

# Diploma of Professional Practice Leadership 10488NAT



## Program Overview



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# Overview

## Welcome

Welcome to the *Diploma of Professional Practice Leadership 10488NAT*. This is a nationally recognised and accredited program presented by UNE Partnerships Pty Ltd, the Education and Training Company of the University of New England.

We are delighted that you have joined the *Professional Practice Manager Development* program which is aimed at developing professional practice managers through three standalone qualifications

- *Certificate IV in Leadership and Management* – focusing on a solid core of skills to manage the day-to-day operations of a practice with an emphasis on leading and supporting the team.
- *Certificate IV in Business* – focusing on a solid core of skills to manage the day-to-day operations of a practice with an emphasis on promoting and maintaining the business
- *Diploma of Professional Practice Leadership* – focusing on the business management skills required to lead a professional and profitable practice.

## Alliance Partner

The Australian Association of Practice Managers (AAPM) is Australia's largest association for Practice Managers in the healthcare sector; it represents and unites Practice Managers across the whole healthcare industry. AAPM is recognised as the professional body dedicated to supporting effective healthcare practice management. AAPM actively seeks to raise the profile of practice management and to aid professional growth through education and information. Its success has resulted in a strong network of over 1600 members. In the interest of its members and the wider healthcare professional AAPM works closely with government, stakeholders, and other professional bodies to support its practice management focus.

UNE Partnerships and AAPM have a valued and long-standing relationship which has fostered the development of education and training in this sector for over 25 years. AAPM has been closely involved in the development of UNE Partnerships' courses in practice management and continues to provide input to their development and advice on improvements to ensure their continued currency and relevance in the practice management sector.

## Contact points

As experienced distance education providers, we understand how important communication is. We have used our online site to take advantage of current technology and make sure that information and contact points are up to date and go to the right people, while also giving you the opportunity to use the forms of contact that suit you.

### Administration

If you have any questions of an administrative nature, please contact the student support team via the online site, or alternatively through:

Telephone: (02) 6773 0000

Email: [practice@unep.edu.au](mailto:practice@unep.edu.au)

Mail: UNE Partnerships Pty Ltd  
PO Box U199  
University of New England NSW 2351

### Learning and Assessment

If you would like to discuss program content or assessment requirements, please contact your allocated assessor. You can message them on the online site, and their contact information are available under the **My assessments** link.

### Customer protection officer

The customer protection officer is responsible for handling any complaints, grievances and appeals to ensure compliance with consumer protection legislation and contractual obligations. The Director of Education is the designated customer protection officer. Contact details are below.

Meg Michell

Director of Education

02 6773 0000

[meg.michell@unep.edu.au](mailto:meg.michell@unep.edu.au)

# Diploma of Professional Practice Leadership 10488NAT

## Aim of the program

In any successful professional practice the role of the professional practice manager is a key component of the business. The *Diploma of Professional Practice Leadership* course is designed to meet the needs of those people who are helping to shape the future direction of their practice. With an overall focus on developing strategic skills and actively managing staff to maximise their performance, the course provides a sound base for a progressive practice in the 21<sup>st</sup> Century. If your practice culture already embraces some aspects of continuous quality improvement and planning, then this course will provide you with the skills and knowledge to take a leadership role within the practice.

## Learning outcomes

On completion of the program you should be able to:

- Understand the importance of a business vision and goals and use these to set the direction of the practice
- Assess the role that risk management plays in a 21<sup>st</sup> Century practice
- Document how to meet the standards of compliance for both government and professional associations
- Understand the legal requirements and processes in recruiting new staff
- Manage a diverse team of people to achieve the best results for your practice
- Assess the performance of staff
- Prepare budgets and analyse financial performance
- Determine your client/patient needs, and monitor the practice performance in meeting those needs
- Understand your leadership style and how to apply the principles of leadership in your practice
- Manage knowledge systems and flows within the practice
- Understand the need for a continuous process of review and improvement and apply that process across all aspects of the practice
- Develop a business plan for your practice

## Structure of the program

There are twelve (12) units of competency in this qualification and all must be successfully completed in order to achieve the *Diploma of Professional Practice Leadership 10488NAT*. If you enrol in a Skill Set, or selected units from the qualification, successful completion of your study would lead to the issuing of a Statement of Attainment for those units completed.

