

UNE Partnerships 2010 Trainee of the Year “A Whole Practice Approach to Training”

For **The New England Skin and Medical Clinic**, the whole practice approach to training has certainly paid off, with a number of awards to share. **Lauren Marchant** was announced winner of **UNE Partnerships 2010 Trainee of the Year Award** for her outstanding dedication, exceptional organisational skills and perfecting the work/life balance.

The New England Skin and Medical Clinic is a busy clinic, owned and run by Dr Edward Or. He has incorporated skin cancer diagnostics and treatment into his new combined practice and has been able to provide state-of-the-art medical equipment and technology, enabling immediate and accurate diagnosis for patients in the region.

Lauren completed her **Certificate III in Business (Medical Administration)** within six months and has undertaken further studies with UNE Partnerships. When she applied for the receptionist position at The New England Skin and Medical Clinic in Glen Innes, Northern NSW she was motivated and keen to learn. According to Lauren, “My life changed when I came to this practice. The work and opportunities have given me new confidence and a drive to keep on with professional learning. The training made me a more valuable employee to Dr Or by improving my knowledge base through the UNE Partnerships Traineeship”.

At staff meetings, Lauren puts forward new ideas from her studies and discusses



L-R: Richard Doyle, Lauren Marchant, Vivienne Lanagan and Dr Edward Or

their practical application in the workplace. Lauren’s adaptability and enthusiasm have motivated other members of her team to accept that learning is a positive experience. Lauren also won **Trainee of the Year at the Glen Innes Business Awards** and Dr Or, principal of the practice, won the **Best Environmental Initiative Award** for his contributions in running a paperless practice.

The team is very well qualified and Dr Or understands the direct benefits that education brings to the operation of the practice. Vivienne Lanagan, practice manager, has completed her Certificate IV and Diploma of Practice Management through UNE Partnerships; Naomi Marchant has also gained the Certificate III in Business (Medical Administration)

and Jenni Rice is currently enrolled in the Bachelor of Nursing at UNE.

Vivienne was also awarded the **Australian Association of Practice Managers NSW Practice Manager of the Year Award** in August 2010. All the staff travelled to Sydney for this special occasion as a reward for their loyalty, dedication and commitment.

Richard Doyle, UNE Partnerships Managing Director, congratulated Lauren on being our Trainee of the Year for 2010. “Congratulations also to Dr Or, Vivienne and The New England Skin and Medical Clinic team on a successful year. Education and training are vitally important in our changing world” Richard said.



Excellence Award for Reg Parsons



Reg Parsons (left) receives his award from Russell Reichelt, Chairman of the Great Barrier Reef Marine Park Authority

Reg Parsons recently graduated with the **Advanced Diploma of Project Management** from UNE Partnerships. Reg is Manager, Compliance with the Great Barrier Reef Marine Park Authority (GBRMPA) and is based in Townsville. His responsibilities

cover compliance management across the entire reef from Thursday Island in the Torres Strait to Rockhampton – an area of 344,000 square kilometres.

The Compliance Management Program ensures that all stakeholders involved with

the reef (including tourism operators, fishing companies, shipping companies, visitors, residents, farmers, indigenous communities and others) behave in accordance with the legislation, regulation and policies of the GBRMPA thereby ensuring sustainable use of the marine park resources as well as preserving the reef for future generations.

Reg completed his course in late 2010 and was a committed student who received outstanding grades and submitted an exceptional Assessment Record Book. The evidence was based upon the development of the Compliance Management Program which he conceived, developed and is now implementing.

As a direct result of his excellent hard work and dedication, Reg was awarded UNE Partnerships first ever **Excellence Award**.

The Compliance Management Program with its supporting resources, processes and systems has been developed through approximately 75 projects involving people from diverse backgrounds, ranging from legal, policy, scientific, law enforcement, as well as traditional owners and indigenous communities. It is a world's best practice approach to managing compliance in a marine environment and is attracting interest from a number of overseas authorities.

Using project management methodology, Reg established a strong project leadership role throughout the Great Barrier Reef Marine Park Authority as well as with key stakeholders who provide major resource inputs to the Compliance Management Program. The Program has delivered significant outcomes for the Great Barrier Reef which are reported in some detail each quarter.

Reg has also applied the PMI Organisational Maturity Model to progressively build project management capability within the GBRMPA. This has resulted in the application of project management tools and techniques in the day-to-day operation of the organisation and has extended the benefits of planning and management to other divisions of the Great Barrier Reef Marine Park Authority.

Skills Builder Workshops

UNE Partnerships now offers an extensive range of non-accredited short courses, designed as professional development workshops for corporate groups. These workshops can be presented in a half-day or full-day format, tailored to the specific needs of the organisation.

