Postgraduate Award Programs in Personal Injury Management

M016 – Single Unit (Professional Development)
M534 – Graduate Certificate of Management (Personal Injury)
  – Claims Management specialisation
  – Business Management specialisation
  – Dispute Management specialisation
M634 – Graduate Diploma of Management (Personal Injury)
M734 – Master of Management (Personal Injury)
M736 – Master of Business (Personal Injury)

Information Booklet

Personal Injury Education Foundation
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Working with the Personal Injury Education Foundation (PIEF), Deakin University has developed a suite of postgraduate programs available to PIEF members and other people interested or employed in the personal injury sector, including professionals in legal and allied health; behavioural health; injury management and rehabilitation insurance; self-insurers; occupational health and safety; dispute resolution and accident compensation regulators. The programs are delivered via residential and distance learning.

These programs have been designed to enrich and enhance the range and depth of personal injury management skills, leading to better outcomes for all accident compensation schemes and the communities they are designed to serve.

The programs provide a unique opportunity for national and international learning, networking, collaboration and research in personal injury.

All enrolments for these programs are managed through DeakinPrime, the corporate arm of Deakin University.

There are three awards available to managers/supervisors who have a Bachelor degree or five years relevant work experience:

- **M534 Graduate Certificate of Management (Personal Injury) – GCM(PI), a 4-unit award**
  - Claims Management specialisation
  - Business Management specialisation
  - Dispute Management specialisation
- **M634 Graduate Diploma of Management (Personal Injury) – GDM(PI), an 8-unit award**
- **M734 Master of Management (Personal Injury) – MM(PI), a 12-unit award.**
Course duration

Students must complete the Masters (12 units) within seven years, the Graduate Diploma (8 units) within five years and the Graduate Certificate (4 units) within three years.

Credit for Prior Learning

A maximum of eight credit points may be given as Credit for Prior Learning (CPL) towards the 12-unit Masters program (including the four which may have been granted within the Graduate Diploma of Management or the two which may have been granted within the Graduate Certificate of Management).

Preclusion

A precluded unit is a unit that a student may not undertake on the basis of having completed a similar unit of prior study. A substitute unit is then required. No CPL is granted for a precluded unit.

Entry requirements

The entry requirements are as follows:

- **Graduate Certificate of Management (Personal Injury)**
  Graduates of any discipline, as well as applicants without a degree who have a minimum of five years of relevant work experience.*

- **Graduate Diploma of Management (Personal Injury)**
  Completion of the Graduate Certificate of Management (Personal Injury) (GCCM – PI)

- **Master of Management (Personal Injury)**
  Completion of the Graduate Diploma of Management (Personal Injury) (GDM – PI)

* The Deakin Graduate School of Business (DGSB) considers relevant work experience to be business experience which includes managerial activities such as managing projects, staff and/or budgets. This experience should be demonstrated in your curriculum vitae which must be submitted for entry into all programs.
Features of studying with Deakin

- Broad subject elective choices
- Flexible study modes
- Off-campus distance learning, residential units and online study
- Quality learning materials and study guides
- All units are supported with quality study guides and other learning materials available to all students
- Access to lecturers and fellow students via Desire2Learn (D2L)
- Extensive on- and off-campus library facilities
- Revision weekends
- Quality learning materials and study guides
- Deakin revises all units on a two-year cycle, depending on the content area (this ensures that all units remain current).
- Some units are developed in conjunction with other universities, so that more development funds and academic knowledge are available.

Desire2Learn (Deakin Studies Online)

Desire2Learn (D2L) is Deakin University’s online teaching and learning environment that aims to enhance on- and off-campus learning. D2L incorporates a suite of integrated teaching and learning technologies including: Blackboard; elive; Learning Repository; iLecture; Turnitin; and Social Software. All students are given access to and must use D2L. It is used for both small group and large group discussion and collaborative interaction. Also known as Deakin Studies Online (DSO).

Variety of assessment methods

Assessment may include presentations, assignments, projects, online discussion forums and exams. They can be individual or group-based, and there are generally three assessment tasks per unit.

Postgraduate orientation

Deakin University has provided an extensive orientation site designed specifically for off-campus students. To find valuable information and resources to help you make a great start to your studies go to: <http://www.deakin.edu.au/current-students/transition/offcampus/index.php>.

Residential

Please see process on page 23.
## Overview of Master of Management (Personal Injury) specialisations

<table>
<thead>
<tr>
<th>Year 1</th>
<th>Year 2</th>
<th>Year 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>M534 – Graduate Certificate of Management (Personal Injury) – Claims Management Specialisation</td>
<td>M634 – Graduate Diploma of Management (Personal Injury)</td>
<td>M734 – Master of Management (Personal Injury)</td>
</tr>
</tbody>
</table>
| Core units:  
  • Principles of Personal Injury Scheme Design  
  • Injury Management  
  • Strategic Customer Service  
Elective:  
  • Other approved elective | Core units:  
  • Personal Injury Scheme Evaluation  
  • Personal Injury Strategic Claims Management  
  • Financial Reporting and Analysis  
Elective:  
  • Other approved elective | Core units:  
  • Managing Compensable Injury Claims (new PIM unit)  
  • Applied Business Project (to be completed over two trimesters and worth two credit points)  
  • Strategic Management |

or

<table>
<thead>
<tr>
<th>Year 1</th>
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<tr>
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  • Principles of Personal Injury Scheme Design  
  • Injury Management  
  • Financial Reporting and Analysis  
Elective:  
  • Other approved elective | Core units:  
  • Personal Injury Scheme Evaluation  
  • Personal Injury Strategic Claims Management  
  • Strategic Customer Service  
Elective:  
  • Other approved elective | Core units:  
  • Managing Compensable Injury Claims (new PIM unit)  
  • Applied Business Project (to be completed over two trimesters and worth two credit points)  
  • Strategic Management |

or

<table>
<thead>
<tr>
<th>Year 1</th>
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<tbody>
<tr>
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</tbody>
</table>
| Core units:  
  • Principles of Personal Injury Scheme Design  
  • Injury Management  
  • Dispute Management  
Elective:  
  • Other approved elective | Core units:  
  • Personal Injury Scheme Evaluation  
  • Personal Injury Strategic Claims Management  
  • Strategic Customer Service or Financial Reporting and Analysis  
Elective:  
  • Other approved elective | Core units:  
  • Managing Compensable Injury Claims (new PIM unit)  
  • Applied Business Project (to be completed over two trimesters and worth two credit points)  
  • Strategic Management |
M534 – Graduate Certificate of Management (Personal Injury)  
– Claims Management specialisation

<table>
<thead>
<tr>
<th>Award granted</th>
<th>Graduate Certificate of Management (Personal Injury)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Campus</td>
<td>Off campus</td>
</tr>
<tr>
<td>Duration</td>
<td>One year part time</td>
</tr>
<tr>
<td>Deakin course code</td>
<td>M534</td>
</tr>
</tbody>
</table>

**Course overview**

This specialisation is recommended for those industry professionals who have a background, current role or interest in claims management.

The course is suitable for those who work in the personal injury sector, including those who work for insurers, claims management organisations, regulators, self-insurers, legal and allied health providers, injury management and return-to-work professionals.

**Course rules**

The Graduate Certificate of Management (Personal Injury) requires completion of four credit points comprising three credit points of core units and one elective unit from a select list.

