

Fundamentals of Practice Management



Course Overview



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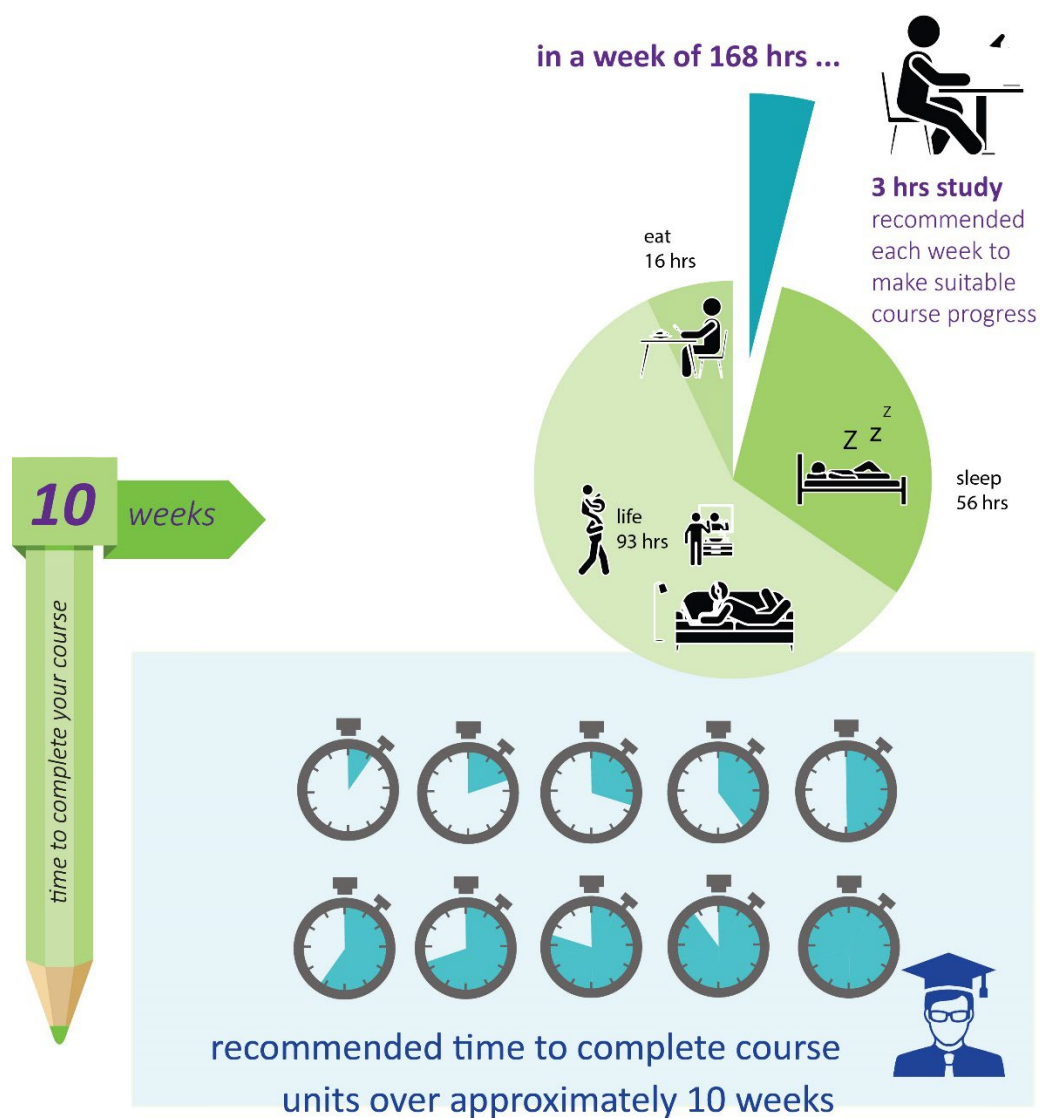
PO Box U199, University of New England NSW 2351

Telephone: (02) 6773 0000

ABN 74 003 099 125

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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: enquiries@unep.edu.au
Mail: UNE Partnerships Pty Ltd
PO Box U199
University of New England NSW 2351

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 with the subject line "UNEP AAPM FOPM Enrolment".

**** Offer to be taken within 6 months of enrolment in the *Fundamentals of Practice Management* (Offer valid to end of 2023).**

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.**

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

Fundamentals of Practice Management

Aim of the program

This course aims to equip participants with the foundation 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.

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, and a combination of print and electronic course material. An outline of the structure for delivery is provided below.

Module	Format	Completion requirements
Introduction	<ul style="list-style-type: none"> • Induction webinar • Study guide (Managing a Practice – Introduction) • Course information • Practice Improvement Plan template • Personal Development Plan template 	Nil
Module 1: Human Resource Management	<ul style="list-style-type: none"> • Study guide • Supporting links, templates, exemplars on my.unep • Presentation 	Attempt all quiz questions
Module 2: Business Operations	<ul style="list-style-type: none"> • Study guide • Supporting links, templates, exemplars on my.unep • Presentation 	Attempt all quiz questions
Module 3: Risk, Compliance and WHS	<ul style="list-style-type: none"> • Study guide • Supporting links, templates, exemplars on my.unep • Presentation 	Attempt all quiz questions
Module 4: Leading a Team for Practice Improvement	<ul style="list-style-type: none"> • Study guide • Supporting links, templates, exemplars on my.unep • Presentation 	Attempt all quiz questions

This course includes an individual coaching session, as outlined in the table below.

Task	Format	Completion requirements
Individual coaching session	<ul style="list-style-type: none"> • Webinar • 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 membership discount.

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 coaching requirement is one session (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 qualification.