

**unepartnerships**  
creating professional success

## **Benchmark training for your medical practice**



# Introduction



In today's fast-paced healthcare environment, continuous staff training has become a cornerstone of successful medical practices. As the industry faces constant advancements in technology, evolving regulations, and rising patient expectations, ensuring that healthcare professionals are well-trained is not just a best practice but a critical necessity.

Here at UNE Partnerships we are really proud of our continued success in training staff in a medical practice. Our high-quality training for all job roles in a medical practice has kept us as the forefront of relevancy and contemporary education.

And the constantly high ratings we receive reports that this training also delivers patient satisfaction which as you know hinges significantly on the competence and demeanour of the staff.

Training focused on communication and customer service can lead to more positive patient interactions, higher satisfaction scores, and increased patient retention. In an age where patients have more choices and higher expectations, these elements are crucial for a practice's reputation and growth.

It is clear financially, that investing in staff training translates to better efficiency and productivity. Well-trained employees make fewer errors, work more efficiently, and contribute to a smoother workflow, ultimately saving the practice money. Additionally, it can lower staff turnover rates. Employees who feel valued and see opportunities for professional growth are more likely to stay, reducing the costs associated with hiring and training new staff.

In essence, investing in staff training is an investment in the practice's future. It ensures high-quality care, operational efficiency, and a positive workplace culture, positioning the practice for long-term success in a competitive healthcare landscape.

So please, take a look over the next few pages at the wide range of courses we provide that covers almost every single non-GP role in the practice.



We look forward to working with you.









**Benjamin Gilmore**  
CEO  
UNE Partnerships



# Benchmarking Training for your Medical Practice

## Key:

-  Funding may be available in your state. Please call our course advisors for details.
-  Qualification recommended for this practice role,

	 Junior Receptionist	 Receptionist	 Senior Receptionist	 Medical Practice Assistant	 Aspiring Practice Manager	 Practice Manager	 Practice Owner	 Business Manager
Certificate III in Business Administration (Medical) (BSB30120)	★ ●	★ ●			★ ●			
Certificate IV in Leadership and Management (BSB40520)		★ ●	★ ●		★ ●	★ ●	★ ●	
Certificate IV in Medical Practice Assisting (HLT47715)		★ ●	★ ●	★ ●				
Diploma of Leadership in Healthcare Practice (10820NAT)						★ ●	★ ●	
Diploma of Project Management (BSB350820)								★ ●
Diploma of Leadership and Management (BSB50420)						★ ●	★ ●	★ ●
Advanced Diploma of Leadership and Management (BSB60420)							★ ●	★ ●

# Benchmarking Training for your Medical Practice



## Junior Receptionist



**Certificate III in Business  
Administration (Medical)**  
(BSB30120)



Funding may be available in your state!  
Please call our course advisors for details.

- Working and interacting effectively with other staff and customers within a diverse workplace
- Correctly identifying the needs of customers and ensuring that they receive high quality service
- Marshalling, maintaining and administering Practice resources to ensure their proper use.





Funding may be available in your state!  
Please call our course advisors for details.



**Certificate III in Business  
Administration (Medical)** (BSB30120)



**Certificate IV in Leadership and  
Management** (BSB40520)



**Certificate IV in Medical Practice  
Assisting** (HLT47715)



# Benchmarking Training for your Medical Practice



## Senior Receptionist



**Certificate IV in Leadership and  
Management (BSB40520)**



**Certificate IV in Medical Practice  
Assisting (HLT47715)**



Funding may be available in your state!  
Please call our course advisors for details.

- Leading an efficient, effective and well organised team that is able to deliver first rate service to clients
- Maintain high levels of communication with the members of the reception team, and other stakeholders
- Work closely with other senior members of the practice to ensure the greatest level of success possible.



# Benchmarking Training for your Medical Practice



## Medical Practice Assistant



**Certificate IV in Medical  
Practice Assisting**  
(HLT47715)\*



Funding may be available in your state!  
Please call our course advisors for details.

- Carrying out everyday tasks and communicating medical terms with internal and external stakeholders within the practice environment
- Discussing fees, processing referrals and preparing accounts for patients from diverse backgrounds
- The handling of an array of information systems within the practice, and their appropriate use to assist in the organisations efficiency.

\*This qualification is mandatory for this role



# Benchmarking Training for your Medical Practice



## Aspiring Practice Manager



**Certificate IV in Leadership  
and Management (BSB40520)**



Funding may be available in your state!  
Please call our course advisors for details.

- Advising, implementing and critically evaluating customer service strategies
- The management of ongoing relationships with customers by helping them communicate their needs and meeting them
- Contributing to customer service within the practice
- Identification of statutory, legislative and regulatory requirements and how they relate to a compliance framework.





