



Professional Practice Manager Development Program

Certificate IV in Professional Practice Management (91482NSW)

Australian Dental Association - Queensland

Venue: **Brisbane** Time: **9am - 4pm each day** Enrolment Final Date*: **15 December 2011**

**After this date, please call for availability as places are limited*

PRESENTERS*	Colleen Sullivan	Marianna Kelly	Marion McKay		Gary Smith		Paul Boland	
		Friday 20 January 2012	Saturday 21 January 2012	Friday 24 February 2012	Saturday 25 February 2012	Friday 30 March 2012	Saturday 31 March 2012	Friday 11 May 2012
DAYS	1	2	3	4	5	6	7	8
MODULE	Taking control of your career	Risk and compliance	Recruitment and team effectiveness		Customer service		Business management systems and operations	
COMPETENCY	<ul style="list-style-type: none"> Develop work priorities 	<ul style="list-style-type: none"> Identify risk and apply risk management processes Organise and monitor the operation of compliance management system 	<ul style="list-style-type: none"> Recruit, select and induct staff Promote team effectiveness 		<ul style="list-style-type: none"> Coordinate, evaluate and improve customer service Implement a service support system Undertake marketing activities 		<ul style="list-style-type: none"> Report on financial activity Implement operational plan Implement continuous improvement 	

*Presenters subject to change

Please note: Workshops are dependent on minimum numbers of enrolments

Workshop enrolment fee:

\$4300 (ADA members)

\$4700 (Non-members)

Payment plans now available. Deposit \$950 paid on enrolment and balance of 10 equal monthly instalments via Ezy pay.

Fee includes:

- All course materials and assessments
- Full student support throughout your 18 months study period
- Complete study timetable
- Facilitated workshop sessions
- Morning / Afternoon tea and lunch for each workshop day
- Full qualification on successful completion
- Statement of Attainment for partial completion
- Online submission of assessment tasks

Benefits to you:

- Customised delivery
- Great networking opportunity
- Nationally accredited qualification
- Career and study pathway
- Study support groups



For more information:

T: 1800 288 622 • E: practice@unep.edu.au
www.practicemanagement.edu.au



Certificate IV in Professional Practice Management

This qualification develops the skills and knowledge to manage the daily operation of a practice. A strong focus on staff management and supporting client/patient needs is complemented by an understanding of risk management and compliance. It also includes financial reporting, planning operations including your own work schedules and performance, marketing and promotion, and continuous quality improvement to influence the ongoing development of the practice.

Taking control of my career

Develop work priorities BSBWOR404A

Following an introduction to the certificate course, this module focuses on understanding your own work style and skills and how these fit into the business of the practice.

Risk and compliance

Identify risk and apply risk management processes BSBRSK401A

Organise and monitor the operation of compliance management system BSBCOM401B

Practices have to deal not only with the issues of medico-legal risk but increasingly with business risk. This module provides an overview of risk management and the tools available. Compliance with government and professional body regulation is now a routine part of professional practice. The module also introduces many techniques to help your practice in this vital area.

Customer service

Coordinate, evaluate and improve customer service FNSICCU403B

Implement a service support system FNSICCU404B
Undertake marketing activity BSBMKG414A

In professional practice it is important to understand patient needs, appreciate how the marketing effort can be used to meet these needs and then put in place systems to monitor and improve on service levels. These areas are covered in detail in this module.

"As it has been over 25 years since I have studied, I found the workshops very beneficial ... The other practice managers in my group were from a large variety of practices and shared different perspectives from their workplaces in the workshops."

Karen Garth, Practice Manager, Pinnacle Dental Group

Recruitment and team effectiveness

Recruit, select and induct staff BSBHRM402A
Promote team effectiveness BSBWOR402A

Recruiting the right people for the job, ensuring they know what to do and then helping them achieve their best in your team is what will drive your practice forward. Learn what you need to do to attract and retain your key people.

Business management systems

Report on financial activity (BSBFIA402A)
Implement operational plan (BSBMGT402A)
Implement continuous improvement (BSBMGT403A)

The final module brings together aspects of financial reporting, operational management and implementation of plans with a focus on continuous improvement. The links between people, good practice and planning are explored.



For more information:
T: 1800 288 622 • E: practice@unep.edu.au
www.practicemanagement.edu.au

