



Health and Medical NSW Government Funding options



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creating professional success

The Education & Training Company of the University of New England

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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.

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.

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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.

Smart and Skilled Funding

Smart and Skilled* is an initiative of the NSW Government which makes qualifications more affordable and achievable. If you are eligible for Smart and Skilled funding, most of your course fees will be paid by the NSW Government, with a student contribution which can be paid through one of our flexible payment-plans.

Am I eligible?

Participants must:

- Be 15 years or older
- No longer attending school
- Employed in a Medical Practice or Health service.

Eligibility for Smart and Skilled funding as a Traineeship in NSW

- Eligibility as previously stated
- Traineeships require students to be employed 3 months or less, if working full time
- If you are working part time (less than 38 hours per week) Traineeships funding requires students to be employed 12 months or less
- Employers may receive up to \$4000** in commonwealth funding for hiring and training new workers in NSW.

*This training is funded by NSW Government.

**Correct at time of printing.

Discover your career pathway today!



Junior Receptionist



Receptionist



Senior Receptionist



Medical Practice Assistant



Aspiring Practice Manager



Practice Manager



Practice Owner



Business Manager

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**



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



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)

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



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