




# STUDY PRACTICE MANAGEMENT ONLINE

Designed in collaboration with the  
Australian Association of Practice  
Management (AAPM)

10820NAT  
Diploma of Leadership in Healthcare Practice





## Study for your future

We are one of Australia's most progressive Registered Training Organisations with the backing of Australia's highest-rated online university.

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 applied learning.

We are an established 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 help you and your organisation to develop the capabilities required by a rapidly evolving global workplace!



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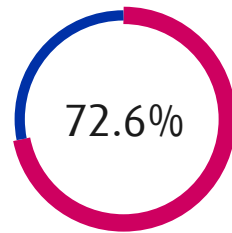
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# Industry insights

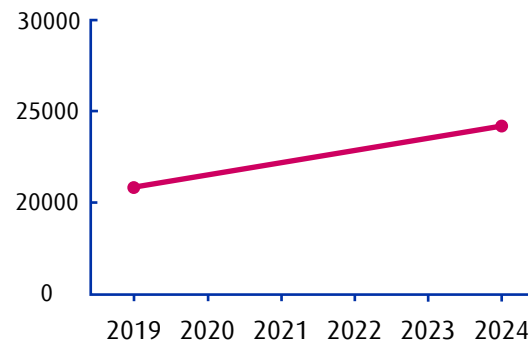
## Employment outcomes within your industry

The health sector is Australia's largest and fastest growing industry and remains the biggest employer, with a significant number of new jobs added over the past decade.

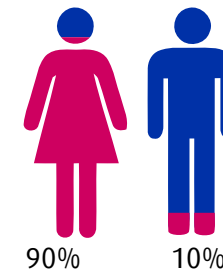
### IMPROVED work status<sup>1</sup>



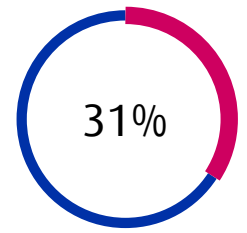
### FUTURE GROWTH Practice Managers<sup>2</sup>



### EMPLOYEES in workforce<sup>3</sup>



### LOCATION in regional health<sup>4</sup>



## Industry relevant course material delivered by industry experts

We offer personalised service and quality teaching, with the backing of Australia's leading regional online university, the University of New England. Our courses and qualifications will help you to gain a competitive industry edge to take on new challenges and to grow and succeed within your workplace.

<sup>1</sup> <https://www.myskills.gov.au/courses/details?Code=10820NAT>

<sup>2</sup> <https://lmip.gov.au/default.aspx?LMIP/EmploymentProjections>

<sup>3</sup> <https://joboutlook.gov.au/occupations/practice-managers?occupationCode=5122>

<sup>4</sup> Data is sourced from Australian Jobs 2019, conducted by Australian Government Department of Jobs and Small Business

# Our Industry Partner

## Specialist industry courses and qualifications

UNE Partnerships has worked closely with the Australia Association of Practice Management (AAPM) for more than 30 years!

