AIHE
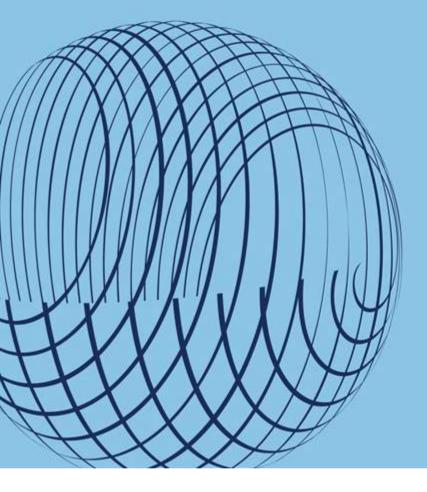Australian Institute of Healthcare Education

Student Information Guide
HLT57715 Diploma of Practice Management

All individuals conducting work or studying at, or on behalf of the Australian Institute of Healthcare Education (AIHE) must comply with all laws and regulations which apply to the company's operation. This includes adhering to all AIHE policies, protocols and procedures. It is the responsibility of all individuals to meet this obligation, know what the law requires and understand the importance of compliance. This policy/document may be altered, withdrawn or substituted at any time. Abidance with the policy/document is mandatory of all students and individuals undertaking work/study, for on behalf of, AIHE.

Version Control

Version	Date	By Who	Approval
1.0	January 2017	Cathy Wagner	CEO
2.1	Updated 23/10/2019	Cathy Wagner	
	Reviewed June 2020 to reflect need and feedback	Cathy Wagner	

Section 1 – About the course

Introduction

The HLTH57715 Diploma of Practice Management is a one year, level 5 competency based qualification that will be delivered by the Australian Institute of Healthcare Education (AIHE) under the Vocational Education and Training Sector (VET) of the Australian Qualifications Framework (AQF).

This HLTH57715 Diploma of Practice Management is at the same academic level as a Level 5, Diploma.

Under the AQF guidelines the course is structured and delivered as units of competency which enables you to undertake holistic training and assessment. Upon graduation you will be able to actively work in the general Health Clinic profession as Practice Manager.

Throughout this course you will focus on academic learning of the various units of competency as well as the development of the necessary clinical skills to become a competent Practice Manager that is work ready.

Evidence based learning and practice, as well as critical thinking, are vital components of the approach to learning in the HLTH57715 Diploma of Practice Management.

AIHE values

The HLTH57715 Diploma of Practice Management is an Australian Qualifications Framework (AQF) level 8 (post graduate) course and the Australian Institute of Healthcare Education (AIHE) has a primary focus of producing high quality ultrasound graduates that are employable in the demanding field of diagnostic medical ultrasound.

The main goals at AIHE are:

1. To ensure curriculum and training and assessment strategies are informed by research, current, relevant and rigorous, reflect innovation, inclusion, engagement and graduate attributes.

2. To demonstrate best practice in teaching and learning informed by research and demonstrated through strong academic leadership, sustained staff development, action research, recognition and reward.

3. To ensure learning is practice-oriented, industry integrated and contextualised through focus on transferability and employability.

4. To enhance learner engagement through accessible, supportive and effective learning environments.

5. To grow and develop strong learning communities within and across colleges, campuses and divisions.

6. To provide quality teaching learning environments supporting high levels of student satisfaction across the learner life cycle informed by stakeholder feedback.

7. To implement quality management processes and planning, supporting sustainable growth and enhanced academic outcomes based on accountability, transparent processes and continuous review cycles.

Who is it for?

The HLTH57715 Diploma of Practice Management course is designed to be directly relevant to becoming a competent general Health Clinic Manager or Operations Manager.

This qualification generally reflects the role of business or practice managers who manage the operation of small to medium sized Health Practices.

Others who work within a Clinical Health Practice may be interested in this course to further their understanding and education of general management, supervision of people and Clinical Practice.

No licensing, legislative, regulatory or certification requirements apply to this qualification at the time of publication.

This is achieved by utilizing a spiral curriculum model of teaching which allows you to slowly build your theory and practical skills. You can revisit topics throughout the course at a deeper and more complex level with each successive encounter.

Timeframe

The course has been designed to be completed in twelve months, with the completion of learning and assessment of 2 units per month.

Modules

Modules 1-3 - Students will complete a series of core units which gives an Introduction and overview to the course and health services within a Clinical Environment.

