



# Health and Medical Course Catalogue



 **thepartnerships**  
creating professional success

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**Welcome to UNE Partnerships,  
the Education & Training Company of the University of New England.**

We have grown to become a true leader in the field of distance and online education over more than 30 years of operation, with a genuine commitment to practical and applied learning.

We have also established our position as a provider of choice in the health and medical training sector, as exemplified by our 30 year partnership with the Australian Association of Practice Management (AAPM).

Contemporary, innovative and flexible; UNE Partnerships is here to assist you and your organisation develop the skills and capabilities that you need for the future.

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## Discover your career pathway today!



Junior Receptionist



Receptionist



Senior Receptionist



Medical Practice Assistant



Aspiring Practice Manager



Practice Manager



Practice Owner



Business Manager

# Learning with UNE Partnerships



UNE Partnerships was established in Armidale 30 years ago by the University of New England, Australia's second-oldest regional university and most experienced distance education provider.

We are committed to the provision of high-quality, industry-relevant training to promote skills and knowledge in people and workplaces. Our emphasis is on the application of learning through non-accredited and accredited nationally-recognised qualifications and customised programs.

The qualifications offered through UNE Partnerships are industry relevant, which ensures that skills are honed by direct application within the workplace. Encouraging the practical application of new skills increases staff confidence, and improves performance and commitment.

Training with UNE Partnerships offers:

- Nationally-recognised qualifications that are designed with a 'real world' commercial focus – ensuring relevance and immediate application of new skills and knowledge in the workplace.
- Academic staff with a unique combination of educational excellence and industry expertise. UNE Partnerships' academic staff are selected for their professional competence and reputation as leaders in their respective fields.
- A commitment to ensuring our customers have all the information they need to choose the right programs and maximise their investment in achieving skills, knowledge and qualifications.
- Flexible delivery, allowing students to enrol at any time and giving them the opportunity to study at a pace to suit work, family and study commitments.

# UNE Partnerships and the Australian Association of Practice Management

Together, UNE Partnerships and AAPM have powered the journey to excellence in the Australian healthcare sector.



Since the early 80s we have consulted and collaborated on training and education programs, driving change in the sector and developing the professionalism of healthcare providers. UNE Partnerships' courses draw on the experience, knowledge and resources of AAPM and industry experts and are designed in the interests of members and the wider healthcare profession.

Our flagship courses in Professional Practice Management are regularly refined in response to discoveries and developments in the maturing healthcare industry, and continue to be seen as the benchmark in education and training for the provision of professional healthcare.

In recognition of the journey and all the parts that contribute to professional excellence and improved patient outcomes, we provide a wide range of courses in healthcare provision and broader professional development. Qualifications in medical administration, medical practice assisting and practice management are complemented by business administration and management, project management, short courses and skillsets, and pathways to graduate courses at university level.





# Customised solutions for your organisation



UNE Partnerships has worked side by side with government and business organisations for more than 30 years as a strategic partner to facilitate them in achieving their potential and objectives.

Our focus is on building positive collaborative relationships to better understand your preferred organisational outcomes. We then work closely with you to customise delivery, assessment and evaluation while respecting and embracing your organisational strategic direction, objectives, systems, policies, procedures, culture and values.

- A consultation and analysis process evaluates your objectives and the drivers for the training program, as well as assessing the learning needs of participants.
- Our focus on your needs in design and development ensures the training fits your organisation's culture and strategic objectives. We can adapt existing qualifications, author new courses or adapt in-house courses to meet outcomes.
- Flexible delivery and scheduling meets your needs and priorities.
- Our specialist academic staff bring broad professional experience and provide a 'real world' element to delivery.
- Ongoing evaluation ensures that the program's outcomes are measured and objectives met.
- Every student is supported by a caring and dedicated administrative team.

# Government funded training\*



The Australian Apprenticeships Incentives Programme provides a great opportunity for Medical Practices or other businesses to train new staff or upskill existing staff.

Traineeships are employment-based training programs, that combine nationally recognised qualifications within a workplace context.

## Benefits

There are a range of benefits to training your staff through a formal traineeship with UNE Partnerships, including:

- increased staff attraction and retention;
- improved performance and productivity;
- introducing fresh perspectives to your business; and
- access to the latest knowledge and skills.

## Incentives

What's more, is that there are a range of incentives available to hire new staff or train your existing staff through a formal traineeship.

