
**MATERIALS
REQUIRED**

Notebook, pen, calculator.
Access to the Internet and a printer.

TEXTBOOKS

Compulsory textbooks:

- Nature Care College Business Skills Student Workbook
- Weir M. Complementary medicine: ethics and law. Fourth edition. Allen & Unwin, 2011

Recommended Reading:

- Gerrish R, Leader S. Flying solo: how to go it alone in business. Crows Nest, NSW: Allen & Unwin; 2005
- Hope J. Will your business idea work? Croydon, Vic: Tertiary Press; 2002
- Medhurst R. The business of healing. Greenock, S.A: Author published; 2008.

Websites:

Useful websites are included in the relevant sections in the Student Workbook.

COURSE OUTLINE: The following is a guide only. The facilitator may alter the program at his/her discretion to best meet the needs of the particular group and to accommodate either 'intensive' or 'week-by-week' delivery.

Please be respectful of your fellow students and arrive on time for class. Please ensure all mobile phones are turned off prior to the commencement of class

SESSION 1: LEGAL AND ETHICAL RESPONSIBILITIES

Regulation of the health professions: code of conduct
Code of conduct for unregistered health practitioners
Handling complaints
Duty of care and informed consent
Privacy, confidentiality and client records

SESSION 2: ESTABLISH, ADMINISTER AND MANAGE A PRACTICE

Practice administration: regulatory requirements
Administrative and financial systems
Policies and procedures
Business operations and marketing strategies
Human resources – policies and procedures
Business planning

SESSION 3: REFERRAL SKILLS AND WORKPLACE RELATIONSHIPS

The Australian health system
Promote a positive approach to health
Referral plans for clients
Develop relationships with other professionals
Working effectively with others
Effective workplace relationships
Personal skill development
