# RDNS International Institute of Seniors and Community Care

RDNS Chartered Course – Management Stream



# RDNS Chartered Course – Management Stream

Helping seniors to live their best life is at the heart of everything we teach at the RDNS International Institute. With this philosophy, we are helping organisations develop the skills, knowledge and capabilities to become leaders in seniors care.

The RDNS Chartered Course – Management Stream is designed to develop and support seniors care management by providing proven training solutions ranging from intense workshops, through to certificate and diploma level courses and executive coaching.

# **Certificate course**

#### About this course

The RDNS International Institute Seniors Care Management (Certificate) course is focused on the management of people, aged care teams, and issues associated with seniors care. The program provides students with a fundamental understanding of first line management as it applies within the seniors care sector.

## Who is it for?

Those who undertake this course may be entering a management role in seniors care and could come from a background in personal care services, however this is not a pre-requisite for this course.

#### What is involved when studying this course

For each of the subjects listed below students would normally expect to spend between 140–160 hours engaged in specified learning and assessment activities such as:

- attending lectures or residential schools
- assigned readings and tutorial assistance
- individual or group research/study
- forum activity
- workplace learning
- assignments or examinations.

Students will be assessed on the basis of completed assignments, examinations, workplace learning, or other methods as outlined in the curriculum.

#### Operational

Management This module breaks down the activities, decisions and responsibilities involved in managing business resources in the seniors care sector.

#### The person-centred

approach to care This module assists students in understanding the importance of person-centred models of care and its application in a seniors care environment.

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This module will assist students to understand the need for quality and safety systems, develop systems and processes that measure quality and safety and develop clinical indicators to monitor the quality and safety of care delivery.

Quality and Safety Systems in Aged Care

#### Managing People

and Performance This module covers the process of: • Clarifying expectations • Setting goals • Providing guidance and feedback • Staff development • Career development.

## Diploma course

#### About this course

Building on our certificate course, the RDNS International Institute Seniors Care Management (Diploma) Course offers a comprehensive understanding of management in the seniors care sector.

This course covers all aspects of management including:

- Finance
- Environment
- Services
- Risk, Safety and Quality
- People
- Practical application of theory.

#### Who is it for?

This course is designed for managers currently working in the provision of seniors care or staff wanting to move into a management role.

#### What is involved when studying this course

For each of the subjects listed below students should normally expect to spend between 200–220 hours engaged in specified learning and assessment activities such as:

- attending lectures or residential schools
- assigned readings and tutorial assistance
- individual or group research/study
- forum activity
- workplace learning
- assignments or examinations.

Students will be assessed on the basis of completed assignments, examinations, workplace learning, or other methods as outlined in the curriculum.

#### **Managing Finances**

- Interpreting the balance sheet
- and profit and loss accountsManagement accounts
- Benchmarking performance
- Analysis and forecasting
- Capital expenditure
- Financial action planning

#### Managing the Care Environment

- The promotion of independence of residents
- Protecting privacy and dignity
- Resident choice
- Planning lifestyle programs
- Fire and evacuation training
- Cleaning/catering/laundry services planning and evaluation

#### **Managing People**

- Recruitment and retention
- Dealing with management
- decisions relating to people
- Records managementFostering a safe and happy
- workplace
- Managing performance issues
- Performance planning

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#### Managing Aged Care Services

- Model of care planning
- Service model planning
- Comprehensive resident assessment
- Staffing

#### Managing Risk, Safety and Quality

- Enterprise risk management
- Quality systems and processes
- Clinical governance
- Evidence-based policy development
- Benchmarking

#### Management Practicum

- Integration of classroom material into the workplace.
- Exposure to contemporary approaches to aged care management
- Opportunity for an international experience
- Direct observation of management skills and processes in the aged care environment

#### **Governance Intensive Course**

In a rapidly changing environment, board directors need a clear understanding of good governance to provide them with a framework for:

- analysing opportunities,
- assessing performance; and
- managing risk.

A good corporate governance framework will provide consistency, transparency and reassurance to boards when directing a company, while also providing the systems, policies, customs and procedures to implement that direction.

The RDNS International Institute's Governance Intensive Course draws from 130 years of experience in successful leadership and response to change.

This course investigates the role of individuals as Board members and helps students to understand the business principles and the skills required to govern an organisation. This course will enable you to apply robust solutions to unpredictable problems, and analyse and evaluate information to find the best way forward. The course also provides leadership and guidance skills to encourage the output of others – in particular, executive management. Competencies will include problem solving, communication and self management.

#### Seniors Care Marketing Intensive Course

As ageing populations grow, so too does competition between seniors care providers. With more choice available to consumers, it is vital for organisations to create competitive advantage through consumer driven marketing.

This course defines the role of marketing in the seniors care sector, the importance of understanding ageing consumers and how to create value at every stage of the customer journey.

Topics covered include the marketing environment, market research, consumer behaviour, marketing strategy, market segmentation, marketing communications, and marketing management.

## Seniors Care Management Customised Course

RDNS International Institute can also customise a course in seniors care management to suit your unique business needs.

A customised course in aged care management could include units from any of the courses (in isolation or in combination) or could be built from the ground up to address a particular business need.

To assess the best training solution for your organisation, RDNS International Institute consultants undertake a needs analysis, produce the necessary course material and in consultation, develop the best format to deliver the program.



# Helping seniors to live their best life

## About RDNS – Australian leader in nurse and community care education and training

**RDNS** has been certified as a Federal Government Registered Training Organisation for over 15 Years and has provided in-home nursing and support since 1885

**RDNS** has received numerous national awards including an Australian Government Ministers Award for Excellence in Aged Care – Excellence in Staff Development and Training

**RDNS** Education and Learning Centre has over 130 standard courses aimed at improving the health and welfare of seniors

**RDNS** is one of Australia's most trusted providers of health and aged care services.

To find out more about our Management Stream, contact: Email: internationalinstitute@rdns.com.au Or visit www.rdns.com.au

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Winner – Best Staff Capability Development Programme – RDNS Manager's Toolkit at the Asia Pacific Eldercare Innovation Awards Singapore 2014



Winner of the Outstanding 'ICT' Innovation Award at the Asia Pacific Eldercare Innovation Awards Singapore 2013



Australian Government Minister's Award For Excellence in Aged Care – Excellence in Training and Staff Development



Australian Government Minister's Award For Excellence in Aged Care – Community Care



Finalist 2014 AustCham Westpac Australia China Business Awards – Business Excellence Award for Education and Training

