



Professional Practice Manager Development Program

Diploma of Professional Practice Management (91483NSW)

Australian Dental Association - Queensland

Venue: **Brisbane**

Time: **9am - 4pm each day**

Enrolment Final Date*: **17 February 2012**

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

| PRESENTERS* | Mark Stallwood | Marianna Kelly | Marion McKay | | Paul Boland | Mark Stallwood | Anne Davis | | Mark Stallwood | |
|-------------|---------------------|---|---|-------------------|---|--|--|----------------------|---|-----------------------|
| | DAYS | Saturday 17 March | Friday 27 April | Friday 15 June | Saturday 16 June | Friday 27 July | Saturday 8 September | Friday 19 October | Saturday 20 October | Friday 30 November |
| MODULE | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| COMPETENCY | Managing a practice | Risk and compliance II | Managing people performance | | Budgets - a strategic tool | Managing customer service | Leadership in the 21st century | | Planning the future of your practice | |
| | | <ul style="list-style-type: none"> Identify risk and apply risk management processes Identify and interpret compliance requirements | <ul style="list-style-type: none"> Recruit, select and induct staff Promote team effectiveness Manage people performance | | <ul style="list-style-type: none"> Develop a budget Manage a budget | <ul style="list-style-type: none"> Monitor client requirements Review service performance Facilitate continuous improvement | <ul style="list-style-type: none"> Provide leadership across the organisation | | <ul style="list-style-type: none"> Manage a practice Manage an information or knowledge management system | |

*Presenters subject to change

Please note: Workshops are dependent on minimum numbers of enrolments

Workshop enrolment fee:

\$5950 (ADA members)

\$6350 (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 24 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



Diploma of Professional Practice Management

This qualification is designed to meet the needs of professional practice managers in shaping the future direction of their practice. With an overall focus on developing strategic skills and actively managing staff to maximise their performance, the course provides a sound base for a progressive practice in the 21st century. If continuous quality improvement and planning is an important part of your practice, this course will build your skills and knowledge to take on a leadership role.

Managing a practice

An introduction to the course, introducing concepts and providing context for the program.

Risk and compliance II

Identify risk and apply risk management processes

BSBRSK401A

Identify and interpret compliance requirements

BSBCOM501B

Risk management is becoming an increasingly significant issue for practices dealing with both medico-legal risk and business risk. This module addresses the fundamentals of risk management in a modern professional practice. It also covers more advanced areas of compliance with government and professional body regulation and examines some aspects of design of compliance systems.

Managing customer service

Monitor client requirements FNSICCU502B

Review service performance FNSICCU503B

Facilitate continuous improvement BSBMGT516A

Recognising that meeting patient needs is paramount, this module focuses on the development of systems to manage the customer or patient experience and ensure that the quality of the service is maintained and enhanced by all staff.

Budgets: a strategic tool

Develop a budget FNSICORG501B

Manage a budget FNSICORG502B

Financial control is an important aspect of professional practice management. This module focuses in particular on the development of good budgeting tools and the links between budgets and plans.

Managing people performance

Recruit, select and induct staff BSBHRM402A

Promote team effectiveness BSBWOR402A

Manage people performance BSBMGT502B

People are the key to a successful practice. From recruitment to teamwork to performance appraisal, this module addresses the techniques for employing the right people and building on their skills, knowledge and contribution to a harmonious workplace.

Leadership in the 21st century

Provide leadership across the organisation BSBMGT605B

A high performing workplace requires leadership. Leadership is not an innate skill but one that can be learned. This module explores your current leadership style and, by presenting the main models and theories, offers opportunities for you to consider your own role and development as a leader.

Planning the future of your practice

Manage a practice HLTCOM503B

Manage an information or knowledge system
BSBINM501A

The final module brings together all aspects of managing a practice and focuses on the integration of the knowledge and its application in the development of business and strategic plans. It also examines the concepts of knowledge management and how these tools can assist the professional practice manager.



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