

Your key to the future



Owned & operated by:

Sue's Unlimited Limited

Mailing Address:

112 Osprey Drive

Welcome Bay

Tauranga 3112

Ph 07 544 3172

Email sue@computertraining.co.nz

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New Zealand Certificate in Healthcare Documentation Level 4 Pre-enrolment Pack

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www.computertraining.co.nz

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Dear prospective student

Thank you for your inquiry about the New Zealand Certificate in Healthcare Documentation. This is a very exciting and practical course, providing valuable work skills in the Healthcare Documentation industry.

There is currently a nationwide and international shortage of trained medical documentation specialists. Excellent work opportunities are available within New Zealand, either within the local health industry or within the fast-growing industry with work that has been outsourced from Australia, the United States or United Kingdom to New Zealand. In order to gain well paid positions, particularly with offshore work, it is recommended that candidates are qualified. The industry supports this qualification and has had input into the design of it. So, if you:

- Have good listening skills
- Would like opportunities to work from home
- Have a basic working knowledge of Microsoft Word, intermediate skills using the Internet and sound file management skills
- Are keen to gain an understanding of medical terminology
- Have an interest and/or related experience in the health industry
- Love typing and have a minimum speed of 45 words per minute

then this is the course for you. The course is online so you will need a computer and Internet connection. You will have the flexibility of studying at your own pace, (within set completion dates) at your own place and will enjoy the ongoing support of a facilitator who will ensure that you keep up with the course work required and provide you with feedback.

Upon successful completion of this course you will gain a New Zealand Certificate in Healthcare Documentation (Level 4) which is approved by the New Zealand Qualifications Authority - Mana Tohu Mātauranga o Aotearoa and is currently the only qualification of this type in New Zealand.

This is a full time 1-year course (an internal extension to part time hours can be arranged) with tuition fees of ~~\$6,518.00 including GST~~ **zero fees for a limited time** for New Zealand citizens and additional course related costs for text books; a transcribing pedal, software and headset; and a word expander. If eligible these may be funded with a student loan.

We have enclosed for your information details of the course and a few of the most asked questions. If you would like more information, please call or email Chris on chris@computertraining.co.nz or (07) 544 3172 or complete the online enrolment form and send it in with your supporting documents .

Yours sincerely

SM McDonald
Managing Director

Encs.

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General Information

What is healthcare documentation?

Healthcare documentation is the process of creating and maintaining accurate, secure, and permanent records of a patient's medical history, clinical findings, and treatment plans. It functions as a core tool for clinical communication, legal protection, supporting **patient safety**, and billing compliance.

Key Components

- **Visit and Progress Notes:** Records of symptoms, physical examinations, diagnoses, and daily clinical updates.
- **Medical History and Intake:** Details regarding past conditions, allergies, current medications, and demographics.
- **Orders and Results:** Laboratory test requests, imaging studies, and diagnostic reports.
- **Care Plans:** Outlines for ongoing treatments, therapy goals, prescriptions, and specialist referrals.

Why It Matters

- **Continuity of Care:** Allows different doctors, nurses, and specialists to understand a patient's status and coordinate safe treatments.
- **Legal and Regulatory Proof:** Serves as an official record where clinical decisions are justified; as standard practice dictates, "if it wasn't documented, it didn't happen".
- **Reimbursement and Administration:** Provides the precise data needed for accurate medical coding.

The transformation of medical transcription to healthcare documentation

Healthcare documentation is a medical language specialty which includes medical transcription. Intensive study is needed to acquire a high level of fluency in the medical language. Remember, you are gaining knowledge that will translate into a lifetime career with transferable skills!

While the volume of healthcare services continues to climb due to an aging population that is living longer, and a rise in chronic conditions, the way we document those services is undergoing a massive shift. The traditional workflow of a doctor talking into a handheld recorder and a human typing every word from scratch is changing.

The role has evolved from that of traditional transcriptionist to that of healthcare documentation specialist. Traditionally a medical transcriptionist (MT) listens to dictated recordings made by physicians and transcribes them into medical reports, correspondence, and other documents. Most healthcare providers transmit dictation to MTs using digital dictating equipment. They generally listen to recordings with a headset, using a foot pedal to play and control the recording as necessary, and key the text into a word processor, editing for grammar and clarity. Completed documents, which eventually become part of patients' permanent medical record files, are sent to the dictator for review and signature.

