unepartnerships
creating professional success

Riverina Skillset SG00009753
Statement of Attainment in Clinical Management
(Apply Digital and Customer Centric Support in Primary Health Clinics)

Designed by the Murrumbidgee PHN and the Murrumbidgee Local Health District the Clinical Management Skillset aims to equip practice staff with essential skills to devise and apply digital solutions to improve work processes and support change to systems for service delivery.

Benefits

- Reduce reliance on manual workflows for administration
- Robust internal frameworks to support patients from the first touchpoint
- Integrated digital health solutions and platforms
- Improved digital health communication between providers and patients
- Reduced silos and duplication of services
- Increased practice capacity by creating space for staff to work at the top of their scope
- Reduced confusion and duplication of services

Program at a glance

Enrolment period	14 to 25 November 2022	Enrolments must be received no later than **25 November 2022** and must be accompanied by evidence of eligibility
Start period	5 to 15 December	Students must start study by completing their first learning activity no later than **15 December 2022**
End date	30 June 2023	Students must complete and submit all assessment tasks no later than **23 June 2023** in order for UNEP to carry out assessment within this timeframe
Region		Students must live and/or work in the NSW Riverina region.
Course requirements		Five core and compulsory units of competency
Module	Code	Title
1	BSBTEC404	Use digital technologies to collaborate in a work environment
2	BSBTEC403	Apply digital solutions to work processes
3	SIRXCEG004	Create a customer-centric culture
4	BSBPMG430	Undertake project work
5	BSBSTR502	Facilitate continuous improvement

Eligibility and fees

This training is subsidised by the NSW Government. There are no fees attached to participation in this course for eligible applicants. Proof of eligibility will be required to confirm your enrolment.

- ✓ Living and/or working in NSW (see eligible regions for this training above)
- ✓ Aged 15 years or older
- ✓ Have left school
- ✓ Australian citizen, permanent resident, humanitarian visa holder or New Zealand citizen

Entry requirements

- ✓ Year 12 or equivalent level of English language reading, writing and comprehension skills
- ✓ Appropriate level of responsibility in the workplace

Course duration and study commitment

This course is delivered over a six month study period. Students will need to devote approximately 10 hours per week to complete the learning and assessment requirements of the course over this period. Please check the course study timetable over page to ensure that you can make this commitment.

Delivery mode

This course is delivered online through the UNEP student learning portal. Students will need to use a range of technology to complete the learning and assessment requirements. Please read the **important information on technology requirements** later in this document. You won't be able to complete this course if you don't have access to the required equipment.

Assessment methods

- ✓ Answer knowledge questions
- ✓ Demonstrate practical skills
- ✓ Create business documentation

Technology requirements

This course is delivered through the UNE Partnerships online learning platform. Check the technology requirements here: http://downloads.unep.edu.au/documents/UNE-Partnerships/UNEP-IT-Requirements.pdf

Student support

- ✓ Regular live support sessions with the trainer via Zoom and Teams
- ✓ 24 hour access to my.unep online learning platform
- ✓ Friendly and effective support from the UNEP student services team during business hours

Pathways Information

Successful students can apply for credit towards 10820NAT Diploma of Leadership in Healthcare Practice and a range of other nationally recognised qualifications that include these units.

Unique Student Identifier

Students undertaking nationally recognised training are required to have a Unique Student Identifier (USI). If you don't have a USI we will be unable to issue your testamur when you complete the course.

If you don't already have a USI, or have forgotten it, please visit this site – https://www.usi.gov.au/

Please make sure you enrol using the name your USI is registered for, your name must match your USI registration.

Interested?

Register your interest with the Murrumbidgee PHN here. Murrumbidgee PHN will provide UNE Partnerships with your contact details.

Enrolment process

UNE Partnerships uses an online enrolment application process. The application portal will open on the 14th November.

1. You will receive a link to the application portal.

2. Enter the required information and submit your application for enrolment.

3. You will receive an email confirming that your application has been received.

4. Once you have completed the application we will check your eligibility for funding with NSW State Training Services and advise you of the outcome.

5. You will receive another email with your username and password once your enrolment has been accepted and activated. **Please keep this in a safe place!**

Expected Study Timetable

The NSW Government has set a strict timeframe for completion of this course. There will be no extensions allowed to the expected completion date.

Please do not apply for enrolment in this course if you cannot commit to the following study timetable.

Clinical Management Skillset Study Timetable			
Week	Timing	Activity	Detail
1-2	5 to 16 December 2022	Start	**Induction and commencement** • Receive log on details for the my.unep online course site • Log on to the site and review course information. • Participate in Module 1 learning webinar • *Complete Lesson 1 learning activity no later than 15 December 2022*
3 - 9	19 December to 3 February 2023	Module 1	**BSBTEC404 Use digital technologies to collaborate in a work environment** • Continue working through Module 1 online learning content at my.unep • Participate in Module 1 assessment webinar • Work through the requirements of each assessment task • Complete and submit assessment tasks in the UNEP learning portal
10 - 13	6 February 2023 to 3 March 2023	Module 2	**BSBTEC403 Apply digital solutions to work processes** • Commence study at my.unep • Participate in Module 2 learning webinar • Work through Module 2 online learning content • Participate in Module 2 assessment webinar • Work through the requirements of each assessment task • Complete and submit assessment tasks in the UNEP learning portal
14 - 18	6 March 2023 to 7 April 2023	Module 3	**SIRXCEG004 Create a customer-centric culture** • Commence study at my.unep • Participate in Module 3 learning webinar • Work through Module 3 online learning content • Participate in Module 3 assessment webinar • Work through the requirements of each assessment task • Complete and submit assessment tasks in the UNEP learning portal
19 - 22	10 April 2023 to 5 May 2023	Module 4	**BSBPMG430 Undertake project work** • Commence study at my.unep • Participate in Module 4 learning webinar • Work through Module 4 online learning content • Participate in Module 4 assessment webinar • Work through the requirements of each assessment task • Complete and submit assessment tasks in the UNEP learning portal
23 - 28	8 May 2023 to 16 June 2023	Module 5	**BSBSTR502 Facilitate continuous improvement** • Commence study at my.unep • Participate in Module 5 learning webinar • Work through Module 5 online learning content • Participate in Module 5 assessment webinar • Work through the requirements of each assessment task • Complete and submit assessment tasks in the UNEP learning portal
29	23 to 30 June 2023	Completion and certification	**Final assessment** • *Any overdue assessment tasks to be submitted no later than 23 June 2023.* • Administrative processes and compliance check. • Final result. • Testamur / SOA sent to successful students via mail during the first week of July