



SKILLSIQ

CAPABLE PEOPLE MAKE CLEVER BUSINESS

**Draft 2 – Certificate IV in
Health Administration
Validation Guide
July 2021**

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Introduction

SkillsIQ is a not-for-profit Skills Service Organisation (SSO) supporting industry in developing standards to equip the 'people-facing' workforce with the right skills for jobs now and into the future. SkillsIQ is funded by the Department of Education, Skills and Employment to support the Industry Reference Committees (IRCs) responsible for the development and maintenance of Training Packages in the following sectors:

- Community Services
- Health
- Local Government
- Public Sector
- Floristry
- Hairdressing and Beauty Services
- Funeral Services
- Retail Services
- Sport, Fitness and Recreation
- Tourism, Travel and Hospitality.

Project Background

The 2018 Technicians Support Services Industry Skills Forecast (ISF) identified that the *HLT47315 Certificate IV in Health Administration* Qualification and four associated Units of Competency needed to be updated due to the changing requirements of administrative job roles in the health sector.

The following key areas have been considered during the Training Package development process:

- The 2018 ISF made reference to the 2016 *National Strategic Framework for Rural and Remote Health* document, providing evidence that the health services sector was experiencing significant workforce shortages in non-clinical areas such as management, finance and health information, and it was deemed critical to support and train the non-clinical workforce.
- One of the objectives of this document highlighted the need to 'build a health workforce that meets the needs of local communities'.
- Three key strategies listed in the framework relating to the health administration sector included the need to identify opportunities for new or expanded roles; to vary the skills mix of multi-disciplinary team members to enhance services; and to introduce new professional and semi-professional roles, such as vocationally and tertiary-trained assistants, transport providers and coordinators, and Telehealth/e-Health coordinators.
- The importance of the working relationship between individuals in health administration job roles with the scope of practice of a wide range of other health care workers, including remote health workers, nurses, allied health workers, midwives, Aboriginal and Torres Strait Islander health workers and vocationally trained workers, has been recognised in the development of these new Training Package Products.
- To ensure that industry's needs for rural, remote and cross-disciplinary roles can continue to be met, job roles within the scope of this Qualification have been identified in order to fill gaps in regional and remote areas where there is reduced access to doctors and nurses.

Industry Reference Committee (IRC)

The Technicians Support Services IRC, made up of stakeholders and subject matter experts from across Australia, commenced work on this project to inform the update of the Certificate IV in Health Administration Qualification and four Administration Units of Competency that were released for Draft 1 public consultation in April 2021.

This paper summarises the feedback received during Draft 1 public consultation and highlights key changes to the Qualification and Units which have been reflected in Draft 2.

Draft 1

National consultation on Draft 1 was open from 21 April 2021 to 19 May 2021. It was promoted via SkillsIQ's networks and stakeholders as well as via the Technicians Support Services IRC members' networks.

Draft 1 of the Qualification and four Units of Competency was published and made available via [SkillsIQ's Online Feedback Forum](#). A Consultation Guide was also included on the Feedback Forum for individuals to download and review. Overall, the Feedback Forum page received 294 unique views during this first consultation period.

In addition to collecting feedback via the Feedback Forum, consultation activities included four webinars held during April and May 2021.

On completion, IRC members met to analyse and discuss feedback received on Draft 1 and determined actions for the development of Draft 2.

Draft 2 Validation and Timelines

Feedback reviewed during the Draft 1 consultation period has informed the development of Draft 2. Validation of Draft 2 allows stakeholders to review changes made to the Draft 1 components and confirm that the resultant Training Package Products meet their needs. It provides an opportunity for final input prior to submission for endorsement.

National validation of Draft 2 will be open from **Wednesday, 07 July 2021 and close at 5.00pm on Wednesday, 21 July 2021**. During this period input will be sought on the following:

- One Qualification
- Four Units of Competency.

Following the close of validation, feedback will be collated and evaluated by the IRC. This feedback will inform the development of the Final Draft for submission.

Webinars

SkillsIQ will host a series of webinars to seek stakeholder input. To register your interest in attending a webinar, please click on one of the links below.

Webinar 1: Monday, 12 July – 2.00pm–3.00pm (AEST)

[Health Administration Draft 2 Validation - Webinar 1](#)

Webinar 2: Wednesday, 14 July - 11.30am–12.30pm (AEST)

[Health Administration Draft 2 Validation - Webinar 2](#)

Webinar 3: Monday, 19 July - 3.00pm–4.00pm (AEST)

[Health Administration Draft 2 Validation - Webinar 3.](#)

Online Feedback Forum

Feedback can be provided online via the SkillsIQ Online Feedback Forum. The Feedback Forum is a tool designed to capture stakeholder feedback on draft Training Package Products. It also provides an opportunity for stakeholders to view feedback left by others.

