



The College for  
Adult Learning  
TOID 22228

DIPLOMA

# Diploma of Practice Management

HLT57715



UNLIMITED ONE-ON-ONE SUPPORT



30 DAY RISK-FREE GUARANTEE



100% ONLINE LEARNING

Australian  
Qualifications  
Framework



NATIONALLY RECOGNISED  
TRAINING

HLT57715

## DIPLOMA

# Diploma of Practice Management

CAL's Diploma of Practice Management has been designed for those working in a healthcare practice who want to increase their skills, get qualified and move into practice management roles. You'll gain essential skills you need to successfully manage your health practice in a variety of sectors, including medical, dental, chiropractic, rehabilitation, aged care, and more. You'll develop key skills in legal compliance, billing and accounting systems, as well as managing staff performance and relationships to increase staff retention.

### In-demand skills you will learn:

- > Managing WHS, compliance and risks
- > Managing recruitment
- > Managing operational plans
- > Managing budgets, billing and accounting systems



#### Courses designed for success

We designed our courses to be aligned with industry expectations. We've consulted with industry professionals to deliver the skills that tomorrow's workforce needs today.



#### Focus on student experience

We take the time to understand your goals, providing personalised and flexible learning solutions driven by passionate mentors and support teams.



#### Committed to real outcomes

We're dedicated to making a difference in our students' lives. We focus on providing real outcomes, not just a piece of paper.

### UNITS



A total of 15 units to achieve your Diploma

### DURATION



Generous 24-month self-paced enrolment period

Part-time: approx 16-18 months  
Full-time: approx 12 months

### CAREER OPPORTUNITIES



- Practice Manager
- Business Manager
- Senior Medical Receptionist

### INDUSTRIES



- Allied Health
- Aged Care
- General Practice
- NDIS & Disability Service Providers
- + Many more

### WORKPLACE REQUIREMENTS

As part of your course, it is compulsory to undertake and provide third-party evidence for some assessments in an eligible industry workplace.

You will be required to have access to your own eligible workplace, or an eligible host workplace, to successfully complete your qualification.

### UPGRADE OPTIONS



Combine this diploma with:

- Diploma of Leadership & Management (BSB50420)
- Diploma of Business (Records and Information Management) (BSB50120)

# Course Structure

We've hand-selected these 15 units to align your skills with industry expectations.

## Core practice management units

Base practice management units with the option for you to choose your specialisation.

<b>MANAGE POLICIES AND PROCEDURES</b>	<b>HLTADM004</b>	Manage health billing and accounting system
	<b>CHCLEG003</b>	Manage legal and ethical compliance
	<b>HLTWHS004</b>	Manage work health and safety
	<b>HLTINF007</b>	Implement and monitor infection prevention control standards, policies and procedures
<b>MANAGE OPERATIONAL ASPECTS OF A PRACTICE</b>	<b>BSBOPS502</b>	Manage business operational plans
	<b>BSBFIN501</b>	Manage budgets and financial plans
	<b>BSBOPS504</b>	Manage business risk
<b>MANAGE PEOPLE</b>	<b>BSBTWK502</b>	Manage team effectiveness
	<b>BSBLDR522</b>	Manage people performance
	<b>BSBOPS505</b>	Manage organisational customer service
	<b>CHCDIV001</b>	Work with diverse people
	<b>BSBMED301</b>	Interpret and apply medical terminology appropriately



## Choose your specialisation

Customise your course by selecting from our specialisations, or talk to your Learning Consultant for something tailored to you.

<b>HOLISTIC PRACTICE MANAGEMENT</b>	<b>BSBWRK520</b>	Manage Employee Relations	<b>Default unit selection</b>
	<b>BSBSUS511</b>	Develop Workplace Policies and Procedures for Sustainability	
	<b>BSBINS501</b>	Implement information and knowledge management systems	

OR

<b>MARKETING SPECIALISATION</b>	<b>BSBPMG430</b>	Undertake project work
	<b>BSBMKG541</b>	Identify and evaluate marketing opportunities
	<b>BSBMKG542</b>	Establish and monitor the marketing mix