The advent of speech recognition software, which converts voice to text, changed the industry to include the transcriptionist reviewing and editing the voice file rather than typing from "scratch". AI drafts clinical notes in real time during a consultation and the healthcare documentation specialist edits for accuracy and compliance.

Accuracy is essential for this role. Documentation specialists must understand medical terminology, anatomy and physiology, diagnostic procedures, and treatment. They must comply with specific standards that apply to the style of medical records, in addition to the legal and ethical requirements involved with keeping patient records confidential.

As a graduate of this programme you will be able to enter employment within the healthcare documentation industry with the relevant professional, practical and technical competencies.

A career as a remote based healthcare documentation specialist offers opportunities for flexible working options. In NZ, graduates can work in a hospital or specialist doctor setting, work from a home office for a transcription company who sources work, or they can source their own contracts either locally or overseas.

Nationwide and internationally, there is a shortage of skilled healthcare documentation specialists.

Traditional transcription jobs are changing and evolving, but healthcare documentation as a field is not going away — it's transforming and growing.

Current State of service demand in 2026

As we navigate through 2026, we see a fascinating contradiction. While the number of traditional, purely manual transcriptionists will reduce at an estimated rate of 5% over the next decade, the overall clinical documentation market is **actually thriving**. Whilst accurate figures for New Zealand are not currently available, the US market predicts a Compound Annual Growth Rate (CAGR) of 6.8% between 2025 and 2030. There will continue to be job openings for traditional transcriptionists each year, on average, over the next decade at least. These openings will largely be replacement openings - the result of existing workers retiring, transferring to other occupations, or exiting the workforce altogether.

Why is the market growing if job numbers are falling?

The industry is rapidly shifting from a pure service-based model to a technology-driven environment. Healthcare documentation volume is at an all-time high. Health providers are seeing more patients and are required to enter more detailed, structured data to satisfy regulatory and billing requirements.

To keep up with this volume, hospitals and specialist / medical practices are investing in automated software, cloud-based infrastructure, and hybrid documentation models. The demand has not disappeared; it has simply evolved. Today's healthcare organisations are looking for tech-enabled documentation partners rather than traditional typists. By upskilling, mastering digital platforms, and learning to edit AI-generated documentation, you can build a stable, rewarding career in this evolving field.

What does AI actually do?

AI systems listen to the natural conversation between a doctor and a patient in real time. Using NLP (Natural Language Processing), the software filters out casual small talk (such as discussing the weather) and automatically extracts the clinical facts to generate a structured medical note.

This technological leap has a profound impact on the workforce. Rather than replacing humans, AI has shifted the human role to one of "human-in-the-loop" quality assurance.

AI is incredibly fast, but it is not infallible. It can mishear medical jargon, struggle with thick accents, or fail to understand complex clinical context e.g. Dictated: "Lipitor 20, two pills a day". AI recorded: "LIPITOR 22 pills a day".

This is where human documentation editors come in. They review the AI-generated drafts, correct errors, ensure compliance with regulations, and verify that the final note is clinically accurate. This hybrid approach combines the speed of AI with the critical thinking and safety net of human expertise.

Emerging Career Paths in Healthcare Documentation

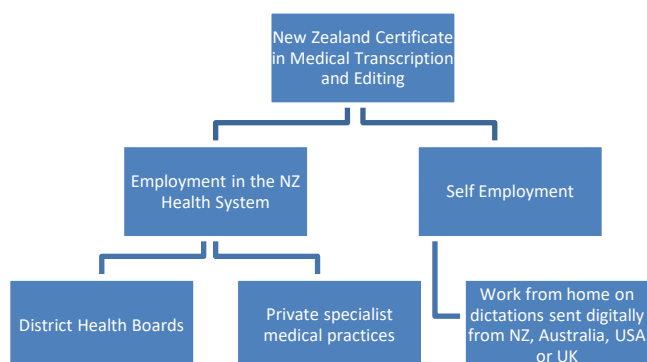
While traditional roles are changing, several adjacent documentation careers are experiencing rapid growth.

Role	Core Responsibility	Projected Growth Rate	Key Skills Needed
Traditional Transcriptionist	Converts recorded audio dictation into written text reports.	-5% (Decline)	Typing speed, basic medical terminology, and listening skills.
Clinical Documentation Improvement (CDI) Specialist	Reviews records to ensure clinical documentation matches billing codes.	+12%	Clinical knowledge, medical terminology, medical coding, auditing, and query skills.
AI Documentation Editor	Reviews, edits and formats drafts generated by ambient AI and speech software.	+20%	Tech fluency, medical terminology, speed-editing, and NLP software familiarity.