**Course structure**

**Core units – Claims Management**

- MPM740 Principles of Personal Injury Scheme Design*
- XGR703 Injury Management (7020HSV – Griffith University unit, cross-institutional) +
  or
- XGR705 Injury Management (7024HSV – Griffith University unit, cross-institutional) ++
- MPK711 Strategic Customer Service

**Elective unit**

One elective from the approved list below^^

- * Three-day compulsory residential component
- + This unit is recommended for those who do not have access to a caseload
- ++ This unit is recommended for those who have access to a caseload

**Elective units – Claims Management**

^^ Electives recommended for the Claims Management specialisation include the following:

- HSH701 Principles and Practice of Public Health
- MPM721 Organisational Behaviour
- MPM722 Human Resource Management
- MPR721 Organisational Behaviour Residential
- MPR722 Human Resource Management Residential
- MSC756 Project Management

M534 – Graduate Certificate of Management (Personal Injury) – Business Management specialisation

<table>
<thead>
<tr>
<th>Award granted</th>
<th>Graduate Certificate of Management (Personal Injury)</th>
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<tbody>
<tr>
<td>Campus</td>
<td>Off campus</td>
</tr>
<tr>
<td>Duration</td>
<td>One year part time</td>
</tr>
<tr>
<td>Deakin course code</td>
<td>M534</td>
</tr>
</tbody>
</table>

Course overview

This specialisation is recommended for those industry professionals who have a more generalist background, and/or qualifications and are wanting to expand their knowledge and skill in personal injury management.

The course is suitable for those who work in the personal injury sector, including those who work for insurers, claims management organisations, regulators, self-insurers, legal and allied health providers, injury management and return-to-work professionals.

Course rules

The Graduate Certificate of Management (Personal Injury) requires completion of four credit points comprising three credit points of core units and one elective unit from a select list.

Course structure

Core units – Business Management

- MPM740 Principles of Personal Injury Scheme Design*
- XGR703 Injury Management (7020HSV – Griffith University unit, cross-institutional)
  or
- XGR705 Injury Management (7024HSV – Griffith University unit, cross-institutional)

- MPA/MPR751 Financial Reporting and Analysis

Elective unit

One elective from the approved list below**

* Three-day compulsory residential component
+ This unit is recommended for those who do not have access to a caseload
++ This unit is recommended for those who have access to a caseload

Elective units – Business Management

** Electives recommended for the Business Management specialisation include the following:

- MPK732 Marketing Management
- MPM721 Organisational Behaviour
- MPR721 Organisational Behaviour Residential
- MPR732 Marketing Management Residential
- MSC756 Project Management
- MSQ791 Data Analysis for Managers

M534 – Graduate Certificate of Management (Personal Injury) – Dispute Management specialisation
( awaiting formal approval in October )

<table>
<thead>
<tr>
<th>Grant</th>
<th>Graduate Certificate of Management (Personal Injury)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Campus</td>
<td>Off campus</td>
</tr>
<tr>
<td>Duration</td>
<td>One year part time</td>
</tr>
<tr>
<td>Deakin course code</td>
<td>M534</td>
</tr>
</tbody>
</table>

Course overview
This specialisation is recommended for those industry professionals who have a background, current role or interest in management and resolution of disputes arising from compensation claims.

The course is suitable for those who work in the personal injury sector, including those who work for insurers, claims management organisations, regulators, self-insurers, legal and allied health providers, injury management and return-to-work professionals.

Course rules
The Graduate Certificate of Management (Personal Injury) requires completion of four credit points comprising three credit points of core units and one elective unit from a select list.

Course structure

Core units – Dispute Management

- MPM740 Principles of Personal Injury Scheme Design*
- XGR703 Injury Management (7020HSV – Griffith University unit, cross-institutional) +
  or
- XGR705 Injury Management (7024HSV – Griffith University unit, cross-institutional) ++
- MPR709 Dispute Management**

Elective unit
One elective from the approved list below^^

* Three-day compulsory residential component
+ This unit is recommended for those who do not have access to a caseload
++ This unit is recommended for those who have access to a caseload
** Five-day compulsory residential component

Elective units – Dispute Management

^^ Electives recommended for the Dispute Management specialisation include the following:

- AIP740 Public Policy Analysis
- HSH702 Contemporary Health Issues and Policies
- HPS744 Counselling and Interpersonal Skills (on campus only)
- MMH707 Managing Transition and Change
- MMH710 Rights and Responsibilities in Human Resource Management
- MPA711 Corporate Governance and Ethics
- MPR703 Management Communication
- MRP707 Change Management

MPR code denotes residential version of the unit. To enrol in a residential subject, please log onto: <www.deakin.edu.au/buslaw/gsb/residentials>
M634 – Graduate Diploma of Management (Personal Injury) – Claims Management specialisation

<table>
<thead>
<tr>
<th>Award granted</th>
<th>Graduate Diploma of Management (Personal Injury)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Campus</td>
<td>Off campus</td>
</tr>
<tr>
<td>Duration</td>
<td>Two years part time</td>
</tr>
<tr>
<td>Deakin course code</td>
<td>M634</td>
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</tbody>
</table>

Course overview

This specialisation is recommended for those industry professionals who have a background, current role or interest in claims management.

The Graduate Diploma of Management (Personal Injury) focuses on meeting the needs of persons working in or with the Personal Injury sector, including those who work for insurers, claims management organisations, regulators, self-insurers, legal and allied health providers, injury management and return-to-work professionals.

Course rules

The Graduate Diploma of Management (Personal Injury) requires completion of eight credit points comprising six credit points of core units and two credit points of approved elective units.

Course structure

Year 1 Core units – those studied in the Graduate Certificate of Management (Personal Injury)

MPM740 Principles of Personal Injury Scheme Design*
XGR703 Injury Management (7020HSV – Griffith University unit, cross-institutional)+
or
XGR705 Injury Management (7024HSV – Griffith University unit, cross-institutional)++
MPK711 Strategic Customer Service
Elective unit One elective from the approved list

* Three-day compulsory residential component
+ This unit is recommended for those who do not have access to a caseload but assumes previous university study
++ This unit is recommended for those who have access to a caseload but does not assume previous university study

Year 2 Core units – those studied in the Graduate Diploma of Management (Personal Injury)

MPM741 Personal Injury Scheme Evaluation^ and
MPM742 Personal Injury Strategic Claims Management^*
MPA/MPR751 Financial Reporting and Analysis
Elective unit One elective from the approved list on page 9^^

^ Must be completed in the same trimester and contains a compulsory five-day residential component
M634 – Graduate Diploma of Management (Personal Injury)
– Claims Management specialisation

Elective units – Claims Management

Electives recommended for the Claims Management specialisation include the following:

- HSH701 Principles and Practice of Public Health
- MLM706 Corporate Governance
- MMH707 Managing Transitions and Change
- MPM702 Audacious Leadership
- MPM721 Organisational Behaviour
- MPM722 Human Resource Management
- MPR707 Change Management (Residential)
- MPR721 Organisational Behaviour (Residential)
- MPR722 Human Resource Management (Residential)
- MSC756 Project Management

M634 – Graduate Diploma of Management (Personal Injury) – Business Management specialisation

<table>
<thead>
<tr>
<th>Award granted</th>
<th>Graduate Diploma of Management (Personal Injury)</th>
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<tbody>
<tr>
<td>Campus</td>
<td>Off campus</td>
</tr>
<tr>
<td>Duration</td>
<td>Two years part time</td>
</tr>
<tr>
<td>Deakin course code</td>
<td>M634</td>
</tr>
</tbody>
</table>

Course overview

This specialisation is recommended for those industry professionals who have a more generalist background, and/or qualifications and are wanting to expand their knowledge and skill in personal injury management.