- State funded training may be available.
- Up to \$4,000 in direct payments from the Commonwealth Government.
- Additional incentives may be available for mature aged workers, disabled Australians, or other designated groups.
- Payroll tax exemptions are offered in most states.

## Traineeship Programs

UNE Partnerships offer the following programs, which have all been designed to meet the specific needs of health and medical businesses.

- Certificate III in Business Administration (Medical)
- Certificate IV in Medical Practice Assisting
- Certificate IV in Business – for Practice Managers
- Certificate IV in Leadership and Management – for Practice Managers

**\* Contact us today for information about eligibility**

# Benchmark training for your practice



Health and  
Medical

	Certificate III in Business Administration (Medical) (BSB31115)	Fundamentals of Medical Assisting (SOA)	Certificate IV in Medical Practice Assisting (HLT47715)	Certificate IV in Leadership and Management (BSB42015) for practice managers	Certificate IV in Business (BSB40215) for practice managers	Diploma of Project Management (BSB51415)	Diploma of Leadership in Healthcare Practice (10820NAT)	Advanced Diploma of Leadership and Management (BSB61015)
Junior Receptionist	●	○						
Receptionist	●	○	●	●				
Senior Receptionist		○	●	●	●			
Medical Practice Assistant	●		●		●			
Aspiring Practice Manager				●	●			★
Practice Manager					●	★	★	★
Practice Owner					●	★	★	★

Key:



Recommended skillset



Recommended qualification



Qualification with credit towards UNE program



UNE Program





# Certificate III in Business Administration (BSB31115)



**Certificate III in Business Administration (Medical)** is a key qualification for staff in a customer-facing role, or those undertaking work in medical administration. Graduates will enthusiastically and effectively support the practice team, providing technical advice, and flexing discretion and judgment.

This comprehensive introduction to administration is an excellent induction for new staff. Graduates will capably undertake practice functions such as:

- organising information;
- maintaining resources;
- delivering and monitoring customer service;
- creating documentation and presentations; and
- maintaining workplace safety.

In addition, graduates will gain expertise and confidence in:

- exercising initiative;
- supporting innovation and change;
- organising own work priorities and development;

- contributing to personal skill development and learning; and
- contributing to effective workplace relations.

## Course Facts

### Entry requirements

- Must be working in a medical practice

### Delivery mode

- Online learning
- Workshops available (subject to numbers)

### Suitable for

- Corporate Groups
- Individual Students
- Traineeships

### Duration

- 12 months

# Fundamentals of Medical Assisting (SOA)\*



**Fundamentals of Medical Assisting** provides practices and participants with an insight into the core skills and knowledge required to become a Medical Practice Assistant. This is an emerging role within many practices, with a significant part to play in both front of house and back of house settings.

In this course, participants will learn how to:

- handle medical specimens;
- facilitate a coordinated approach to client care;
- maintain medication stocks;
- work with diverse people; and
- work legally and ethically.

Demand for Medical Practice Assistants is growing rapidly throughout the healthcare sector, with an obvious role to play in the successful realisation of emerging models of patient-centred, coordinated and collaborative care such as Health Care Homes.

The unique mix of skills and knowledge offered by Medical Practice Assistants will become more critical to the success of practices striving to deliver better patient outcomes and excellence in healthcare management.

## Course Facts

### Entry requirements

- Must be working in a reception or administration role in a General Practice or similar healthcare setting with a suitable level of workplace support.

### Delivery mode

- Online learning (includes webinars)

### Suitable for

- Corporate Groups
- Individual Students
- Traineeships

### Duration

- 6 months

\* Statement of Attainment



**Medical Practice Assistants** have an increasing role to play within the practice, alleviating some of the stress and workloads on medical practitioners.

Students who have completed this qualification are uniquely qualified to support front and back-end staff in the practice, allowing more specialised staff to better provide care for patients and to supervise the assistant in the carrying out of duties.

These highly valued, multi-skilled team members will work within scope of delegation and legal and ethical regulatory frameworks to support delivery of healthcare by:

- understanding how to work and communicate with people with diverse backgrounds and circumstances;
- responding effectively to behaviours of concern and supporting a safe and healthy environment; and
- supporting continuous improvement processes.