Transitioning into these newer roles is highly achievable because they all build upon the same foundational skills: a deep understanding of medical terminology, anatomy, physiology, and data privacy laws.

For instance, many transcriptionists are successfully transitioning into becoming Virtual Healthcare Assistants. By broadening your skill set to include basic medical terminology and administrative support you become a versatile asset that healthcare employers are eager to hire.

Your career opportunities:



Entry Requirements

- NCEA Level 2, Sixth Form Certificate or equivalent educational level. Students over 20 years of age who do not have the required educational pre-requisites should supply a copy of their CV so that suitability can be assessed.
- 45 wpm (words per minute) keyboarding speed and 90% accuracy. To gain employment in the industry, students will need to achieve a speed of at least 70wpm by the end of the course.
- Students will require the use of a PC with an internet connection, preferably broadband, and have MS Word installed.

Course Duration:

Time Frame: 42 weeks full time or up to 94 weeks with a part time extension.

	Full time	Part time extension
Tuition weeks	36	72
Holiday weeks	6	22
Total weeks	42	Up to 94
Study hours per week	27	13.5

All components of the course must be completed within the 42 / 94 week time frame to achieve a pass.

Course Dates:

Refer to the website for the next intake dates.

Assessments

These will be internal assessments. The primary form of assessment is via online tests and practical transcription practice. Written assessments and research may also be included.

What qualifications will I come out with?

Upon successful completion of the course, you will gain the **New Zealand Certificate in Healthcare Documentation (Level 4)**.

After a further two years of practical, on-job experience there is also the option to sit an internationally recognised exam and become a registered MT, affiliated to the Association for Healthcare Documentation Integrity (AHDI).

Course fees - What will I pay?

New Zealand citizens

JUST ~~\$6,518.00~~ incl. GST



**Limited
time offer
Zero fees**

There will be additional course related costs for textbooks and transcription equipment which become the property of the student and can be used in your employment after you have graduated. Up to \$1,000 can be borrowed as part of a student loan to assist with these. A full list of requirements is available in our **Required Books/Resources and Course Related Costs Information**. This can be downloaded from our website or we can email a copy to you.

The full course fee is due for payment before the start date of the programme and may be either self-funded or funded by student loan.

Information regarding student loans is available at www.studylink.govt.nz

Applications are open to NZ citizens / Resident Visa holders. Sue's does not enrol international students.

What will I learn?

There is an emphasis on practical application of the technical competencies learned.

Study at your own pace,(within set completion dates) at your own place with this online learning course. Enjoy constructive support with regular guidance & feedback from your facilitator and online contact with fellow students.

The course covers five broad content areas:

English Language

The study, synthesis, and application of the rules of English language and medical transcription style.

Medical Knowledge

Learn about Medical Terminology, Anatomy & Physiology, Concepts of Disease, Pharmacology & Laboratory, and Body Systems.

Technology

Learn how to set up and use the technology required for medical transcription. Equipment purchased to use in this course will set you up for self –employment after you graduate.

Medicolegal Aspects of the Healthcare Record

Introduction to healthcare documentation, including the voluntary and regulatory standards related to the healthcare record and the study and application of medicolegal concepts and ethics in the medical transcription profession.

Medical Transcription Practice

Transcribe healthcare dictation, edit speech recognition and AI files, using all skills learned, while meeting progressively demanding accuracy standards.

Course delivery:

The delivery of the content areas is spread across six distinct blocks of study:

Block One - Cumulative Hours 121

Estimated Hours:

Course: 1EE - English Essentials	24
Course: 1MSW - Microsoft Word	25
Course: 1WB - Medical Word Building	35
Course: 1PQGS - Production, Quality & Goal Setting	32
Course: 1Prof - Professionalism Block 1	5

Block Two - Cumulative Hours 174

Course: 2GD - General Documentation	30
Course: 2PLMED - Pharmacology and Laboratory	20
Course: 2LMEDTX - Laboratory Systems transcription and editing	5
Course: 2HMED – Hematology	15
Course: 2HMEDTX - Hematology transcription and editing	5
Course: 2LMED - Lymphatic Systems	32
Course: 2CMED - Cardiology	25
Course: 2CMEDTX - Cardiology transcription and editing	7
Course: 2RMED - Respiratory	25
Course: 2RMEDTX - - Respiratory transcription and editing	7
Course: 2Prof - Professionalism Block 2	3