The Graduate Diploma of Management (Personal Injury) focuses on meeting the needs of persons working in or with the Personal Injury sector, including those who work for insurers, claims management organisations, regulators, self-insurers, legal and allied health providers, injury management and return-to-work professionals.

Course rules

The Graduate Diploma of Management (Personal Injury) requires completion of eight credit points comprising six credit points of core units and two credit points of approved elective units.

Course structure

Year 1 Core units – those studied in the Graduate Certificate of Management (Personal Injury)

- MPM740 Principles of Personal Injury Scheme Design*
- XGR703 Injury Management (7020HSV – Griffith University unit, cross-institutional) +
  - or
- XGR705 Injury Management (7024HSV – Griffith University unit, cross-institutional) ++
- MPA/MPR751 Financial Reporting and Analysis
- Elective unit One elective from the approved list

* Three-day compulsory residential component
+ This unit is recommended for those who do not have access to a caseload but assumes previous university study
++ This unit is recommended for those who have access to a caseload but does not assume previous university study

Year 2 Core units – those studied in the Graduate Diploma of Management (Personal Injury)

- MPM741 Personal Injury Scheme Evaluation ^
- MPM742 Personal Injury Strategic Claims Management ^
- MPK711 Strategic Customer Service
- Elective unit One elective from the approved list on page 11 ^ ^

^ Must be completed in the same Trimester and contains a compulsory five-day residential component

M634 – Graduate Diploma of Management (Personal Injury)  
– Business Management specialisation

Elective units – Business Management

Electives recommended for the Business Management specialisation include the following:

- AIP740 Public Policy Analysis
- HSH702 Contemporary Health Issues and Policies
- MPK732 Marketing Management
- MPM701 Business Process Management
- MPM703 Business Strategy and Analysis
- MPM712 Managing Innovation
- MPM721 Organisational Behaviour
- MPR721 Organisational Behaviour (Residential)
- MPR703 Management Communication (Residential)
- MSC756 Project Management
- MSQ791 Data Analysis for Managers

# Incompatible with MPM706 and MPR706 which is a core unit in the Master of Management (Personal Injury).

**M634 – Graduate Diploma of Management (Personal Injury) – Dispute Management specialisation**

<table>
<thead>
<tr>
<th>Award granted</th>
<th>Graduate Diploma of Management (Personal Injury)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Campus</td>
<td>Off campus</td>
</tr>
<tr>
<td>Duration</td>
<td>Two years part time</td>
</tr>
<tr>
<td>Deakin course code</td>
<td>M634</td>
</tr>
</tbody>
</table>

**Course overview**

This specialisation is recommended for those industry professionals who have a background, current role or interest in management and resolution of disputes arising from compensation claims.

The Graduate Diploma of Management (Personal Injury) focuses on meeting the needs of persons working in or with the Personal Injury sector, including those who work for insurers, claims management organisations, regulators, self-insurers, legal and allied health providers, injury management and return-to-work professionals.

**Course rules**

The Graduate Diploma of Management (Personal Injury) requires completion of eight credit points comprising six credit points of core units and two credit points of approved elective units.

**Course structure**

**Year 1 Core units – those studied in the Graduate Certificate of Management (Personal Injury)**

<table>
<thead>
<tr>
<th>Course code</th>
<th>Course title</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>MPM740</td>
<td>Principles of Personal Injury Scheme Design*</td>
<td>Three-day compulsory residential component</td>
</tr>
<tr>
<td>XGR703</td>
<td>Injury Management (7020HSV – Griffith University unit, cross-institutional)+</td>
<td>This unit is recommended for those who do not have access to a caseload but assumes previous university study</td>
</tr>
<tr>
<td>or</td>
<td></td>
<td></td>
</tr>
<tr>
<td>XGR705</td>
<td>Injury Management (7024HSV – Griffith University unit, cross-institutional)++</td>
<td>This unit is recommended for those who have access to a caseload but does not assume previous university study</td>
</tr>
<tr>
<td>MPR709</td>
<td>Dispute Management**</td>
<td>Five-day compulsory residential component</td>
</tr>
<tr>
<td>Elective unit</td>
<td>One elective from the approved list</td>
<td></td>
</tr>
</tbody>
</table>

**Year 2 Core units – those studied in the Graduate Diploma of Management (Personal Injury)**

<table>
<thead>
<tr>
<th>Course code</th>
<th>Course title</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>MPM741</td>
<td>Personal Injury Scheme Evaluation^</td>
<td>Must be completed in the same trimester and contains a compulsory five-day residential component</td>
</tr>
<tr>
<td>and</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MPM742</td>
<td>Personal Injury Strategic Claims Management^</td>
<td></td>
</tr>
<tr>
<td>MPA/MPR751</td>
<td>Financial Reporting and Analysis</td>
<td></td>
</tr>
<tr>
<td>or</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MPK711</td>
<td>Strategic Customer Service</td>
<td></td>
</tr>
<tr>
<td>Elective unit</td>
<td>One elective from the approved list on page 13^^</td>
<td></td>
</tr>
</tbody>
</table>

M634 – Graduate Diploma of Management (Personal Injury)
– Dispute Management specialisation

Elective units – Dispute Management

Electives recommended for the Dispute Management specialisation include the following:

- AIP740  Public Policy Analysis
- HSH702  Contemporary Health Issues and Policies
- HPS744  Counselling and Interpersonal Skills (on campus only)
- MMH707  Managing Transition and Change
- MMH710  Rights and Responsibilities in Human Resource Management
- MPA711  Corporate Governance and Ethics
- MPR703  Management Communication
- MRP707  Change Management

MPR code denotes residential version of the unit. To enrol in a residential subject, please log onto: <www.deakin.edu.au/buslaw/gsb/residentialis>.
M734 – Master of Management (Personal Injury) – Claims Management specialisation

<table>
<thead>
<tr>
<th>Award granted</th>
<th>Master of Management (Personal Injury)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Campus</td>
<td>Off campus</td>
</tr>
<tr>
<td>Duration</td>
<td>Three years part time</td>
</tr>
<tr>
<td>Deakin course code</td>
<td>M734</td>
</tr>
</tbody>
</table>

Course overview
This specialisation is recommended for those industry professionals who have a background, current role or interest in claims management.

The Master of Management (Personal Injury) focuses on meeting the needs of persons working in or with the Personal Injury sector, including those who work for insurers, claims management organisations, regulators, self-insurers, legal and allied health providers, injury management and return-to-work professionals.

Course rules
The Master of Management (Personal Injury) requires completion of 12 credit points comprising 10 credit points of core units and two credit points of approved elective units.

