

HLT37315 Certificate III in Health Administration

Program Guide

Sydney Local Health District

General Staff

This training is subsidised by the NSW Government through the Smart and Skilled program

Program enquires

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Administration

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About this program

This nationally accredited qualification aims to address the current and emerging needs of the NSW Health workforce. The program is designed to support administrative and clinical support staff by formalising existing skills, enhancing administrative capabilities, and providing a pathway for career development within the health sector.

The program contributes to the development of a flexible and responsive workforce by equipping learners with the competencies required to perform effectively in a range of administrative roles across the healthcare setting. It supports individuals seeking to transition from other roles into those with administrative functions, as well as those aiming to broaden their knowledge base in preparation for future career opportunities. By fostering professional growth and formal recognition of skills, the program plays a critical role in strengthening the administrative capacity of NSW Health and ensuring the delivery of high-quality, patient-centred care.

The program has been designed in consultation with stakeholders in NSW Health and the wider community. This qualification has been contextualised to meet the needs of NSW Health. Contextualisation has been applied to both the learning and assessment resources to ensure that the content is relevant, meaningful, and reflective of the functions performed within the NSW Health system.

This approach enhances the authenticity of the training experience, supports the transfer of learning to practice and ensures that graduates are well-equipped to meet the demands of their roles within NSW Health.

Visit training.gov.au for more information about the qualification.

What you will learn

In this program, students will learn how to:

- Interpret, use and apply medical terminology in a range of health administration contexts to ensure effective communication and documentation.
- Demonstrate effective communication strategies to interact respectfully and professionally with clients, colleagues, and stakeholders in health or community service settings.
- Apply inclusive practices and cultural awareness to support respectful and effective interactions with individuals from diverse backgrounds.
- Implement standard and transmission-based precautions to maintain infection control and contribute to a safe healthcare environment.
- Identify and follow workplace health and safety procedures to contribute to a safe working environment for themselves and others.

- Contribute to the implementation and monitoring of continuous improvement initiatives to enhance workplace efficiency and service quality.
- Collect, assess and manage workplace information to support effective decision-making and administrative operations.
- Identify and suggest improvements to work practices and procedures to support innovation and positive change in the workplace.
- Locate, access and retrieve records and information in accordance with organisational policies and procedures.
- Apply strategies to maintain personal wellbeing and resilience in a health administration environment.
- Provide responsive and high-quality customer service, monitor service delivery, and address customer needs and feedback.
- Plan, prioritise, and manage personal work tasks to meet deadlines and organisational expectations.
- Uphold confidentiality, privacy, and security standards when handling sensitive medical information and records.

Qualification pathways

Graduates may consider pursuing further study to enhance their career prospects. Potential pathways may include the Certificate IV in Health Administration (HLT47321), the Certificate IV in Leadership and Management (BSB40520), and the Diploma of Practice Management (HLT57715). These qualifications provide opportunities for advancement into supervisory, team leadership, and management roles within the healthcare sector.

In addition to this program guide, students should also read the Student Handbook and NSW Health RTO's policies and procedures.

Program details

Schedule	Location	Duration	Time commitment	Target group
Full-time There is no option to study part-time	Sydney Education Mallet Street Campus Sydney Education, Rozelle Campus	12 months	Approximately 10 hours per week	Staff who are interested in formalising their skills through a qualification Staff who are interested in gaining a qualification for career progression Staff who are looking to move into the administrative space Staff who require the qualification for their role.

Training

Students will attend face to face training sessions at the Sydney Education, noting that some training sessions may be delivered virtually using Microsoft Teams.

The primary training site will be at Sydney Education, Camperdown, with some sessions held at Sydney Education, Rozelle.

Sydney Education, Level 1, 28 – 32 Mallet Street, Camperdown, NSW 2050.

Sydney Education, Building 301, Corner Cecily Street and Balmain Road, Rozelle, NSW 2039.

Students will be provided with all training and learning materials.

Clinical or work placement

There are no clinical placement requirements for this program.

Simulation

Students will have opportunities to learn and practice their skills in classroom simulated environments complementing NSW Health environments. Simulation-based training is an integral component of the program and is designed to prepare students for clinical placement by developing practical skills, critical thinking, and confidence in a safe, controlled environment.

Workplace learning

Students, supervised by their manager, will utilise their own workplace for some training and assessment activities.

Assessment

Students will be assessed through knowledge quizzes, role plays, written tasks, oral and written exams, applying knowledge to case studies and performing tasks in the work environment.

Students will be provided with all assessment materials.

