

# BSB42015 Certificate IV in Leadership and Management

(for practice managers)



Program Overview

 unepartnerships

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# Overview

## Welcome

Welcome to the *BSB42015 Certificate IV in Leadership and Management*. 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 stand-alone qualifications:

- *Certificate IV in Leadership & 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 leading and supporting the team
- *Diploma of Professional Practice Leadership* – focusing on the business management skills required to lead a professional and profitable practice

In developing the *Professional Practice Manager Development* program, UNE Partnerships consulted widely with industry and discussed content with representatives of the healthcare professions and practice management wings of the professions. All were adamant that the practice manager plays a critical role in overseeing the effective and efficient running of a professional practice – especially ensuring that systems are in place to provide control over operations. The program aims to positively influence the quality and effectiveness of practice management at all levels throughout Australia.

If you have any questions or wish to discuss ideas, then please do not hesitate to contact our helpful team at UNE Partnerships.

## 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 year. AAPM has been closely involved in the development of UNE Partnerships' courses in practice management and continues to provide input to 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.

### 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  
Telephone: 02 6773 0000  
Email: [meg.michell@unep.edu.au](mailto:meg.michell@unep.edu.au)

# **BSB42015 Certificate IV in Leadership and Management**

## **Aim of the program**

This qualification aims to equip participants with the skills and knowledge to manage the day to day business aspects of your practice. A strong focus on effective leadership and communication underpins leading and managing effective staff and supporting client/patient needs, which is complemented by an understanding of risk management and compliance. This course also provides you with the skills to understand basic financial reports that every business uses. It looks at planning operations, including your own work schedules and performance, and continuous quality improvement to influence the ongoing development of the practice.

## **Learning outcomes**

On completion of the program you should be able to:

- Understand your personal skills and where you fit into the workplace
- Assess the role that risk management plays in a 21<sup>st</sup> Century practice
- Understand compliance and how to meet standards of compliance for both government and professional associations
- Understand the importance of a business vision and goals, and demonstrate how these are used to set the direction for staff in the workplace
- Understand the financial aspects of the practice as a business, especially the information conveyed in financial statements
- Understand operational planning and implement operational plans
- Understand the need for a continuous process of review and improvement and apply that process across all aspects of the practice
- Analyse the needs of your clients/patients and develop strategies to improve services in response to changing needs
- Lead and communicate with a diverse team of people to more effectively achieve the best results 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 *BSB42015 Certificate IV in Leadership and Management*. 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 employs online delivery. An outline of the structure for delivery and assessment is provided below.

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: Overview of course structure

Course name	Assessment Tasks	Unit/s of competency
Develop work priorities	Task 1: Planning work schedules Task 2: Monitoring your own performance Task 3: Planning professional development	<a href="#">BSBWOR404 Develop work priorities</a>
WHS, risk and compliance	Task 1: Risk Task 2: Compliance Task 3: Safe workplace Task 4: Maintaining a safe and compliant work environment	<a href="#">BSBRSK401 Identify risk and apply risk management processes</a>
		<a href="#">BSBCOM401 Organise and monitor the operation of compliance management system</a>
		<a href="#">BSBWHS401 Implement and monitor WHS policies, procedures and programs to meet legislative requirements</a>
Business systems and operations	Task 1: Underpinning knowledge Task 2: Prepare and analyse financial data Task 3: Improving operations Task 4: Recruitment	<a href="#">BSBFIA412 Report on financial activity</a>
		<a href="#">BSBMGT402 Implement operational plan</a>
		<a href="#">BSBMGT403 Implement continuous improvement</a>
Implement customer service standards	Task 1: Products, services and customers Task 2: Improving service delivery	<a href="#">BSBCUS403 Implement customer service standards</a>
Leading effectively	Task 1: Understanding leadership and teams Task 2: Managing performance Task 3: Leading the team Task 4: Leading effectively	<a href="#">BSBLDR402 Lead effective workplace relationships</a>
		<a href="#">BSBLRD403 Lead team effectiveness</a>
Effective communication in leadership	Task 1: Underpinning knowledge Task 2: Managing performance Task 3: Challenging the process	<a href="#">BSBMGT401 Show leadership in the workplace</a>
		<a href="#">BSBLDR401 Communicate effectively as a workplace leader</a>

Units of competency are achieved as assessment tasks are successfully completed, and all must be completed to be awarded the *BSB42015 Certificate IV in Leadership and Management*. 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 *BSB42015 Certificate IV in Leadership and Management* 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 4 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.

## Study workload

The nominal duration of your enrolment in the *BSB42015 Certificate IV in Leadership and Management* 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 12 - 18 months from enrolment to complete the *BSB42015 Certificate IV in Leadership and Management*. 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.