

PUBLIC HEALTH – POSTGRADUATE

# GRADUATE CERTIFICATE HEALTH SERVICES MANAGEMENT



This course aims to equip Managers in health, community and aged care with the ability to plan & deliver improvement; provide a responsive service; work with other professionals to achieve common goals; understand effective decision-making; optimise use of resources; and evaluate program implementation.

The Graduate Certificate is an internationally recognized programme, designed by the Open University (UK) and adapted by ECU to Australian health, community and aged care services.

The course is designed for busy people wanting part-time external studies. The time commitment required for 2 units per semester is approximately 8 – 10 hours per week. Studying 2 units per semester are manageable and the course can be completed in 1 year.

## **U99 Graduate Certificate Health Services Management**

### **Why Join Our Courses?**

- 1) 100% Online
- 2) Graduates may be eligible to apply for various levels of membership with Australian College Health Services Executives (ACHSE)
- 3) Dedicated lecturers
- 4) Easy access to academic & administration staff via phone calls, emails, & faxes
- 6) Comprehensive content coverage

### **Admission requirement:**

An undergraduate degree OR relevant health professional experience (Attach resume to application)

### **Assessment Method:**

Students are formally assessed by written assignments (submitted online) & examinations.

### **Delivery Method:**

Unit materials are delivered electronically via the MyECU website. Discussions between students and lecturers are done online via our Blackboard facility.

### **Course requirements:**

Units 1 – 4

1. HST5109 Fundamentals of Management & People Skills
2. HST5160 Planning & Performance Management Skills
3. HST5311 Resource Management Skills
4. HST5312 Managing & Using Information

### **Cost & Scholarships:**

The course comes under Commonwealth FEE-HELP loan scheme: [www.goingtounit.gov.au](http://www.goingtounit.gov.au). Alternatively, scholarships may be available (esp. to aged care and rural students) by the government and professional bodies.

## Unit Contents

### HST5109

#### Fundamentals of Management & People Skills

- Competencies and attributes of managers
- Transition to management
- Management roles
- Approaches to management
- Organizational needs and priorities
- Service environment
- Learning and developing
- Leadership
- Values, vision and mission
- Organizational culture

### HST5160

#### Planning & Performance Management Skills

- Categories of customers
- Customer feedback
- Organizational values and goals
- Motivation, power and influence
- Working effectively in teams
- Performance Management
- Risk management
- Standards
- Strategic planning
- Organizational designs

### HST5311

#### Resource Management Skills

- Industrial relations
- Forecasting, skills audits succession planning
- Recruitment and selection
- Training and development in achieving organizational goals
- Occupational health and safety
- Budgeting
- Asset management
- Change management

### HST5312

#### Managing & Using Information

- Information needs of stakeholders
- Data collection
- Information and communication technology
- Privacy, security and confidentiality
- Telecommunications infrastructure
- Staff training
- Information as a strategic resource
- Web accessible health and community care data
- Decision making
- Information systems
- Improving use of information
- Sharing information for service development
- Evidence and investigation

### Further study with 4 units Advanced Standing:

Master Health Services Management

### For more information or an application form:

Email: [publichealth@ecu.edu.au](mailto:publichealth@ecu.edu.au)

Tel: 134 328

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Information contained in this brochure was correct at time of printing and may be subject to change