Courses include:

- Coaching and Mentoring
- Communication Strategies
- Customer Service
- Effective Conflict Resolution
- Effective Supervisor
- Leadership and Influence
- Managing Change
- Motivating your Employees
- Team Building and Teamwork
- And many more

For more information please visit
www.unep.edu.au or call 1800 066 128

Pathway to success – a learning journey in Training and Assessment

Suzanne Warner's learning journey from vocational qualifications to a university degree has been "...achieved through her tenacity, strength in self belief, and knowing where she wanted to go", according to Paul Hartley, UNE Partnerships Training and Assessment assessor.

For Suzanne her learning journey commenced in 2004 with UNE Partnerships' **Certificate IV in Assessment and Workplace Training** which she successfully completed in August 2005. She then upgraded her qualification to **Certificate IV in Training and Assessment (TAA40104)** in August 2007 by completing the Bridging Program, recognising previous units she had completed. "My thirst for learning was growing and in December 2007 I enrolled in UNE Partnerships' **Diploma of Training and Assessment**, which I successfully completed at the end of 2008", said Suzanne.

Suzanne chose UNE Partnerships because of our flexibility and high recommendation from a former work colleague. UNE Partnerships' approach to learning allowed her to enrol at a time of her choice and to study at her own pace. At first Suzanne was apprehensive but was reassured with the comprehensive course material and strong support she received from the program team and assessors.

Combining formal study with full-time employment in a busy government department in Sydney also proved a challenge, but Suzanne's colleagues



Suzanne (fourth from left) and her work colleagues

provided positive support through mentoring and coaching and encouraged her commitment to study. According to Suzanne, "It has been a challenge to balance study, work and home life together over the past four years but studying has since become a habit and routine in my day-to-day life."

A career in Training and Assessment has proved to be a positive career change for Suzanne, giving her a renewed purpose towards assisting others throughout the learning process. Making a real difference in the workplace by helping others to achieve personal growth and reach their goals has been a real highlight for Suzanne. "Deciding to do these three UNE Partnerships courses has been one of the best decisions for my personal development and career! I would highly recommend these programs to anyone considering a change in their career or as a self-development program", said Suzanne.

With three vocational qualifications behind her, Suzanne was feeling confident and eager to launch into the next stage of her learning pathway. In 2009, she enrolled in the **Bachelor of Training and Development** at the University of New England, which she completed at the end of 2010.

"I look forward to my Graduation day in April 2011, when I will be awarded a Bachelor of Training and Development degree. Proud of my success I will celebrate with family and friends and ponder what is next on this career pathway", commented Suzanne.

From Paul Hartley, "It is comforting to know that Suzanne has never lost sight of her journey from beginning to end, and on behalf of the Training and Assessment team I would like to offer Suzanne our sincere congratulations and wish her all the best in the next stage of her journey."

Celebrate your Success

As part of our 25 year celebrations, UNE Partnerships will be holding a graduation ceremony on Wednesday 4 May 2011 in Darling Harbour, Sydney from 6pm – 8pm. All students who have successfully completed a UNE Partnerships' qualification in 2009 and 2010 are invited to attend this event.

For more information go to:
www.unep.edu.au/graduate

New Programs released from January 2011

- Professional Diploma in Logistics and Transport
- Certificate IV in Professional Practice Management (customised for the veterinary sector)
- Community Engagement Training Program



creating professional success



UNE Partnerships is committed to creating business solutions that maximise the effectiveness of individual and organisational learning

Australian Legal Practice Management Association Graduation

UNE Partnerships has a proud history of working with the Australian Legal Practice Management Association (ALPMA), in supporting its education goal of developing a customised qualification for the Legal Professional Practice Manager.

At the 2010 ALPMA Summit, graduates from the program celebrated their success by highlighting the challenges and achievements they confronted throughout their study. Collectively almost 20 people have now completed the qualification and we look forward to celebrating with future students as they complete.

UNE Partnerships is delighted to announce the release of the new **Diploma of Professional Practice Management customised for law firms**. The program continues to develop the required skills and knowledge in the key areas of professional practice management – human resources, finance and client management.

The course review in 2010 presented a significant opportunity to re-examine the role of practice managers and identify the significant business changes to law firm management. Today, law firms



L-R: Richard Doyle and Myeka Page of UNE Partnerships, with graduates Lisa O'Connor, Joanne Boog, Justine Fletcher and Ruth Treleaven, and Warwick McLean of ALPMA

are more sophisticated and require a practice manager to lead and manage a professional and profitable practice.

A greater strategic focus in the program has increased the emphasis on risk management, compliance and leadership, all critical factors in the success of any legal practice – enabling a practice

manager to develop from an administrator into a true influential business partner.

The new program is practical, relevant, and the principles learned can be easily applied in the day-to-day working environment – immediately improving the professional management of a law firm.

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