HLT52012 Diploma of Practice Management

Release: 1

HLT52012 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
- Program manager
- Business 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 TGA or other public listing

Core units

BSBMED301B	Interpret and apply medical terminology appropriately
BSBMGT502B	Manage people performance
BSBRSK501A	Manage risk
HLTHIR505D	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)
HLTWHS300A	Contribute to WHS processes
HLTWHS501A	Manage workplace WHS 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
BSBADM502B   Manage meetings
BSBAUD503B   Lead a quality audit
BSBAUD504B   Report on a quality audit
BSBCUS501C   Manage quality customer service
BSBFIM501A Manage budgets and financial plans
BSBINM501A   Manage an information or knowledge management system
BSBMGT502B   Manage people performance
BSBMGT515A   Manage operational plan
BSBMGT516C   Facilitate continuous improvement
BSBPUR501C   Develop, implement and review purchasing strategies
BSBRKG502B   Manage and monitor business or records systems
BSBSUS501A Develop workplace policy and procedures for sustainability
BSBWOR502B   Ensure team effectiveness
CHCCD619B Establish and maintain community, government and business partnerships
CHCINF505C Meet statutory and organisation information requirements
CHCPOL504B   Develop and implement policy
HLTHIR501C Maintain an effective health work environment
PSPMNGT605B   Manage diversity

Practice promotion
BSBADV507B   Develop a media plan
BSBADV509A   Create mass print media advertisements
BSBADV510A   Create mass electronic media advertisements
BSBMKG501B   Identify and evaluate marketing opportunities
BSBMKG502B   Establish and adjust the marketing mix
BSBMKG514A   Implement and monitor marketing activities
BSBMKG608A   Develop organisational marketing objectives
Human resources
BSBHRM502A   Manage human resources management information systems
BSBHRM503B   Manage performance management systems
BSBHRM505B   Manage remuneration and employee benefits
BSBHRM506A   Manage recruitment selection and induction processes
BSBHRM507A   Manage separation or termination
BSBHRM509A   Manage rehabilitation or return to work programs
BSBWRK509A   Manage industrial relations

Performance
CHCORG428A   Reflect on and improve own professional practice
HLTAMBPD401C Manage personal stressors in the work environment

Community Services and Health Industry Skills Council