11293NAT Diploma of Leadership in Healthcare Practice

Program Overview

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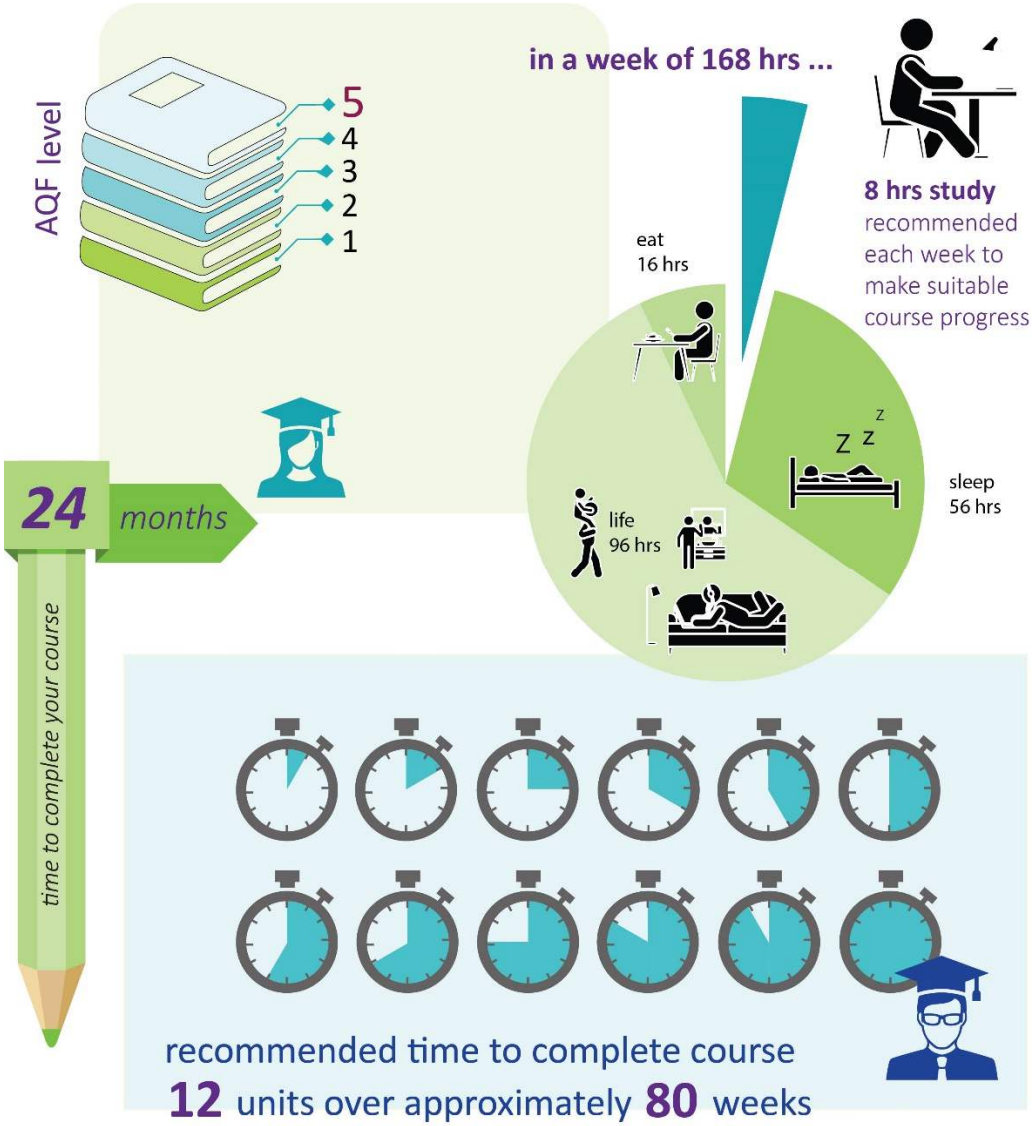

Overview

Welcome

Welcome to the 11293NAT Diploma of Leadership in Healthcare Practice. 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 two 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.
- Diploma of Leadership in Healthcare Practice – focusing on the leadership and business skills required to manage a contemporary practice.

Alliance Partner

The Australian Association of Practice Management (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 30 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

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.

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 Quality Assurance and Compliance is the Customer protection officer. Contact details are below.

Meg Michell Director of Quality Assurance and Compliance

Telephone: 02 6773 0000

Email: meg.michell@unep.edu.au

11293NAT Diploma of Leadership in Healthcare Practice

Aim of the program

This qualification aims to equip participants with the skills and knowledge they need to carry out their professional responsibilities, ensure increased practice performance and lead a successful and sustainable business.

Learning outcomes

On completion of the program you should be able 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 from the identification of job roles, through the recruitment and training process and culminating in the management of performance, to achieve the best outcomes for the practice,
- 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,
- implement and manage digital technology and data management solutions,
- monitor organisational performance against documented plans and report to practice principals using a range of tools.

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 10820NAT 11293NAT Diploma of Leadership in Healthcare Practice. 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 an outline of the structure for delivery and assessment is provided below. The links give you access to the full published Unit of Competency details.

The program is offered through online study, and 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.

Table 1: Course structure

Week	Activity / Unit
1	Induction and orientation
2 to 9	BSBPEF502 Develop and use emotional intelligence
10 to 17	BSBLDR602 Provide leadership across the organisation
18 to 24	SIRXCEG004 Create a customer centric culture
25 to 26	Break from study or time to catch up on overdue assessments
27 to 34	CHCLEG003 Manage legal and ethical compliance
35 to 41	FNSCUS513 Review business performance
42 to 49	BSBOPS504 Manage business risk
50 to 51	Break from study or time to catch up on overdue assessments
52 to 58	BSBSTR502 Facilitate continuous improvement
59 to 65	PSPREG016 Conduct data analysis
66 to 73	BSBFIN501 Manage budgets and financial plans
74 to 75	Break from study or time to catch up on overdue assessments
76 to 83	PAUMAN006 Manage and facilitate change
84 to 90	BSBHRM415 Coordinate recruitment and onboarding
91 to 98	BSBLDR522 Manage people performance
99 to 101	Building health equity and cultural safety in Aotearoa/NZ (for students in NZ)
102 to 104	Marking, Administration and Completion for certification

Units of competency are achieved as assessment tasks are successfully completed, and all must be completed to be awarded the *11293NAT Diploma of Leadership in Healthcare Practice*. 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 11293NAT Diploma of Leadership in Healthcare Practice 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 11293NAT Diploma of Leadership in Healthcare Practice receives advanced standing into awards at the University of New England (UNE), subject to eligibility. Graduates with 6 years' full time work experience can apply for entry into the UNE Graduate Certificate of Management Business and claim 6 credit points (1 unit) of Block Advanced Standing upon enrolment.

Study workload

The nominal duration of your enrolment in the *11293NAT Diploma of Leadership in Healthcare Practice* is 24 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 7–8 hours a week of self-directed workplace and individual study over the 24 month period, as outlined in your study plan. Inexperienced students will likely require more time.

You have up to 24 months from enrolment to complete the 11293NAT Diploma of Leadership in Healthcare Practice. 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.

Third party arrangements

UNE Partnerships has not entered into any subcontracting arrangements for the delivery of training and assessment in this qualification.