To access the Feedback Forum, please [click here](#).

For information on how to use the Feedback Forum, please [click here](#).

About this Validation Guide

This Guide, which should be read in conjunction with the Draft 2 Training Package Products, provides:

- a summary of the proposed changes from Draft 1 to Draft 2
- the draft Qualification
- a list of Draft 2 Units of Competency and associated Prerequisites
- mapping of Draft 2 Units to existing HLT versions
- an explanation of the contents of the Units of Competency and Assessment Requirements found in **Appendix A**.

This Guide does not include Draft 2 Training Package components. These can be accessed via the Feedback Forum link above.

Contact Details

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Summary of Changes - Draft 1 to Draft 2

General Issues

A number of general issues were raised in stakeholders' comments, and a diverse range of viewpoints was expressed.

The following table outlines the main points raised in Draft 1 consultation and the ways in which they have been addressed.

Component/s	Changes to Draft 2
Qualification	
<i>HLT47321 Certificate IV in Health Administration</i>	
Qualification Description	The Qualification Description has been updated to clarify the job role level.
Packaging Rules	Packaging Rules for Draft 2 have been updated to provide flexibility in the choice of electives.
Core Units	<p>The Unit <i>CHCLEG001 Work legally and ethically</i> has been added to the core.</p> <p>The Unit <i>BSBMED401 Manage patient record keeping system</i> has been moved to the elective list.</p> <p>There has been no change to the total number of core units.</p>
Elective Units	<p>The following Units of Competency have been added to the elective list:</p> <p><i>BSBPEF402 Develop personal work priorities</i></p> <p><i>BSBSUS411 Implement and monitor environmentally sustainable work practices</i></p> <p><i>HLTCCD001 Apply an understanding of the health care system to clinical coding practice</i></p> <p><i>HLTCCD002 Interpret and navigate health care records</i></p> <p><i>HLTINF001 Comply with infection prevention and control policies and procedures.</i></p>
Units of Competency	
General	
Terminology	Current industry terminology has been revised throughout all the Units of Competency, for consistency.
Additional Changes to Specific Units	All Unit Codes have been updated.

Units of Competency

More detail can be found in the Mapping section below.

Titles	No change to the Titles
Application Statements	<ul style="list-style-type: none"> • HLTADM008 Administer and coordinate Telehealth services <ul style="list-style-type: none"> ○ Application statement updated.
Prerequisites	No Prerequisites have been included
Elements and Performance Criteria (PCs)	<p>Elements and Performance Criteria for all the Units have been refined to incorporate better technical language.</p> <p>The following Units have been updated with either additional or fewer Elements and Performance Criteria:</p> <ul style="list-style-type: none"> • HLTADM008 Administer and coordinate Telehealth services <ul style="list-style-type: none"> ○ PC 2.2 updated to include 'accreditation standards' ○ PC 3.2, 4.1 and 5.2 updated for clarity • HLTADM009 Manage Telehealth technology <ul style="list-style-type: none"> ○ PC 4.2 updated for clarity ○ PC 4.3 has been deleted • HLTADM010 Facilitate a coordinated approach to client care <ul style="list-style-type: none"> ○ PC 3.2 updated for clarity • HLTADM011 Manage health billing and accounting system <ul style="list-style-type: none"> ○ Element 2, PC 2.1, 2.3 and 2.4 have been updated for clarity. ○ PC 2.2 has been deleted ○ A new PC has been added to include content on 'documenting adjustments and reporting to the supervisor'.
Foundation Skills	No changes
Performance Evidence	<p>Performance Evidence tasks for the following Units have been reworded to provide clarity on the requirements and to ensure Assessment provides more reliable outcomes.</p> <ul style="list-style-type: none"> • HLTADM008 Administer and coordinate Telehealth services <ul style="list-style-type: none"> ○ Performance Evidence (bullet point 3) has been updated to include the following content for clarity: 'Contribute to evaluation of at least one Telehealth service in at least one organisation'

	<ul style="list-style-type: none"> • HLTADM011 Manage health billing and accounting system <ul style="list-style-type: none"> ○ Performance Evidence task has been updated to clarify the number of billing cycles.
Knowledge Evidence	<p>The content of the Knowledge Evidence has been refined to incorporate better technical language and to ensure assessment provides more efficient outcomes.</p> <ul style="list-style-type: none"> • HLTADM008 Administer and coordinate Telehealth services <ul style="list-style-type: none"> ○ Content on 'Telehealth evaluation methods and tools' has been added • HLTADM009 Manage Telehealth technology <ul style="list-style-type: none"> ○ Bullet point 6.1 has been revised to include 'understanding of backups'.
Assessment Conditions	No changes

Questions for Consideration

The following series of questions has been developed to guide feedback for Draft 2 of the Health Administration Training Package Products.