Block Three - Cumulative Hours 147

Course: 3ATXI - Additional Transcription and editing I	20
Course: 3NMED - Neurology	25
Course: 3NMEDTX - Neurology transcription and editing	6
Course: 3OBMED - OB/GYN	25
Course: 3OBMEDTX - OB/GYN transcription and editing	6
Course: 3GUMED - GU/Male Reproductive	25
Course: 3GUMEDTX - GU/Male Reproductive transcription and editing	6
Course: 3GMED – Gastrointestinal	25
Course: 3GMEDTX - Gastrointestinal transcription and editing	6
Course: 3Prof - Professionalism Block 3	3

Block Four - Cumulative Hours 187

Course: 4ATXII - - Additional Transcription and editing II	30
Course: 4OASSMED - Ophthalmology, Audiology and Special Senses	24
Course: 4OASSMEDTX - Ophthalmology, Audiology and Special Senses transcription and editing	6
Course: 4DMED - Dermatology	24
Course: 4DMEDTX - Dermatology transcription and editing	6
Course: 4EMED - Endocrinology	24
Course: 4EMEDTX - Endocrinology transcription and editing	6
Course: 4GMED - Geriatrics	25
Course: 4GMEDTX - Geriatrics transcription and editing	7
Course: 4PMED – Pediatrics	25
Course: 4PMEDTX - Pediatrics transcription and editing	7
Course: 4Prof - Professionalism Block 4	3

Block Five - Cumulative Hours 160

Course: 5ATXIII - Additional Transcription and editing III	30
Course: 5PMED - Psychiatry	20
Course: 5PMEDTX - Psychiatry transcription and editing	5
Course: 5OPMED - Oncology/Pathology	25
Course: 5OPMEDTX - Oncology / Pathology transcription and editing	7
Course: 5EMMED - Emergency Medicine	8
Course: 5EMMEDTX - Emergency Medicine transcription and editing	5
Course: 5GNMED - Genetics	20
Course: 5GNMEDTX - Genetics transcription and editing	5
Course: 5IMED - Infectious Diseases	25
Course: 5IMEDTX - Infectious Diseases transcription and editing	7
Course: 5Prof - Professionalism Block 5	3

Block Six - Cumulative Hours 161

Course: 6ATXIV - Additional Transcription and editing IV	40
Course: 6RNMED - Radiology and Nuclear Medicine	25
Course: 6RNMEDTX - Radiology and Nuclear Medicine transcription and editing	7
Course: 6GSMED – General Surgical Procedures	25
Course: 6GSMED - General Surgical Procedures transcription and editing	7
Course: 6OMED - Orthopaedics	25
Course: 6OMEDTX - Orthopaedics transcription and editing	7
Course: 6Prof – Professionalism Block 6	25

Each block is assessed using a variety of methods:

1. Online quizzes that are marked by the computer
2. Forum board participation
3. Practical transcription and editing of dictation files
4. One essay assessment
5. One final exam

All assessments are marked against a pre-set criteria to ensure a consistent standard. Marks from each assessment undertaken will count towards the final pass mark for the course.

Person Specification for Medical Transcription Students

These are attributes that typically form part of the “ideal person” specification for transcriptionists. Consider whether you meet the requirements in the list headed “Skill required prior to enrolment”.

	Skill required prior to enrolment	Skill taught and/or practiced during course
Typing speed of 70 wpm	45 wpm, 90% accuracy	✓
Competent in the use of Microsoft Word and Windows	✓	✓
Ability to operate designated dictation and transcription equipment and to perform basic troubleshooting procedures	✓	✓
Knowledge of medical terminology, anatomy and physiology, clinical medicine, surgery, diagnostic tests, radiology, pathology, pharmacology and the various medical specialties as required		✓
Knowledge of medical transcription guidelines and practices		✓
Sound knowledge of English grammar, spelling and composition to ensure completed work is of a high standard	✓	✓
Able to follow procedures and instructions	✓	✓
Culturally sensitive	✓	
Ability to understand diverse accents and dialects and varying dictation styles	✓	✓
Ability to use designated reference materials	✓	✓
Displays effective questioning, listening skills	✓	
Knowledge and ability to apply the Privacy Act	✓	✓
Ability to transcribe complex dictations to a high standard of accuracy		✓
Professional attitude to work and ability to work independently with minimal supervision and under pressure with time constraints	✓	✓
Ability to concentrate	✓	✓
Excellent eye, hand and auditory coordination	✓	✓

The Enrolment Process

How to apply:

1. Write a letter of application, stating why you think you would make a competent transcriptionist, and email it to chris@computertraining.co.nz as a MS Word attachment.
2. Complete the online enrolment form here [New Zealand Certificate in Healthcare Documentation Level 4 Enrolment Form 2026](#)
3. Either post hard copies of the documents listed below to: 112 Osprey Drive, Tauranga 3112, or scan and email the documents to us as PDF files. Please ensure all required documents are sent/emailed as we are not able to process your enrolment until we have all documentation.

