

Expand your career through

# Traineeships in Queensland

Exclusive to UNE Partnerships

## Certificate IV in Professional Practice Management

(91482NSW)

The Certificate IV in Professional Practice Management is currently available to existing worker trainees in Queensland. These traineeships are for people without prior qualifications who have been employed full-time for more than 3 months, or part-time for more than one year. The duration of the traineeship is 2 years (minimum), or more depending on employment circumstances.

The qualification consists of 11 units of competency across five modules covering the following areas:

### Taking control of your career

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. It covers the competency:

- Develop work priorities (BSBWOR404A)

### Risk and compliance

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. The competencies are:

- Identify risk and apply risk management processes (BSBRSK401A)
- Organise and monitor the operation of compliance management system (BSBCOM401B)

### Recruitment and team effectiveness

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 with:

- Recruit, select and induct staff (BSBHRM402A)
- Promote team effectiveness (BSBWOR402A)

### Customer service

In professional practice it is important to understand patient/client 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 by:

- Coordinate, evaluate and improve customer service (FNSICCUS403B)
- Implement a service support system (FNSICCUS404B)
- Undertake marketing activities (BSBMKG414A)

### Business management systems and operations

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 in:

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

### Assessment

The assessment is composed of four work-based projects which together address the units of competency required for successful completion of the qualification. Learning activities and assessment tasks are designed around real practice situations so the learning experience can be applied directly to the workplace



Certificate IV in Professional  
Practice Management



NATIONALLY RECOGNISED  
TRAINING



# Traineeships

*For employers, traineeships are the perfect vehicle for developing staff and building on existing work skills, and employees will gain nationally accredited qualifications.*

Traineeships with UNE Partnerships combine work and structured training that, on completion, will result in a nationally recognised qualification. Our flexible distance learning is supported by comprehensive course materials, access to online resources and ongoing support from administrative and academic staff.

UNE Partnerships' qualifications are designed to meet today's demanding challenges. Our training programs develop skills through workplace learning, ensuring new skills and knowledge are directly relevant to the work environment. We provide a unique combination of educational excellence and industry expertise, improving individual performance and organisational capability.

## Step 1

Contact your local Australian Apprenticeship Centre (AAC), stating UNE Partnerships as your preferred training provider. The AAC provides information on availability and eligibility of traineeships for relevant State and Commonwealth incentive payments and establishes the traineeship.

## Step 2

UNE Partnerships is engaged by the AAC and will contact the employer to finalise training requirements, arrange enrolment, appoint an assessor and distribute course material.

## Step 3

UNE Partnerships' assessor will contact the employer and trainee to complete the Training Plan and provide ongoing support throughout the traineeship.

### UNE Partnerships traineeships are supported by:

- full course material with study notes
- distance study programs
- optional face-to-face workshops available
- individual training plan
- activities, readings and assessments
- access to online resources
- administrative support throughout
- academic support, ensuring access to best practice methods and current techniques
- workplace visits, depending on location
- regular progress reports to the trainee and employer

*UNE Partnerships offers a 'Trainee of the Year' award in recognition of a trainee's special achievements and contribution to their workplace*



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