Course structure

**Year 1 Core units – those studied in the Graduate Certificate of Management (Personal Injury)**

- MPM740 Principles of Personal Injury Scheme Design*
- XGR703 Injury Management (7020HSV – Griffith University unit, cross-institutional) +
  - or
  - XGR705 Injury Management (7024HSV – Griffith University unit, cross-institutional) ++
- MPK711 Strategic Customer Service

Elective unit
- One elective from the approved list

* Three-day compulsory residential component
+ This unit is recommended for those who do not have access to a caseload but assumes previous university study
++ This unit is recommended for those who have access to a caseload but does not assume previous university study

**Year 2 Core units – those studied in the Graduate Diploma of Management (Personal Injury)**

- MPM741 Personal Injury Scheme Evaluation^
  - and
- MPM742 Personal Injury Strategic Claims Management^
- MPA/MPR751 Financial Reporting and Analysis

Elective unit
- One elective from the approved list on page 15 ^^

^ Must be completed in the same trimester and contains a compulsory five-day residential component

Year 3 Core units – those studied in the Master of Management (Personal Injury)

MPM719 Managing Compensable Injury Claims (for commencement in 2014)
MPI702 Applied Business Project ^^^ (worth two credit points over two trimesters)
MPM/MPR706 Strategic Management**

^^^ All personal injury specific units must be completed prior to enrolment.
** Six units must be completed prior to enrolment


M734 – Master of Management (Personal Injury)
– Claims Management specialisation

Elective units – Claims Management

^^ Electives recommended for the Claims Management specialisation include the following:

HSH701 Principles and Practice of Public Health
MLM706 Corporate Governance
MMH707 Managing Transitions and Change
MPM702 Audacious Leadership
MPM721 Organisational Behaviour
MPM722 Human Resource Management
MPR707 Change Management (Residential)
MPR721 Organisational Behaviour (Residential)
MPR722 Human Resource Management (Residential)
MSC756 Project Management

M734 – Master of Management (Personal Injury) – Business Management specialisation

<table>
<thead>
<tr>
<th>Award granted</th>
<th>Master of Management (Personal Injury)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Campus</td>
<td>Off campus</td>
</tr>
<tr>
<td>Duration</td>
<td>Three years part time</td>
</tr>
<tr>
<td>Deakin course code</td>
<td>M734</td>
</tr>
</tbody>
</table>

**Course overview**

This specialisation is recommended for those industry professionals who have a more generalist background, and/or qualifications and are wanting to expand their knowledge and skill in personal injury management.

The Master of Management (Personal Injury) focuses on meeting the needs of persons working in or with the Personal Injury sector, including those who work for insurers, claims management organisations, regulators, self-insurers, legal and allied health providers, injury management and return-to-work professionals.

**Course rules**

The Master of Management (Personal Injury) requires completion of 12 credit points comprising 10 credit points of core units and two credit points of approved elective units.

**Course structure**

**Year 1 Core units – those studied in the Graduate Certificate of Management (Personal Injury)**

- MPM740 Principles of Personal Injury Scheme Design*
- XGR703 Injury Management (7020HSV – Griffith University unit, cross-institutional) +
  or
- XGR705 Injury Management (7024HSV – Griffith University unit, cross-institutional) ++
- MPA/MPR751 Financial Reporting and Analysis
- Elective unit One elective from the approved list

* Three-day compulsory residential component
+ This unit is recommended for those who do not have access to a caseload but assumes previous university study
++ This unit is recommended for those who have access to a caseload but does not assume previous university study

**Year 2 Core units – those studied in the Graduate Diploma of Management (Personal Injury)**

- MPM741 Personal Injury Scheme Evaluation^*
  and
- MPM742 Personal Injury Strategic Claims Management^*
- MPK711 Strategic Customer Service
- Elective unit One elective from the approved list on page 17^^

^ Must be completed in the same trimester and contains a compulsory five-day residential component
Year 3 Core units – those studied in the Master of Management (Personal Injury)

MPH719   Managing Compensable Injury Claims (for commencement in 2014)
MPI702   Applied Business Project ^^ (worth two credit points over two trimesters)
MPM/MPR706   Strategic Management**

^^ All personal injury specific units must be completed prior to enrolment.
** Six units must be completed prior to enrolment


M734 – Master of Management (Personal Injury)
– Business Management specialisation

Elective units – Business Management

^^ Electives recommended for the Business Management specialisation include the following:

AIP740   Public Policy Analysis
HSH702   Contemporary Health Issues and Policies
MMM792   Operations Management
MPK732   Marketing Management
MPM701   Business Process Management
MPM703   Business Strategy and Analysis *
MPM712   Managing Innovation
MPM721   Organisational Behaviour
MPR703   Management Communication (Residential)
MPR721   Organisational Behaviour (Residential)
MSC756   Project Management
MSQ791   Data Analysis for Managers

* Incompatible with MPM706 and MPR706.

M734 – Master of Management (Personal Injury) – Dispute Management specialisation

<table>
<thead>
<tr>
<th>Award granted</th>
<th>Master of Management (Personal Injury)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Campus</td>
<td>Off campus</td>
</tr>
<tr>
<td>Duration</td>
<td>Three years part time</td>
</tr>
<tr>
<td>Deakin course code</td>
<td>M734</td>
</tr>
</tbody>
</table>

Course overview

This specialisation is recommended for those industry professionals who have a background, current role or interest in management and resolution of disputes arising from compensation claims.

The Master of Management (Personal Injury) focuses on meeting the needs of persons working in or with the Personal Injury sector, including those who work for insurers, claims management organisations, regulators, self-insurers, legal and allied health providers, injury management and return-to-work professionals.

Course rules

The Master of Management (Personal Injury) requires completion of 12 credit points comprising 10 credit points of core units and two credit points of approved elective units.

Course structure

Year 1 Core units – those studied in the Graduate Certificate of Management (Personal Injury)

- MPM740  Principles of Personal Injury Scheme Design*
- XGR703  Injury Management (7020HSV – Griffith University unit, cross-institutional) +
  or
- XGR705  Injury Management (7024HSV – Griffith University unit, cross-institutional) ++
- MPR709  Dispute Management**

Elective unit One elective from the approved list

* Three-day compulsory residential component
+ This unit is recommended for those who do not have access to a caseload but assumes previous university study
++ This unit is recommended for those who have access to a caseload but does not assume previous university study
** Five-day compulsory residential component

Year 2 Core units – those studied in the Graduate Diploma of Management (Personal Injury)

- MPM741  Personal Injury Scheme Evaluation^  
  and
- MPM742  Personal Injury Strategic Claims Management^  
- MPA/MPR751  Financial Reporting and Analysis  
  or
- MPK711  Strategic Customer Service

Elective unit One elective from the approved list on page 19^^

^ Must be completed in the same trimester and contains a compulsory five-day residential component

Year 3 Core units – those studied in the Master of Management (Personal Injury)

MPH719  Managing Compensable Injury Claims (for commencement in 2014)
MPI702  Applied Business Project ^^^ (worth two credit points over two trimesters)
MPM/MPR706  Strategic Management**

^^^ All personal injury specific units must be completed prior to enrolment.
** Six units must be completed prior to enrolment


M734 – Master of Management (Personal Injury)
– Dispute Management specialisation

Elective units – Dispute Management

^^ Electives recommended for the Dispute Management specialisation include the following:

AIP740  Public Policy Analysis
HSH702  Contemporary Health Issues and Policies
HPS744  Counselling and Interpersonal Skills (on campus only)
MMH707  Managing Transition and Change
MMH710  Rights and Responsibilities in Human Resource Management
MPA711  Corporate Governance and Ethics
MPR703  Management Communication
MRP707  Change Management

M736 – Master of Business (Personal Injury)

<table>
<thead>
<tr>
<th>Award granted</th>
<th>Master of Business (Personal Injury)</th>
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<tbody>
<tr>
<td>Campus</td>
<td>Off campus</td>
</tr>
<tr>
<td>Duration</td>
<td>Two years part-time</td>
</tr>
<tr>
<td>Deakin course code</td>
<td>M736</td>
</tr>
</tbody>
</table>

Course overview

The two-year Master of Business (Personal Injury) is being discontinued and existing students must complete this award by the end of 2014.