Provide certified copies of;

Proof of NZ citizenship or residency*. We have a statutory obligation to collect proof of citizenship before we can accept your enrolment. Please note that a driver's license does not prove that you are a New Zealand citizen. A passport or birth certificate are acceptable forms of proof. The name on the birth certificate should match the enrolment name if not, e.g. in the case of a woman who has changed her name by marriage, please enclose a copy of your marriage certificate also.

Educational pre-requisites*: Sixth Form Certificate, NCEA Level 2, equivalent or higher educational qualifications.

* Please provide a **certified** copy. This means a photocopy of your original document, signed as being a true and accurate copy by a Justice of the Peace (JP) or a solicitor. You can find a list of Justices of the Peace in the yellow pages of the telephone book.

Next Steps:

Upon receipt of the completed enrolment application, applicants will be invited to sit an online entrance test and complete an online 'Are You Ready For Online Learning' questionnaire. Once all required documents have been received your application to enrol will be assessed.

Successful Applications:

The following documentation will be sent to successful applicants to complete the enrolment process:

1. Tuition agreement
2. Public Trust Application form (to set up an account for protection of your tuition fees)

After we receive signed copies of the tuition agreement, trust account application and payment of your fees, your enrolment process will be complete. We will send out a Student Handbook and other relevant information in the weeks prior to your course start date.

Enrolment Checklist

Please ensure you include the following documents when you send your application in:

Application letter	☐
Completed Enrolment Form	☐
Proof of ID, appropriately certified?	☐
Proof of educational pre-requisites e.g. 6 th Form Cert or a copy of your CV	☐
Have I applied for my Student Loan or enclosed a cheque as payment of fees?	☐

Recognition of Prior Learning (RPL)

Background

The New Zealand Certificate in Healthcare Documentation (Level 4) does not use unit standards so it is challenging to assess prior learning and ensure that it meets all of the learning objectives of the programme.

The Advisory Group for the Certificate in Healthcare Documentation (Level 4) has determined that the focus of applying medical knowledge in a listening and transcribing medical transcription situation differs from applying the knowledge in a clinical or patient contact role. This means that the knowledge is not easily portable.

What is RPL?

Recognition of Prior Learning (RPL) enables a student to be granted credit for one or more courses without having to undertake the formal course of study or the assessments and assignments. It ensures that students have an opportunity to have their previous achievements recognised.

Compliance

This process is subject to the requirements of the Education Act, NZQA rules and TEC Funding Conditions.

Guidelines for Recognition of Credit / Prior Learning

There are four types of recognition of credit:

1. Recognition of Prior Learning (RPL) - past formal and informal learning (in some cases it is more appropriate to use RCC)
2. Recognition of Current Competency (RCC) - recognition of current skills and knowledge
3. Cross credit - credit gained from one qualification that is recognised for another qualification
4. Credit Transfer - transfer of credit from one institution to another institution. (may require RPL, may or may not be unit standards based)

What is involved?

You need to be able to prove that you can satisfy *all* of the learning outcomes of the courses for which you request RPL. This can be done by submitting evidence of previous studies which could include academic transcripts, learning outcomes, course descriptors and assessment information. Supporting documentation from a previous employer to confirm that you have relevant knowledge may also be submitted. You may be required to complete an assessment to prove your knowledge and / or participate in an interview to discuss your prior knowledge.

Credit will normally be granted where relevant studies (or other demonstrated learning achievement) have been completed within the last ten years. A maximum of four course exemptions may be granted.

How do I apply?

Download the application form from the website and submit with the application fee of \$150 plus GST to sue@computertraining.co.nz. A further fee of \$75 (plus GST) per hour for academic staff to assess the application is payable on completion of the RPL assessment and prior to the course start date. The fee to assess RPL cannot be funded with a student loan.

When do I apply for RPL?

You should apply for RPL at least one month prior to the course start date. Applications will not be accepted within the month prior to the start date. If you are successfully awarded RPL for any course then the programme tuition fee will be adjusted accordingly.