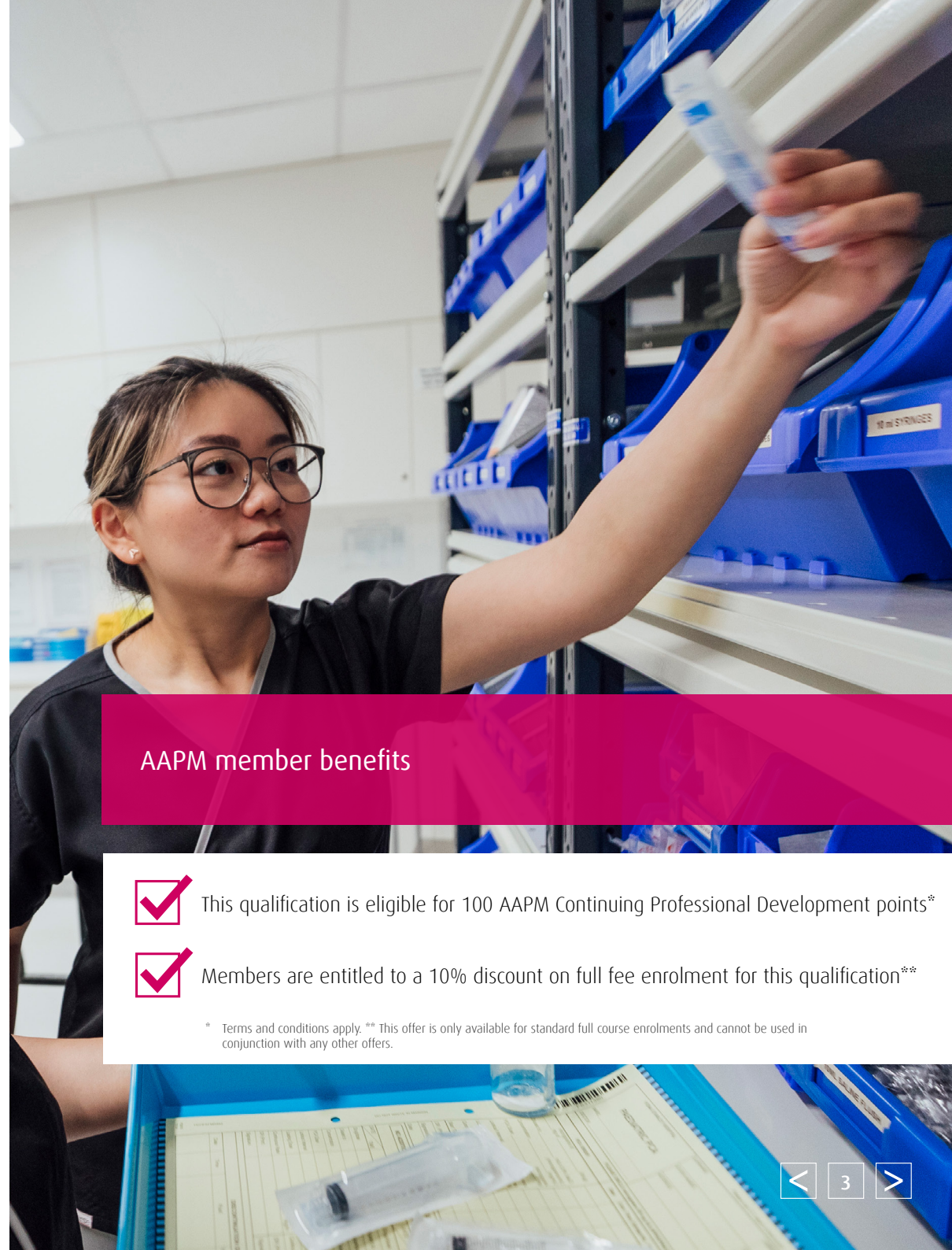


Together through this partnership and close collaboration with industry, we have developed successive evolutions of specialist courses and nationally recognised qualifications, designed to support the unique and specific requirements of medical and dental practice managers, culminating in the contemporary Diploma of Leadership in Healthcare Practice.

““

*Our partnership with AAPM represents a genuine commitment to the medical practice sector, as we work together to offer a range of annual awards and scholarships to recognise exemplary performance and support the advancement of Indigenous Australians.*

- Benjamin Gilmore  
CEO, UNE Partnerships



### AAPM member benefits

- ✓ This qualification is eligible for 100 AAPM Continuing Professional Development points\*
- ✓ Members are entitled to a 10% discount on full fee enrolment for this qualification\*\*

\* Terms and conditions apply. \*\* This offer is only available for standard full course enrolments and cannot be used in conjunction with any other offers.

# Why study with us?

Our students and graduates benefit from 30+ years of experience delivering high quality distance and online vocational education.

Our trainers and assessors are highly respected within their profession, bringing genuine industry experience and expertise to your learning.

It's no wonder our graduates have enjoyed some of the highest satisfaction and completion rates in the country!

## Guided support

Here at UNE Partnerships you will receive the support you need to help balance your work, life and study.



