

Training suitability

This qualification is suited to principals or experienced practice managers with a wide range of business responsibilities working in a dental practice. This qualification is designed to meet the needs of practice managers with responsibility for shaping the future direction of their practice. The focus is on developing strategic skills and actively managing staff to maximise their performance.

Skill outcomes

On successful completion of this course, students will have the skills to:

- understand the importance of a business vision and goals and use these to set the direction of the practice
- embrace the key functions of risk management and compliance in a 21st century practice
- recruit, manage and assess the performance of staff to achieve the best results for the practice
- prepare budgets and analyse financial performance
- determine client/patient needs, and monitor practice performance by applying continuous improvement processes
- understand personal leadership styles and how to apply the principles of leadership in the practice
- manage knowledge systems and flows within the practice
- develop a business plan for the practice

Available to

- Individual students
- Blended delivery: workshops and self-paced learning

Length 18 months

Entry reqs. No special requirements

Assessment

A combination of knowledge questions, work-related tasks and evidence portfolio, or RPL

Learning Pathways

Available to higher awards

For details of optional extras and eligible membership please refer to our website www.unep.edu.au

Study period and workload

The estimated time to complete the course is 15 hours per week over a 12 month study period comprising on-the-job learning, workplace practice, self-directed study and assessment preparation. This estimate is based on AQF guidelines and will vary according to student experience and current practice.

Competencies

Students must complete 12 units of competency:

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| • Identify risk and apply risk management processes (BSBRSK401A) | • Facilitate continuous improvement (BSBMGT516A) | • Manage people performance (BSBMGT502B) |
| • Identify and interpret compliance requirements (BSBCOM501B) | • Develop and manage a budget (FNSORG501A) | • Provide leadership across the organisation (BSBMGT605B) |
| • Monitor client requirements (FNSCUS502B) | • Support the recruitment, selection and induction of staff (BSBHRM405A) | • Manage a practice (HLTCOM503D) |
| • Review business performance (FNSCUS503B) | • Promote team effectiveness (BSBWOR402A) | • Manage an information or knowledge management system (BSBINM501A) |

Module descriptions

Managing a practice

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

Risk and compliance II

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 people performance

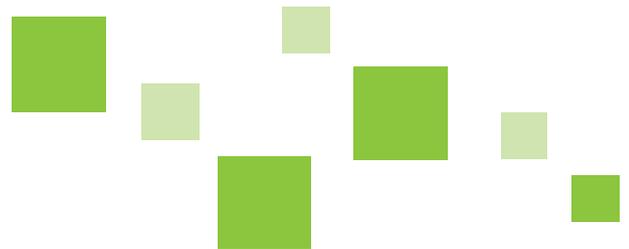
People are the key to a successful practice. From recruitment to teamwork to performance appraisal, this module addresses the techniques for employing the right people and building on their skills, knowledge and contribution to a harmonious workplace.

Continous improvement - beyond customer service

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.

Leadership in the 21st century

A high performing workplace requires leadership. Leadership is a 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.



Budgets: a strategic tool

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.

Planning the future of your practice

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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