

Building capability in Healthcare Practices

practice made perfect



Professional Practice Manager Development Program

UNE Partnerships has a proud history of working with the Divisions of General Practice across Australia providing education and training opportunities to healthcare practices.

Certificate III in Business Administration (Medical) - (BSB31107)



Builds a foundation for receptionists and those undertaking administrative tasks in Healthcare practices. *Available as a traineeship in some states.*



New qualifications 2010

UNE Partnerships has released **two new qualifications** in the Professional Practice Manager Development Program. These qualifications continue to set the standards for best industry practice.

Our qualifications develop skills through workplace learning, ensuring new skills and knowledge are directly relevant to the work environment.



Certificate IV in Professional Practice Management (91482NSW)



Focuses on a solid core of administrative skills for the daily operation of a practice.

Diploma of Professional Practice Management (91483NSW)



For experienced practice or business managers with a more strategic focus across the management of the practice.

To decide which Professional Practice Management qualification best suits your needs we recommend you complete the questionnaire overleaf.

1800 288 622 • www.practicemanagement.edu.au



Which qualification is for you?

This questionnaire is based on your current workplace responsibilities, and helps guide you on whether to enrol at Certificate IV or Diploma level. However, if you are aspiring to a more challenging practice management role, use these questions to guide your decision.

	Never	Rarely	Often
1. Are you responsible for supervision of administrative and professional staff in the practice?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Do you undertake the selection and recruitment of new staff?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Are you involved with conducting staff performance appraisals?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Do you have significant input into the development and monitoring of the annual budget?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Do you have significant input into strategic and business planning?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Do you create financial and management reports for the practice owners?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Do you instigate new policies for continuous practice improvement?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Are you directly involved with initiating surveys to ascertain how patient needs are being met?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Are you responsible for applying risk management processes in the practice?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Are you able to take a leadership role in your practice?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Are you responsible for the management of IT systems?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Do you supervise the ordering and purchasing of supplies?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Do you make recommendations for major purchases of equipment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If the majority of your responses are 'often' then the **Diploma of Professional Practice Management** would be more appropriate to you. This qualification is aimed at providing you with the higher level strategic and planning skills needed where you have significant control over the direction of the practice.

If the majority of your responses are 'never' or 'rarely' we recommend the **Certificate IV in Professional Practice Management**. This course will provide you with the skills needed to effectively manage a team of people. It will also reinforce and build upon many aspects of your daily operational activities.

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Register your interest by completing this form and returning to UNE Partnerships.

F: (02) 6772 5230 or E: practicemgt@unep.edu.au



Please send more information on: Certificate III in Business Administration (Medical)
 Certificate IV in Professional Practice Management Diploma of Professional Practice Management

Preferred Delivery: Distance Workshop/Residential schools

Name: _____

Practice: _____

Address: _____

Telephone: _____ Fax: _____

Mobile: _____ Email: _____

Your local Division of General Practice: _____