OR

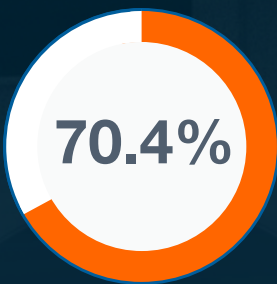
<b>COMPLIANCE &amp; AUDITING SPECIALISATION</b>	<b>BSBAUD514</b>	Interpret compliance requirements
	<b>BSBAUD512</b>	Lead quality audits
	<b>BSBAUD513</b>	Report on quality audits

# Outcomes

As a confident and qualified leader, you'll have gained the skills to manage and lead health practice initiatives, ensuring policies and compliance requirements are met. You'll have the ability to confidently manage accounting and information systems for billing, as well as successfully lead and manage staff to increase retention and provide a safe and positive work environment.

**With a strong foundation in Practice Management, some common career pathways are:**

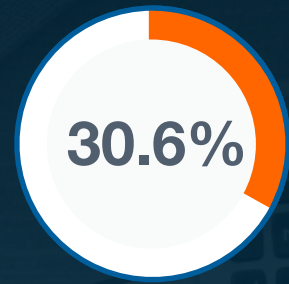
<b>SENIOR MEDICAL RECEPTIONIST</b>	<b>\$58,000</b>
<b>BUSINESS MANAGER</b>	<b>\$78,000</b>
<b>PRACTICE MANAGER</b>	<b>\$89,000</b>



**Managers with at least a Diploma qualification**



**The average salary for management in the industry**



**Employers wanting people with a qualification**



“By learning the modules of the course this has allowed me to transition smoothly into my new career. I had already accepted my new role prior to completing this course, with commitment, discipline, and perseverance and an end goal the double diplomas are achievable.”

**LUISA**

Double Diploma of Practice Management (HLT57715) + Business Administration (BSB50415)



“Studying has allowed me to prove my abilities and certify my experience in my working career.”  
*Since completing her qualification with CAL, Elizabeth progressed her career from Administration Officer to Finance Manager.*

**ELIZABETH**

**FINANCE MANAGER**

Double Diploma of Business Administration (BSB50415) + Leadership & Management (BSB51918)

# Flexible Options

Our courses are designed for adult learners with busy lives. We know life can be unpredictable, and circumstances change. That's why we make our study options as flexible as we can to cater to your lifestyle. You'll have the freedom to study when it suits you with our self-paced courses and generous 24-month enrolment period.

CAL	Competitors
<input checked="" type="checkbox"/> <b>\$0</b>	RPL Application Cost <b>\$1500*</b> <input type="checkbox"/>
<input checked="" type="checkbox"/> <b>\$0</b>	6-Month Extension Cost <b>\$500*</b> <input type="checkbox"/>
<input checked="" type="checkbox"/> <b>\$150</b>	Refund Processing Fee <b>\$280*</b> <input type="checkbox"/>
<input checked="" type="checkbox"/> <b>30 Days</b>	Refund Period <b>14 Days*</b> <input type="checkbox"/>
<input checked="" type="checkbox"/> <b>Free 90 Days</b>	Deferral Period <b>30 Days*</b> <input type="checkbox"/>

\*Up to



### Risk-Free Guarantee

If the course isn't right for you, withdraw within 30 days for a refund.\*



### Free Deferral

You can pause your studies, then pick them back up when you're ready.\*



### Free Extension

If you require additional study time, we can help.\*

\*Terms and conditions apply

## Simple Payment Options

We understand that you need straightforward course fees. We offer transparent payment plans as well as discounted upfront payment options for our courses, where you will see your complete schedule of fees before you make any payments.

We also keep our administrative fees simple. We don't aim to make a profit in order to cater to our students' needs – we just do it.



### Flexible Payment Plans



### Discounted Upfront Payments



### No Hidden Fees

# Here to Support you

## Our Learning Coaches

At CAL, our Learning Coaches take great care in delivering real support for our students. They are experts in their industries with a wealth of knowledge and real-world experience, and are committed to helping you achieve your goals.

Our team of Learning Coaches are available to our students to go over specific course content, as well as being there to bounce ideas off and get practical advice from someone who has already seen it in action.

### MEAGAN RAWLINGS

#### HEAD COACH - PRACTICE MANAGEMENT

Meagan has more than 25 years of senior management experience working in both the healthcare sector and for large multinational companies. She has an in-depth understanding and knowledge of customer relationship management, rapport building, time management skills, leading and managing successful teams and customer service.