What is the process?

Your application will be checked by the administration team to enable matching of the learning outcomes of the Certificate in Healthcare Documentation (Level 4) with the learning outcomes from your previous studies. New Zealand regulations require that there is a 100% match. Once the matching process has been completed, a decision, based on the evidence supplied, will be made. You will be notified of the outcome and you will receive an invoice for the time spent on the matching process.

How long will it take?

This depends on the number of courses you are applying to get RPL for. If all the necessary documentation is submitted then the initial assessment can usually be conducted within five – ten working days and an indicative decision can be given. Chargeable assessment hours will vary dependent on the amount of evidence submitted and the time taken to establish that the learning outcomes match.

What will it cost?

There is a non-refundable application fee of \$150 (plus GST), payable on application. A further fee of \$75 (plus GST) per hour for academic staff to assess the application is payable on completion of the RPL assessment and prior to the course start date. The fee to assess RPL cannot be funded with a student loan.

What are the benefits?

- Less time to complete a qualification in certain instances
- Encouragement in starting a qualification

What happens if my RPL evidence is insufficient?

If the required evidence is unavailable or inadequate then you may be offered an assessment to prove your knowledge. This means that you complete the assessment and assignment requirements of the course without doing the study. There will be a fee payable for marking and access to the learning website dependent on the time spent by the academic staff. This would be conducted before the course of study starts and if successful means that you do not need to enrol in that course of study or pay the full tuition fee.

Please refer to the *RPL Sample Evidence Guideline*.

If you have any other questions regarding Recognition of Prior Learning, then please contact the office by emailing sue@computertraining.co.nz

RPL Evidence Guidelines

Confidentiality

- All materials submitted to support an application will be kept confidential.
- Materials will be returned to the applicant on completion of the RPL process, however copies will be kept on the student file.

You need to provide suitable evidence, as listed below, to support your application.

For each subject you wish Sue's Computer Training Co. to assess credit for, please provide the following evidence:

Certified academic transcript/statement clearly stating the following:

- a. Full name of student
- b. Programme title
- c. Individual subject results
- d. Date of transcript
- e. Grading key (explanation of grades)

Subject information, which would normally include:

- a. Aim, objectives and learning outcomes (a summary of what the subject aims to achieve)
- b. Learning hours
- c. Credit points
- d. Assessments (assessment types, percentage, number of assessments, grading system)

For applications relating to professional experience you must provide an official letter from the employer stating:

- a. Employer contact details
- b. Employment period
- c. Position held
- d. Job description
- e. Detailed list of medical knowledge applied on the job
- f. Hours worked (or typical hours per week in a part-time/full-time position)

Funding Your Study

Student Loans

The entire tuition fee can be funded via a student loan. An additional amount of \$1,000 can be applied for to cover course related costs such as your text books and equipment. Tuition fees are paid direct to the trust account and then passed on to the training provider. Course related costs are paid direct to the student, who can then use the funds to purchase books and equipment. It is important to sign and return your student loan contract quickly when you receive it to ensure that there are no delays in processing your application.

For full information on student loans and to apply online go to www.studylink.govt.nz

Fees-Free

If this is the first time you are doing tertiary study, you could be eligible for [final-year Fees Free – IRD](#)

Self-funding

If you plan to self-fund your study fees must be paid into the Public Trust account before the first day of the course. The bank account number will be provided when your enrolment has been accepted.

Student Fee Protection

The New Zealand Qualifications Authority requires that we protect student fees by placing them in a trust account on your behalf. Click this link to read about the trust account system we use:

<http://www.ptnz.co.nz/ecap/splash/truststudent.jsp>

To comply with the fee protection requirements, you will be asked to sign an application form to set up your trust account as part of the enrolment process.

All tuition fees are deposited into an account with the Student Fee Trust Account, Public Trust, PO Box 31543, Lower Hutt. In the event of company failure, or withdrawal of registration by NZQA, the unused portion of fees would be refunded to the student. Should *Sue's Computer Training* go into liquidation, or receivership, refund of student fees would have the first priority of those claiming funds from the company.

What happens if I withdraw from the Course?

If a student wishes to withdraw from the course, they must advise *Sue's Computer Training* management in writing. Fees will be refunded from the date of receipt of the withdrawal letter, subject to the following conditions:

- For withdrawal up to the end of the eighth day of the course, fees will be refunded less 10%, or \$500, whichever is the lesser amount. Management will then advise Student Fee Trust Account, Public Trust, PO Box 31543, Lower Hutt; who hold the fees in a trust account on the student's behalf and they will arrange a refund.
- Course fees will not be refunded for a student who withdraws from day 9 of the course onwards.

