SKILLSIQ

CAPABLE PEOPLE MAKE CLEVER BUSINESS

Draft 1 – Certificate IV in Health Administration

Consultation Guide

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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.

IRCs drive the process of Training Package development and are made up of people with experience, skills and knowledge of their particular industry sectors. IRCs are responsible for the provision of strategic input and advice that represent the needs of their workforce, and for ensuring Training Package Products reflect those needs.

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 2018 ISF made reference to the 2016 *National Strategic Framework for Rural and Remote Health*[1] document, providing evidence that the health services sector was experiencing significant workforce shortages in non-clinical areas, such as management, finance and health information. It was deemed to be critical that support and training for non-clinical workers be provided, and also that smaller health and hospital networks share their administrative, financial and health information, infrastructure and staff, in order to minimise the impact of these shortages.

One of the objectives of the *National Strategic Framework for Rural and Remote Health*[2] is to 'build a health workforce that meets the needs of local communities'. Three key strategies listed in the framework that relate to the health administration sector are 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. It is also important to consider the working relationship of health administration job roles with the scope of practice of a wide

[1] Retrieved from: https://www1.health.gov.au/internet/main/publishing.nsf/Content/national-strategic-framework-rural-remote-health
[2] Retrieved from: https://www.health.gov.au/resources/publications/national-strategic-framework-for-rural-and-remote-health

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. Regional and rural areas continue to be identified as areas for which multi-disciplinary trained staff are crucial.

The *Certificate IV in Health Administration* Qualification reflects the role of health workers who provide administrative functions in senior operational or team-leading roles in the health care industry. To address the workforce needs outlined above, an update of the *HLT47315 Certificate IV in Health Administration* and four Units of Competency was proposed to ensure that industry's needs for rural, remote and cross-disciplinary roles could continue to be met. Job roles within the scope of this Qualification were identified to fill gaps in regional and remote areas where there is reduced access to doctors and nurses.

Technicians Support Services Industry Reference Committee

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. The IRC have provided:

- specialist guidance at the national level to ensure Training Package Products are flexible and responsive to changing needs and practices
- advice and strategic direction in relation to stakeholder feedback and issues relevant to their sector
- views and feedback on behalf of the sector/organisations they represent
- facilitation of communication and consultation with others, including other members of their organisations, association members and other networks.

The proposed development will ensure that individuals who work in senior operational or team-leading roles in the health industry have access to the appropriate skills and knowledge to meet the current and future needs of the Australian health care system, especially in regional and remote areas where there is limited access to doctors or nurses.

Update of an Existing Qualification

- The existing Qualification, the *Certificate IV in Health Administration*, has been updated to include the following ten core Units of Competency:
    - *BSBMED305 Apply the principles of confidentiality, privacy and security within the medical environment*
    - *BSBMED401 Manage patient record-keeping system*
    - *CHCCOM005 Communicate and work in health or community services*
    - *CHCCCS020 Respond effectively to behaviours of concern*
    - *CHCDIV001 Work with diverse people*
    - *HLTADM010 Facilitate a coordinated approach to client care*
    - *HLTADM011 Manage health billing and accounting system*
    - *HLTCCD003 Use medical terminology in health care*
    - *HLTINF003 Implement and monitor infection prevention and control policies and procedures*
    - *HLTWHS003 Maintain work health and safety.*

- It will also include five elective Units of Competency to be chosen from the following:
    - *BSBAUD411 Participate in a quality audit*

- *BSBFIA412 Report on financial activity*
- *BSBHRM412 Support employee and industrial relations*
- *BSBHRM413 Support the learning and development of teams and individuals*
- *BSBHRM415 Coordinate recruitment and onboarding*
- *BSBHRM417 Support human resources functions and processes*
- *BSBINS402 Coordinate workplace information systems*
- *BSBINS408 Provide information from and about records*
- *BSBLDR414 Lead team effectiveness*
- *BSBOPS402 Coordinate business operational plans*
- *BSBOPS404 Implement customer service strategies*
- *BSBOPS504 Manage business risk*
- *BSBSTR401 Promote innovation in team environments*
- *BSBSUS511 Develop workplace policies and procedures for sustainability*
- *CHCPRP003 Reflect on and improve own professional practice*
- *HLTADM008 Administer and coordinate Telehealth services*
- *HLTADM009 Manage Telehealth technology.*

- All the Units of Competency from the BSB (Business Services) Training Package have been updated to include the current versions, as published on www.training.gov.au.

