

Health Training Online



Diploma of Practice Management

HLT52007

Health Training Online
.com.au



Sunshine Coast Division
of General Practice Ltd



NATIONALLY RECOGNISED
TRAINING

About our organisation

Health Training Online is a Sunshine Coast Division of General Practice initiative in conjunction with the Commonwealth and Queensland Government Productivity Places Program.

This initiative has been tailored specifically by **Health Training Online** to provide real world practical and nationally recognised qualifications.

Sunshine Coast Division of General Practice has been supporting general practice for 16 years.

Our contact details

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About this qualification

HLT52007 Diploma of Practice Management is a nationally recognised qualification.

The course is comprised of 16 units of competency tailored to meet the educational needs of those currently working in or wishing to pursue a career in Primary Care Support.



Course entry requirements

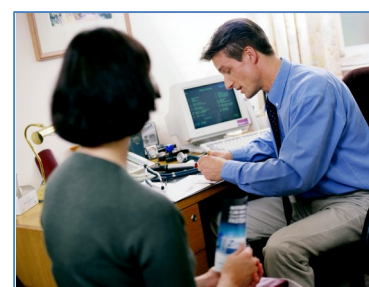
There are no pre-requisites for this course. Those students who have attained a Certificate IV in Health Administration will have completed units of competency toward this qualification.

Career opportunities

This qualification covers workers who oversee the implementation of quality improvement systems in accordance with an organisation's goals and strategic direction.

Occupation titles for these workers may include:

- Practice Manager;
- Program Manager;
- Business Manager;
- Office Manager;
- Head Receptionist.



Delivery

These courses are tailored to meet the needs of those working in the Primary Healthcare sector. They have a strong focus on flexible delivery utilising a number of smart technologies including self paced online individual activities, interactive tasks, skills recognition and ongoing mentoring support.

CUSTOM SOLUTIONS



Health Training Online believes that the skills and knowledge required by Primary Care administration staff varies greatly from other health sectors and has tailored the courses to the specific needs of primary care workers.

WEB SOLUTIONS



Returning to study can be overwhelming, therefore we have produced a friendly self paced package allowing real time feedback and interactive support tools to help you gain confidence as you study.

E SOLUTIONS



Distance education doesn't mean isolated education. The Health Training Online education delivery platform provides self paced convenience, networking opportunities and with our general practice support team you will have qualified and experienced professionals assisting you all the way.

Recognised Prior Learning

We understand that you have gained substantial skills and knowledge through prior training and experience. We have Recognition of Prior Learning (RPL) assessment processes in place to acknowledge existing competence. An RPL kit is available upon request, providing further information on this process.

Duration

Pre study and orientation are scheduled to commence in April/May 2011. Actual study duration is dependent upon a student's Recognition of Prior Learning (RPL) status as applicable and individual study pattern. The suggested time to complete the qualification is 12 months.

Future Training Opportunities

If you are interested in further study, please discuss this with the Health Training Online Course Coordinator.

What Employers Need to Know

Research¹ has found that training provides a positive Return on Investment (ROI), assisting businesses in the areas of:

- Skilled workforce;
- Productivity;
- Savings on materials and capital costs;
- Worker motivation;
- Improved quality and services;
- Staff retention.

The Health Training Online program offers practical, cost effective education for your employees. Study times are flexible and will not impact on your employees current work schedule. Practical activities undertaken during study will enhance practice processes and systems.

¹ Training.com.au, Benefits of Training, version: 1.0.0.16, viewed February 21st 2011.

<http://www.training.com.au/Pages/menuitem95013e09df938390f9fa5a1017a62dbc.aspx>

Enrolment and Payment

Health Training Online is able to provide subsidised health education in conjunction with the Commonwealth and Queensland Government Productivity Places Program. There are limited places. Significant subsidies are available to eligible students, who must be an employed Australian citizen, an Australian permanent resident or a humanitarian refugee living in Queensland over the age of 18 years.

Fees for eligible students² are \$750 on enrolment with a \$250 reimbursement on achievement of qualification. This is a total out-of-pocket expense of \$500.

Enrolment form and additional information can be accessed at www.healthtrainingonline.com.au

Course Outline

Diploma of Practice Management HLT52007

16 Units of Competency

Implement and monitor compliance with legal and ethical requirements	HLTHIR506B
Use advanced medical terminology	BSBMED301A
Provide leadership in promoting effective work practices in health	HLTHIR505B
Contribute to OHS processes	HLTOHS300A
Manage OHS processes	HLTOHS500A
Implement and monitor infection control policy and procedures	HLTIN403B
Manage effective workplace relationship	BSBFLM503B
Manage in a health care business	HLTPM501A
Manage health billing and accounting system	HLTPM502A
Manage risk	BSBMGT609A
Manage quality customer service	BSBFLM507
Facilitate continuous improvement	BSBFLM509B
Ensure team effectiveness	BSBFLM512A
Manage budgets and financial plans within the work team	BSBFLM513A
Identify and evaluate marketing opportunities	BSBMKG501B
Provide Service to clients with chronic diseases or conditions	HLTCOM510A



²Enrolment is subject to of Health Training Online requirements including eligibility, course capacity and demand constraints.



This course has been tailored specifically by **Health Training Online** to provide real world practical and nationally recognised qualifications, through our partnership with Healthfirst Training Australia (HFTA), a Registered Training Organisation and provider of Nationally Accredited Training.