

Innovation and Quality in Practice Skillset



Program Overview

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Enter code and qualification - Innovation and Quality in Practice Skillset - Version M1.0

Published: Wednesday, 4 December 2024

Program Overview developed by UNE Partnerships

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Overview

Welcome

Welcome to *Innovation and Quality in Practice Skillset*. 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 Innovation and Quality in Practice Skillset program.

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

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

Quality and Innovation in Practice Skillset

Aim of the program

This qualification aims to equip participants with the introductory skills and knowledge in Practice Management, developing and using emotional intelligence and incorporating digital solutions to run a high performing medical practice.

Learning outcomes

On completion of the program you should be able to:

- understand the role of a practice manager
- perform a range of human resource functions
- apply leadership skills
- identify and understand the role of the practice manager in a range of business operations
- recognise the importance of applying risk and compliance management approaches and WHS
- recognise the key factors in leading a team for practice improvement
- identify the impact of own emotions on others in the workplace
- recognise and address the emotional strengths and weaknesses of others
- promote the development of emotional intelligence in others
- identify customer needs
- deliver a service to customers
- monitor and report on service delivery.

Structure of the program

There are Two (2) accredited units of competency in this skillset and one non-accredited fundamentals course, all must be successfully completed in order to achieve the *Quality and Innovation in Practice Skillset*. 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. 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
Fundamentals of Practice Management	Module 1 – Online Quiz Module 2 – Online Quiz Module 3 – Online Quiz	NA
Develop and use emotional intelligence	Task 1 – Knowledge questions Task 2 - Recognising emotional strengths and weaknesses Task 3 – Using emotional intelligence with the team	BSBPEF502 Develop and use emotional intelligence
Apply digital solutions to work processes	Task 1 – Knowledge questions Task 2 – Conduct discussion Task 3 – Present information and facilitate meeting	BSBTEC403 Apply digital solutions to work processes

Units of competency are achieved as assessment tasks are successfully completed, and all must be completed to be awarded the *Quality and Innovation in Practice Skillset*. 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 *Quality and Innovation in Practice Skillset* in which you are enrolled contains units listed on the national register.

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 *Quality and Innovation in Practice Skillset* is 6 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 hours a week a week of self-directed workplace and individual study over the 6 month period, as outlined in your study plan. Inexperienced students will likely require more time.

You have up to 6 months from enrolment to complete the Quality and Innovation in Practice skillset. 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, and will be assessed on an individual basis.

Third party arrangements

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