### Our student support team

*are passionate about your success and provide personal assistance and regular support calls*



### Our trainers and assessors

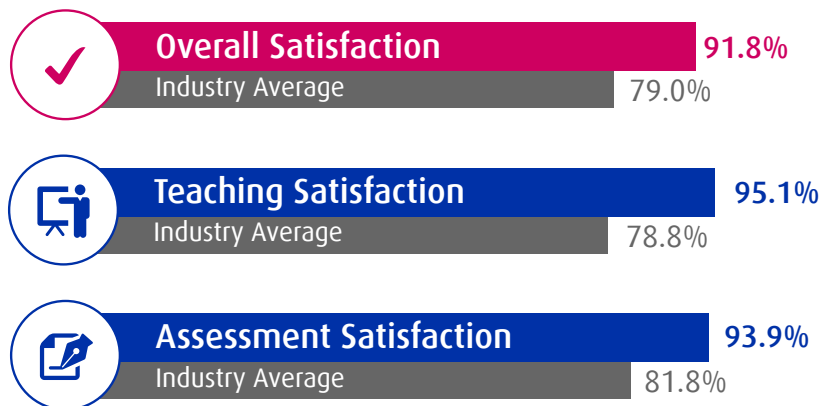
*will become your mentor, guiding you through your learning and assessment journey*



### Our partnerships

*mean that you can access 24/7 online tutorial support through Studiosity.*

## Graduate satisfaction



\* Based on 2019 Learner Engagement Survey data (UNEP) and 2019 National Student Outcome Survey data (NCVER) for Diploma or higher level graduates.

# Meet the team

Our team are Subject Matter Experts within their field with extensive industry experience and continuing professional development.



Motivation



Study targets



Course direction



Mentoring



**Gary Smith**  
Academic Director  
Health Programs

Gary has been a successful practice manager in the Primary healthcare space for over 36 years.

Gary has held a number of positions with the Australian Association of Practice Management (AAPM) including National and NSW State Presidents.

Gary holds a number of Board positions in the Healthcare sector.



**Cathy Baynie**  
Academic Director  
Health Programs

Cathy has worked as a practice manager and consultant in the Australian healthcare sector for over 30 years.

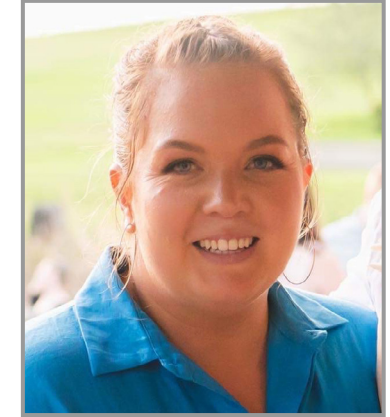
Cathy has a background in nursing and held the position of National President for the Australian Association of Practice Management (AAPM) from 2017 to 2020.



**Linda George**  
Program Manager  
Leadership and Management

Linda has over 10 years experience in the education industry. Linda loves working in the field of education, she believes that learning has the ability to empower people, to create leaders of today and tomorrow, and brings about positive change.

Linda manages the Leadership and Management suite of courses and has seen the program through various Business Services Training package updates.



**Megan Bourke**  
Student Engagement

Megan is new to education, but brings a wealth of experience in customer service and is passionate about ensuring each and every student feels supported during their studies which she found extremely important during her studies in a Bachelor of Business at UNE.

Megan understands the importance of effective communication and thrives off the ability to help others, share her knowledge and expand upon her current skillset.



# Course information

The Diploma of Leadership in Healthcare Practice has been designed by practice managers for practice managers. This contemporary qualification builds on 30 years of collaboration between UNE Partnerships and AAPM, with a strong focus on continuous improvement, customer service, patient-centred care, and emerging trends in the sector.

Our qualification aims to help practice managers lead successful and sustainable medical practices in an increasingly dynamic healthcare environment. You will learn the skills and knowledge to apply effective leadership strategies for your practice to succeed within the challenging medical environment that faces healthcare leaders today.



## Admission Guidelines

There are no entry requirements for these qualifications.

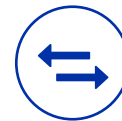
We recommend that you have:

- Experience managing teams or business operations.
- Strong written and verbal communication skills.
- Previously complete Year 12 or a Certificate IV level qualification.
- Appropriate technology to study online and the motivation to learn independently.



