



# INDIGO

Medical & Dental  
T r a i n i n g

**Course Information Brochure**  
**Diploma of**  
**Practice Management**  
**HLT52007**



NATIONALLY RECOGNISED  
TRAINING



Indigo Medical & Dental Training Pty Ltd  
Level 2, Gordon Executive Centre,  
802 Pacific Highway, Gordon NSW 2072  
Tel: 02 9844 5496 Fax: 02 8212 9547  
Email: [training@indigoconsulting.com.au](mailto:training@indigoconsulting.com.au)

## Training Provider

Indigo Medical & Dental Training Pty Ltd is a National Registered Training Organisation that provides accredited and non accredited training courses and qualifications for the medical and dental profession Australia-wide. Our Training Administration Head Office is located at Bundall, QLD, but we also have offices located in Sydney and Melbourne.

Our Training Assessors have extensive experience working within the healthcare industry, possess Certificate IV in Workplace Training & Assessment TAA and have extensive experience as Practice Managers working in private practice as well as conducting practice management consulting to the healthcare industry.

## Training Provider Relevant Contacts

### Training Administration Office

Please contact our Sydney office for all enquiries relating to receiving an enrolment pack, enrolling in the Diploma of Practice Management HLT52007 and course unit material.

### Training Administration Office - Sydney

Bernadette Beach  
Director

Glenys Stabback  
National Training Manager

Indigo Medical & Dental Training Pty Ltd  
Level 2, Suite 1A, Gordon Executive Centre  
802 Pacific Highway, Gordon NSW 2072  
Tel: 02 9844 5496 Fax: 8212 9547

### Queensland Office

Indigo Medical & Dental Training Pty Ltd  
Level 15, Corporate Centre One  
2 Corporate Court, Bundall QLD 4217  
Tel: 07 5591 9526 Fax: 02 8212 9547

### Melbourne Office

Indigo Medical & Dental Training Pty Ltd  
Lvl 13, 200 Queen St, Melbourne VIC 3000  
Tel: 03 8648 6511 Fax: 02 8212 9547

### **Our Training Assessors**

Sandi Foley – NSW, QLD, VIC, WA  
Email: [sfoley\\_indigo@ymail.com](mailto:sfoley_indigo@ymail.com)

Glenys Stabback – NSW, QLD, VIC  
Email: [gstabback@indigoconsulting.com.au](mailto:gstabback@indigoconsulting.com.au)

Bernadette Beach – NSW, QLD, VIC, TAS, WA  
[bbeach@indigoconsulting.com.au](mailto:bbeach@indigoconsulting.com.au)

## Course Outline

The Diploma of Practice Management HLT52007 is an industry recognised qualification that has been specifically developed to cater for the healthcare industry.

This qualification equips Students in developing essential skills and knowledge required of a Manager to provide business and operational expertise in managing the functions within private practice to achieve the business goals and strategic direction.

We offer the Diploma of Practice Management HLT52007 to:-

- Individuals wishing to seek employment within the healthcare industry as a Practice Manager or in a management position
- Staff currently working with the healthcare industry who would like to move into a Practice Manager role
- Current Practice Managers wishing to gain a qualification in Practice Management
- Employers of healthcare practices/companies wishing to provide employees with training for staff development / succession planning

### Job Roles

These positions may include:-

- Practice Co-ordinator
- Practice Manager
- Office Manager
- Business Manager
- Operations Manager

The Diploma of Practice Management HLT52007 consists of 16 units of competency.

## Course Units (Units of Competency)

The following 16 units form part of the Diploma of Practice Management HLT52007.

HLTHIR505B	Provide Leadership in Promoting Effective Work Practice in Health
HLTHIR506B	Implement and Monitor Compliance with Legal and Ethical Requirements
HLTIN403B	Implement and Monitor Infection Control Policy and Procedures
HLTOHS300A	Contribute to OHS processes
HLTOHS500A	Manage OHS Processes
HLTPM501A	Manage in a Health Care Business
HLTPM502A	Manage Health Billing and Accounting System
BSBFLM503B	Manage Effective Workplace Relationships
BSBMED301A	Use Advanced Medical Terminology
BSBMGT609A	Manage Risk
BSBFLM506B	Manage Workplace Information Systems
BSBFLM509B	Facilitate Continuous Improvement
BSBFIM501A	Manage Budgets and Financial Plans
BSBHR506A	Manage Recruitment Selection and Induction Process
BSBMKG504A	Implement a Marketing Solution
CHCPOL4A	Develop and Implement Policy

## Course Entry Requirements

- Sound language and numerical literacy skills
- Minimum Year 10 School Certificate equivalent

## Recognition of Prior Learning

Recognition of Prior Learning may be awarded in relation to course units upon proof of recognised prior learning of relevant skills and knowledge. An RPL kit is available upon request and will provide further information on the RPL process.