Course rules

This course requires students to complete eight credit points over two years of part-time study. Those currently enrolled will complete this course comprising the units below. No new enrolments in M736 will be accepted.

This information is provided for the convenience of those already enrolled.

Detailed course rules

The Master of Business (Personal Injury) requires completion of eight credit points comprising seven credit points of core units and one elective unit from the list on page 17.

Course structure

Year 1 Core units

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Title</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>MPM740</td>
<td>Principles of Personal Injury Scheme Design*</td>
<td>Three-day compulsory residential component</td>
</tr>
<tr>
<td>XGR703</td>
<td>Injury Management (7020HSV – Griffith University unit, cross-institutional)†</td>
<td>This unit is recommended for those who do not have access to a caseload but assumes previous university study</td>
</tr>
<tr>
<td>or</td>
<td></td>
<td></td>
</tr>
<tr>
<td>XGR705</td>
<td>Injury Management (7024HSV – Griffith University unit, cross-institutional)‡‡</td>
<td>This unit is recommended for those who have access to a caseload but does not assume previous university study</td>
</tr>
<tr>
<td>MPA/MPR751</td>
<td>Financial Reporting and Analysis</td>
<td></td>
</tr>
<tr>
<td>Elective unit</td>
<td>One elective from the approved list on page 21^^</td>
<td></td>
</tr>
</tbody>
</table>

* Three-day compulsory residential component
† This unit is recommended for those who do not have access to a caseload but assumes previous university study
‡‡ This unit is recommended for those who have access to a caseload but does not assume previous university study
Year 2 Core units

MPM741  Personal Injury Scheme Evaluation^  
and  
MPM742  Personal Injury Strategic Claims Management^  
MPI702  Applied Business Project^^^  
MPM/MPR706  Strategic Management**

^ Must be completed in the same Trimester and contains a compulsory five-day residential component  
^^^ All personal injury specific units must be completed prior to enrolment.  
** 6 units must be completed prior to enrolment


M736 – Master of Business (Personal Injury)

Elective units

^^ All the units listed are studied by distance education unless otherwise stated.

AIP740  Public Policy Analysis  
AIP748  Intergovernmental Relationships  
AIP773  Governance and Accountability  
AIP777  Accountability and Corporate Social Responsibility  
HSH701  Principles and Practice of Public Health  
HSH702  Contemporary Health Issues and Policies  
MLM706  Corporate Governance  
MLM761  Health and Biotechnology Law (Trimester 3 only)  
MMH707  Managing Transition and Change  
MPA711  Corporate Governance and Ethics  
MPE781  Economics for Managers  
MPK711  Strategic Customer Service  
MPM701  Business Process Management  
MPM712  Managing Innovation  
MPR703  Management Communication (Residential)  
MPR707  Change Management (Residential)  
MPM/MPR721  Organisational Behaviour  
MPM/MPR722  Human Resource Management (Residential)  
MSC752  eBusiness Strategies  
MSC756  Project Management

Residential schools

The Deakin Graduate School of Business (DGSB) runs residential schools throughout the year. These are typically run over five consecutive days at the Deakin Management Centre, Geelong, Victoria.

In this format and executive environment, participants immerse themselves in the topic, undertake innovative and experiential learning activities and build their professional networks. If successfully completed, these count as credits towards the award programs.

A full listing of residential dates can be found at the back of this document.

Further details about the residentials can be found at: <http://www.deakin.edu.au/buslaw/gsb/residentials>.

Standard residentials able to be taken as a core or an elective are:

- MPR703 Management Communications
- MPR706 Strategic Management**
- MPR707 Change Management
- MPR709 Dispute Management
- MPR721 Organisational Behaviour
- MPR722 Human Resource Management
- MPR751 Financial Reporting and Analysis

** Six units must be completed prior to enrolment

You must register your Expression of Interest for these units at: <http://www.deakin.edu.au/buslaw/gsb/residentials>.

Personal Injury specific units with residential components include:

- MPM740 Principles of Personal Injury Scheme Design (Residential)*
- MPM741 Personal Injury Scheme Evaluation (Residential)^

and

- MPM742 Personal Injury Strategic Claims Management (Residential)^

* Three-day compulsory residential component
^ Must be completed in the same trimester and contains a compulsory five-day residential component

There is no requirement to register an Expression of Interest for the residential component of these units.
Residential entry requirements

Students intending to apply for a place at a standard residential school must first register their interest at the following link: <http://www.deakin.edu.au/buslaw/gsb/residentials>. This website also contains further information about the content of each residential, dates for planned residentials and information about the venue.

The DGSB will assess each application for eligibility. All students must initially meet the prerequisite requirement where stated. The DGSB will then follow its current eligibility consideration process of ‘priority order’. Priority is given to students who register their expression of interest early and to those who only have one more unit to complete in their current award.

If you are considering undertaking a residential unit, please submit your Expression of Interest as early as you can so that the residential is not cancelled due to lack of numbers.

Residential enrolment process

- Go to this link <http://www.deakin.edu.au/buslaw/gsb/residentials> to register an Expression of Interest (EoI) for a Residential unit. The Residential Dates can be found at the back of this Information Book. We recommend that all residentials be completed with accommodation, as group work progresses late into the evenings. When completing required fields DO NOT select ‘Day Stay’.
- Upon receipt of your EoI, DGSB generates an automated email of acknowledgement. This email should be kept in a safe place.
- 150 days prior to the commencement of the residential, the number of EoI’s will be reviewed to determine whether the residential proceeds.
- If proceeding, you will be required to pay a non-refundable (except in the event of cancellation of the residential) deposit to secure your place. DGSB will contact you direct and provide a link for this purpose. It is your responsibility to pay this deposit.
- The deposit confirms your commitment to attend and also confirms your employer’s commitment to pay the outstanding amount.
- DeakinPrime will invoice your employer for the unit fee and the outstanding residential amount.
- 120 days prior to commencement of residential, numbers will again be reviewed to ensure all deposits have been paid. If there is not enough interest, the residential will be cancelled and your deposit will be refunded.
- If the residential is proceeding, 8 weeks prior to commencement you will be enrolled and will receive an email from DeakinPrime confirming your place.
- Residentials are dependent on minimum numbers being reached.
- If you need to withdraw from a residential, please do so by emailing the Personal Injury Management Helpdesk.
- **Expressions of Interest ARE NOT REQUIRED for MPM740, MPM741 or MPM742.** DeakinPrime will pay your residential deposit for these units. It is important to note that 100% penalty will apply to the residential component if withdrawal is within 90 days prior to residential start.
Unit descriptions

This section of the booklet contains brief descriptions of units and residential schools. The full range of course and unit descriptions can be found on the Deakin website at: <www.deakin.edu.au/handbooks>.

AIP740 Public Policy Analysis 1 Credit point

Content
Government policy decisions affect every area of our lives. This unit concentrates on analysing public policy, policy implementation and outcomes of policy from different perspectives. Students are introduced to the tools of analysis in the policy process, concentrating on the institutions, actors and policy context. The unit grounds the theoretical discussions of public policy in a number of case studies relating to taxation, industry policy, industrial relations, social policy, gender and the environment.

Assessment
Assignment 1 2000 words 40%, Assignment 2 3000 words 60%.

