Course Fees:
$9,900 (GST exempt)
blended delivery

Duration:
You have two years to complete your studies

Target Audience
This qualification covers workers who undertake a range of functions requiring application of knowledge and skills to achieve results in line with the organisation/business’s goals and strategic direction. These workers manage the operations and promotion of professional practices in the health sector. Occupational titles for these workers may include:
- Practice Manager
- Business Manager
- Program Manager
- Service Manager

Purpose
The Diploma of Practice Management prepares participants for a career as managers, leaders, and owners in the health industry. Participants will be equipped with the knowledge and skills to operate a health centre and/or general practice, marketing, and managing budgets, processes and people. Other key areas of study include strategies for effective leadership, HR management and ensuring practice compliance from both a legal and ethical perspective.

Course Outcome
Competency will be assessed via a mixture of theory and practical assessments. Participants who successfully complete all assessments will receive their Diploma of Practice Management.

Recognition of Prior Learning
Your history of study, skills and experience can be taken into account but it must support the criteria included in the units of competency within the qualification. Documentary evidence, and completion of an RPL kit will be required.

Equipment
Participants need to be able to access and competently use a personal computer or laptop with current software, and have sufficient literacy and numeracy skills to produce documentation such as reporting, business and financial planning. Please make us aware if there are any difficulties in meeting the above requirements.
Units of Competency
CHCDIV001 Work with diverse people
CHCLEG003 Manage legal and ethical compliance
HLTADM004 Manage health billing and accounting system
HLTINF003 Implement and monitor infection prevention control policies and procedures
HLTWH5004 Manage work health and safety
BSBCUS501 Manage quality customer service
BSBFIM501 Manage budgets and financial plans
BSBMD301 Interpret and apply medical terminology appropriately
BSBMGT502 Manage people performance
BSBRSK501 Manage risk
BSBMMG514 Implement and monitor marketing activities
BSBHRM506 Management recruitment selection and induction processes
BSBHRM507 Manage separation or termination
HLTWH5006 Manage personal stressors in the work environment
CHCDIV002 Promote Aboriginal and/or Torres Strait Island cultural safety

Blended Delivery
This course may be undertaken in a multitude of ways which best suits the learning style of the participant. Students may choose to undertake all their studies online, and take advantage of our online student portal. Those who prefer hard copies of materials are welcome to receive them in this way (rather than have electronic copies) however can still undertake their assessment tasks online.

During the course of study, participants may book into and ‘attend’ virtual classrooms, where they can interact with other class members and the trainer in a live online session. Recordings of classroom sessions will be available for those who were not able to attend the session. Face-to-face workshops are scheduled throughout the year in various centres, and participants are welcome to attend these as they become available. Enrolled students will be notified via our learner management system of any upcoming workshops. Webinars will also be available for participants to book into, and recordings of previous webinars available to all who are studying.

Trainer Support
Those undertaking this qualification will have highly experienced and dedicated trainers who will be available to them via telephone, email, and Skype for the duration of their study. This is our point of difference. These trainers will not leave participants to struggle, but will guide them and be there for them whilst they work through their assessments.

How To Enrol
To enrol in this qualification please contact our office for an enrolment form, or download one from our website. Fax, email or post the completed enrolment form back to Total Management and Training.

To assist with affordability, any individuals enrolling in this qualification are provided with a payment plan where an initial payment is taken up front, and further instalments are deducted via direct debit over a period of time. Payment plans will not incur any additional fees.