# Benchmarking Training for your Medical Practice



## Practice Manager



**Certificate IV in Leadership in  
Healthcare Practice (10820NAT)**



**Certificate IV in Leadership and  
Management (BSB40520)**



**Diploma in Leadership and  
Management (BSB50420)**



Funding may be available in your state!  
Please call our course advisors for details.

- Creating, observing and adjusting service strategy for patients within the practice
- Embracing and implementing correct diversity policy within the practice
- Planning and implementing compliance management systems in accordance with compliance requirements.



# Benchmarking Training for your Medical Practice



## Practice Owner



Funding may be available in your state!  
Please call our course advisors for details.



**Diploma of Leadership in Healthcare Practice** (10820NAT)



**Certificate IV in Leadership and Management** (BSB40520)



**Diploma of Leadership and Management** (BSB50420)



**Advanced Diploma of Leadership and Management** (BSB61015)

- Managing costs related to customer engagement within the practice environment
- Hiring, retaining, rostering and training staff while bound by regulatory and legislative compliance
- Analyse and translate data and information relating to customer engagement in the practice.



# Benchmarking Training for your Medical Practice



## Business Management



**Diploma of Project Management**  
(BSB350820)



**Diploma in Leadership and  
Management** (BSB50420)



**Advanced Diploma of Leadership and  
Management** (BSB60420)



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- Investigate and regulate business resources, how they are best used and how to ensure accountability for their use
- Be an effective communicator and leader to a team that can be spread across multiple sites, venues and even States
- Arrange meetings and liaise professionally within a meeting environment with staff that may be located across multiple timezones.



## Short Courses Available

We also offer a range of short courses to support your staff and your practice in a variety of areas.

### Short courses

### Competency Units

#### Health and Community

Customer Service in a Healthcare setting	BSBMED305 Apply the principles of confidentiality, privacy and security within the medical environment	BSBXC301 Engage in workplace communication	BSBCUS301 Deliver and monitor a service to customers
Medical Assisting Essentials	HLTHSP005 Handle medical specimens	HLTINF006 Apply basic principles and practices of infection prevention and control	HLTHPS003 Maintain medication stocks
Communication in a Healthcare setting	CHCCCS020 Respond effectively to behaviours of concern	BSBMED301 Interpret and apply medical terminology appropriately	CHCCOM005 Communicate and work in health or community service
Medical Reception Essentials	BSBMED305 Apply the principles of confidentiality, privacy and security within the medical environment	BSBMED303 Maintain patient records	BSBMED302 Prepare and process medical accounts

#### Business and Management

Leadership Principles	BSBPMG430 Undertake project work changed to BSBPEF502 Develop and use emotional intelligence	BSBXTW401 Lead and facilitate a team	BSBLDR411 Demonstrate leadership in the workplace
Leading Successful Change	BSBLDR602 Provide leadership across the organisation	BSBLDR523 Lead and manage effective workplace relationships	BSBSTR502 Facilitate continuous improvement
Management Principles	BSBOPS502 Manage business operational plans	BSBOPS504 Manage business risk	BSBFIN501 Manage budgets and financial plans

# Short Courses Available

## Short courses

## Competency Units

### Project Management

Emotionally Intelligent Project Management	BSBPEF502 Develop and use emotional intelligence	BSBTWK502 Manage team effectiveness	BSBPMG535 Manage project information and communication
The Project Management Triangle	BSBPMG530 Manage project scope	BSBPMG531 Manage project time	BSBPMG533 Manage project cost
Projects - People and Leadership	BSBLDR602 Provide leadership across the organisation	BSBPMG534 Manage project human resources	BSBTWK502 Manage team effectiveness
Project Management	BSBPMG538 Manage project stakeholder engagement/communication/project hr	BSBPMG539 Project governance	BSBPMG540 Manage project integration

### Aged Care and NDIS

Skills for Support Work	CHCDIV001 Work with diverse people	CHCLEG001 Work legally and ethically	HLTWHS002 Follow safe work practices for direct client care
Disability Leadership Principles	NAT11076001 Lead effectively in the disability sector	BSBPEF502 Develop and use emotional intelligence	CHCPRP001 Develop and maintain collaborative networks and collaborate partnerships
Disability Finance and Operations	NAT11076002 Manage finance in the disability sector	BSBOPS502 Manage business operational plans	BSBOPS504 Manage business risk





## CONTACT US **TODAY**



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Connect with us on social media



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## ACKNOWLEDGEMENT **OF COUNTRY**



UNE Partnerships respects and acknowledges that its people, programs and facilities are built on land, and surround by a sense of belonging, both ancient and contemporary, of the world's oldest living culture. In doing so, UNE Partnerships values and respects Indigenous knowledge systems as a vital part of the knowledge capital of Australia.