HPS744 Counselling and Interpersonal Skills 1 Credit point

Content
The unit will provide an introduction to a problem management approach to counselling, based on Egan’s Skilled Helper Model with clients of different ages, cultural backgrounds and presenting concerns. The common difficulties encountered during the counselling process will be addressed, together with ethical concerns. In addition, students will be assisted to understand their own impact on the counselling process. Training in basic counselling skills such as listening, probing and empathic responding will be provided. Students will participate in role-plays, fish bowl exercises and counselling practice in class. Students will be required to submit a video of themselves in a practice counselling situation with a fellow student.

Assessment
DVD or Video presentation No. 1: Recording of 20 minute interview (student as counsellor) 1600 word critique of presentation 40%; DVD or video presentation No. 2: Recording of 30-45 minute interview (student as counsellor) plus 2000-2500 word written critique of presentation 60%.
**HSH701 Principles and Practice of Public Health**  
1 Credit point

**Content**

Through this unit, students are provided with an integrated overview of the ways in which different theories and disciplinary perspectives have informed public health principles and practices both in the past and present. The unit provides the foundations for a contextual understanding of the specific methods of public health research, policy development and program planning and implementation. Principles and Practice of Public Health is a ‘glue’ unit for the study of public health, drawing linkages between areas that may at first sight appear quite disparate. This unit aims to provide students with an overview of public health as an organised global and local effort to promote and protect the health of the public. Links are drawn between the past and present to provide the foundations for a contextual understanding of the specific methods of public health practice and policy development. Students are encouraged to position themselves within public health debates.

This unit will cover: the historical foundations of public health; determinants of the health and illness of populations; health data and health surveillance; health protection—communicable disease control and environmental health; health promotion; evidence-based practice in public health; ethics, human rights and public health; health of indigenous Australians; global issues in public health; and international health.

**Assessment**

Tutorial Paper (1500 words) 25%, Group Presentation 10%, Major Paper (3000 words) 60%.

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**HSH702 Contemporary Health Issues and Policies**  
1 Credit point

**Content**

This unit explores health from a social viewpoint and in doing so examines the link between policy and health. The unit is designed to provide insight to contemporary notions of health and highlight how health and wellbeing of individuals, communities and society can be impacted by social factors. Students explore policy development and procedures in an Australian context. Policy analysis skills are introduced to allow students to critically examine policies that promote health. Topics to be addressed in this unit include: contemporary health from a social determinants perspective; the policy process; theory and policy; healthy public policy, and policy analysis.

**Assessment**

Health Issues Paper 2000 words 40%, Reflective Practice Exercise (equivalent to 1000 words) 20%, Policy Analysis Essay 2000 words 40%.
MLM706 Corporate Governance 1 Credit point

Content
This unit consists of four distinctive parts. In Part One students are introduced to basic concepts, board structures and types of company officers. In Part Two the focus is on corporate governance in Australia. Part Three deals with corporate governance in international and global context with the emphasis on the US, the UK Canada, Germany, Japan and China as well as the OECD principles of corporate governance. Part Four deals with business ethics and future directions regarding corporate governance.

Assessment
Written Assignment 1 2500 words 25%, Written Assignment 2 2500 words 25%, Written Assignment 3 5000 words 50%.

MMH707 Managing Transitions and Change 1 Credit point

Content
This unit provides a thorough grounding in current theory and the various approaches to change management. Topics include: understanding change; strategy and change; change intervention tools; new forms of organising; change leadership; HRM, the human dimension in organisational change; power and resistance; measuring and sustaining change.

Assessment
Written Assignment 1 (Essay), 3000 words 50%, Written Assignment 2 (Report) (Group/three students or individual) 3500–4500 words 50%.
MMH710 Rights and Responsibilities in Human Resource Management 1 Credit point

Content
This unit builds on the more general studies of human resource management contained in the other suite of post graduate offerings by focussing on the specific requirements of HR managers in ensuring their organisations comply with the array of regulatory requirements in operation in Australia. As such, the unit aims to equip students with a sound knowledge of employer and employee rights and responsibilities, from the vantage point of practicing HR professionals, not as lawyers. Overall, the unit aims to develop a critical understanding of these issues, in terms of a deeper understanding of the role of the state in overseeing/defining the employment relationship.

Assessment
Written Assignment 1 (Research Essay) 3000 words 40%, Written Assignment 2 (Case Study/Workplace Report) 4000 words 60%

MMM792 Operations Management 1 Credit point

Content
The unit covers both manufacturing and service functions and is based upon learning from case studies. Topics include: product and process design; method study; workplace design and layout; plant location; materials management; production planning and control; job design and workforce management; and quality. However, a holistic approach is taken, and the emphasis is on dealing with individual aspects of operations within an overall strategic framework for business effectiveness.

Assessment
Written Assignment 1 (Group/three students) 3000 words 40%, Written Assignment 2 (Individual Research Report) 4000 words 60%.
**MPA711 Corporate Governance and Ethics**  
*1 Credit point*

**Content**
This unit considers the environment for corporate accountability and the role of people within the context of professional and business ethics. This unit specifically gives an international perspective on the introduction of competing expectations about the purpose of organisations and hence raises questions concerning the appropriate responsibility of their managers. It develops the position that the responsibility of managers for effective action extends not only to the familiar economic and market considerations, but also to the wider social/public arena. Students will learn to analyse, question critically and perhaps challenge the ethical and moral standards and priorities that they apply to business and professional behaviour.

**Assessment**
Written Assignment 1 2000 words 30%, Written Assignment 2 3500 words 40%, Written Assignment 3 2000 words 30%.

**MPA751 Financial Reporting and Analysis (see MPR751)**

**MPI702 Applied Business Project**  
*2 Credit points*

**Prerequisite:** Completion of all four personal injury specific units, XGR703/705, MPM740, MPM741, MPM742

**Content**
Applied Business Project will provide the opportunity for students to apply their knowledge and skills gained in their studies to an actual business problem. It will enable students to gain experience in applying academic knowledge and generic skills and extend their abilities in information gathering, analysis, project management, negotiation and communication. Where the project is undertaken as a group, it will enhance teamwork skills. It will further help students refine their skills, build their confidence and increase their awareness of the requirements for successful professional business practice.

In this unit, students identify a specific business problem or issue and devise a project to address the issue. The project will usually entail the collection and analysis of information and secondary data to achieve a specific project outcome.

**Assessment**
Written Assignment 1 (Group/up to three students or individual) 1500 words 25%, Written Assignment 2 (Group/up to three students or individual) 1500 words 25%, Written Assignment 3 (Group/up to three students or individual) 5000 words 50%.
**MPK711 Strategic Customer Service**

**1 Credit point**

**Content**

Topics to be addressed in this unit include: an introduction to customer service; customer service within a strategic framework; leadership and organisational culture for customer service excellence; supporting customer service; organisational structure and resources; the role and management of customer service personnel; internal marketing; managing and measuring service quality; managing and measuring customer perceived value; managing customer complaints; e-customer service: the role of technology in delivering customer service; and practising customer service excellence.

**Assessment**

Written Assignment (Case Study Analysis) (Group/up to three students) 4000 words 40%, Examination two hours 60%, Hurdle Requirement: achieve at least 50% of the marks available on the examination.

**MPK732 Marketing Management**

**1 Credit point**

**Content**

The unit consists of 11 modules built around the integrative nature of the marketing process and its role in achieving corporate objectives. Topics include: the marketing process; the marketing environment; market research and information systems; segmentation; targeting and positioning; buyer behaviour, pricing consideration and approaches; integrated marketing communication; products and new product development; distribution; international marketing; marketing strategy and planning; and the implementation and control of marketing programs. Emphasis is placed on the management decision-making process through the use of case studies. The unit not only introduces participants to core marketing concepts and techniques, but also encourages the application of these within the context of the participants’ work environment.