Suite of Units of Competency

- Are the Packaging Rules for the core composition of Units attainable at a Certificate IV level?
- Are all draft Units required? Should any be deleted?
- Are there any essential Prerequisites that should be nominated?
- Are there any additional Units of Competency required?

Titles and Application Statements - Units of Competency

- Does the Title reflect the skill being described? Could any Title be changed to better indicate what the Unit covers?
- Does the Application Statement provide a clear and accurate description of the skill being described?

Elements and Performance Criteria

- Do the Elements and Performance Criteria accurately describe what people do in Health Administration job roles? If not, what could be added?
- Do the Performance Criteria adequately describe the level of proficiency?

Performance Evidence

- Would the Performance Evidence prove that a person is competent in all the Unit outcomes, including Performance Criteria, Foundation Skills and Knowledge?
- Is the suggested volume (sufficiency) of evidence appropriate? Too little, too much?
- Are the statements clear? Would assessors understand exactly what they must do?

Knowledge Evidence

- What is the essential knowledge required of an individual in order to perform the tasks described in the Performance Criteria? Is the Knowledge Evidence requirement specific enough?
- Is there anything which should be added or deleted?
- What is the breadth and depth of knowledge required? Is this described well enough to assist assessors in understanding the scope?

Assessment Conditions

- Are the nominated environments appropriate?
- Are the statements clear? Would assessors understand what they must provide for assessment?

Draft 2 Qualification and Units of Competency

Qualification

Previous Qualification Code and Title	New Qualification Code and Title	Comment in Relation to Qualification E = Equivalent N = Not Equivalent
<i>HLT47315 Certificate IV in Health Administration</i>	<i>HLT47321 Certificate IV in Health Administration</i>	N Packaging Rules changed Core Units changed Elective list updated Qualification and Unit codes updated.

Units of Competency

Previous Unit Code and Title	New Unit Code and Title	Comment in Relation to Unit E = Equivalent N = Not Equivalent
<i>HLTADM001 Administer and coordinate Telehealth services</i>	<i>HLTADM008 Administer and coordinate Telehealth services</i>	E Minor changes to Application statement, Elements, Performance Criteria, Performance Evidence and Knowledge Evidence. Unit Code updated.
<i>HLTADM002 Manage Telehealth technology</i>	<i>HLTADM009 Manage Telehealth technology</i>	E Minor changes to Performance Criteria and Knowledge Evidence. Unit Code updated.
<i>HLTADM003 Facilitate a coordinated approach to client care</i>	<i>HLTADM010 Facilitate a coordinated approach to client care</i>	E Minor changes to Performance Criteria. Unit Code updated.
<i>HLTADM004 Manage health billing and accounting system</i>	<i>HLTADM011 Manage health billing and accounting system.</i>	N Changes to Element, Performance Criteria, Performance Evidence.

Previous Unit Code and Title	New Unit Code and Title	Comment in Relation to Unit E = Equivalent N = Not Equivalent
		Unit Code updated.



Mapping of Draft 2 Units to Existing HLT Versions

Determination of Equivalence

A Unit is mapped as Equivalent (E) when it provides the same skill and knowledge outcomes, as follows:

- Elements and Performance Criteria are the same, but are re-ordered and or expressed differently for clarity
- Knowledge Requirements are the same but are expressed differently for clarity.

A Unit is mapped as Not Equivalent (N) when it provides different skill and knowledge outcomes, as follows:

- Elements and/or Performance Criteria have been added or removed
- Knowledge Requirements have been added or removed.

Substantial changes have been made to the seven Units which have been mapped as **Not Equivalent**. This is a consequence of changes made in response to significant concerns relating to the content of existing Units.

