



About this course

The Medical Receptionist course will enable participants to enhance their current administrative and customer service skills to suit a medical environment. If you are looking for a career change or even returning from a long absence; we assist with resume building, interview skills, job searching and more.

HLTAID009 Provide Cardiopulmonary Resuscitation

Entry Requirements

All participants must:

- Be a minimum of 17 years of age;
- Be an Australian or New Zealand citizen;
- Not be attending school;
- Be able to read, understand and interpret written information.
- A reasonable degree of physical fitness is required, as CPR must be performed continuously, for a minimum of 2 minutes, on both adult and child mannequins.

What you will learn

- Telephone techniques in a medical setting
- Emergency procedures
- Medical records
- Non-clinical triage
- Appointment making using Best Practice Software
- Patient billing using Best Practice Software CPR which is a requirement for practices registered with the Royal Australian College of General Practitioners (RACGP)
- Employability skills
- Resume and Interview techniques
- Provision of Cardiopulmonary Resuscitation (CPR)

Delivery

This course is delivered 2 days per week for 4 weeks from our Rosebud and Hastings Campuses. Sessions run Tuesday and Thursday from 9:30am to 3:00pm.

Assessment Methods

The assessment in this course involves non-formal classroom-based workshops and practical tasks. Participants will be assessed based on the principles of competency-based training. Upon successful completion, participants will be issued with nationally recognised Statement of Attainment (**CPR only**) and a Certificate of Completion.

Course Fees and Enrolment

Government subsidised concession fee: \$14.40*

Government subsidised tuition fee: \$72.00*

*This course is subsidised by the Victorian Government through Adult, Community and Further Education (ACFE). Eligibility criteria apply.

For more information on eligibility and enrolment please visit our website advance.vic.edu.au

Or,

Send an email to train@advance.vic.edu.au

Locations

Advance Community College (RTO 4016)

6 Henry Wilson Drive, Rosebud | P: **5986 4623**

1973 Frankston Flinders Road, Hastings

43 Mitchell Street, Mornington