- The Packaging Rules specify the requirement that 15 Units need to be completed, of which:
  - ten are to be core Units, and
  - five are to be elective Units chosen from the list stated in the Qualification.

Units of Competency

The following four existing Administration Units of Competency have been updated in terms of minor changes to the terminology:

- *HLTADM008 Administer and coordinate Telehealth services*
- *HLTADM009 Manage Telehealth technology*
- *HLTADM010 Facilitate a coordinated approach to client care*
- *HLTADM011 Manage health billing and accounting system.*

The following three existing Administration Units of Competency that formerly covered content on Clinical Coding have been removed from this Qualification as these Units have been superseded by Clinical Coding Units of Competency developed under the scope of the separate Clinical Coding project. These Clinical Coding Units can no longer be included in the *Certificate IV in Health Administration* because they now have mandatory Prerequisite Units before they can be undertaken.

Existing Administration Units	New Clinical Coding Units
HLTADM005 Produce coded clinical data	*HLTCCD006 Undertake basic clinical coding*
HLTADM006 Undertake complex clinical coding	*HLTCCD007 Undertake moderately complex clinical coding*
HLTADM007 Complete highly complex clinical coding	*HLTCCD008 Undertake highly complex clinical coding.*

Consultation Activities and Timelines

National consultation on Draft 1 will be open from **Wednesday, 21 April 2021 and close at 5.00pm on Wednesday, 19 May 2021**. During this period input will be sought on the following Training Package Products relating to the *Certificate IV in Health Administration*.

- 1 Qualification
- 4 Units of Competency and their associated Assessment Requirements.

SkillsIQ will be undertaking a number of key activities to engage community stakeholders and VET professionals. Further details are posted on the SkillsIQ website here:

https://www.skillsiq.com.au/CurrentProjectsandCaseStudies/HealthAdministrationTPD

Feedback can also be provided **online** via the SkillsIQ Online Feedback Forum, accessed at:

https://www.skillsiq.com.au/FeedbackForum/TrainingPackages1/HLTHealth/HealthAdministrationDraft1

When accessing the Feedback Forum, please first refer to the 'How To' guide located on the page. It will provide directions for leaving and submitting comments.

Following the close of the consultation period, feedback received will be collated and evaluated. This feedback will inform the development of the Validation Draft.

To remain up to date with project developments, please subscribe to SkillsIQ at:

http://www.skillsiq.com.au/Subscribetoournewsletter.aspx

About this Consultation Guide

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

- a list of Draft 1 Training Package Products (1 Qualification and 4 Units of Competency and their associated Assessment Requirements)
- mapping of Qualifications and Units
- key consultation questions on which SkillsIQ seeks feedback to provide information to the IRC.

Contact details

For more information please contact:

Devika Mudaliar
Skills Engagement Executive
E: devika.mudaliar@skillsiq.com.au
P: (02) 9392 8100 or 0438 043 186.

Health Administration Qualification

Qualification Code	Qualification Title
HLT47321	*Certificate IV in Health Administration*

List of Health Administration Units and Prerequisites

Unit Code	Unit Title	Prerequisite(s)
HLTADM008	*Administer and coordinate Telehealth services*	Nil
HLTADM009	*Manage Telehealth technology*	Nil
HLTADM010	*Facilitate a coordinated approach to client care*	Nil
HLTADM011	*Manage health billing and accounting system.*	Nil

Qualification Mapping

A Qualification is mapped as equivalent (E) to another one when it provides the same skill and knowledge outcomes, including when:

- core Units remain the same or are replaced by similar Units which provide the same skill and knowledge outcomes
- numbers of electives remain the same or are raised or reduced slightly.

A Qualification is mapped as not equivalent (N) when it provides different skill and knowledge outcomes, including when:

- Units have been added to the core which provide additional mandatory skill and knowledge outcomes
- Units have been removed from the core which reduce mandatory skill and knowledge outcomes
- a significant number of additional elective Units are required
- Entry Requirements are altered, creating significant differences to the structure of the Qualification.

