HLT57715 – DIPLOMA OF PRACTICE MANAGEMENT
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If you are contemplating a career change or looking for a rewarding career in health, the Diploma of Practice Management will provide you with the knowledge required to become a Practice Manager in a small to medium health practice.

As part of the diploma you will learn to provide care for patients in a medical surgery while demonstrating knowledge of health services.

You will learn to perform office procedures as well as learn to interact and provide guidance to medical practice staff.

Job outcomes from this qualification include Practice Manager in a variety of health practice areas including medical, dental, chiropractic, podiatry, rehabilitation, community, mental health or aged care.

“\[I could work at night, or first thing in the morning whatever suited my day\]”

BUSINESS ADMINISTRATION STUDENT AND SHEEP STATION MANAGER
**ENTRY REQUIREMENTS**

To give yourself the best chance of success in this course it is recommended that you have completed Certificate III in Business or Business Administration or equivalent industry experience.

**MINIMUM AGE**

Minimum age of 18 years.

**ENGLISH LANGUAGE REQUIREMENTS**

If English is not your first language and you did not complete the last two years of secondary education in English, you are required to provide evidence of English language competency before enrolling into the course.

**FEES**

How much is the course?*

Fee for service - people not eligible for government subsidies: $2,450

NSW Government: subsidised prices (Smart and Skilled)
- First qualification: $1,320
- Second qualification: $1,580
- Traineeship (new entrants only): $1,000
- Concession: $240
- Exemption: $0

* Your government subsidised fee and your eligibility for concessions, exemptions and scholarships, are all calculated and confirmed during the enrolment process.

Call us on 1300 823 366 for further information and advice.

Examples of appropriate evidence are listed below:

<table>
<thead>
<tr>
<th>EVIDENCE</th>
<th>EXAMPLE</th>
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<tbody>
<tr>
<td>IELTS</td>
<td>Overall score of 5.5</td>
</tr>
<tr>
<td>TOEFL</td>
<td>530 (paper), 197 (computer), or 71 (internet)</td>
</tr>
<tr>
<td>Evidence of 12 months in English-speaking employment</td>
<td>Testimonial or statutory declaration</td>
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You will need access to a computer and the internet to complete this course. Minimum specifications for your computer are:

- Microsoft Windows 7 or later or Mac OS X or above
- Microsoft Office (free download for TAFE NSW enrolled students)
- Up-to-date internet browser

You may also need access to a printer and the following applications:

- Adobe Acrobat Reader (free download)
- Adobe Flash Player (free download)

Course timeframe and commitment

The course is flexible study and suggest you aim to complete the HLT57715 Diploma of Practice Management over 24 months. We recommend you study and work 10 hours per week.

As you are studying flexibly, this is a guide only and if you feel you are unable to complete within this timeframe, please discuss with your teacher.

Delivery mode

The HLT57715 Diploma of Practice Management is offered through TAFE Digital. Delivery is online which involves training and assessment using web-based materials where you are supported and guided in your learning by teachers with interaction by email, phone calls, forums and chat groups. You also have access to support services.
INDIVIDUAL LEARNING PLAN

An Individual Learning Plan will be developed in consultation with you, your employer (if applicable) and TAFE Digital. This will include the units/modules to be completed, the method of assessment and the learning and assessment time frames. You will also be provided with a copy of your Individual Learning Plan.

UNITS AND ASSESSMENT METHODS

Listed below are the units you will be required to successfully complete to achieve this qualification. This also provides information on how each unit will be assessed.

To achieve the qualifications candidates must completed 15 units comprising: 10 core units and 5 elective units. If you have particular needs in your workplace, contact your Course Coordinator to discuss options.

