

## Course Outline

*HLT57715*

Diploma of Practice  
Management



# Why Health Industry Training

Health Industry Training is passionate and committed to inspiring students to achieve their career goals and aspirations. If you want to be part of an exciting, fast growing industry the health and community services sector and Health Industry Training can fulfil that goal.

The health sector is currently the largest employment and fastest growing sector in Australia. The opportunities for Australians are exciting and rewarding. To be part of this industry it is important you select the most appropriate training organisation to ensure you receive the necessary knowledge, skills and practical experience needed to secure a place.

Health Industry Training has many years' experience in the health sector. We specialise in health and community services and keep well informed of the current and future trends occurring in the health and community services sector.

Health Industry Training will help you successfully complete your qualification using an individual, supportive approach by providing you with a training plan individualised to suit your needs and lifestyle. Study your way, place and pace with the support of a personal trainer.

It is recommended that you read this course outline in conjunction with the student handbook that is available on the Health Industry Training website.

*Inspiring students to achieve!*



RTO National Provider # 32145

# HLT57715

## Diploma of Practice Management

### Course Details

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**Duration** Maximum 24 months

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**Delivery Method** Flexible, individual needs approach to learning

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**Enrolment Method** Open enrolment

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**Prospect Career Roles** Practice manager  
Business manager  
Program manager  
Service manager

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**Assessment Methods** Short answer questions  
Projects  
Case studies  
Workplace portfolio  
Research reports

### Industry trends

Practice Managers organise and control the functions and resources of professional practices such as administrative systems and practice personnel.

Employment for this occupation rose very strongly in the past five years and in the long-term (ten years). Looking forward, employment for Practice Managers to November 2018 is expected to grow strongly.

This is a medium sized occupation (18,600 in November 2013) suggesting that opportunities for Practice Managers may be limited in some regions.

# Course Information

## Delivery Method

The Diploma of Practice Management is delivered through a blended delivery method. You will be provided with a 'Learner Resource' and 'Assessment Booklet' for each unit of competency. Assessments are to be completed in normal word document attached to an email and sent directly to your trainer for all theoretical assessments.

## Assessment Methods

Health Industry Training uses a range of assessment methods to ensure sufficient evidence can be gathered to demonstrate you can perform the tasks against the specified criteria. Assessment methods can include:

- Short answer questions
- Projects
- Case studies
- Scenarios
- Reports
- Workplace portfolios
- Research reports
- Presentations

## Recognition of Prior Learning

Many of our students already have a high level of skills, knowledge and expertise that can be recognised through a Recognition of Prior Learning (RPL) process.

RPL takes into account previous formal study, work and life experience and then assesses this against the elements of competency to determine if you can receive credit toward a qualification. Students seeking recognition can apply for RPL on enrolment into a qualification or throughout the duration of their study.



## Credit Transfer

If you have completed a unit of competency within your intended qualification with another Registered Training Organisation (RTO) you may be able to apply for a credit transfer or exemption. A copy of the original transcript must be provided when applying for a credit transfer.

# Admission Requirements

## Entry Requirements

To enrol in the Diploma of Practice Management it is anticipated that you will have completed year 10 or equivalent.

In addition students will need to provide Health Industry Training with their Unique Student Identifier number.

## IT Requirements

To complete the course you will need access to a computer and the Internet.

In addition you will need basic computer skills to conduct research on your current topics and complete your assessments. In particular, you will need skills in word processing and PowerPoint presentations.

## Minimum Age Requirements

The minimum age for this course is 16 years old. If you are under 18 years of age your enrolment form must be signed by a parent or guardian.

## Literacy, Language, Numeracy (LLN) Requirements

Students must have an adequate level of Language, Literacy and Numeracy skills (LLN). Entry into the course requires English proficiency to Year 10 level or equivalent. Students are able to test their LLN skills by completing an appropriate level LLN test by emailing [info@healthindustrytraining.org](mailto:info@healthindustrytraining.org). For additional information and support contact the Reading Writing Hotline at [www.readingwritinghotline.edu.au](http://www.readingwritinghotline.edu.au).