If a course is cancelled by Sue's Unlimited Ltd:

- Within the first 8 days, fees will be refunded in full.
- If the course is cancelled after the first eight days, i.e, from day 9 onwards, fees will be refunded on a pro-rata basis.
- A full copy of this policy will be provided with your tuition agreement.

FAQs - Frequently Asked Questions

Do you guarantee work at the end of the course?

No, we cannot guarantee work as we do not have any control over the health industry or the transcription companies. However, we do give you information, in Block 6 of the course, about how to go about seeking work when you graduate. We also supply graduate results (with your permission) to local transcription companies, who may be in a position to offer internships and jobs.

Do you help find work for students at the end of the course?

No, although we are in regular contact with local transcription companies who inform us of work opportunities they have coming up and we will pass this information on to students. We have an arrangement with one local transcription company that offers paid internships to a number of students who graduate from the course to assist them to make the transition from graduate to fully productive employee.

Are there still jobs available in the industry?

The industry is rapidly shifting from a pure service-based model to a technology-driven environment. Healthcare documentation volume is at an all-time high. Health providers are seeing more patients and are required to enter more detailed, structured data to satisfy regulatory and billing requirements.

To keep up with this volume, hospitals and specialist / medical practices are investing in automated software, cloud-based infrastructure, and hybrid documentation models. The demand has not disappeared; it has simply evolved. Today's healthcare organisations are looking for tech-enabled documentation partners rather than traditional typists. By upskilling, mastering digital platforms, and learning to edit AI-generated documentation, you can build a stable, rewarding career in this evolving field.

Role	Core Responsibility	Projected growth rate
Clinical Documentation Improvement (CDI) Specialist	Reviews records to ensure clinical documentation matches billing codes.	+12%
AI Documentation Editor	Reviews, edits and formats drafts generated by ambient AI and speech software.	+20%
Traditional Transcriptionist	Converts recorded audio dictation into written text reports.	-5% (Decline)

I have previously worked in the medical profession – can I get cross credits or recognition of prior learning for what I already know?

Possibly. Each case is assessed on an individual basis and you need to provide written evidence of your prior knowledge which is then compared to the course requirements. Please refer to the section on Recognition of Prior Learning (RPL)

Am I too old?

Probably not – age is not a barrier if you choose to work as a self-employed contractor within the industry.

What typing speed do I need to be accepted?

We recommend 45wpm with 90% accuracy to ensure the best chance of success with the course and with future employment opportunities, although we will sometimes accept lower speeds if all other aspects of the application are favourable. You will need to work towards achieving at least 70wpm by the time you graduate to ensure good job opportunities.

What if my typing speed is not good enough?

In exceptional circumstances, a student might be accepted with less than 45wpm, but that student would need to have a high level (proven) of medical knowledge. Students with less than 45wpm typing speed will find it difficult to achieve the required 70wpm by the end of the course and so will be disadvantaged when applying for jobs after graduation. We suggest you undertake a typing skills programme to improve your speed prior to enrolment.

What if I don't have the necessary educational pre-requisites?

Send a copy of your CV along with your application. List at least two work-related referees that we can contact to verify information.

How much can I expect to get paid?

Current earnings within NZ vary according to whether the transcriptionist works within the NZ health system, as a self employed contractor for a local transcription company or on offshore work. Medical transcriptionists working within the New Zealand Health system fall under the National Health Administration and Clerical Pay System at Band 3B. Pay scales for Band 3B range approximately between \$31.46 and \$33.57 per hour (or \$65,627 to \$70,724 per annum) based on experience. A copy of the National Health Administration Workers Collective Agreement, which contains pay rate information can be found on www.tewhaturora.govt.nz

What characteristics do I need in order to become a medical transcriptionist?

You need excellent English grammar skills, as well as a strong interest in and knowledge of the medical language. You need good visual and auditory ability and excellent listening skills. You need reasonable keyboarding skills and must be able to work for long hours, often in a high-pressure environment. A high level of concentration for extended periods of time is also important.

I have already been trained in another medical field. Why do I need further training?

Learning how to listen with discrimination requires practice and guidance from an experienced medical transcription instructor. If you already have the requisite keyboard skills, the additional courses you need will include many hours of transcribing practice. You probably have a head start, but you will need to learn how to integrate your medical knowledge with keyboarding and listening skills.