Modules 4-8- Students discuss the idea of Management and Business within a Clinical Environment.

In this course you will be engaged in theoretical and practical subjects to include Professional Practice, Management of a Business and People within the business and supporting, mentoring and coaching your team.

These subjects will be integrated in tutorials online as well as face to face should you choose as well as using clinical applications in your own workplace where you will practice performing activities as well as ensuring you have access to information.

Assessments (see separate section for more information)

Once you obtain the necessary skills you will then enter the assessment component and complete these.

Assessments should be completed within the month where possible, or at a minimum by the end of the following month.

 You will receive notification of being in danger of losing your place in the course if you do not complete your assessment in the timeframe suggested.

Workplace experience

There is a requirement for work placement to be able to practice and give examples of what you have done and several of the assessments require you to be already working in an environment where you can access documentation.

Students should already be working within an environment where they can access Medicare for example.

Work experience will increase as you progress through the course to ensure you obtain enough real clinical experience on the full range of assessments undertaken in most general practices. It would also be useful to visit other Clinical Practices where possible, however this will be under your own organisation.

The vocational sector of education focuses on workplace specific skills and knowledge, with students / graduates having the underpinning knowledge to be competent at performing these skills at the industry expected standards. These specific skills and knowledge areas are designed around units of competency. A unit of competency ensures every aspect of a Practice Manager's theoretical knowledge and practical ability will be taught and assessed repeatedly to ensure a satisfactory level of competence has been achieved.

Units of Study

There are 15 Units of Competency which must be completed. AIHE are also looking to expand their electives in the future.

10 Core Units which have already been pre-established by the National Vocational Centre for Educational Research (NCVER) and 5 Units which have been chosen by AIHE to support your learning. These are as follows:

CORE	
CHCDIV001	Work with diverse people
CHCLEG003	Manage legal and ethical compliance assessment
HLTADM004	Manage health billing and accounting system
HLTINF003	Implement and monitor infection prevention control policies and procedures
HLTWHS004	Manage work health and safety
BSBCUS501	Manage quality customer service
BSBFIM501	Manage budgets and financial plans
BSBMED301	Interpret and apply medical terminology appropriately
BSBMGT502	Manage people performance
BSBRSK501	Manage risk
ELECTIVES	
CHCPRP007	Work within a Clinical Supervision Framework
HLTAHW062	Supervise Health Care Team
PSPGOV506A	Support workplace coaching and mentoring

BSBLDR501	Develop and Use Emotional Intelligence
CHCPRP003	Reflect on and improve own professional practice

Time Table

The Units have been timetabled so that 2 units per month are completed over 8 months, with a break in between as well as a Christmas break. You can choose to complete the assessments during your break if you haven't caught up beforehand.

Introduction and overview to the course and health services within a Clinical Environment			Introduction to Managing a Business and personnel in a clinical environment		Managing a Business and personnel in a clinical environment		
INTRODUCTION	BSBMED301 - CORE	HLTWHS004 - CORE	CHCLEG003- CORE	BSBMGT502 - CORE	CHCPRP003 - ELECTIVE2	BSBRSK501 - CORE	HLTAHW062- ELECTIVE 4
Students will be introduced to the course information and overview of what is expected in terms of study and asssesment.	Interpret and Apply Medical Terminology Appropriately	Manage Work Health and Safety	Manage legal and ethical compliance	Manage People Performance	Reflect on and Improve own Professional Practice	Manage Risk	Supervise Health Care Team
CHCDIV001- CORE	CHCPRP007- ELECTIVE 1	HLTINF003-CORE	BSBCUS501- CORE	BSBFIM501- CORE	BSBLDR – ELECTIVE 3	HLTADM004-CORE	PSPGEN408 –ELECTIVE 5
Work with Diverse People	Work within A clinical Supervision Framework	Implement and monitor infection prevention control policies and procedures	Manage Quality Customer Service	Manage Budgets and Financial Plans	Develop and Use Emotional Intelligence	Manage Health Billing and Accounting System	Support Workplace Coaching and Mentoring

Graduate competencies upon course completion

At the conclusion of this course you will have the capacity to work competently as Practice Manager in a Clinical Environment.

Certificates

At the conclusion of the course, once you have completed all assessments and are deemed competent, you will receive a transcript with all of the Units of Competency as well as a formal Diploma of Practice Management.

Please note: if you only complete certain units of competency, you will receive a Statement of Attainment for the units successfully completed.