**Assessment**

MPK732 – Written Assignment (Group/up to four students or individual), 4000 words 40%, Examination two hours 60%, Hurdle Requirement: achieve at least 50% of the marks available on the examination.
MPM701 Business Process Management 1 Credit point

Content
This unit provides foundation knowledge about the operational level of business activities and emphasises the importance of their links to organisational strategies. It considers the role of information and communication technologies in supporting business processes and it introduces enterprise systems and the ways in which these can automate procurement, fulfilment and production and the integration of these processes in organisations. The unit introduces business process architecture, problem scoping, modelling, methodologies and measurement. The unit prepares students to develop professional careers in industry, government, and the not-for-profit sector.

Assessment
Presentation 10%, Written Assignment 2000 words 40%, Examination three hours 50%, Hurdle Requirement: achieve at least 50% of the marks available on the examination.

MPM702 Audacious Leadership 1 Credit point
Prerequisite: MPR721

Content
This unit seeks to provide participants with a deep understanding of their own capacity for leadership as well as leadership in others through examination of and reflection on the actions of leaders and followers. It is designed to provide a challenge to the student, which will demand and foster, both tacit and explicit learning about vision in leadership and audacity in its execution. Learning is experiential and based on participants’ actions in resolving a challenge that has been agreed with the unit chair and is consistent with the aims of the unit. It draws on contemporary models and theories of leadership and leadership development that are international, both in their derivation and in their application.

This is an experiential unit*. Students are advised to check the website <http://deakin.edu.au/buslaw/gsb/audacious/index.php> for further details as there are additional costs involved.

Assessment
Assignment 1 2000 words 20%, Assignment 2 3000 words 30%, Assignment 3 3000 words 50%.

*Students undertaking this unit in Trimester 1 or Trimester 2 must devise their own leadership challenge, in consultation with the Unit Chair. In Trimester 3 a planned group activity is also offered.
MPM703 Business Strategy and Analysis  
1 Credit point

Incompatible with MPM706 or MPR706

Content
This unit introduces students to the role of business strategy in developing and sustaining competitive advantage. The broad aim of this unit is to equip students with an introductory knowledge of business strategy concepts and tools, together with an ability to apply this knowledge to a variety of macro environment, industry and business situations.

Assessment
Written Assignment 3500 words 40%, Examination two hours 60%, Hurdle Requirement: achieve at least 50% of the marks available on the examination.

MPM706 Strategic Management  
1 Credit point

Prerequisite: Completion of six postgraduate units prior to enrolment. Incompatible with MPM703 or MPR706.

Content
The unit will develop students’ capacity to think strategically about an organisation, its industry and competitive position. It will also enable students: to understand the tools used for the analysis of its strategic position; to understand the correct application of these tools to a variety of industry situations; to integrate functional knowledge in making strategic decisions; and to develop an appreciation of the organisational processes by which strategies are formed, evaluated and implemented.

Assessment
Written Assignment (Group/four to six students) 4000 words 40%, Examination two hours 60%, Hurdle Requirement: achieve at least 50% of the marks available on the examination.
MPM712 Managing Innovation 1 Credit point

Content
This unit focuses on the notion of ‘intrapreneurship’ and the processes by which innovative ideas are turned into commercial advantage. Innovation can occur in products/services, processes and systems, business models, or in business operations. Hence, the unit focuses on the innovation process itself, management strategies that foster innovation, and how innovation models and theory can be applied to each of these areas, resulting in sustainable competitive advantage. Topics to be addressed in this unit include: mental models of the management process; models of appropriate control; quality assurance; improving performance; innovation strategies; and leading people in an environment of innovation.

Assessment
Written Assignment 1 4000 words 40%, Assignment (Contribution to online discussions) 20%, Written Assignment 2 (Group) 4000 words 40%.

MPM719 Managing Compensable Injury Claims 1 Credit point (New PIM unit commencing in 2014)

Co-requisite: MPM742

Content
The purpose of this unit is to give students an overview of the reasons for the differences in outcomes for compensable injury clients and will:

- Investigate ways of improving outcomes for compensable injury clients
- Investigate the effectiveness of preferred provider programs and other allied health initiatives in place across Australian and New Zealand jurisdictions
- Discuss the management of complex injury claims, including medico legal aspects
- Provide information on managing catastrophic injuries and chronic diseases.

Assessment
Written Assignment 1 (individual) 1000 words 20%, Written Assignment 2 (Group/up to five students) 5000 words 50%, Written Assignment 3 (Group/up to five students) 30%.
MPM/MPR721 Organisational Behaviour  

1 Credit point

Content
Organisational behaviour focuses on the systematic study of the attitudes and behaviours of individuals and groups in organisational settings. The purpose is to assist managers in predicting, explaining and controlling the behaviour of people in organisations.

The unit aims to develop students’ conceptual understanding of the dynamics of individual and group behaviour in organisations, to examine the ways in which different forms of organisational structure and leadership influence that behaviour, and to analyse the ability of organisations to respond to external change and to manage their own internal change processes.

Assessment
MPR721 (Residential) – Assignment (Presentation/Group up to four students) 20%, Written Assignment (Group/up to four students) 2000 words 30%, Test(s) two hours 50%.

MPM721 – Written Assignment 2500 words 40%, Examination two hours 60%, Hurdle Requirement: achieve 50% of the marks available on the examination.

MPM/MPR722 Human Resource Management  

1 Credit point

Content
The objective of the first section of this unit is to develop an understanding of strategic human resource management and the policies, methods and techniques utilised in human resource management functions with particular emphasis on the workplace. Specific attention is given to issues of recruitment, selection, human resources planning, human resources development, employee relations and managing for performance. The study and practice of human resources will develop skills and understanding of how human resources fit within processes of strategy formulation and organisational change. The focus is on Australian issues and solutions.

Assessment
MPR722 (Residential) – Assignment 1 (Group/up to six students) 1000–1500 words plus Group Presentation 20%, Assignment 2 (Group/up to 10 students) 1500–2000 words plus Presentation 30%, Examination two hours 50%, Hurdle Requirement: achieve at least 50% of the marks available on the examination.

MPM722 – Written Assignment (Individual 3000–3500 words or Group/up to four students 6000–6500 words) 50%, Examination two hours 50%, Hurdle Requirement: achieve 50% of the marks available on the examination.
MPM740 Principles of Personal Injury Scheme Design (Residential component) 1 Credit point

Content
This unit provides an overview of the history of workers’ compensation and Compulsory Third Party Insurance, along with critical analysis of the current situation around Australia and internationally. The unit considers the political issues surrounding the development of scheme design/policy and the impacts these decisions may have on other related bodies. The likely future developments in personal injury schemes around Australia and internationally are also considered.

This unit contains a compulsory three-day residential component in Geelong, Victoria. Please note that 100% penalty will apply to the residential component if withdrawal is within 90 days prior to residential start.

Assessment
Written Assignment 1 2500 words 30%, Assignment (contribution to online discussions) 10%, Written Assignment 2 (Group/up to five students) 5500 words 40%, Presentation of Group Assignment 20%.

As with all distance units, pre-reading and group work is required in order to effectively participate in a group assignment at the residential, as well as being necessary for the completion of an individual assignment (post work).