For more information on the units of competency below visit [http://training.gov.au](http://training.gov.au)
<table>
<thead>
<tr>
<th>Unit code</th>
<th>Unit title</th>
<th>Assessment Methods</th>
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</thead>
<tbody>
<tr>
<td>CHCLEG003</td>
<td>Manage legal and ethical compliance</td>
<td>Written task, Portfolio, Short answer questions</td>
</tr>
<tr>
<td>CHCDIV001</td>
<td>Work with diverse people</td>
<td>Written task, Short answer questions, Work Based Assessment</td>
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<tr>
<td>HLTWHS004</td>
<td>Manage work health and safety</td>
<td>Portfolio x3</td>
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<tr>
<td>HLTADM004</td>
<td>Manage health billing and accounting system</td>
<td>Written task x3</td>
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<tr>
<td>HLTINF003</td>
<td>Implement and monitor infection prevention control policies and procedures</td>
<td>Portfolio x3</td>
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<tr>
<td>BSBCUS501</td>
<td>Manage quality customer service</td>
<td>Written task, Portfolio</td>
</tr>
<tr>
<td>BSBFIM501</td>
<td>Manage budgets and financial plans</td>
<td>Written task, Portfolio x2</td>
</tr>
<tr>
<td>BSBMED301</td>
<td>Interpret and apply medical terminology appropriately</td>
<td>Portfolio x 2, Short answer questions</td>
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ELECTIVE UNITS

5 units must be completed. *Refer to the course website for any further additions.

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</thead>
<tbody>
<tr>
<td>CHCDIV003</td>
<td>Manage and promote diversity</td>
<td>Report</td>
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<td>Portfolio</td>
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<td>Work based interview</td>
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<tr>
<td>CHCPRP003</td>
<td>Reflect on and improve own professional practice</td>
<td>Written Report</td>
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<td></td>
<td></td>
<td>Portfolio</td>
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<td></td>
<td></td>
<td>Short answer questions</td>
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<tr>
<td>BSBWRK510</td>
<td>Manage employee relations</td>
<td>Written task</td>
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<td></td>
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<td>Report</td>
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<tr>
<td>CHCP0L002</td>
<td>Develop and implement policy</td>
<td>Portfolio x3</td>
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<td>BSBADM502</td>
<td>Manage meetings</td>
<td>Portfolio x3</td>
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<tr>
<td>BSBHRM506</td>
<td>Manage recruitment selection and induction processes</td>
<td>Report</td>
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<td></td>
<td></td>
<td>Portfolio</td>
</tr>
<tr>
<td>BSBINM501</td>
<td>Manage an information or knowledge management system</td>
<td>Report</td>
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<tr>
<td></td>
<td></td>
<td>Portfolio</td>
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<tr>
<td></td>
<td></td>
<td>Short answer questions</td>
</tr>
<tr>
<td>BSBMGT516</td>
<td>Facilitate continuous improvement</td>
<td>Portfolio, Report</td>
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<tr>
<td>BSBMGT517</td>
<td>Manage operational plan</td>
<td>Written task</td>
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<tr>
<td></td>
<td></td>
<td>Portfolio x2</td>
</tr>
<tr>
<td>BSBRKG502</td>
<td>Manage and monitor business or records systems</td>
<td>Written task x2</td>
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<tr>
<td>BSBSUS501</td>
<td>Develop workplace policy and procedures for sustainability</td>
<td>Portfolio</td>
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<td></td>
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<td>Presentation</td>
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<tr>
<td>BSBWOR502</td>
<td>Lead and manage team effectiveness</td>
<td>Short answer questions</td>
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<td>Project</td>
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<tr>
<td></td>
<td></td>
<td>Written task</td>
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ASSESSMENT OVERVIEW

- This qualification is ungraded. When you finish this course you will receive a qualification which shows your level of achievement as Competent.

- Every assessment event must be successfully completed in order to demonstrate competence in each unit.

- If you do not successfully complete an assessment event you will be given the opportunity to undertake another assessment at another time. Only two (2) attempts may be made on each individual assessment event within your current enrolment. If you experience difficulties please negotiate with your teacher.

- You will receive feedback on each assessment within 5 working days.

- If you want to view your unit results at any time, your teacher can provide you with instructions on how to access your student record via student e-Services.

- All TAFE students are eligible to apply for Recognition of Prior Learning (RPL).

- If you have a permanent or temporary condition that may prevent you successfully completing the assessment task(s) you should immediately talk with your teacher about ‘reasonable adjustment’. This is the adjustment of the way you are assessed to take into account your condition however the assessment criteria cannot be altered.

- If you do not agree with the result given for your assessment task, you may appeal the assessment decision. You should first discuss the assessment result with your teacher.

