

Fundamentals of Practice Management



Program Overview

the partnerships

Important disclaimer

The material contained in this course is for general information only and is not intended as advice on any of the matters discussed herein. No person or persons should act or fail to act on the basis of any material contained herein. Students and others should consult professional advisers about any matter affecting them. UNE Partnerships, its officers and employees, expressly disclaim all and any liability to any persons whatsoever in respect of anything done or omitted to be done by such persons relying, or to any persons for the effect of acts of others relying, on any of the information contained herein.

This course contains material on a wide range of subjects written by a number of authors. In bringing this information to students these authors provide interpretation and opinion on such material. These interpretations and opinions are not necessarily those of UNE Partnerships or other body teaching the course, nor is any interpretation or opinion necessarily in accord with any policy of UNE Partnerships.

The publisher is not engaged in rendering legal, accounting, professional or other advice services. The publishers and the authors, consultants and editors, expressly, disclaim all and any liability and responsibility to any person, whether a purchaser or reader of this publication or not, in respect of anything, and of the consequences of anything, done or omitted to be done by any such person in reliance, whether wholly or partially, upon the whole or any part of the contents of the publication. Without limiting the generality of the above no author, consultant or editor shall have any responsibility for any act or omission of any other author, consultant or editor.

© UNE Partnerships Pty Ltd.

This work is copyright. No part may be reproduced by any process without written permission from UNE Partnerships Pty Ltd.

Images sourced external to UNE Partnerships are available for commercial use and licence conditions have been documented and complied with.

Fundamentals of Practice Management - Version FPM IND G1.2

Published: Thursday, 10 October 2024

Program Overview developed by UNE Partnerships

UNE Partnerships Pty Ltd.

The Education & Training Company of the University of New England

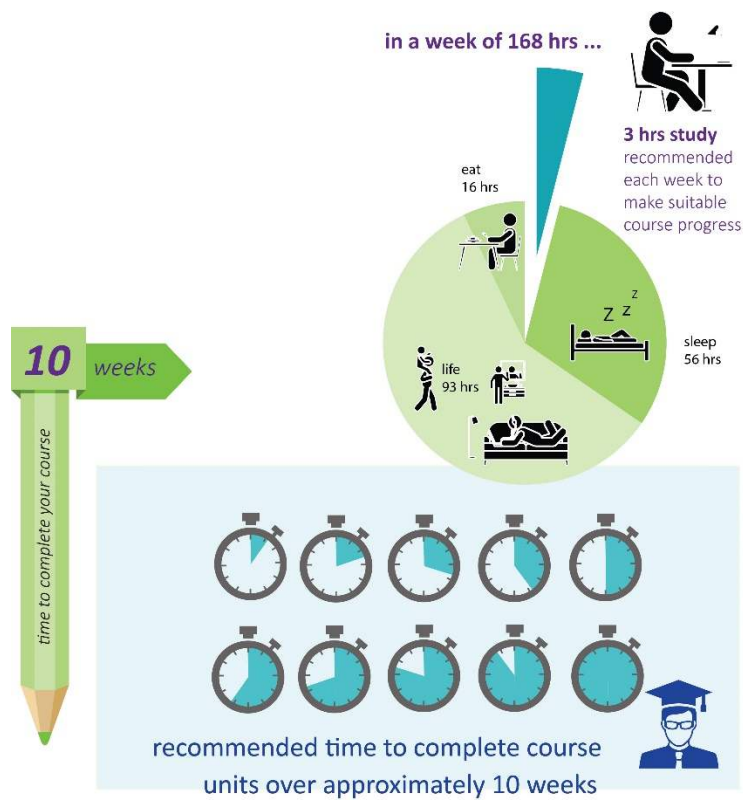
PO Box U199, University of New England NSW 2351

Telephone: (02) 6773 0000

ABN 74 003 099 125

Contents

- Overview 4
 - Welcome..... 4
 - Contact points..... 4
- Fundamentals of Practice Management* 5
 - Aim of the program 5
 - Structure of the program..... 5
 - Accreditation and recognition 7
 - Study workload 7
 - Third party arrangements..... 7



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

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

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.

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 (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 coaching via phone call/Skype, and 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 an individual coaching session, as outlined in the table below.

| Task | Format | Completion requirements |
|-----------------------------|--|-------------------------|
| Individual coaching session | 1:1 phone call 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 course.