HLT Unit Code	HLT Unit Title	HLT Draft 2 Unit Code	HLT Draft 2 Unit Title	Draft 2 Comments	E/N
HLTADM001	<i>Administer and coordinate Telehealth services</i>	HLTADM008	<i>Administer and coordinate Telehealth services</i>	<ul style="list-style-type: none"> • Unit Code updated • Application Statement updated. Elements and Performance Criteria <ul style="list-style-type: none"> • PC 2.2 updated to include 'accreditation standards' • PC 3.2, 4.1 and 5.2 updated for clarity. Performance Evidence <ul style="list-style-type: none"> • Performance Evidence bullet point 3 has been updated to include the following content for clarity: 'Contribute to evaluation of at least one Telehealth service in at least one organisation'. Knowledge Evidence <ul style="list-style-type: none"> • Content on 'Telehealth evaluation methods and tools' has been added. 	E
HLTADM002	<i>Manage Telehealth technology</i>	HLTADM009	<i>Manage Telehealth technology</i>	<ul style="list-style-type: none"> • Unit Code updated Elements and Performance Criteria	E

HLT Unit Code	HLT Unit Title	HLT Draft 2 Unit Code	HLT Draft 2 Unit Title	Draft 2 Comments	E/N
				<ul style="list-style-type: none"> PC 4.2 updated for clarity PC 4.3 has been deleted Knowledge Evidence <ul style="list-style-type: none"> Bullet point 6.1 revised to include 'understanding of backups'. 	
HLTADM003	<i>Facilitate a coordinated approach to client care</i>	HLTADM010	<i>Facilitate a coordinated approach to client care</i>	<ul style="list-style-type: none"> Unit code updated Elements and Performance Criteria <ul style="list-style-type: none"> PC 3.2 updated for clarity. 	E
HLTADM004	<i>Manage health billing and accounting system</i>	HLTADM011	<i>Manage health billing and accounting system.</i>	<ul style="list-style-type: none"> Unit Code updated Elements and Performance Criteria <ul style="list-style-type: none"> Element 2, PC 2.1, 2.3 and 2.4 have been updated for clarity PC 2.2 has been deleted A new PC has been added to include content on 'documenting adjustments and reporting to the supervisor' Performance Evidence <ul style="list-style-type: none"> Performance Evidence task has been updated to clarify the number of billing cycles. 	N

Appendix A: Training Package Unit of Competency Terminology Guide

Units of Competency specify the skills and knowledge a learner needs in order to complete a work task. Each Unit of Competency has associated Assessment Requirements, which detail what a learner must know and demonstrate in order to be deemed competent, along with any special conditions which apply to the assessment of competency.

UNIT CODE	Unique Code which identifies the Unit of Competency
UNIT TITLE	The Unit Title is a brief statement of the outcome of the Unit of Competency, i.e. what the task is that learners will be able to complete once they are deemed competent
APPLICATION	<p>The Application summarises:</p> <ul style="list-style-type: none"> • the content of the Unit of Competency and the skill area it addresses • any relationship with other Units of Competency • any licensing requirements or relevant legislation <p>and elaborates the Unit of Competency's scope, purpose and operation in different contexts - for example, by showing how it applies in the workplace.</p>
PREREQUISITE UNIT	Prerequisites are other Units of Competency or in some cases licences, etc., that a learner must complete before undertaking this Unit of Competency. This may be in order to provide underpinning skills or knowledge that is essential for a learner to undertake this Unit.
ELEMENTS	The Elements are the basic themes of the Unit of Competency. They describe the significant functions that form part of the work task that the Unit of Competency covers.
PERFORMANCE CRITERIA	The Performance Criteria specify the required steps that enable the learner to undertake the work task.
Assessment Requirements	
PERFORMANCE EVIDENCE	Identifies what a learner must demonstrate in order to be deemed competent at the work task.
KNOWLEDGE EVIDENCE	Identifies what a learner needs to know to perform the work task effectively.

ASSESSMENT CONDITIONS	<p>Assessment Conditions provide the context for the Unit of Competency, describing essential operating conditions that must be present for assessment, depending on the work situation, needs of the candidate, accessibility of the items required, and local industry and regional contexts.</p> <p>They may specify any of the following:</p> <ul style="list-style-type: none">• The conditions under which competency must be assessed, including variables such as the assessment environment or necessary equipment or tools• Whether or not the Unit must be assessed in the workplace or may also be assessed via simulation• Resource implications, for example access to particular equipment, infrastructure or situations• Any required characteristics of the assessor, e.g. whether the assessor must hold a higher Qualification in that field, etc.
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