

# Statement of Attainment in Clinical Management (SG00009753)

Skill Set: Murrumbidgee Local Health District Clinical Management Skillset



**Program Overview**

**unepartnerships**

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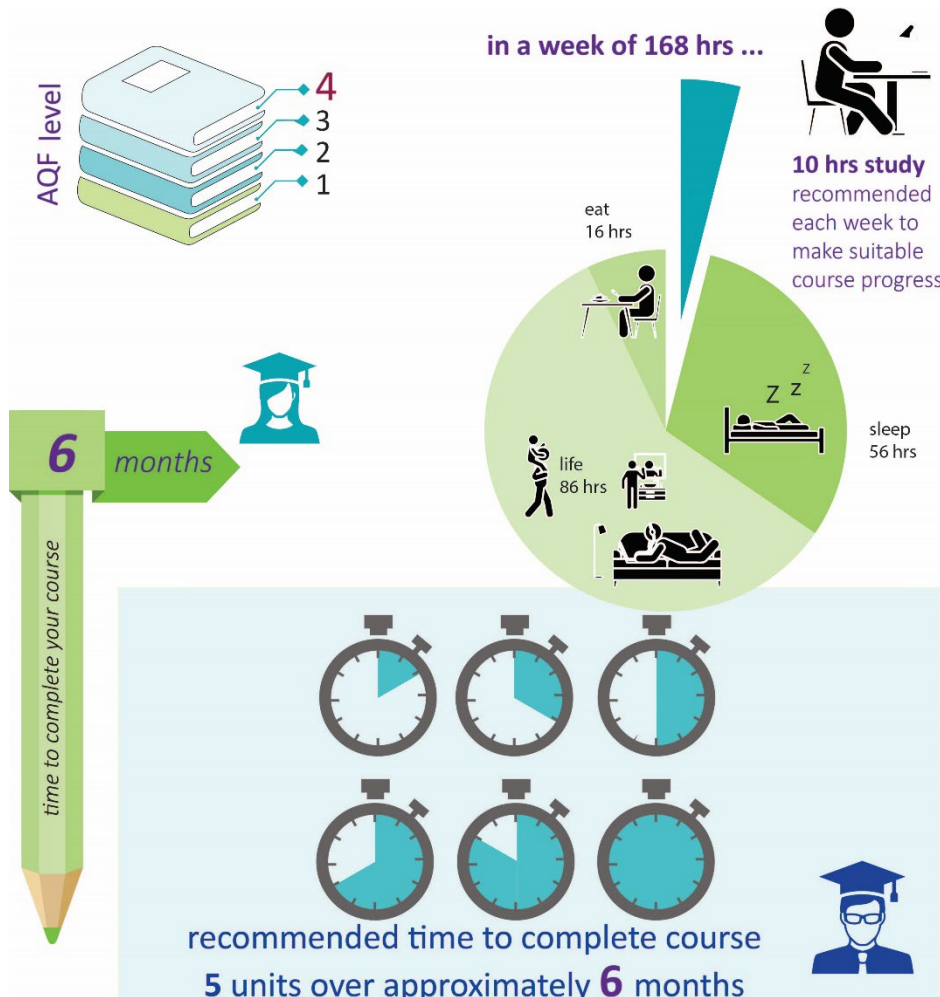
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## Overview

### Welcome

Welcome to *Murrumbidgee Local Health District Clinical Management Skillset*, a skill set from the *Statement of Attainment in Clinical Management (SG00009753)*. 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.

### 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](mailto: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 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)

## ***Statement of Attainment in Clinical Management (SG00009753)***

### Aim of the program

This qualification aims to equip participants with the skills and knowledge to devise and apply digital solutions to improve work processes and support change to systems for service delivery on manual workflows for administration.

## Learning outcomes

On completion of the program you should be able to:

- Implement and use digital technologies to collaborate in the workplace
- Integrate digital solutions into work processes
- Promote and foster a customer-focused culture
- Develop project plan, administer and monitor the project and review project outcome
- Lead and manage continuous improvement systems and processes.

## Structure of the program

There are five (5) units of competency in this qualification and all must be successfully completed to achieve the *Statement of Attainment in Clinical Management (SG00009753)*.

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*

Unit	Webinar	Date
<a href="#">BSBTEC404 Use digital technologies to collaborate in a work environment</a>	<ul style="list-style-type: none"> <li>• Introduction to unit (learning content)</li> <li>• Assessment guidance and coaching</li> </ul>	Start of unit (TBA) 2 weeks prior to unit end date (TBA)
<a href="#">BSBTEC403 Apply digital solutions to work processes</a>	<ul style="list-style-type: none"> <li>• Introduction to unit (learning content)</li> <li>• Assessment guidance and coaching</li> </ul>	Start of unit (TBA) 2 weeks prior to unit end date (TBA)
<a href="#">SIRXCEG004 Create a customer centric culture</a>	<ul style="list-style-type: none"> <li>• Introduction to unit (learning content)</li> <li>• Assessment guidance and coaching</li> </ul>	Start of unit (TBA) 2 weeks prior to unit end date (TBA)
<a href="#">BSBPMG430 Undertake project work</a>	<ul style="list-style-type: none"> <li>• Introduction to unit (learning content)</li> <li>• Assessment guidance and coaching</li> </ul>	Start of unit (TBA) 2 weeks prior to unit end date (TBA)
<a href="#">BSBSTR502 Facilitate continuous improvement</a>	<ul style="list-style-type: none"> <li>• Introduction to unit (learning content)</li> <li>• Assessment guidance and coaching</li> </ul>	Start of unit (TBA) 2 weeks prior to unit end date (TBA)

*Table 2: Assessments*

Course name	Assessment Tasks
BSBTEC404 Use digital technologies to collaborate in a work environment	Task 1: Knowledge questions Task 2: Develop business case for digital technology Task 3: Plan and implement digital solution
BSBTEC403 Apply digital solutions to work processes	Task 1: Access and use digital information Task 2: Identify and implement digital solutions Task 3: Implement digital communication

Course name	Assessment Tasks
SIRXCEG004 Create a customer centric culture	Task 1: Knowledge questions Task 2: Champion excellence in customer service Task 3: Implement customer service standards Task 4: Improve customer service
BSBPMG430 Undertake project work	Task 1: Knowledge questions Task 2: Project
BSBSTR502 Facilitate continuous improvement	Task 1: Leading and managing continuous improvement systems and processes

Units of competency are achieved as assessment tasks are successfully completed, and all must be completed to be awarded the *Statement of Attainment in Clinical Management (SG00009753)*. 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 are 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 *Statement of Attainment in Clinical Management (SG00009753)* 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 program 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 *Statement of Attainment in Clinical Management (SG00009753)* is six 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 10 hours a week of self-directed workplace and individual study over the Statement of Attainment in Clinical Management (SG00009753) 6-month period, as outlined in your study plan. Inexperienced students will likely require more time.

You have up to six months from enrolment to complete the *Statement of Attainment in Clinical Management (SG00009753)*. 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.

## Third party arrangements

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