



**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

BSBR501A 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>

**Unit Grid**

BSBADM502B Manage meetings  
BSBADV507B Develop a media plan  
BSBADV509A Create mass print media advertisements  
BSBADV510A Create mass electronic media advertisements  
BSBAUD503B Lead a quality audit  
BSBAUD504B Report on a quality audit  
BSBCUS501B Manage quality customer service  
BSBFIM501A Manage budgets and financial plans  
BSBHRM502A Manage human resources management information systems  
BSBHRM503A Manage performance management systems  
BSBHRM505A 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  
BSBINM501A Manage an information or knowledge management system  
BSBMED301B Interpret and apply medical terminology appropriately  
BSBMGT502B Manage people performance  
BSBMGT515A Manage operational plan  
BSBMGT516B Facilitate continuous improvement  
BSBMKG501B Identify and evaluate marketing opportunities  
BSBMKG502B Establish and adjust the marketing mix  
BSBMKG514A Implement and monitor marketing activities  
BSBMKG608A Develop organisational marketing objectives  
BSBPUR501B Develop, implement and review purchasing strategies  
BSBRKG502B Manage and monitor business or records systems  
BSBRSK501A Manage risk  
BSBSUS501A Develop workplace policy and procedures for sustainability  
BSBWOR502B Ensure team effectiveness  
BSBWRK509A Manage industrial relations  
CHCCD619B Establish and maintain community, government and business partnerships  
CHCINF505C Meet statutory and organisation information requirements  
CHCORG428A Reflect on and improve own professional practice  
CHCPOL504B Develop and implement policy  
HLTAMBPD401C Manage personal stressors in the work environment  
HLTHIR403C Work effectively with culturally diverse clients and co-workers  
HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people  
HLTHIR501B Maintain an effective health work environment  
HLTHIR505C Provide leadership in promoting effective work practices in health  
HLTHIR506C Implement and monitor compliance with legal and ethical requirements  
HLTIN301C Comply with infection control policies and procedures  
HLTIN403C Implement and monitor infection control policy and procedures  
HLTOHS300B Contribute to OHS processes  
HLTOHS501A Manage workplace OHS processes  
HLTPM501B Manage in a health care business  
HLTPM502B Manage health billing and accounting system  
PSPMNGT605B Manage diversity