



Knowledge and Skills Framework

LEVEL 1 – Parahi (Bronze)

Candidate to have a basic understanding and engagement with Practice Management and Administration.

- Note: Some areas of assessment may vary from practice to practice depending on the demands of each practice
- Management of Reception - includes but is not limited to:
 - Making appointments
 - Efficient and accurate message taking
 - Processing enrolments
 - Invoicing and Receipting
 - Banking preparation
 - Time Management/workflow management on Reception
 - Ability to fill Practice Manager's role on a temporary basis
 - Ability to work demanding situations

Customer Service - includes but is not limited to:

- Ability to assess if patient requires immediate attention
- Managing patient expectations
- Culturally appropriate behaviour
- Able to communicate effectively with patients/family members, members of the public, internal staff

- Dealing effectively and efficiently with patients/family members in all situations
- Handling complaints
- Understands and works in an ethical manner

Office Procedures - includes but is not limited to:

- Document scanning
- Dealing with emails

Information Technology - includes but is not limited to:

- Use of applicable software packages i.e. Microsoft office

Attendance at education Sessions

- Involvement with Peer support
- Commitment to continuing up-skilling

This Knowledge and Skills Framework paper was developed with the support of Procare