- For more information on assessment, refer to ‘Every Student’s Guide to Assessment in TAFE NSW.’

PLAGIARISM

Whatever the form of assessment, it is essential that the work you are assessed on is your own. All students should be aware that penalties will be imposed for students found cheating in an assessment. Cheating can take different forms. For example, it may be copying or using the work, writing, drawings or photographs created by other people and passing them off as your own. You must make it clear if you are quoting or using other people’s work.

Where you are working in a team with other students on a joint assessment task, your teacher will explain how your own contribution will be assessed.
RECOGNITION OF PRIOR LEARNING

All students in TAFE NSW are entitled to apply for recognition in the course or qualification in which they are currently enrolled. It is recommended that the application for recognition be made as soon as possible after enrolment.

The aim of granting recognition is to reduce the amount of learning required to achieve a qualification or accredited course by acknowledging an individual’s skills and knowledge acquired through formal and informal learning.

Students enrolled in a government subsidised qualification or accredited course can apply for recognition in that qualification at no additional charge and, under NSW Smart and Skilled may be eligible for a reduced student fee based on recognition granted.

For more information click here or discuss with your Course Coordinator.

GETTING THE MOST OUT OF YOUR COURSE

Online learning is best suited to people who are self-starters and really want to learn to improve their career prospects. Just because you don’t have to leave your home or workplace, the online learning isn’t necessarily easier than classroom learning, it’s just different.

To help overcome these barriers, we would strongly encourage you to:

- **Seek support** from course facilitators, friends, family or workmates in supporting you in your study goals.

- **Set aside regular times** for online learning and study each week. Try not to deviate from these set times.

- **Set clear goals** on what you want to achieve, by when, to ensure you achieve your course outcomes.

- **Engage in the Course Forum**. The Course Forum in your course enables you to engage with your facilitator and fellow students. It is an important opportunity to share your learning experiences and reflect on the course materials. By actively participating in the Course Forum, you will become part of the virtual community. This acts as an important support network as you progress in your studies.

- **FAQs**. Frequently asked questions are available within each course and unit area.
STUDENT SUPPORT OPTIONS

The HLT57715 Diploma of Practice Management course can be both academically and personally challenging. Learner support is available to assist you with academic writing and referencing, time management, study plans, general study tips and goal setting.

Counselling and Support services

At TAFE Digital you are more than just a number to us. We provide a Counselling and Career Services website developed by professional counselling and careers staff with comprehensive information and resources to help you with your study, career development or personal issues. Access to online services means there is a wealth of personal, health and study information at your fingertips.

Tutoring Assistance

Stuck writing an assignment or general course work? Get unstuck with Studiosity.

When you have a writing, grammar, research, referencing or other study question, sign in at https://studiosity.com/connect/users – use your DEC username, the same user name as you use to sign into TAFE Digital.

Real-life, on-demand experts will help you with your question. You can even get help with essential bridging knowledge for maths, science and business studies.

You can also share a file in real-time for feedback on your writing or to discuss tables, diagrams and charts.

Smart Study Guide

This resource is for students at TAFE NSW. It is a referencing guide adapted from the Harvard referencing style. The Smart Study Guide aims to help you succeed in your course and achieve your goals. This guide includes useful tips to develop your skills in time management, researching, note taking and referencing. Download your free guide

Library Services

TAFE Digital’s full library services are just a click away, whether you are studying near a campus or far away.

OTHER COURSES THAT MAY INTEREST YOU

- CHC42015 - Certificate IV in Community Services
- CHC43115 - Certificate IV in Disability
BEFORE YOU ENROL

All students participating in Nationally Recognised Training in Australia need to have a Unique Student Identifier, or USI.

How to get a USI

It is free and easy for you to create your own USI online at usi.gov.au. Your local Customer Service office can also provide further information and assistance. If you already have your USI you can enrol with TAFE Digital.

For more information on the USI click here

HOW TO ENROL

Enrolling with TAFE Digital is easy!

Enrol online today by visiting our website at TAFEDIGITAL.EDU.AU and select your enrolment method from the options available.

Enrol by phone. Just call one of our TAFE Digital Customer Service Staff on 1300 823 366

Email study@tafenow.com.au and our friendly customer help team will contact you to finalise your enrolment.