# Student Support

Throughout your course with Health Industry Training, you will be provided with a range of support services depending on your individual needs.

**One-on-one trainer support:** You will be provided with a trainer that has extensive experience and expertise in the course content and the industry sector. Our professional trainers are there to ensure you have a successful learning journey where you can contact them via phone or email.

In addition to your trainer, the administration team can provide you with support including your enrolment, changes to contact details or study plan, progress report and any issues you may encounter throughout your course.

## Peer support

Health Industry Training appreciates that distance/online learning can be an isolated experience for some students. To assist with isolation all students have the option to be part of a Facebook peer support group. Peer support groups can be a positive experience where you can study with like-minded people, ask questions relating to your course and build friendships.

## Financial support

The Diploma of Practice Management is Austudy / Abstudy approved. Please contact your local Centrelink office for eligibility requirements and application.

## Queensland residents ONLY.

**Higher Level Skills:** Health Industry Training is proud to be a pre-qualified supplier for the Queensland Government, under the Higher Level Skills program. To be eligible for the Higher Level Skills funding, participants must not hold or be undertaking a Certificate IV or higher qualification and must be an existing worker in the Community Services Industry. Qualifications undertaken at school do not affect eligibility. The cost for students on a Centrelink concession is \$100 per unit. For non-concession students or payments made by a third party, the cost is \$150 per unit.

## Fee-paying

To assist students who are not eligible for funding, Health Industry Training offers financial assistance to students by allowing student to either:

- Pay the cost of the course in full and receive a 10% discount on the full cost of the course; or
- Take advantage of our affordable payment plan options (weekly, fortnightly or monthly instalments) (see enrolment form for additional information)

# Course Structure

The table below provides a recommendation for the order in which you should complete your units. On enrolment into the units you will be provided with learner guides, reference material and assessment booklets.

15 units are required for award of this qualification including:

- 10 core units
- 5 elective units

## Order of Study

Unit Code	Unit Title	Unit type (Core/Elective)
HLTADM004	Manage health billing and accounting system	Core
BSBCUS501	Manage quality customer service	Core
BSBMED301	Interpret and apply medical terminology appropriately	Core
CHCLEG003	Manage legal and ethical compliance	Core
HLTINF003	Implement and monitor infection prevention control policies and procedures	Core
HLTWHS004	Manage work health and safety	Core
CHCDIV001	Work with diverse people	Core
BSBMGT502	Manage people performance	Core
BSBFIM501	Manage budgets and financial plans	Core
BSBRISK501	Manage risk	Core
Five (5) elective units are to be selected. No particular order of completion is required.		
CHCDIV003	Manage and promote diversity	Elective
CHCPRP003	Reflect on and improve own professional practice	Elective
BSBADM502	Manage meetings	Elective
BSBHRM502	Manage human resources management information systems	Elective
BSBHRM505	Manage remuneration and employee benefits	Elective
BSBHRM506	Manage and recruitment selection and induction processes	Elective
BSBHRM507	Manage separation or termination	Elective
BSBHRM509	Manage rehabilitation or return to work programs	Elective
BSBHRM512	Develop and manage performance-management processes	Elective

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BSBINM501	Manage an information or knowledge management system	Elective
BSBMGT516	Facilitate continuous improvement	Elective
BSBMGT517	Manage operational plan	Elective
BSBMKG501	Identify and evaluate marketing opportunities	Elective
BSBMKG514	Implement and monitor marketing activities	Elective
BSBSUS501	Develop workplace policy and procedures for sustainability	Elective
BSBWOR502	Lead and manage team effectiveness	Elective

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# How to Enrol

## Need More Information?

Health Industry Training is dedicated to ensuring all students are enrolled in the course that will achieve their career aspirations. If you need help with choosing the right course for you please contact the administration team on 1300 381 415.

## Ready to Enrol?

Place an enquiry through our website:

[www.healthindustrytraining.org](http://www.healthindustrytraining.org)

OR

Email [info@healthindustrytraining.org](mailto:info@healthindustrytraining.org) and request an enrolment pack

OR

Enrol by phone. Contact one of our friendly enrolment officers on 1300 381 415