



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **HLT52007 Diploma of Practice Management**

**Release: 1**

## **HLT52007 Diploma of Practice Management**

### **Modification History**

Not Applicable

### **Description**

This qualification covers workers who undertake a range of functions requiring application of knowledge and skills to achieve results in line with the organisation/business's goals and strategic direction.

These workers manage the operations and promotion of professional practices in the health sector.

Occupational titles for these workers may include:

- Practice manager
- Business manager
- Program manager
- Service manager

### **Pathways Information**

Not Applicable

### **Licensing/Regulatory Information**

Not Applicable

### **Entry Requirements**

Not Applicable

## Employability Skills Summary

Refer to the Topic: Introduction to the Employability Skills Qualification Summaries

### Packaging Rules

#### PACKAGING RULES

16 units of competency are required for award of this qualification, including:

- 10 core units
- 6 elective units

A wide range of elective units is available, including:

- Group A electives which are recommended for culturally aware and respectful practice
- Other relevant electives listed below
- Units of competency to address workplace requirements and packaged at the level of this qualification or higher in Health and/or Community Services Training Packages
- Where appropriate, to address workplace requirements, up to 3 units of competency packaged at the level of this qualification or higher in other relevant Training Packages or accredited courses where the details of those courses are available on the NTIS or other public listing

#### Core units

BSBMED301B Interpret and apply medical terminology appropriately

BSBMGT502B Manage people performance

BSBRSK501A Manage risk

HLTHIR505C Provide leadership in promoting effective work practices in health

HLTHIR506C Implement and monitor compliance with legal and ethical requirements

HLTIN403C Implement and monitor infection control policy and procedures (Note pre-requ: HLTIN301C)

HLTOHS300B Contribute to OHS processes

HLTOHS501A Manage workplace OHS processes

HLTPM501B Manage in a health care business

HLTPM502B Manage health billing and accounting system

#### The importance of culturally aware and respectful practice

All workers undertaking work in health need foundation knowledge to inform their work with Aboriginal and/or Torres Strait Islander clients and co-workers and with clients and co-workers from culturally and linguistically diverse backgrounds. This foundation must be provided and assessed as part of a holistic approach to delivery and assessment of this qualification. Specific guidelines for assessment of this aspect of competency are provided in the Assessment Guidelines for the Health Training Package.

#### Group A electives - recommended for culturally aware and respectful practice

Where work involves a specific focus on Aboriginal and/or Torres Strait Islander and/or culturally diverse clients or communities, one or both of the following electives is recommended:

HLTHIR403C Work effectively with culturally diverse clients and co-workers

HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people**Other relevant electives**

Electives are to be selected in line with the specified Packaging Rules. Employers may specify that certain electives are required to address identified workplace needs.

The following grouping of electives is intended to facilitate selection. Electives may be selected from one or more groups.

**Management**

<u>BSBADM502B</u>	<u>Manage meetings</u>
<u>BSBAUD503B</u>	<u>Lead a quality audit</u>
<u>BSBAUD504B</u>	<u>Report on a quality audit</u>
<u>BSBCUS501B</u>	<u>Manage quality customer service</u>
<u>BSBFIM501A</u>	<u>Manage budgets and financial plans</u>
<u>BSBINM501A</u>	<u>Manage an information or knowledge management system</u>
<u>BSBMGT502B</u>	<u>Manage people performance</u>
<u>BSBMGT515A</u>	<u>Manage operational plan</u>
<u>BSBMGT516B</u>	<u>Facilitate continuous improvement</u>
<u>BSBPUR501B</u>	<u>Develop, implement and review purchasing strategies</u>
<u>BSBRKG502B</u>	<u>Manage and monitor business or records systems</u>
<u>BSBSUS501A</u>	<u>Develop workplace policy and procedures for sustainability</u>
<u>BSBWOR502B</u>	<u>Ensure team effectiveness</u>
<u>CHCCD619B</u>	<u>Establish and maintain community, government and business partnerships</u>
<u>CHCINF505C</u>	<u>Meet statutory and organisation information requirements</u>
<u>CHCPOL504B</u>	<u>Develop and implement policy</u>
<u>HLTHIR501B</u>	<u>Maintain an effective health work environment</u>
<u>PSPMNGT605B</u>	<u>Manage diversity</u>

**Practice promotion**

<u>BSBADV507B</u>	<u>Develop a media plan</u>
<u>BSBADV509A</u>	<u>Create mass print media advertisements</u>
<u>BSBADV510A</u>	<u>Create mass electronic media advertisements</u>
<u>BSBMKG501B</u>	<u>Identify and evaluate marketing opportunities</u>
<u>BSBMKG502B</u>	<u>Establish and adjust the marketing mix</u>
<u>BSBMKG514A</u>	<u>Implement and monitor marketing activities</u>
<u>BSBMKG608A</u>	<u>Develop organisational marketing objectives</u>

**Human resources**

<u>BSBHRM502A</u>	<u>Manage human resources management information systems</u>
<u>BSBHRM503A</u>	<u>Manage performance management systems</u>
<u>BSBHRM505A</u>	<u>Manage remuneration and employee benefits</u>
<u>BSBHRM506A</u>	<u>Manage recruitment selection and induction processes</u>
<u>BSBHRM507A</u>	<u>Manage separation or termination</u>
<u>BSBHRM509A</u>	<u>Manage rehabilitation or return to work programs</u>
<u>BSBWRK509A</u>	<u>Manage industrial relations</u>

**Performance**

<u>CHCORG428A</u>	<u>Reflect on and improve own professional practice</u>
<u>HLTAMBPD401C</u>	<u>Manage personal stressors in the work environment</u>