



# Health and Medical Course Catalogue



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**Welcome to UNE Partnerships,  
the Education & Training Company of the University of New England.**

We have grown to become a true leader in the field of distance and online education over more than 30 years of operation, with a genuine commitment to practical and applied learning.

We have also established our position as a provider of choice in the health and medical training sector, as exemplified by our 30 year partnership with the Australian Association of Practice Management (AAPM).

Contemporary, innovative and flexible; UNE Partnerships is here to assist you and your organisation develop the skills and capabilities that you need for the future.

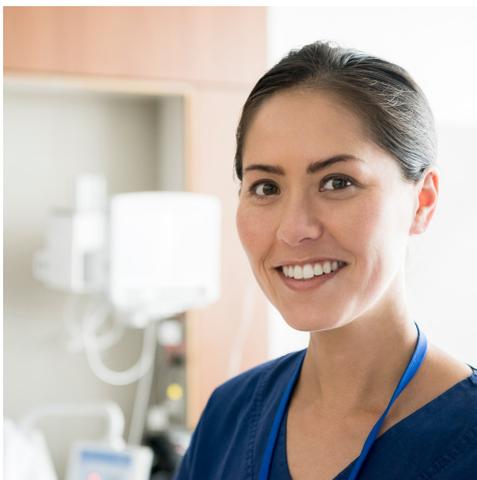
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## Discover your career pathway today!



Junior Receptionist



Aspiring Practice Manager



Receptionist



Practice Manager



Senior Receptionist



Practice Owner



Medical Practice Assistant



Business Manager

# UNE Partnerships and the Australian Association of Practice Management

Together, UNE Partnerships and AAPM have powered the journey to excellence in the Australian healthcare sector.



Since the early 80s we have consulted and collaborated on training and education programs, driving change in the sector and developing the professionalism of healthcare providers. UNE Partnerships' courses draw on the experience, knowledge and resources of AAPM and industry experts and are designed in the interests of members and the wider healthcare profession.

Our flagship courses in Professional Practice Management are regularly refined in response to discoveries and developments in the maturing healthcare industry, and continue to be seen as the benchmark in education and training for the provision of professional healthcare.

In recognition of the journey and all the parts that contribute to professional excellence and improved patient outcomes, we provide a wide range of courses in healthcare provision and broader professional development. Qualifications in medical administration, medical practice assisting and practice management are complemented by business administration and management, project management, short courses and skillsets, and pathways to graduate courses at university level.

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**aapm**  
Australian Association of  
Practice Management  
excellence in healthcare management



**Certificate III in Business Administration (Medical)** is a key qualification for staff in a customer-facing role, or those undertaking work in medical administration. Graduates will enthusiastically and effectively support the practice team, providing technical advice, and flexing discretion and judgment.

This comprehensive introduction to administration is an excellent induction for new staff. Graduates will capably undertake practice functions such as:

- organising information;
- maintaining resources;
- delivering and monitoring customer service;
- creating documentation and presentations; and
- maintaining workplace safety.

In addition, graduates will gain expertise and confidence in:

- exercising initiative;
- supporting innovation and change;
- organising own work priorities and development;

- contributing to personal skill development and learning; and
- contributing to effective workplace relations.

## Course Facts

### Entry requirements

- Must be working in a medical practice

### Delivery mode

- Online learning
- Workshops available (subject to numbers)

### Suitable for

- Corporate Groups
- Individual Students
- Traineeships

### Duration

- 12 months



**Fundamentals of Medical Assisting** provides practices and participants with an insight into the core skills and knowledge required to become a Medical Practice Assistant. This is an emerging role within many practices, with a significant part to play in both front of house and back of house settings.

In this course, participants will learn how to:

- handle medical specimens;
- facilitate a coordinated approach to client care;
- maintain medication stocks;
- work with diverse people; and
- work legally and ethically.

Demand for Medical Practice Assistants is growing rapidly throughout the healthcare sector, with an obvious role to play in the successful realisation of emerging models of patient-centred, coordinated and collaborative care such as Health Care Homes.

The unique mix of skills and knowledge offered by Medical Practice Assistants will become more critical to the success of practices striving to deliver better patient outcomes and excellence in healthcare management.

## Course Facts

### Entry requirements

- Must be working in a reception or administration role in a General Practice or similar healthcare setting with a suitable level of workplace support.

### Delivery mode

- Online learning (includes webinars)

### Suitable for

- Corporate Groups
- Individual Students
- Traineeships

### Duration

- 6 months

\* Statement of Attainment



**Medical Practice Assistants** have an increasing role to play within the practice, alleviating some of the stress and workloads on medical practitioners.

Students who have completed this qualification are uniquely qualified to support front and back-end staff in the practice, allowing more specialised staff to better provide care for patients and to supervise the assistant in the carrying out of duties.

