

Training suitability

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.

Study period and workload

This qualification is delivered online (comprising of on-the-job learning, workplace practice, self-directed study and assessment preparation).

The estimated time to complete this qualification is 6-7 hours per week over a study period up to 24 months.

This estimate is based on AQF guidelines and will vary according to student experience and current practice.

Skill outcomes

On successful completion of this qualification, graduates 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
- manage the human resource function of the practice
- review performance across all aspects of the business
- actively and positively lead the practice team
- work with practice principals to identify business vision and goals
- translate business vision and goals into objectives.

Delivery

- Corporate groups
- Individual students

Duration

24 months

Entry requirements

Students must be working as a practice manager or in another role with suitable opportunities in the work environment to carry out the learning and assessment activities associated with this qualification.

Assessment

This qualification includes a combination of knowledge questions, work-related tasks and evidence portfolio or Recognition of Prior Learning (RPL).

Learning Pathways

Available to higher awards

Please refer to our website for further information
unep.edu.au

Competencies

Students must complete 12 units of competency:

BSBLDR511

Develop and use emotional intelligence

CHCPRP003

Reflect on and improve own professional practice

CHCDIV003

Manage and promote diversity

CHCLEG003

Manage legal and ethical compliance

BSBMGT605

Provide leadership across the organisation

BSBMGT516

Facilitate continuous improvement

BSBFIM501

Manage budgets and financial plans

FNSCUS503

Review business performance

BSBPMG522

Undertake project work

BSBRSK501

Manage risk

BSBMGT519

Incorporate digital solutions into plans and practices

SIRXCEG004

Create a customer-centric culture

Competency descriptions

BSBLDR511

Develop and use emotional intelligence

This unit covers the development and use of emotional intelligence to increase self-awareness, self-management, social awareness and relationship management in the context of the workplace. It includes identifying the impact of own emotions on others in the workplace, recognising and appreciating the emotional strengths and weaknesses of others, promoting the development of emotional intelligence in others and utilising emotional intelligence to maximise team outcomes.

CHCPRP003

Reflect on and improve own professional practice

This unit describes the skills and knowledge required to evaluate and enhance own practice through a process of reflection and ongoing professional development.

CHCDIV003

Manage and promote diversity

This unit describes 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.

CHCLEG003

Manage legal and ethical compliance

This unit describes 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.

BSBMGT605

Provide leadership across the organisation

This unit describes the skills and knowledge required to demonstrate senior leadership behaviour and personal and professional competence. Business ethics are also addressed in this unit.

BSBMGT516

Facilitate continuous improvement

This unit describes 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.

BSBFIM501

Manage budgets and financial plans

This unit describes the skills and knowledge required to undertake financial management within a work team in an organisation. It includes planning and implementing financial management approaches, supporting team members whose role involves aspects of financial operations, monitoring and controlling finances and reviewing and evaluating effectiveness of financial management processes.

FNSCUS503

Review business performance

This unit describes the skills and knowledge required to set up a system to investigate, collect, organise, analyse and review service data to improve efficiency and quality of the business performance.

BSBPMG522

Undertake project work

This unit describes the skills and knowledge required to undertake a straightforward 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.

BSBRISK501

Manage risk

This unit describes skills and knowledge required to manage risks in a range of contexts across an organisation or for a specific business unit or area in any industry setting.

BSBMGT519

Incorporate digital solutions into plans and practices

This unit defines the skills, knowledge and outcomes required to implement digital solutions into organisational processes and practices. It covers identifying and evaluating opportunities, accessing technological expertise, and managing the changes associated with new technology.

SIRXCEG004

Create a customer-centric culture

This unit describes the performance outcomes, skills and knowledge required to manage and ensure the delivery of customer service standards and work with team members to improve customer experiences.