Additional Information

What does a medical transcriptionist / editor do?

The role has evolved from that of traditional transcriptionist to that of healthcare documentation specialist. Traditionally a medical transcriptionist (MT) listens to dictated recordings made by physicians and transcribes them into medical reports, correspondence, and other documents. Most healthcare providers transmit dictation to MTs using digital dictating equipment. They generally listen to recordings with a headset, using a foot pedal to play and control the recording as necessary, and key the text into a word processor, editing for grammar and clarity. Completed documents, which eventually become part of patients' permanent medical record files, are sent to the dictator for review and signature.

The advent of speech recognition software, which converts voice to text, changed the industry to include the transcriptionist reviewing and editing the voice file rather than typing from "scratch". AI drafts clinical notes in real time during a consultation and the healthcare documentation specialist edits for accuracy and compliance.

Where do medical editors / transcriptionists work?

Healthcare documentation specialists and medical transcriptionists work in hospitals, clinics, doctor's or specialist's offices, transcription services, insurance companies, home healthcare agencies, and other locations where dictation for the purpose of healthcare documentation requires transcription or editing. Many work from their homes as independent contractors, subcontractors, or home-based employees.

Will it be easy for me to get a job?

As with all newly qualified professionals, securing that first position can be challenging. Production demands may prevent hospitals and transcription services from hiring inexperienced people. We recommend that you investigate your local job market BEFORE you choose the career and invest in the education. First do the research, then get a good education, and then be creative and persistent.

We recommend you contact your local District Health Board or you could also try checking websites such as www.seek.co.nz to verify employment opportunities in New Zealand.

Here's what some prospective employers had to say . . .

Rosemary Turner Waugh, director of Transcriptionz Ltd (a local company that sources work from both locally and internationally) had this to say recently:

"I can confirm that there is a worldwide and national shortage of medical transcriptionists - they can work in the hospital system, specialist practises and of course some companies like ourselves are using people for offshore work.

If you develop good skills and are interested in continuing to learn, there are opportunities for placement".

A number of the district health boards have expressed interest in hearing from graduates from the course, and **Shona Trubshawe from Waitemata District Health** says almost all hospitals need more transcription staff.

"We are keen to see this programme attract a number of good students, because we know it is so hard to find skilled staff. Students can also work in specialist practises, or join the growing offshore opportunities that are available on the internet."

Here's what some former students had to say . . .

"I love my job, it's the best job I've ever had and I'm working with another student who did the course the same time as me. The feedback I got after starting my job was that the course we did must be good as we hit the ground running."

The online medical transcription course was the perfect opportunity at the perfect time for me. The benefit of being able to study online was a huge bonus as my daughter was ten weeks old when I began the course. This gave me the opportunity to study around my daughter's ever changing schedule.

Shortly after graduating I was given the opportunity to begin as an intern for a local organisation. This has also allowed me to work from home and remain flexible as a single mum. In this economic climate there are very few chances to find a career path that allows you to work around your lifestyle.

Hayley

The MT training course has changed my life! My children are at school, I live on a farm and I don't drive so this was a perfect way for me to learn online. I had no medical knowledge beforehand but the course notes were easy to understand and the facilitator was very helpful. I made a great career choice. I am now employed at home doing a job that I love!

Mary Ann

When Merrill Kenyon from Te Puna decided she wanted to work from home instead of in an office environment, she had previously been a medical typist at Tauranga Hospital. "I love typing and loved working in the medical field. When I heard about the opportunities in outsourced medical transcription, I decided I would retrain myself to be able to work entirely from home in the future".

Merrill is now working in the US market. "When you work from home, you have to be organised and disciplined. You have to like working out problems, have good hearing and pay attention to the detail. A person who wants to "get it right" is the type of person who will make a good transcriptionist and of course you have to love typing!". There is some flexibility in this type of work. Merrill often starts work early, then takes a break during the day, returning to the PC in the later part of the afternoon. "If I worked in the hospital system, I would have to work a full 40 hours per week, Monday to Friday! And all that travelling!"

She found it interesting to pick up studying once again. "My grades were always good, and I made sure I put the time into training. This has now paid off and I have been working from home for a US account for over a year now.

Merrill

And when asked about the strengths of the course . . .

- *Prompt support from our facilitator.*
- *Giving lots of extra transcriptions, good readable notes.*
- *In -depth theory*
- *Up to 3 resits available on most tests (except finals)*