct

All NSW Health RTO staff and students are bound by the NSW Health Code of Conduct.

Academic misconduct is any action or attempted action that may result in creating an unfair academic advantage for oneself or an unfair academic advantage or disadvantage for any other member or members of the academic community. Examples include, but not limited to, cheating, collusion, plagiarism.

NSW Health RTO has no tolerance for academic misconduct. These actions are not permitted and will be penalised. Substantial misconduct will result in dismissal.

NSW Health RTO Student Handbook provide further details on Academic Misconduct. All students should become familiar with this.

Referencing Guidelines

Instructions and information on referencing guidelines will be provided by the Program Coordinator on commencement of the qualification.

Access and Equity Arrangements

The needs of students are identified upon enrolment in their chosen program of study. During training students may decide that they need additional support, or the Program Coordinator may identify that additional support is needed.

NSW Health RTO is committed to ensuring that all its students are supported to successfully complete their program.

Information on student support needs is gathered through one or more of the following methods:

- Information provided by the student on the application and/or enrolment forms.
- Completion of a formal language, literacy and numeracy skills test and assessment of the results to determine level of student and therefore suitability for program.
- Discussion with the student during their program orientation.
- Gathering information about each student's prior formal and informal learning and encouraging them to seek recognition for this through the RPL process.

NSW Government Funding Subsidy

Places in this program **may** be subsidised by the NSW Government. If a student is successful in receiving a subsidised place, students will be notified by the delivery site administration office.

Students will be provided with:

- Appropriate information about the Consent Forms and Declarations that need to be signed.
- Information about fees and refunds, and
- Any additional information.

Students will need to provide identification such as a Drivers Licence or Passport.

Smart and Skilled Student fees for Sydney Local Health District employees will be paid by Sydney Local Health District.

For more information regarding government subsidy please contact the Program Coordinator.

For further information on Smart and Skilled, refer to www.smartandskilled.nsw.gov.au

Program Fees, Refunds and Payment Options

All Smart and Skilled Funded students may be required to pay a Student Contribution Fee. Students will be informed of that fee on confirmation of their Smart and Skilled place. NSW Health may choose to pay this contribution on the student's behalf. Students will be advised of this on confirmation of their place.

Program Enquiries

Please contact the following program co-ordinator for any further information:

Sydney Education, Sydney Local Health District

Address: Building 301, Entrance Gate A, Corner Balmain and Cecily Street, Rozelle, NSW 2039

Program Coordinator

Name: Rebecca Grimes

Title: Workforce Development Consultant

Email: Rebecca.Grimes@health.nsw.gov.au

Administration

Telephone: (02) 9562 5900

Email: SLHD-sydneyleducation@health.nsw.gov.au

Training Plan

This Training Plan:

- Specifies the necessary training and assessment activities that will be provided to the student
- Must be prepared by the Program Coordinator prior to program commencement
- Must be completed in collaboration with the student enrolled in each program
- Is customised and amended to individual student needs
- Can cover a group of Enrolled Students where the training and assessment is similar, subject to individual student requirements
- Will be maintained and kept up to date by the Program Coordinators and a copy is provided to the student
- Please see the timetable in this Program Guide for the scheduled hours of delivery.

Student Personal Details (not work details) – Student to Complete this Section

Full Name			
Position			
Personal Address			
Phone	Mobile		Work
Email			
Student Declaration: I the undersigned, agree that: <ol style="list-style-type: none"> I have been given the opportunity for input into the development of this Training Plan I am aware of, and agree to, my responsibilities as outlined in this Training Plan. I will make every effort to successfully complete the training outlined in this Training Plan. I have received a Program Guide for the training I am undertaking I have received and/or have access to an electronic/online copy of this training plan I will notify the program staff with any changes to my details 			
Student Signature		Date signed	

HLT37315 Certificate III in Health Administration - Program Coordinator to Complete

Qualification Code	HLT37315		
Qualification Title	Certificate III in Health Administration		
Training Start Date	19 February 2025	Training Completion Date	31 December 2025

Delivery Site Contact Details - Program Coordinator to Complete

Program Coordinator Name	Rebecca Grimes		
Position Title	Workforce Development Consultant		
Phone:	Mobile	0477 959 607	Work
Email Address	Rebecca.Grimes@health.nsw.gov.au		
Program Coordinator Signature		Date signed	

Customisation Details – Program Coordinator to Complete with the Student

Does the Student need additional support to achieve the qualification? If yes, indicate the concern/s identified and what support and assistance will be provided?	concern/s identified:	Support and assistance:
<input type="checkbox"/> Yes <input type="checkbox"/> No		
What learning materials and resources will be provided to the Student by the RTO?		

Student Name:				Version No:	1.0	Date:		
Units of Competency				Training Details				^ Assessment Methods
Unit Code	Unit Title	* Unit Type	Δ RPL, CT	Start Date	End Date	# Delivery Modes	Name of trainer/ assessor	
BSBPEF301	Organise personal work priorities	C		19 Feb 25		4	Rebecca Grimes	WA, WP, S/MR
CHCCOM005	Communicate and work in health or community services	C		12 Mar 25		4	Rebecca Grimes	WA, CA, A, OB, WE
BSBMED301	Interpret and apply medical terminology appropriately	C		09 Apr 25		4	Rebecca Grimes	WA, CA, O (Oral Assessment)
BSBMED305	Apply the principles of confidentiality, privacy, and security within the medical environment	E		07 May 25		4	Rebecca Grimes	WA, CA, S/MR
HLTWHS001	Participate in workplace health and safety	C		28 May 25		4	Adolfo Beltran-Hernandez	WA, WE, S/MR
BSBINN201	Contribute to workplace innovation	E		25 Jun 25		4	Rebecca Bedford	WA, CA
BSBFLM309	Support continuous improvement systems and processes	E		25 Jun 25		4	Rebecca Bedford	WA, CA
CHCDIV001	Work with diverse people	C		30 Jul 25		4	Rehana Khan	WA, WP (Reflection), CA, S/MR
BSBOPS304	Deliver and monitor a service to customers	E		27 Aug 25		4	Rebecca Grimes	WA, CA, WP, S/MR
BSBPEF201	Support personal wellbeing	E		24 Sep 25		4	Rebecca Grimes	WA, CA
BSBRKG303	Retrieve information from records	E		16 Oct 25		4	Vicki Nicolaou	WA, WP
BSBINM301	Organise workplace information	E		16 Oct 25		4	Vicki Nicolaou	WA, WP
HLTINF006	Apply basic principles and practices of infection prevention and control	E		19 Nov 25	31 Dec 25	4	Rebecca Grimes Damien Robinson	WA, CA, OB

β Ensure that the Version number is changed each time the Training Plan is changed.

*Unit type	Δ Skills Recognition	# Delivery Modes	^ Assessment Methods	
C: Core E: Elective	RPL = Recognition of Prior Learning CT = Credit Transfer	1 = Face to Face 2 = Electronic/Online 3 = Workplace 4 = Blended 5 = Other, specify	A = Assignment, Essays CA = Case Study OB = Observation (Workplace and/or Simulated Environment Observation) OQ = Oral Questions RP = Role play S = Simulations (simulated activities, clinical and non-clinical simulations)	S/MR = Supervisor/Manager Reports WA = Written Activities (Exam, test, quiz, short answer questions, scenarios, etc.) WE – Workplace Evidence (samples of work, etc.) WP = Workplace projects and activities O = Other (Specify)