## Duration

- 17 hours per week over a study period up to 2 years



## Suitable for

- Individual Students
- Corporate Groups
- Traineeships and other funded programs



## Delivery mode

- Online Learning

10820NAT

## Diploma of Leadership in Healthcare Practice





# Graduate outcomes

On successful completion of this qualification, you will have the skills and knowledge to:

- identify and manage the risks associated with professional practice
- organise, document and institute a range of measures to ensure compliance with Australian legislation and relevant professional standards
- review performance across all aspects of the business, identify opportunities for improvement and utilise the principles of continuous quality improvement in the delivery of services by the practice
- actively and positively lead the practice team
- work with practice principals to identify business vision and goals
- translate business vision and goals into organisational objectives and create plans to achieve those objectives using a range of tools
- monitor organisational performance against documented plans and report to practice principals using a range of tools.

## Pathways to UNE

Successful attainment of 10820NAT Diploma of Leadership in Healthcare Practice will allow for articulation into higher awards, including the [BSB60420 Advanced Diploma of Leadership and Management](#) or undergraduate 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.



## Student testimonial

““

*Thank you for giving me the opportunity to study the Diploma of Leadership in Healthcare Practice. I have found the course interesting, challenging and rewarding. Over the duration of the course I feel I have gained a lot of knowledge and developed skills that are beneficial to both myself and my workplace. I would highly recommend this course to anyone wanting to further develop their role in Practice Management.*

*- Maddie Shaw  
Dip Prof Prac Ldrshp*

# Learning outcomes

12 units of competency must be successfully completed to attain this qualification.

## **BSBTEC403**

### **Apply digital solutions to work processes**

Learn the skills, knowledge and outcomes to integrate digital technologies into common management practice. The unit applies to supervisors, teams, and new and emerging leaders who need to apply digital vision and solutions within structured work environments.

## **SIRXCEG004**

### **Create a customer-centric culture**

Learn the skills, knowledge and performance outcomes required to manage and ensure the delivery of customer service standards and work with team members to improve customer experiences. This unit applies to those working in customer service management roles in a diverse range of industry sectors and business contexts, and operate independently with some responsibility for others and decision making, and within established organisational policies and procedures.

## **BSBPEF502**

### **Develop and use emotional intelligence**

Learn the skills and knowledge required to develop and use emotional intelligence to increase self-awareness, self-management, social awareness and relationship management in the workplace. This unit applies to those who are required to identify, analyse, synthesise and act on information from a range of sources and who deal with unpredictable problems as part of their job role, and may be responsible for leading a team or work area.

## **BSBST502**

### **Facilitate continuous improvement**

Learn the skills and knowledge required to lead and manage continuous improvement systems and processes. Particular emphasis is on the development of systems and the analysis of information to monitor and adjust performance strategies, and to manage opportunities for further improvements. This unit applies to those who take an active role in managing a continuous improvement process in order to achieve an organisation's objectives. At this level, work will normally be carried out using complex and diverse methods and procedures which require the exercise of considerable discretion and judgement, using a range of problem-solving and decision-making strategies.

## **BSBFIN501**

### **Manage budgets and financial plans**

Learn the skills and knowledge required to undertake financial management in an organisation or work area. It includes planning and implementing financial management approaches and supporting and evaluating effectiveness of financial management processes. This unit applies to managers in a wide range of organisations and sectors who have responsibility for the effective use of financial resources within work teams. They are responsible for ensuring that financial resources are managed in line with the financial objectives of the team and organisation.

## **BSBOPS504**

### **Manage business risk**

Learn the skills and knowledge required to manage business risks in a range of contexts across an organisation or for a specific business unit or area in any industry setting. The unit applies to those who are working in positions of authority and who are approved to implement change across the organisation, business unit, program or project area, and may or may not have responsibility for directly supervising others.

## **CHCLEG003**

### **Manage legal and ethical compliance**

Learn the skills and knowledge required to research information about compliance and ethical practice responsibilities, and then develop and monitor policies and procedures to meet those responsibilities. This unit applies to those working in roles with managerial responsibility for legal and ethical compliance in small to medium sized organisations. There may or may not be a team of workers involved.

## **CHCDIV003**

### **Manage and promote diversity**

Learn the skills and knowledge required to evaluate and promote diversity in the workplace, and to contribute to the planning of diversity policies and procedures. This may apply to internal work practices or external service delivery. This unit applies to those working in any type of leadership role across all industry sectors.