Apply to enrol in the course

You can enrol by making an inquiry to the AIHE Administration or applying online.

The pre-requisites to the HLTH57715 Diploma of Practice Management are:

1. A USI (see below)
2. Registration on HLTAID003 First Aid practical assessment.
3. Minimum age is a mature age student;
4. Only students who are living or working in Australia and New Zealand will be eligible to apply under AIHE guidelines.

It is essential to have all items completed prior to commencement of the course and keep them current throughout the duration of the course.

Additional Information

Unique Student Identifier (USI)

If you don't have one already, you will need to obtain a Unique Student Identifier (USI) online and bring this to your enrolment. See https://www.usi.gov.au/students/create-your-usi for more information. If you do not already have a Unique Student Identifier (USI) and you want AIHE to apply for a USI to the Student Identifiers Registrar (Registrar) on your behalf, AIHE will provide to the Registrar the following items of personal information about you:

- your name, including first or given name(s), middle name(s) and surname or family name as they appear in an identification document;
- your date of birth, as it appears, if shown, in the chosen document of identity;
- your city or town of birth;
- your country of birth;
- your gender; and
- your contact details.

When we apply for a USI on your behalf the Registrar will verify your identity. The Registrar will do so through the Document Verification Service (DVS) managed by the Attorney-General's Department which is built into the USI online application process if you have documents such as a Medicare card, birth certificate, driver licence, Australian passport, citizenship document, certificate of registration by descent, ImmiCard or Australian entry visa.

If you do not have a document suitable for the DVS and we are authorised to do so by the Registrar we may be able to verify your identity by other means. If you do not have any of the identity documents mentioned above, and we are not authorised by the Registrar to verify your identity by other means, we cannot apply for a USI on your behalf and you should contact the Student Identifiers Registrar.

In accordance with section 11 of the Student Identifiers Act 2014 Cth (SI Act), we will securely destroy personal information which we collect from you solely for the purpose of applying for a USI on your behalf as soon as practicable after the USI application has been made or the information is no longer needed for that purpose, unless we are required by or under any law to retain it.

The personal information about you that we provide to the Registrar, including your identity information, is protected by the Privacy Act 1988 Cth (Privacy Act). The collection, use and disclosure of your USI are protected by the SI Act.

If you ask AIHE to make an application for a student identifier on your behalf, AIHE will have to declare that you have complied with certain terms and conditions to be able to attend the course.

You will need:

- A Completed Confidentiality statement
- Application declaration and agreement to the policies in this Student Information Guide.
- Current Curriculum Vitae
- To enrol in the practical component of a First Aid course (theory assessments are done on our LMS)
- A one page essay: "My motivation to become a Practice Manager is..."
- Certificates and testamurs of previous qualifications: please include the subject outline and results (certified copy).

HLTAID003 Provide First Aid

It is the student's responsibility to enroll and complete an Applied First Aid course through a recognized training facility, code HLTAID003 (or equivalent). AIHE can support you with the theory component, however we do not support the practical assessment.

On completion of this course the student must include a certified copy of the certificate in their application.

It is the student's responsibility to keep this certification current throughout the entire time of the course. Failure to do so may result in the student not be able to attend clinical site placement.

Pathways to course entry

There are various pathways to entry to the HLT57717 Diploma of Practice Management:

- Certificate IV in related field
- Relevant work experience and the potential to undertake work at this level.

Exiting prior to completion of the course & articulation

The course is delivered over twelve months with an exit point at the end of year 1. If you exit before this point you will be issued with a "Statement of Attainment" that will encompass your acquired skill set.

PLEASE NOTE: If you decide to exit at any stage throughout the course, it is anticipated that you will be articulating into another Training Program, offered either through another RTO or University then you will need to discuss transfer of learning with AIHE.

Please communicate effectively with staff in an appropriate manner and at an appropriate level

Core texts and activity guides / workbooks

AIHE will provide the core learner materials and activity guides/workbooks as part of the fee. These may be downloaded online.

The appropriate guides are updated regularly in keeping with modern practice and will be updated online at the commencement of the new year where necessary. Other texts may be provided on loan to the student for the duration of the course and will be required to be returned in good condition with no writing/marking on them to AIHE on completion of the course. Failure to do so or books returned in an unsatisfactory condition may result in an additional charge being incurred by the student. (Books are subject to change at the discretion of the Academic Manager and teaching team at AIHE)

Assessment requirements

Students will be required to complete a number of assessment tasks in order that they will gain their qualification. These will be discussed in class. Some assessments will be in class, some online and some in the workplace. All assessments must be completed.