Medical Practice Assistants can contribute to the provision of coordinated healthcare services by:

- confirming physical health status;
- taking clinical measurements;
- performing procedures such as ECG;
- handling medical specimens in accordance with policies and procedures;

- organising schedules;
- maintaining patient records and processing medical accounts;
- providing initial and advanced first aid;
- managing first aid resources and services;
- maintaining medical stocks; and
- implementing workplace information systems.

## Course Facts

### Entry requirements

- Must be working in a reception or administration role in a General Practice or similar healthcare setting with a suitable level of workplace support.

### Delivery mode

- Blended learning (online learning with seven days of face-to-face training in each term)

### Suitable for

- Corporate Groups
- Individual Students
- Traineeships

### Duration

- 18 months





## For Health Practice Managers

Certificate IV in Business - for Health Practice Managers has been designed for Practice Managers who are responsible for a range of health-based practice types, including general practice, allied health practices, physiotherapy, chiropractic, medical specialist and group practices.

This qualification is customised to increase relevance and application to the differing needs of the health and dental industries. It addresses the daily operations of a practice with a strong focus on customer service and supporting client/patient needs.

It addresses the people management aspects of effective practices through:

- staff recruitment and managing diversity;
- analysis of client/patient needs; and
- developing and implementing service improvement strategies.

As well as essential business management skills and knowledge such as:

- managing risk;
- understanding financials;



## For Dental Practice Managers

Certificate IV in Business - for Dental Practice Managers has been designed for Practice Managers who are responsible for a range of dental practice types, including private and public general dental services and specialist services.

- applying marketing techniques; and
- implementing operational plans.

### Course Facts

#### Entry requirements

- Must be working in a medical practice

#### Delivery mode

- Online learning

#### Suitable for

- Corporate Groups
- Individual Students
- Traineeships

#### Duration

- 18 months



## For Health Practice Managers

Certificate IV in Leadership and Management - for Health Practice Managers has been designed for Practice Managers who are responsible for a range of health-based practice types, including general practice, allied health practices, physiotherapy, chiropractic, medical specialist and group practices.

This qualification is customised to increase relevance and application to the differing needs of the health and dental industries. It addresses the daily operations of a practice with a strong focus on leadership and developing a service culture responsive to client/patient needs.

It addresses the leadership and culture aspects of effective practices through:

- implementing operational plans to meet practice vision and goals;
- applying continuous review and improvement systems across all aspects of practice;
- developing strategies to address client/patient needs and respond to change;
- leading and communicating with a diverse range of people to achieve outcomes; and
- understanding the importance of business vision, mission and goals to the workplace.



## For Dental Practice Managers

Certificate IV in Leadership and Management - for Dental Practice Managers has been designed for Practice Managers who are responsible for a range of dental practice types, including private and public general dental services and specialist services.

As well as essential business management skills and knowledge such as:

- staff recruitment and managing diversity;
- managing risk; and
- understanding financials.

### Course Facts

#### Entry requirements

- Must be working in a medical practice

#### Delivery mode

- Online learning

#### Suitable for

- Corporate Groups
- Individual Students
- Traineeships

#### Duration

- 18 months





## Introducing our new Diploma of Leadership in Healthcare Practice.

UNE Partnerships and the Australian Association of Practice Management (AAPM) have built upon 30 years of collaboration to develop this new qualification.

This contemporary qualification has a strong focus on continuous improvement, customer service, patient centred care and emerging trends in the healthcare sector.

It is designed to meet the learning and education needs of Practice Managers, to help lead successful and sustainable medical practices and apply effective leadership strategies to succeed in the challenging medical environment that faces healthcare leaders today.

From managing budgets, risk and legal/ethical compliance, to facilitating continuous improvement, reviewing business performance and creating a customer-centric culture, you will become well-versed in all the essential areas of modern practice management.

### Industry Recognition

This qualification has been designed in collaboration with the Australian Association of Practice Management (AAPM).

- AAPM members are entitled to a 10% discount.

Successful attainment of the Diploma of Leadership in Healthcare Practice will allow for articulation into higher awards including a range of undergraduate and postgraduate awards offered by the University of New England (UNE) Business School.\*

\*Applications must address UNE Program entry criteria. Enrolment fees are set annually by the UNE.

## Course Facts

### Entry requirements

- Must be working in a medical practice

### Delivery mode

- Online learning

### Suitable for

- Corporate Groups
- Individual Students

### Duration

- 24 months



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