Facilities and resources

Students will be provided with the following facilities and resources:

- Training rooms, student study rooms, etc.
- Access to clinical simulation centres and laboratories
- Access to managers and supervisors to provide opportunities for skill and knowledge development and application
- Computers and up to date software
- Printers and photocopiers
- Access to the internet and libraries e.g. CIAP resources
- Kitchen
- Availability of culturally safe spaces, designed in consultation with Aboriginal and Torres Strait Islander staff and community members to promote inclusivity and cultural responsiveness
- Access to the external grounds, offering tranquil, natural surroundings that promote student wellbeing
- Building access

Program fees

Places in this program are subsidised by the NSW Government under the Smart and Skilled program. Students eligible for Smart and Skilled funding, will be contacted in advance as asked to complete the relevant paperwork.

Refer to www.smartandskilled.nsw.gov.au for more information.

For those not eligible for Smart and Skilled funding, there are no fees for this program.

Costs

Students will need a laptop to engage in learning and assessment content. If students do not have one, they can apply for a loan laptop through the Laptop Loan Program at Sydney Education.

Eligibility

To be eligible for this program, students must:

- Be an Australian citizen or permanent resident
- Be a current employee of Sydney Local Health District (full-time, part-time or casual)
- Not be currently enrolled in another qualification program elsewhere
- Submission of a completed Expression of Interest (EOI) form to the Program Coordinator. This form must be accompanied by supporting documentation, including:
 - A signed endorsement from the applicant's direct manager, confirming support for their participation in the program.
 - Copies of any relevant academic transcripts or certificates that may support the application.
 - A current position description.
- Have sufficient language, learning and numeracy (LLN) skills and consent to undertake a Literacy and Numeracy Skills pre-test prior to enrolment
- Have sufficient digital literacy skills to be able to log onto a computer, access various applications, upload and download documents into these applications, type answers into fields, communicate with other students through accessing discussion forums and being able to log into and participate in online sessions through applications such as Microsoft Teams.
- Be able to complete the AVETMISS requirements and provide the personal information this requires
- Consent to provide personal information to the NSW Health RTO and for the RTO to provide students' personal details to other State and Commonwealth Government Departments are required by law
- Obtain and provide a Unique Student Identifier in the legal name
- Be willing to commit to training and all program components consisting of attendance and participation, training and assessment activities, academic progress expectations, simulation and workplace learning.
- Willingness and ability to engage in independent study and complete assessment tasks outside of rostered work hours.

Workplace learning

To be eligible for workplace learning, students must:

- Have manager approval and commitment
- Access to access to workplace colleagues
- Access to workplace documentation

Units of competency

Students will study the following units of competency:

UOC Code and Title	Core/ Elective (group)/ imported
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
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	Imported Elective
BSBOPS304 Deliver and monitor a service to customers	Imported Elective
BSBPEF301 Organise personal work priorities	Imported Elective
BSBMED305 Apply the principles of confidentiality, privacy and security within the medical environment	Imported Elective

Visit training.gov.au for more information about each of these units.

Student support

Students have access to the following support options.

- One on one support from our trainers/assessors
- Study groups where students can work with their fellow students
- Online forums
- Referral to relevant external services e.g. specialist sources of support for English language development
- Specialist support services for students with a disability as indicated under reasonable adjustment
- Career guidance
- Employee assistance program that provides personal counselling
- Library services
- Online wellness resources
- Language Learning and Numeracy support
- Digital literacy support
- Pastoral care
- Strategies for cultural safety, diversity and inclusion

Students should discuss any individualised support needs during the enrolment process. Specialist support may have a cost associated with it.

Reasonable adjustment

Students requiring any reasonable adjustment should discuss this with the Program Coordinator prior to enrolment. See the Reasonable adjustment policy for more information.

Credit Transfer and Recognition of Prior Learning

Students are invited to apply for Credit Transfer and Recognition of Prior Learning (RPL) as early as the enrolment process.

Expectations of students

Students are expected to:

- Treat RTO staff members and fellow students with respect
- Attend and participate in all training sessions
- Meet academic progress requirements
- Maintain academic integrity through behaving in an honest, respectful and fair manner which includes only use generative artificial intelligence when allowed in writing by the RTO
- Submit assessments on time
- Abide by the NSW Health Code of Conduct
- Abide by the NSW Health RTO policies and procedures

Refer to Student Handbook for more information about the expectations of students.

Program changes

In the rare case that program changes are required, the RTO will inform students as soon as possible and give students clear information about what they may be required to do.

Withdrawal and deferral

Students who wish to withdraw or defer, must discuss this with the Program Coordinator prior to withdrawing from the program.

Complaints and appeals

Students are entitled to lodge a complaint or appeal at any time.

NSW Health

Registered Training Organisation

St Leonards NSW

E: hsnsw-rto@health.nsw.gov.au

W: heti.nsw.gov.au/nswhealthrto
