

PERSONAL LEARNING REQUIREMENTS

BSB30120 Certificate III in Business (Medical Administration)

The skills and abilities required to study in this course and start working in the industry include:

Communication Skills

- Ability to develop and maintain relationships with all stakeholders (e.g. build trust and rapport)
- Ability to express ideas and communicate concisely and clearly to colleagues and clients
- Ability to receive, reflect and act on constructive feedback
- Communicate in a professional manner (e.g. using appropriate language and respect, demonstrating empathy, as well as sensitivity to individual and/or cultural differences)
- Demonstrate accurate and clear written communication (e.g. reports, other written work to meet professional standards)
- Respond to communication in a time efficient, accurate and appropriate manner (e.g. verbal instructions or emails)
- Undertake appropriate and effective communication with team members
- Use effective questioning techniques (e.g. understand customer needs / job requirements)
- Use language and structure appropriate to context and audience

Physical Skills

- Capacity to use computers/smart devices
- Tolerance for working indoors and sitting for long periods of time

Cognitive Skills

- Ability to organise and manage own workload (e.g. planning and prioritising tasks, time management)
- Ability to perform basic mathematical skills (e.g. as expected in an administrative capacity such as ordering office supplies or maintaining spreadsheets)
- Ability to plan, organise and manage multi-step tasks (e.g. planning and organising meetings and events)
- Ability to understand and follow instructions
- Accept responsibility for accurate completion of work and seek help when required
- Be responsible for self and others' health and safety
- Engages in continuous learning opportunities (e.g. willing to learn new products or services or other industry related skills and knowledge)
- Read, understand and interpret written materials (e.g. workplace documents, procedures, industry related terminology, symbols, abbreviations)
- Research skills, with the ability to interpret information and apply to industry requirements
- Understand and follow policies and procedures (e.g. legal compliance, work instructions, health & safety)

Behavioural & Social Skills

- Ability to work as part of a team and/or independently
- Dependable and professional (e.g. reliable, responsible, punctual, professional approach and personal presentation, fulfilling obligations, maintaining confidentiality)
- Good time management (e.g. able to work accurately within time constraints)
- Initiative (e.g. willingness to take on responsibilities and challenges)

- Integrity (e.g. honest and ethical)
- Interpersonal skills (e.g. customer services skills, putting clients at ease, the ability to contribute and work as a member of a team)
- Willingness to care/work with people regardless of social and cultural backgrounds, or gender, age, culture, sexuality or religion

Technical Skills

- Operational knowledge of computers/smart devices, including capacity to use industry specific software
- Use information technology to support communication (e.g. computers for reports, email)

Digital Skills

- Able to log on with a username and password
- Able to complete a basic internet search to find specific information, e.g. Today's temperature
- Able to turn a computer on and off again
- Able to create a new folder for student files
- Able to use a drop down menu to select an option on digital form, e.g. state or territory
- Able to save a file
- Able to use a computer mouse with increasing accuracy and right clicks to locate menu
- Can distinguish 'Reply' from 'Reply all' in emails
- Recognises a range of software icons on desktop

Industry Legislation or Licencing

- Ability to further develop knowledge of and ability to apply current relevant legislation, regulations and codes of practice will be required to work in this industry

Before you Enrol

Please review the requirements listed in this document and think about if you might experience challenges in meeting them related to your disability, health condition, learning support assistance or for any other reason. You should discuss your concerns with us before enrolling in your course and can start the conversation by contacting our Customer Service team at:

Phone: 03 5225 0500

Email: courinfo@gordontafe.edu.au

You can also contact any of our support services:

- Disability Support Team: <https://www.thegordon.edu.au/future-students/student-services/disability-support>
- Learning Support Services: <https://www.thegordon.edu.au/quick-links/gordon-students/learning-support>
- Career Counselling: <https://www.thegordon.edu.au/future-students/student-services/career-services>
- Contact the Geelong or Werribee Skills and Jobs Centre here: <https://www.thegordon.edu.au/skills-and-jobs-centre/about-us>

You can view all courses offered at The Gordon courses here: <https://www.thegordon.edu.au/courses/all-courses>