



# Nature Care College

## BUSINESS SKILLS DISTANCE/BLENDED LEARNING

<b>DESCRIPTION</b>	This unit of study will prepare you for working in a clinical health setting by providing you with the knowledge and skills required to administer a practice. You will also learn how to make referrals to other health care professionals and community services when appropriate, develop your networking skills, comply with statutory obligations and maintain ethical work practices.
<b>DURATION</b>	21 hours
<b>LEARNING OUTCOMES</b>	<p>At the end of this module students will be able to:</p> <ol style="list-style-type: none"> <li>1. Establish and maintain administrative systems.</li> <li>2. Administer personnel and practice management strategies.</li> <li>3. Develop effective workplace relationships and contribute to workgroup activities.</li> <li>4. Interact with other health care professionals.</li> <li>5. Maintain ethical and professional work standards.</li> <li>6. Promote a positive approach to health and take personal responsibility for continuing development.</li> </ol>
<b>TEACHING METHOD</b>	<p>This unit will be studied by the method known as 'Distance/Blended Learning'. This form of study involves the completion of all learning outcomes without formal attendance at lectures or other types of classes.</p> <p>The benefits of the system are considerable as it provides significant flexibility to your study program. It also encourages students to take responsibility for their own learning thereby enhancing those mandatory skills of self- education. The College will provide considerable support to help you with your studies.</p> <p>A tutor will be available to answer your academic questions. Details regarding this will be included in the information and instruction sheet sent to you on enrolment.</p>
<b>ASSESSMENT</b>	<p><b>An Assessment Pack will be included in your Distance/Blended Learning folder.</b></p> <p><b>Pass mark 60%</b></p>
<b>COMPETENCIES FULL COMPLETION</b>	<p>Successful completion of this unit of study is in full completion of the following Health Training Package HLT07 Units of Competency toward your qualification:</p> <p>BSBCMN204A - Work effectively with others        HLTCOM405B - Administer a practice        HLTCOM406B - Make referrals to other health care professionals when appropriate        HLTHIR506B - Implement and monitor compliance with legal and ethical requirements and partial completion of        HLTHIR301A - Communicate and work effectively in health</p>

<b>PRE-REQUISITES</b>	Nil
<b>CO-REQUISITES</b>	Nil
<b>TEXTBOOKS</b>	<p><b>(a) Compulsory:</b></p> <ul style="list-style-type: none"> <li>Nature Care College <i>Business Skills</i> Student Workbook</li> <li>Weir M. Complementary medicine: ethics and law. Third edition. Ashgrove, Qld: Prometheus Publications; 2007</li> </ul> <p><b>(b) Recommended Reading / References:</b></p> <ul style="list-style-type: none"> <li>Gerrish R, Leader S. Flying solo: how to go it alone in business. Crows Nest, NSW: Allen &amp; Unwin; 2005</li> <li>Hope J. Will your business idea work? Croydon, Vic: Tertiary Press; 2002</li> <li>Medhurst R. The business of healing. Greenock, S.A: Author published; 2008.</li> </ul> <p><b>Websites:</b> Useful websites are included in the relevant sections in the Student Workbook.</p>

## WEEK-BY-WEEK OUTLINE

<b>WEEK 1</b>	<p><b>Complementary health care: ethics and law – introduction</b></p> <p>Introduction What are laws and ethics? Overview of the Australian legal system Principles of contract law Relevant legal and ethical issues in complementary health</p>
<b>WEEK 2</b>	<p><b>Regulation of the health professions: code of conduct</b></p> <p>Introduction What is statutory registration? National registration scheme for health care professionals Scope of practice Code of conduct for unregistered health practitioners Handling complaints.</p>
<b>WEEK 3</b>	<p><b>Duty of care and informed consent</b></p> <p>Introduction What is negligence? Informed consent</p>
<b>WEEK 4</b>	<p><b>Privacy, confidentiality and client records</b></p> <p>Introduction Privacy and confidentiality Child protection Client records</p>
<b>WEEK 5</b>	<p><b>Practice administration: regulatory requirements</b></p> <p>Introduction Why good administration is worth the effort Seek professional advice Getting started – professional requirements Getting started – legal considerations</p>

- WEEK 6**            **Practice administration: administrative and financial systems**  
Introduction  
Policies and procedures  
Reasons for keeping good financial records  
Financial record keeping basics  
Goods and services tax (GST)  
Income tax and PAYG tax
- WEEK 7**            **Practice administration: business operations and marketing**  
Introduction  
Selling goods and services  
Follow operational strategies  
Follow marketing strategies  
Networking to increase business referrals
- WEEK 8**            **Practice administration: human resources**  
Introduction  
Human resources – policies and procedures  
Legal rights and obligations  
Equal opportunity and anti-discrimination  
Stress at work
- WEEK 9**            **The Australian health system**  
Introduction  
Overview of the Australian health system  
Current issues in health care  
Personal hygiene  
Promote a positive approach to health
- WEEK 10**          **Referral plans for clients**  
Introduction  
Determine the need for referral  
Develop relationships with other professionals  
Community and other support services  
Summary
- WEEK 11**          **Working effectively with others**  
Introduction  
Effective communication in a health setting  
Writing effectively  
Effective workplace relationships  
Contribute to workgroup activities  
Maintain professional work standards  
Personal skill development  
**Assessment due**