## Course Duration

The Diploma of Practice Management HLT52007 comprises a study time of approximately 742 hours.

Our Training Assessors work in conjunction with the Student to establish a Training Plan outline consisting of study time/completion timeframes to help the Student achieve completion of the Diploma of Practice Management within the Student's goals and timeframe.

## Course Delivery & Course Fee

To ensure our course delivery provides flexibility, customisation and meets the expectation and needs of students, we have three delivery options to choose from:-

### Flexible Learning - Option 1

**\$2,500**

This course will be delivered entirely by flexible (distance) learning. The Student will receive:

- A customised Training Plan to ensure completion in the nominated timeframe
- Unlimited support from a Trainer Assessor via email.
- Access to our Online Forum (from 2011)

### Flexible Learning - Option 2

**\$3,000**

This course will be delivered by a combination of flexible learning & face to face meetings. The Student will receive:

- A customised Training Plan to ensure completion in the nominated timeframe
- Unlimited support from a Trainer Assessor via email/phone/Skype.
- A minimum of 3 face to face meetings
- Access to video workshops (where applicable)
- Access to our Online Forum (available from 2011)

## Traineeship Package

**\$3,500**

Our traineeships are fully customised to ensure that Trainees receive personalised and customised training with relevance to the Trainee's role within the workplace. The Traineeship Training Programme is delivered by flexible delivery, however, Trainees and employers will receive not only the service outlined below, but have the additional option in being able to personalise the training programme to meet the Trainee's own needs, goals and learning style.

- A Trainer Assessor who will work closely with the Workplace Supervisor and Trainee for the duration of the course
- Unlimited support from a Trainer Assessor via email/phone/Skype
- Regular email contact from the Trainer Assessor to both the Trainee and the Workplace Supervisor to ensure that the Trainee is meeting their course commitments and to discuss Trainee's progress and implementation of skills/knowledge into the workplace setting
- A minimum of 4 workplace visits (if a workplace is not geographically placed to conduct workplace visits, video calls will be conducted)
- Online forum (available from 2011)
- Regular face to face meetings in the workplace at a time that is convenient to the Trainee and Workplace Supervisor
- Video workshops throughout the course

An Administration Fee of \$300 is payable by Students upon enrolment.

Payment plans are available for this qualification.

The Student is appointed a personal Trainer Assessor. One course unit will be forwarded to the Student for completion before proceeding to the next unit. The course delivery will consist of reading material, activities, online assessments and written assessment tasks which will be completed both in the workplace setting (if employed) and in the Student's own time.

## Qualification

On successful completion of the 16 Units of Competency, the Student will be awarded the qualification Diploma of Practice Management HLT52007.

If the Student only completes certain Units of Competency, the Student will receive a Statement of Attainment for the units successfully completed.

## Description of Course Units

### **HLTPM501A - Manage in a health care business**

This unit of competency describes the skills and knowledge required to manage business requirements of a practice within the health care environment.

#### Unit Topics

- Manage the client related requirements of a practice
- Support practitioner information needs
- Manage appointment scheduling
- Monitor duty of care practice requirements (excluding practitioner specific requirements)
- Develop and manage budget to meet the equipment, information and consumable currency requirements of the practice

### **HLTHIR505B - Provide leadership in promoting effective work practices in health**

This unit covers the skills required to provide leadership in establishing ethical and high quality work practices, to others working within the health industry. Leadership can be provided and/or modeled to clinic staff or allied professionals.

#### Unit Topics

- Model ethical work practices
- Initiate professional development and improved work practices
- Initiate quality activities
- Emphasise importance of hygiene and infection control

### **BSBFLM503B - Manage effective workplace relationships**

This unit specifies the outcomes required to manage effective workplace relationships with particular regard to communication and representation. This involves analysing and communicating information, establishing systems to develop and maintain effective working relationships and networks, and implementing strategies to overcome difficulties.

#### Unit Topics

- Manage information and ideas
- Establish systems to develop trust and confidence
- Manage the development and maintenance of networks and relationships
- Implement strategies to manage difficulties to achieve positive outcomes

### **BSBHR506A - Manage recruitment selection and induction process**

This unit covers all aspects of the recruitment selection and induction processes from the perspective of an HR manager responsible for ensuring the organisation undertakes these processes in accordance with predetermined policies and procedures.

#### Unit Topics

- Develop recruitment selection and induction processes
- Recruitment and selection of staff
- Manage induction of staff

### **BSMGT609A - Manage risk**

This unit covers the development, implementation and evaluation of a risk management plan for the organisation. It incorporates an assessment of all potential risks facing the organisation and the development of strategies and plans to mitigate all risk situations through elimination, isolation or protection.

#### Unit Topics

- Develop risk management plan
- Implement risk management plan
- Evaluate risk management plan

### **HLTHIR506B - Implement and monitor compliance with legal and ethical requirements**

This unit describes the skills and knowledge required to implement and monitor compliance with legal and ethical requirements relevant in the work area.