### **BSBLDR602**

#### **Provide leadership across the organisation**

Learn the skills and knowledge required to demonstrate senior leadership behaviour and personal and professional competence. Business ethics are also addressed in this unit. The unit applies to those who have a role in modelling professionalism in their organisation and industry and inspiring and motivating others to achieve organisational goals. Leadership is seen in the context of the organisational mission.

### **CHCPRP003**

#### **Reflect on and improve own professional practice**

Learn the skills, knowledge required to evaluate and enhance own practice through a process of reflection and ongoing professional development. This unit applies to those in all industry sectors who take pro-active responsibility for their own professional development.

### **FNSCUS513**

#### **Review business performance**

Learn the skills and knowledge required to collect, organise, analyse, investigate and review data to improve the efficiency and quality of performance of a business or business unit. This unit applies to those who use a range of managerial techniques to review and analyse their own work and the work of others to determine required actions.

### **BSBPMG430**

#### **Undertake project work**

Learn the skills and knowledge required to undertake a minor project or a section of a larger project. It covers developing a project plan, administering and monitoring the project, finalising the project and reviewing the project to identify lessons learned for application to future projects. The unit applies to those who play a significant role in ensuring a project meets timelines, quality standards, budgetary limits and other requirements set for the project.





# Course fees\*

We provide a range of flexible payment options to help you achieve professional success sooner.



### Pay upfront

\$6,990 AUD<sup>^</sup>



### Flexible payments

Pay weekly, fortnightly or monthly over 12 months



### Third party

Seek financial assistance from your employer or another third party

## Member discounts

Members of the Australian Association of Practice Management (AAPM) are entitled to a 10% discount on full fee enrolment for this qualification.<sup>+</sup>

Visit our website for more information about our fees and funding at [www.unep.edu.au/students/fees-and-funding](http://www.unep.edu.au/students/fees-and-funding)

\* Terms and conditions apply. ^ Information is correct as at January 2021. + This offer is only available for standard full qualification enrolments and cannot be used in conjunction with any other offer.



my.unep is our modern online learning environment.

my.unep makes it easy for you to access your learning materials any time so you can study anywhere in the world.

Shortly after enrolment our friendly Student Engagement team will provide an induction to help you find your way around my.unep to facilitate a successful student learning journey.

## Units

You will find everything you need to complete your studies in my.unep

### Introduction

- Getting Started
- Course Overview

### Learning Resources

- Readings
- Activities
- Resources

### Assessment

- Case Studies
- Scenarios
- Tools and Templates

### Support Centre

- 24/7 Support.





## Minimum requirements to get started

If you're reading this, you're likely already committed to improving your skills, knowledge and capabilities. Every day presents you and your team with an exciting opportunity to learn and develop the abilities needed to elevate yourself and your business to new heights.

### Policies and Procedures

We are committed to the provision of exceptional quality education and a great learning experience.

We encourage you to familiarise yourself with our policies and procedures, which can be found on our website [www.unep.edu.au/students/policies](http://www.unep.edu.au/students/policies)

On this page you will also find our frequently asked questions section that may help to answer some of your questions.

### Minimum Requirements for Students

Our courses are self-directed online programs which rely heavily on text-based resources to support study.

All students will need:

- moderate numeracy and English literacy skills
- moderate computer skills
- to be working in a job role which provides sufficient opportunity to develop competency and to complete required assessment tasks.

### Computer Requirements

All of our courses are delivered through our modern online learning environment.

To successfully complete an online course, you will need ready access to an internet enabled computer with the following configurations.

- Operating system (Mac OS 10.11 or later, Windows 7, 8.1 or 10)
- Internet (speed adequate to watch videos on YouTube)
- Microsoft office 2016 or higher OR other equivalent office suite
- Adobe Acrobat Reader
- Modern internet browser
- Headset with microphone, speakers and camera (for webinars, recording audio assessments and/or Skype discussions with your assessor).



## 5 High-demand skills and careers

### Skills

- Leadership
- Quality and Compliance
- Relationship Management
- Conflict Resolution
- Continuous Improvement.

### Careers

- Practice Manager
- Group Manager
- Office Manager
- Business Manager
- Practice Consultant.

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