These highly valued, multi-skilled team members will work within scope of delegation and legal and ethical regulatory frameworks to support delivery of healthcare by:

- understanding how to work and communicate with people with diverse backgrounds and circumstances;
- responding effectively to behaviours of concern and supporting a safe and healthy environment; and
- supporting continuous improvement processes.

Medical Practice Assistants can contribute to the provision of coordinated healthcare services by:

- confirming physical health status;
- taking clinical measurements;
- performing procedures such as ECG;
- handling medical specimens in accordance with policies and procedures;

- organising schedules;
- maintaining patient records and processing medical accounts;
- providing initial and advanced first aid;
- managing first aid resources and services;
- maintaining medical stocks; and
- implementing workplace information systems.

## Course Facts

### Entry requirements

- Must be working in a reception or administration role in a General Practice or similar healthcare setting with a suitable level of workplace support.

### Delivery mode

- Blended learning (online learning with seven days of face-to-face training in each term)

### Suitable for

- Corporate Groups
- Individual Students
- Traineeships

### Duration

- 18 months



## For Health Practice Managers

Certificate IV in Business - for Health Practice Managers has been designed for Practice Managers who are responsible for a range of health-based practice types, including general practice, allied health practices, physiotherapy, chiropractic, medical specialist and group practices.

This qualification is customised to increase relevance and application to the differing needs of the health and dental industries. It addresses the daily operations of a practice with a strong focus on customer service and supporting client/patient needs.

It addresses the people management aspects of effective practices through:

- staff recruitment and managing diversity;
- analysis of client/patient needs; and
- developing and implementing service improvement strategies.

As well as essential business management skills and knowledge such as:

- managing risk;
- understanding financials;



## For Dental Practice Managers

Certificate IV in Business - for Dental Practice Managers has been designed for Practice Managers who are responsible for a range of dental practice types, including private and public general dental services and specialist services.

- applying marketing techniques; and
- implementing operational plans.

### Course Facts

#### Entry requirements

- Must be working in a medical practice

#### Delivery mode

- Online learning

#### Suitable for

- Corporate Groups
- Individual Students
- Traineeships

#### Duration

- 18 months



## For Health Practice Managers

Certificate IV in Leadership and Management - for Health Practice Managers has been designed for Practice Managers who are responsible for a range of health-based practice types, including general practice, allied health practices, physiotherapy, chiropractic, medical specialist and group practices.

This qualification is customised to increase relevance and application to the differing needs of the health and dental industries. It addresses the daily operations of a practice with a strong focus on leadership and developing a service culture responsive to client/patient needs.

It addresses the leadership and culture aspects of effective practices through:

- implementing operational plans to meet practice vision and goals;
- applying continuous review and improvement systems across all aspects of practice;
- developing strategies to address client/patient needs and respond to change;
- leading and communicating with a diverse range of people to achieve outcomes; and
- understanding the importance of business vision, mission and goals to the workplace.



## For Dental Practice Managers

Certificate IV in Leadership and Management - for Dental Practice Managers has been designed for Practice Managers who are responsible for a range of dental practice types, including private and public general dental services and specialist services.

As well as essential business management skills and knowledge such as:

- staff recruitment and managing diversity;
- managing risk; and
- understanding financials.

### Course Facts

#### Entry requirements

- Must be working in a medical practice

#### Delivery mode

- Online learning

#### Suitable for

- Corporate Groups
- Individual Students
- Traineeships

#### Duration

- 18 months



## For Health Practice Managers

Diploma of Professional Practice Leadership - for Health Practice Managers has been designed for Principals and experienced Practice Managers who are responsible for a wide range of business responsibilities in health-based practice types, including general practice, allied health practices, physiotherapy, chiropractic, medical specialist and group practices.



## For Dental Practice Managers

Diploma of Professional Practice Leadership - for Dental Practice Managers has been designed for Principals and experienced Practice Managers who are responsible for a wide range of business responsibilities in dental practice types, including private and public general dental services and specialist services.

The Diploma of Professional Practice Leadership is designed to meet the learning and education needs of Practice Managers who have overall responsibility for guiding the practice into the future. The course is customised to both the health and dental industries to increase the relevance and application of the course to your needs.

Strategic skills and effective staff management to maximise the performance of the practice are the focus of the Diploma, including:

- understanding and using business vision, mission and goals to set the direction of the practice;
- embracing risk management and compliance;

- developing and implementing business plans;
- managing knowledge systems and flows; and
- understanding personal leadership styles and application.

### Course Facts

#### Entry requirements

- Must be working in a medical practice

#### Delivery mode

- Online learning

#### Suitable for

- Corporate Groups
- Individual Students
- Traineeships

#### Duration

- 18 months



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