#### Unit Topics

- Maintain ethical work practices
- Maintain appropriate documentation
- Maintain compliance with legal requirements

## **BSBFIM501A – Manage budgets and financial plans**

This unit addresses the requirement for managers to ensure that financial resources are used effectively. This is done by ensuring access to budget/s and ongoing monitoring expenditure against the budget/s.

### **.Unit Topics**

- Plan financial management approaches
- Implement financial management approaches
- Implement financial management approaches
- Review and evaluate financial management processes

## **BSBFLM509B - Facilitate continuous improvement**

This unit specifies the outcomes required to lead and manage continuous improvement systems and processes. Particular emphasis is on the development of systems and the analysis of information to monitor and adjust performance strategies and to manage opportunities for further improvements.

### **Unit Topics**

- Lead continuous improvement systems and processes
- Monitor and adjust performance strategies
- Manage opportunities for further improvement

## **BSBFLM506B - Manage workplace information systems**

This unit specifies the outcomes required to manage the identification, acquisition, analysis and use of appropriate information which plays a significant part in the organisation's effectiveness. Particular emphasis is on the development of systems and the analysis of information.

### **Unit Topics**

- Utilise information systems
- Collect, analyse and review information ]
- Manage the information systems
- Develop business plan/budgets
- Manage resource planning

### **BSBMKG504A - Implement a marketing solution**

This unit covers briefing of personnel responsible for various aspects of the marketing plan and the coordination of marketing, promotional and sales activities to implement and evaluate a marketing solution.

#### Unit Topics

- Implement marketing strategies
- Monitor marketing strategies
- Evaluate and improve marketing performance

### **HLTPM502A - Manage health billing and accounting system**

This unit of competency describes the skills and knowledge required to manage a billing and accounting system in a health practice, with consideration of client accessibility, practice viability and regulatory and legislative requirements.

#### Unit Topics

- Implement and monitor billing system
- Develop and implement client debt recovery strategy
- Manage information and data required to maintain subsidy payments

### **HLTOHS300A - Contribute to OHS processes**

This unit specifies the workplace performance required by an employee to contribute to OHS processes where there is responsibility for own work outputs and possibly limited responsibility for the work output of others.

#### Unit Topics

- Plan and conduct work safely
- Support others in working safely
- Contribute to OHS participative processes
- Contribute to hazard identification, OHS risk assessment and risk control activities
- Participate in the control of emergency situations

### **HLTOHS500A - Manage OHS processes**

This unit specifies the workplace performance required by an individual responsible for ongoing management of OHS within an area of management responsibility, where the OHS management processes have been set up by other persons, either internal or external to the organisation.

#### Unit Topics

- Manage OHS information and records
- Manage OHS participative processes
- Manage OHS risk management processes
- Manage OHS training programme
- Manage OHS continuous improvement process

#### **HLTIN403B - Implement and monitor infection control policy and procedures**

This unit is concerned with infection control responsibilities of employees with supervisory accountability to implement and monitor infection control policy and procedures in a specific work unit or team within an organisation.

#### Unit Topics

- Provide information about infection control policies and procedures
- Integrate infection control policy and procedure into work practices
- Monitor infection control performance and implement improvements in practices

#### **BSBMED301A: Use advanced medical terminology**

This unit covers understanding and responding to instructions, carrying out routine tasks and communicating with a range of internal/external clients in a Medical Office, using appropriate advanced medical terminology.

#### Unit Topics

- Respond appropriately to instructions which contain advanced medical terminology
- Carry out routine tasks
- Use appropriate advanced medical terminology in oral and written communication with patients, fellow workers and health professionals

#### **CHCPOL4A - Develop and implement policy**

This unit focuses on developing and applying policy initiatives in the workplace.

#### Unit Topics

- Research and consult with others to develop policies
- Test draft policies
- Develop policy materials
- Implement and review policies

## **PAYMENT OF COURSE FEES**

To enrol in the Diploma of Practice Management, please complete an Enrolment Form and email, fax to 02 8212 9547 or mail to:

Indigo Medical & Dental Training  
PO Box 3731  
Tuggerah NSW 2259

Payments can be made via credit card, direct deposit or cheque.

### **Payment Plan Options**

We offer **payment plan options** for all our qualification courses. An initial deposit is paid upon enrolment followed by two (2) payments made thereafter during the duration of the course. A payment plan schedule will be issued upon enrolment detailing the due date each month.

A non refundable Administration Fee of \$200 is payable by all Students. This Administration Fee covers the administrative cost of the course and course materials.

Course fees received by Indigo Medical & Dental Training Pty Ltd are not accessed and are maintained in an account until the Student commences the course. Refunds are available to Students in accordance with government guidelines and fair and proper standards.





***Helping You on Your Journey to  
Become a Qualified  
Practice Manager***

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