



DIPLOMA OF PROFESSIONAL PRACTICE MANAGEMENT COURSE

Client: AMA NSW
 Venue: AMA NSW, Conference Centre, 69 Chandos Street, St Leonards

	Mark Stallwood	Marianna Kelly	Marion McKay		Paul Boland	Fiona Galloway	Anne Davis		Mark Stallwood	
	30/07/2010	17/09/2010	12/11/2010	13/11/2010	10/12/2010	28/01/2011	11/03/2011	12/03/2011	15/04/2011	16/04/2011
Day	1	2	3	4	5	6	7	8	9	10
MODULE	Managing a Practice	Risk and Compliance II	Managing People Performance		Budgets - A Strategic Tool	Managing Customer Service	Leadership in the 21st Century		Planning the Future	
COMPETENCY		Identify risk and apply risk management processes (BSBRK401A) and Identify and interpret compliance requirements (BSBCOM501B)	Recruit, Select and Induct Staff (BSHRM402A), Promote team effectiveness (BSWOR402A) and Manage People Performance (BSBMGT502B)		Develop a Budget (FNSICORG501B) and Manage a Budget (FNSICORG502B)	Monitor client requirements (FNSICCUS502B), review service performance (FNSICCUS503B), and Facilitate continuous improvement (BSBMGT516A)	Provide leadership across the organisation (BSBMGT605B)		Manage a Practice (HLTCOM503B) and Manage an information or knowledge management system (BSBINM501A)	