The program is offered through online study and includes links to ten facilitator-led webinars with assessment discussions. An outline of the structure for delivery and assessment is provided below. Details of the units of competency in which you are enrolled are available by clicking the links below.

Course name	Learning Resources	Unit/s of competency
Risk and Compliance	Managing a practice - Introduction	This is an introductory module and has no associated task or unit of competency. It is provided within the Risk and Compliance course as this is the first course in your qualification.
	Risk and Compliance	<a href="#">BSBRSK401A: Identify risk and apply risk management processes</a>
		<a href="#">BSBCOM501B: Identify and interpret compliance requirements</a>
People management	Managing People Performance	<a href="#">BSBHRM405A: Support the recruitment, selection and induction of staff</a>
		<a href="#">BSBWOR402A: Promote team effectiveness</a>
		<a href="#">BSBMGT502B: Manage people performance</a>
Customer service – Continuous improvement	Customer service – Continuous improvement	<a href="#">FNCSUS502A: Monitor client requirements</a>
		<a href="#">FNCSUS503A: Review business performance</a>
		<a href="#">BSBMGT516C Facilitate continuous improvement</a>
Leadership in the 21 <sup>st</sup> Century	Leadership in the 21 <sup>st</sup> Century	<a href="#">BSBMGT605B: Provide leadership across the organisation</a>
Business planning and budgets	Budgets – A strategic tool Planning the future of your practice	<a href="#">FNSORG501A: Develop and manage a budget</a>
		<a href="#">HLTCOM503D: Manage a practice</a>
		<a href="#">BSBINM501A: Manage an information system or knowledge management system</a>

Units of competency are achieved as assessment tasks are successfully completed, and all must be completed to be awarded the *Diploma of Professional Practice Leadership 10488NAT*. If you withdraw before you complete the required number of units of competency, you will receive a Statement of Attainment for those competencies you have successfully completed.

Information on how to submit your work for assessment is provided in the Assessment section of each Course online. Suggestions for managing your study and assessment tasks is also available in the additional support document '[Studying with UNE Partnerships](#)'. It is recommended you access and read that resource in addition to this Program Overview. Should you be unsure of what is required of you, contact your student support team.

## Accreditation and recognition

The *Diploma of Professional Practice Leadership 10488NAT* in which you are enrolled is a nationally recognised and accredited program. It is listed on the national register of programs and is placed at level 5 on the Australian Qualifications Framework (AQF).

The competencies gained through successfully completing this program are cross-industry and nationally recognised. You may exit from this qualification at any time with a Statement of Attainment for any units of competency successfully completed to that point.

Furthermore, depending on circumstances related to the type and degree of credit sought, successful achievement of the Diploma of Professional Practice Leadership 10488NAT may receive advanced standing into awards at the University of New England (UNE), subject to eligibility.

## Study workload

The nominal duration of your enrolment in the Diploma of Professional Practice Leadership 10488NAT is 12 - 18 months. The time it takes you to achieve the competencies required will depend on the amount of relevant learning and experience you have. Students with a moderate level of relevant learning and experience should be able to complete the program requirements in about 15 hours a week a week of self-directed workplace and individual study over the 12 - 18 month period, as outlined in your study plan. Inexperienced students will likely require more time.

You have up to 18 months from enrolment to complete the Diploma of Professional Practice Leadership 10488NAT. If you fall behind in your schedule, you should contact UNE Partnerships to discuss your progress. An extension to the study period may be available, however additional fees may apply.