

# Fundamentals of Practice Management



## Program Overview

the partnerships

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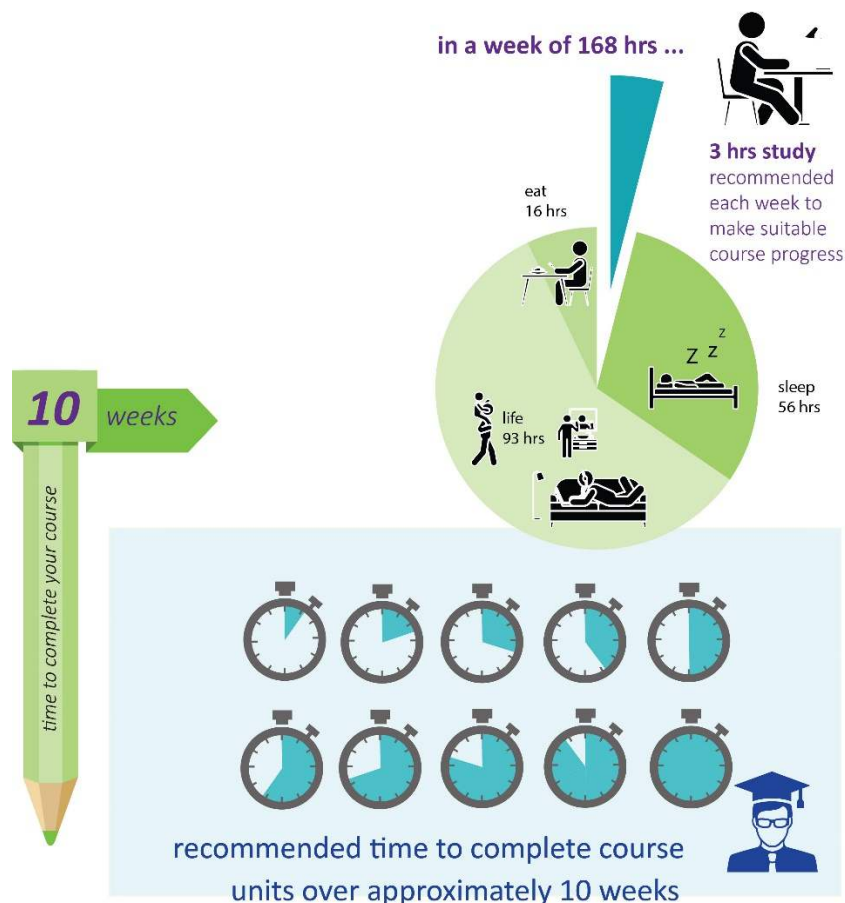
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## Overview

### Welcome

Welcome to the *Fundamentals of Practice Management*. This is an introductory 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 Fundamentals of Practice Management program. This course provides an introductory level of knowledge and skills to start the quality improvement journey for your practice.

### 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: [health@unep.edu.au](mailto:health@unep.edu.au)

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

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

# Fundamentals of Practice Management

## Aim of the program

This course aims to equip participants with the basic knowledge required to successfully run a highly performing practice.

## Learning outcomes

On completion of the program you should have a foundation knowledge and skills for practice management, including:

- Understanding the role of a practice manager in the broader context of contemporary health practice
- Performing a range of human resource functions including analysis of workforce requirements, recruitment, induction and team management
- Applying leadership skills to induct staff, support and build teams and manage performance
- Identifying and understanding the role of the practice manager in a range of business operations, including customer service, marketing, financial management and operational plans
- Recognise the importance of applying risk and compliance management approaches and WHS within the practice and understand the roles of the practice manager, along with other team members, in embracing a workplace culture that has a focus on compliance and safety
- Recognise the key factors in leading a team for practice improvement, include contemporary models of primary healthcare and data-driven improvement

## Course completion

This course is non-accredited. You must navigate through all four modules and attempt each of the corresponding quizzes to satisfy the requirements for this course.

Upon achievement of the above, you will be issued with a Certificate of Completion and may be eligible for a 12-month complimentary subscription to the Australian Association of Practice Management (AAPM)\*\*. To register for your complimentary membership, please email [nationaloffice@aapm.org.au](mailto:nationaloffice@aapm.org.au) with the subject line "UNEP AAPM FOPM Enrolment".

*\*\* Offer to be taken within 6 months of enrolment in the Fundamentals of Practice Management (Limited time offer).*

Successful completion of this course will also entitle you to a \$400 discount\* if you enrol in one of our Certificate IV or Diploma level Practice Management programs within 6 months of your date of completion.

*\* Please note, this offer cannot be used in conjunction with any other offers.*

## Structure of the program

In addition to the introductory information, there are four modules of learning in this course and all must be completed in order to complete the *Fundamentals of Practice Management*.

The program employs a mixed delivery mode, incorporating facilitator-led workshop, coaching via webinar/skype, as well as a combination of print and electronic course material. An outline of the structure for delivery is provided below.

*Table 1: Course structure*

Module	Format	Completion requirements
Introduction	Induction webinar Online study book (Managing a Practice – Introduction) Course information Practice Improvement Plan template Personal Development Plan template	Nil
Module 1: Human Resource Management	Online study book Supporting links, templates, exemplars on my.unep Presentation	Attempt all quiz questions
Module 2: Business Operations	Online study book Supporting links, templates, exemplars on my.unep Presentation	Attempt all quiz questions
Module 3: Risk, Compliance and WHS	Online study book Supporting links, templates, exemplars on my.unep Presentation	Attempt all quiz questions
Module 4: Leading a Team for Practice Improvement	Online study book Supporting links, templates, exemplars on my.unep Presentation	Attempt all quiz questions

This course includes a workshop and individual and group coaching sessions, as outlined in the table below.

*Table 2: Course overview*

Task	Format	Completion requirements
Workshop	Workshop	Nil
Group coaching session	Webinar Based on Practice Improvement Plan	Nil
Individual coaching session	Phone call with coach Based on Personal Development Plan	Nil

All of the 'completion tasks' must be completed to be awarded a Certificate of Completion for the *Fundamentals of Practice Management*. If you withdraw before you complete the required number of completion tasks you will not receive a Certificate of Completion, nor the AAPM complimentary membership offer.

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 Course Overview. Should you be unsure of what is required of you, contact your student support team.

## Accreditation and recognition

The *Fundamentals of Practice Management* in which you are enrolled is not an accredited program and does not provide formal recognition or pathways into an accredited program.

## Study workload

The nominal duration of your enrolment in the *Fundamentals of Practice Management* is 10 weeks. The time it takes you to achieve the completion tasks required will depend on the amount of relevant learning and experience you have. Participants with a moderate level of relevant learning and experience should be able to complete the online program requirements (Modules 1-4) in about 3 hours a week of self-directed workplace and individual study over the 10 week period. Inexperienced participants will likely require more time. The workshop is a full day. The coaching requirements are two sessions (1 hour and ½ hour) at the end of the program.

You have up to 10 weeks from enrolment to complete the *Fundamentals of Practice Management*. If you fall behind in your schedule, you should contact UNE Partnerships to discuss your progress. Due to the nature of this program, no extensions to study times will be granted.

Following the 10 week study period, your access to the course is ceased. It is recommended you print or save the resources you require ongoing access to, prior to week 10.

## Third party arrangements

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