**90% of our students surveyed rated the coaching as excellent\***

## Our Student Success Advisors

Our Student Success Advisors are here to ensure that you have everything you need to be successful in your studies. They are your number one supporters, helping you with motivation, study plans and tips on productivity and organisation.

“Being an online student myself I understand the students’ experience which allows me to motivate and support our students while relating to them.”

**ALYSIA**

“Assisting my students in their pathways to success and greatness brings me a lot of joy. I love helping them achieve their goals.”

**GALIT**



\*Statistics sourced from 2012, 2017, 2018 and 2019 Completed Student Surveys

# FAQs

## RECOGNITION

### Where is this qualification recognised?

The College for Adult Learning is a Registered Training Organisation TOID 22228 and all of our Certificate IV and Diploma qualifications adhere to the Australian Qualification Framework (AQF). They are Nationally Recognised and internationally respected qualifications, issued on behalf of the Australian Government.

## REQUIREMENTS

### Are there any prerequisites for the course?

Our students are required to be 18 years or older at the time of registration and demonstrate the required level of competency in English language, literacy and numeracy skills. If English isn't your first language, you may be asked to sit an LLN test to ensure you are suitable to undertake the course.

As part of your course, it is compulsory to undertake, and provide third-party evidence for, some assessments in an eligible industry workplace. Students will be required to have access to your own eligible workplace, or an eligible host workplace, to successfully complete their qualification. If you are not in an eligible workplace, you must source your own host workplace that meets the requirements for the course. For more information regarding workplace requirements, please speak to our friendly Learning Consultants.

### What IT requirements do I need to complete the course?

You will need regular access to a laptop, desktop computer or another device with an adequate and reliable internet connection, at least the equivalent of Microsoft Office or Office for Mac, with word-processing capabilities and spreadsheets and a PDF reader installed, full permissions to install and access third-party software as required. You will also need regular access to a laptop, desktop computer or device with an adequate camera to undertake video calls for assessments as required.

## COURSE STRUCTURE

### How is the course delivered?

The course is 100% online and self-paced, so you can study on your own terms. Make your way through the units with clear tutorials, supporting content downloads, as well as regular checkpoints to test and strengthen your learning along the way. You'll complete a combination of quizzes, written activities, and practical assessment tasks to demonstrate your skills.

### What are the assessments?

There are no exams for the course. All assessments involve practical and job-ready applications based on your workplace or the case studies we provide. There are different assessment elements, including interactive simulation and role play activities. These activities are conducted with a Learning Coach and may need to be completed with others (e.g. coworkers, friends or family) in real-time through Zoom or in a pre-recorded video. Video assessments allow us to assess your interpersonal skills needed for management roles. This is an innovative method to engage with your learning by acting out crucial situations you would encounter in the workplace, in a safe environment with an industry expert. You'll be able to hone your new skills in real-time with your Learning Coach and get valuable feedback so you can confidently demonstrate your learning in the workplace.

# FAQs

## COURSE STRUCTURE

### How long does the course take?

Our courses are completely self-paced, meaning you can study around your lifestyle. No strict deadlines, no inflexible classes to work around, no pressure to work to someone else's schedule. Depending on the time you commit and your learning style, studying part-time could see you complete the course in approximately 17 months. You'll have the freedom to study when it suits you with our generous 24-month enrolment period.

### When can I start?

We have no restrictive intake periods, so you can start as soon as we've processed your course registration and official enrolment form. This is typically done in as little as two business days. We also have options to start your payment plan while delaying your course commencement date until you're ready to begin studying within three months.

### What if I fall behind?

Our courses are completely self-paced, so you don't need to keep up with a class or work to strict deadlines. As a CAL student, you'll receive an individual learning plan that is tailored to your study needs, this helps create structure and set guidelines to help you stay on track to complete your studies. We cater to adult learners and understand that life can sometimes get in the way, so if you find yourself falling behind, you can speak to our Student Support who will be able to advise you of all your options, revisit your learning plan, and help you get your study back on track.