Assessment types

The following assessments will be required: Time will be allocated to completed each and supporting information given.

- Written Questions
- Portfolio
- Case Study
- Projects
- Log Book and Supervisor Record
- Practical assessment video (for two units of competency)

Please ask AIHE if you are unsure about any of the assessments.

Marking Timetable

Assessments will be marked upon completion of the course or if the student requires, when they request for feedback.

Grading

A grade of SATISFACTORY (Competent) must be achieved in every assessment in order to meet the requirements of the course. The student will still be required to submit any late assessments.

All marking will be graded and then a SATISFACTORY (S) or NOT YET SATISFACTORY (NYS) mark given for 50% pass. Where a NYS mark is given, students may be offered, after discussion with their teacher, the opportunity to resubmit their work once, or be required to sit a supplementary assessment.

Referencing for assessments

The Harvard system of referencing is to be used throughout the course.

There are many references on the internet to inform you how to use the Harvard system.

A particularly good site is the University of Southern Queensland site which can be found at:

http://www.usq.edu.au/library/help/referencing/harvard.htm

Requirements for Assignment submission

Where assessments are not completed online, they will need to adhere to the following:

1. Assignments are to be typed in 11 or 12 fonts with 1.15 - 1.5 spacing.
2. All references must be noted.

3. When electronically submitting your assignment please submit your document in PDF format.

Please note that AIHE's method of assignment submission is electronic via our online LMS. (CANVAS)

All images are to have all patient personal details removed from them (i.e. DE identified). You may submit the images electronically via our online learning platform. Printed images are not recommended due to the loss of image detail, however if this is unavoidable please discuss with your teacher.

Plagiarism & collusion

Plagiarism is the act of representing as one's own original work the creative works of another, without appropriate acknowledgement of the author or source. To avoid plagiarism it is required that you write your answers in your own words, but also reference any sources of information using the Harvard Referencing system.

Collusion or the presentation by a student of an assignment as his or her own which is in fact the result in whole or in part of unauthorised collaboration with another person or persons. Collusion involves the cooperation of two or more students in plagiarism or other forms of academic misconduct and as such both parties are subject to disciplinary action. Collusion or copying from other students is not permitted and will result in a NYS grade.

Plagiarism and collusion constitute cheating. Disciplinary action will be taken against students who engage in either.

Checks

Copying will not be tolerated, nor will assessments in any other language than English.

Regular adhoc checks will be completed to ensure that students are not plagiarising work through questioning by the tutor. Where there is sufficient cause to determine that the student has plagiarised or not completed their own work, they will be deemed not yet satisfactory.

Where to find help

Textbooks and journal articles

The text books that have been selected for your learning have been chosen due to the holistic manner in which they cover the area of sonographic practice. You are encouraged to look beyond the set texts for additional information, opinions and tips related to the area of ultrasound. If you require any assistance in locating particular journals, texts or information the AIHE staff and your clinical site supervisors are available to assist.

Student support at AIHE

Whilst a student at AIHE if you at any time have an concerns and need to find support for any range of matters to include, but not be exclusive to, study skills, time management, financial concerns, clinical placement concerns and personal concerns that may, or may not, be affecting your performance at AIHE you are encouraged to seek initial support, in a confidential environment, from the CEO or Academic staff who will then seek the appropriate channels for you to resolve the matter at hand.

The aim of the process is twofold. Firstly, to ensure we promptly address the student's immediate concerns and secondly, to offer the student appropriate support mechanisms to ensure the matter of concern is sensitively dealt with in the short and long term. The appropriate senior staff member will be assigned by the CEO / Academic Manager to assist the student and appropriate external support will also be sourced and made available to the student.

Any discussions with respect to student support will be treated with the upmost confidentiality at all times.

Forms & Policies

All policies and forms are located on the AIHE website.

Useful Links

Australian Skills Quality Authority: www.asqa.gov.au

Training.gov.au: http://training.gov.au

Australian government department of education: http://education.gov.au

Department of employment: http://employment.gov.au

Australasian Society for Ultrasound in Medicine: www.asum.com.au

Australian sonographers association: www.a-s-a.com.au

Australian Sonographer Accreditation Registry: www.asar.com.au

Australian Society of Medical imaging and Radiation Therapy http://www.asmirt.org/