Previous Qualification Code and Title	New Qualification Code and Title	Comment in relation to Qualification E = equivalent N = not equivalent
HLT47315 Certificate IV in Health Administration	*HLT47321 Certificate IV in Health Administration*	N Qualification Code updated. Number of Units required to complete the Qualification has increased from 14 to 15. Updates to Packaging Rules. Packaging of core Units changed.

Previous Qualification Code and Title	New Qualification Code and Title	Comment in relation to Qualification E = equivalent N = not equivalent
		Packaging of elective Units changed. Unit Codes updated.

Unit of Competency Mapping

A Unit of Competency is mapped as equivalent (E) when:

- it provides the same skill and knowledge outcomes
- Elements and associated Performance Criteria have remained the same, but are better expressed
- Knowledge Requirements have remained the same but are better expressed.

A Unit of Competency is mapped as not equivalent (N) when:

- it provides different skill and knowledge outcomes
- Elements and/or Performance Criteria have been added or removed
- Knowledge Requirements have been added or removed.

Previous Unit Code and Title	New Unit Code and Title	Comment in relation to Unit E = equivalent N = not equivalent
HLTADM001 Administer and coordinate Telehealth services	*HLTADM008 Administer and coordinate Telehealth services*	E Minor changes
HLTADM002 Manage Telehealth technology	*HLTADM009 Manage Telehealth technology*	E Minor changes
HLTADM003 Facilitate a coordinated approach to client care	*HLTADM010 Facilitate a coordinated approach to client care*	E Minor changes
HLTADM004 Manage health billing and accounting system	*HLTADM011 Manage health billing and accounting system.*	E Minor changes

Questions for Consideration

The following series of questions have been developed to guide feedback for Draft 1 of the Health Administration Training Package Products.

Qualification – *Certificate IV in Health Administration*

- Does the Qualification provide a clear and accurate description of the skills outcomes for the Qualification?
- Entry Requirements: Should there be any entry requirements?
- Is *HLTINF001 Comply with infection prevention and control policies and procedures* more appropriate to be included as a core Unit or should *HLTINF003 Implement and monitor infection prevention and control policies and procedures* be included, as recommended by the IRC?
- The *BSBMED305 Apply the principles of confidentiality, privacy and security within the medical environment* Unit of Competency has been included in the core. Is this Unit appropriate?

Clinical Coding Specialisation

- The following three existing Administration Units of Competency that covered content on Clinical Coding have been removed from this Qualification as these Units have now been superseded by the Clinical Coding Units of Competency developed under the scope of the Clinical Coding project. These Clinical Coding Units can no longer be included in the *Certificate IV in Health Administration* because they now have mandatory Prerequisite Units before they can be undertaken.

Existing Administration Units	New Clinical Coding Units
HLTADM005 Produce coded clinical data	*HLTCCD006 Undertake basic clinical coding*
HLTADM006 Undertake complex clinical coding	*HLTCCD007 Undertake moderately complex clinical coding*
HLTADM007 Complete highly complex clinical coding	*HLTCCD008 Undertake highly complex clinical coding.*

- Should there be a **Clinical Coding specialisation**? If yes, which Units should be packaged in the Clinical Coding specialisation? If not, would it be appropriate to include the *HLTCCD001 Apply an understanding of the health care system to clinical coding practice* and *HLTCCD002 Interpret and navigate health care records (not included in the draft qualification)* in the list of electives to provide a basic understanding of Clinical Coding?

Telehealth Specialisation

- The following two Administration Units under the scope of this project cover content on Telehealth:
  - *HLTADM008 Administer and coordinate Telehealth services*
  - *HLTADM009 Manage Telehealth technology.*

- Given the increased emphasis on Telehealth due to COVID-19, should Telehealth be included as a specialisation? If so, what other Units should be included in the specialisation group?

Suite of Units of Competency

- Are the Packaging Rules for the core and elective 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

- Do the Titles reflect the skills being described? Could any be changed to better indicate what the Units cover?
- Does the Application Statement provide a clear and accurate description of the skills being described?

Elements and Performance Criteria

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

Performance Evidence

- Would the types of 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 understand the scope?

Assessment Conditions

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

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 demonstrate and know 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	The Application summarises: • 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 • the Unit of Competency's scope, purpose and operation in different contexts, for example, by showing how it applies in the workplace.
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	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. They may specify any of the following: • 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.