## SUPPORT

### What support is provided?

All support is provided by CAL, you can book in coaching calls when you need them as well as send through support requests to be answered by our Learning Coaches and Student Success Advisors. You can even get quick answers from our Live Chat with Student Support.

### I work full time, can I access my coach after hours?

Our coaches work late on selected nights of every week, so we are happy to book in after-hours calls. We have students across all timezones, so our Learning Coaches are conscious of accounting for time differences.

## RECOGNITION OF PRIOR LEARNING

### Does CAL offer RPL?

If you are a highly experienced professional and believe that you currently hold an extensive level of knowledge, competence and ability in your field, you may be eligible for Recognition of Prior Learning (RPL), which could reduce the time it takes for you to get qualified. You can RPL particular units, or a whole course. To be successful in your RPL application, you will need to provide comprehensive evidence of prior work experience, including workplace documents, strategies that you have created. If you would like more information on RPL, please speak to one of our Learning Consultants.

# Why CAL?

**We're committed to igniting real change by inspiring one student at a time and giving them the power to shape their own world.**

The College for Adult Learning formed as a Registered Training Organisation (RTO) in 2009, founded by Helen Sabell and Rob Golding. They wanted to change the way we deliver adult education through dedication to outcomes-focused, practical training solutions with unparalleled support and flexibility.

They built the foundation for an RTO that is committed to making a difference and inspiring transformation through learning.

At CAL, we live by this in everything we do, from our unique flexible delivery to our bespoke content written in partnership with industry leaders, through to our hands-on and personalised approach to support.



**ANNIVERSARY**  
MAKING A DIFFERENCE  
SINCE 2009

## **We've been making a difference since 2009**

From our humble beginnings, we've grown to a leading player in online training, remaining true to our commitment to make a difference for adult learners. After a decade of education, we've made a difference to over 10,000 students' lives.

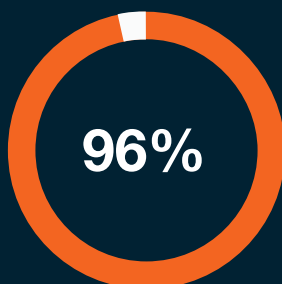
# Real Outcomes Guarantee



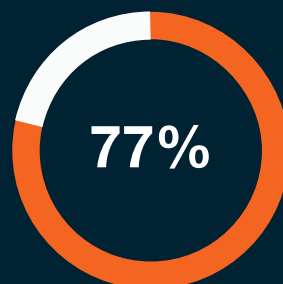
**Our Real Outcomes Guarantee is our commitment to you and your career goals, ensuring that your studies will give you real-world benefits.**

When you enrol, tell us about your motivation and goals for your study. To help give you the extra boost to reach your goals, throughout your course you'll be able to undertake elective learning to develop your skills, get mentoring and support from industry experts, and get exclusive access to our Careers Hub.

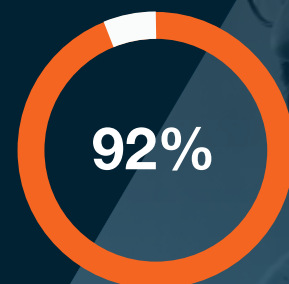
Our Careers Hub is designed to help you achieve your goals by providing you with complimentary resume and cover letter feedback, complimentary 30-minute career consultations and access to a suite of career management topics, tools and resources.



of our students surveyed achieved their primary study goal



of our students surveyed achieved multiple study goals



recommend CAL to people looking to progress their career



“Studying with CAL has [...] opened up doors for gaining better employment and wages for me. Struggling with surviving in my previous job, I decided to step out of the box and gain a higher qualification than I had. I applied for a new job and having started my course, this had a bearing on gaining the position I am now in.”

**ROSALIND**

CAL Graduate



“10 years ago, I was almost unemployable, now I'm being headhunted for roles. In 10 years, I will (hopefully) be retired.”

**JEREMY**

CAL Graduate

# Apply Now, Start Tomorrow

In just four easy steps you'll be on your way to taking your career to new heights.



**Our Learning Consultants are here to help you find the right study path for your career.**

Now that you've enquired, the next step is to apply to enrol.

You'll be put in contact with your own Professional Learning Consultant to guide you through the registration and enrolment process and get you started in your exciting new course with CAL.

**APPLY NOW**