MPM741 Personal Injury Scheme Evaluation (Residential component) 1 Credit point

Co-requisite: MPM742

Content
This unit provides an introduction to the uses of actuarial information in the insurance industry and the kinds of information obtainable through actuarial processes. In studying this unit, students will develop an understanding of how scheme economics can be used in strategic planning and decision-making relating to long-tail schemes. Claims forecasting, optimal settlement, loss reserving and the effects of asymmetric information will also be considered in the context of scheme assessment and evaluation.

There is a five-day residential component which is a compulsory part of the unit and is run in conjunction with the unit MPM742 Personal Injury Strategic Claims Management. This five-day program is split between MPM741 Personal Injury Scheme Evaluation and MPM742 Personal Injury Strategic Claims Management. Please note that 100% penalty will apply to the residential component if withdrawal is within 90 days prior to residential start.

Assessment
Test (Multiple Choice) 20%, Assignment (Contribution to online discussion) 10%, Written Assignment (Group/up to five students) 6000 words 50%, Presentation of Group Assignment 20%.

As with all distance units, pre-reading and group work is required in order to effectively participate in a group assignment at the residential, as well as being necessary for the completion of an individual assignment (post work).
MPM742 Personal Injury Strategic Claims Management 1 Credit point (Residential component)

Co-requisite: MPM741

Content
This unit is designed to provide students with a comprehensive understanding of how a strategic approach to claims management can play a vital role in reshaping the culture, processes, systems and alliances to enable the effective and efficient management of claims and compensation schemes. This includes understanding claims management methodologies, designing key performance indicators, understanding stakeholder roles, and developing strategic approaches to dispute resolution and return-to-work interventions.

There is a five-day residential component which is a compulsory part of the unit and is run in conjunction with the unit MPM741 Personal Injury Scheme Evaluation. This five-day program is split between MPM742 Personal Injury Strategic Claims Management and MPM741 Personal Injury Scheme Evaluation. Please note that 100% penalty will apply to the residential component if withdrawal is within 90 days prior to residential start.

Assessment
Written Assignment 1 3500 words 40%, Assignment contribution to online discussion 10%, Written Assignment 2 (Group/up to five students) 5000 words 30%, Presentation of Group Assignment 20%.

As with all distance units, pre-reading and group work is required in order to effectively participate in a group assignment at the residential, as well as being necessary for the completion of an individual assignment (post work).

MPR703 Management Communication (Residential) 1 Credit point

Content
The unit enables participants to: consider the range of situations in which communicative competence is important; reflect on their strengths and weaknesses as communicators; explore theories, models and techniques in order to enhance their understanding of the communication process; and develop practical skills in communication in a range of situations. Topics include: discourse, imagery and the bases of social influence in organisations; the helping relationship, counselling and interpersonal communication; the process of negotiation; non-verbal and para-linguistic communication; communication process in groups; presentation of self and of information to groups and to the news media; and the strategic use of written communication.

Assessment
Assignment 1 (Group Presentation/four to six students) 30%, Assignment 2 (Group/four to six students) 30%, Assignment 3 2000 words 40%.
MPR706 Strategic Management (Residential component) 1 Credit point

Prerequisite: Completion of six postgraduate units prior to enrolment. Incompatible with MPM703 or MPM706

Content
The unit aims to develop a capacity: to think strategically about an organisation, its macro environment, industry and competitive position; to build skills in conducting strategic analysis in a variety of industry situations; to integrate functional knowledge in making strategic decisions; and to develop an appreciation of the organisational processes by which strategies are formed, implemented and evaluated.

Assessment
Written Assignment (Group/up to six students) 2000 words 20%, Presentation (Oral) 30%, Test 90 minutes 50%.

MPR707 Change Management (Residential) 1 Credit point

Incompatible with MMH707

Content
The unit aims to deepen students’ understanding of the change process through the practical application of various approaches to and techniques of change management. Much of the unit comprises case study analysis and practical exercises, complemented by guest speaker presentations. However, students are also expected to improve their understanding of theories of change management in order to more successfully integrate the knowledge and experience acquired.

Assessment
Written Assignment 1 2000 words 50%, Written Assignment 2 3000 words 50%, Hurdle Requirement: Assignment 1 comprises reflections on activities carried out during the residential. Students therefore need to successfully complete at least three out of the five of these activities.
**MPR709 Dispute Management (Residential)**  
1 Credit point

**Content**

The purpose of this unit is to develop an understanding of the processes of dispute management, with a particular focus on ‘alternative’ or ‘appropriate dispute resolution’ (‘ADR’). Students will be encouraged to consider the difference between (i) dispute avoidance and (ii) dispute management through developing knowledge and understanding of a number of related strategies such as negotiation, mediation, conciliation and arbitration. Students will also be encouraged to develop an awareness of their own personal styles of communication and dispute management, including the values, attitudes and culture they bring to the resolution of conflict and disputes.

**Assessment**

Practical assignment (group) 50%, Written assignment (individual) 2500 words 40%, Contribution to class discussions 10%

**MPR721 Organisational Behaviour Residential (see MPR721)**

**MPR722 Human Resource Management Residential (see MPM722)**

**MPR751/MPA751 Financial Reporting and Analysis**  
1 Credit point

**Content**

The unit develops students’ ability to read, interpret and use corporate financial reports and other relevant information such as internal accounting reports. The unit is primarily concerned with developing a strong understanding of accounting concepts and issues from perspectives both internal and external to the entity. This understanding can then be applied to a range of theoretical and practical problems often encountered by managers. If completing the residential version of this unit, the student’s appreciation of the complexities of financial measurement, accounting policy selection, and techniques of managerial accounting is developed using case studies and practical problems. No previous accounting background is assumed.

**Assessment**

MPR751 (Residential) – Written Assignment 1 3000 words 30%, Written Assignment 2 4000 words 40%, Examination two hours 30%.

MPA751 – Written Assignment 3000 words 40%, Examination two hours 60%, Hurdle Requirement: achieve at least 50% of the marks available on the examination.
MSC756 Project Management  

1 Credit point

Content

Project Management is undoubtedly one of the most important skills in management as modern organisations shift from traditional management to project-based management. This unit examines project management in the exciting, dynamic, innovative, virtual, information enabled, and knowledge intensive organisational environment. Consequently, this unit emphasises skills as well as techniques that can be derived from traditional project management and explores innovations relevant for the successful management of projects. It also investigates the task of managing project knowledge which is regarded as a central skill for managing future projects. The project management methodology taught in this unit is based on the Project Management Body of Knowledge (PMBoK). Topics covered in this unit include: overviews of project management; the virtual context; planning processes; project communication; human and social aspects of project management; procurement tools; techniques and enabling technologies.

Assessment

Written Assignment 5000 words 40%, Examination two hours 60%, Hurdle Requirement: achieve at least 45% of the marks available on the examination.

MSQ791 Data Analysis for Managers  

1 Credit point

Content

This unit covers the process of data analysis including the collection, presentation and interpretation of data. A principal objective of the unit is to demonstrate the importance of understanding data and the crucial role of data analysis in business decision-making. While it is essentially a statistics-based unit (including survey methods and questionnaire design), mathematics and arithmetic calculations are kept to a minimum. The emphasis of the unit is on the interpretation and applications of the various techniques studied. Extensive use is made of software to develop data analysis skills and to enhance the appreciation of statistical techniques in a management context. Qualitative research methods, and their role in the overall research and design process, are also briefly covered.

Assessment

Assignment 1 15%, Assignment 2 15%, Assignment 3 10%, Examination two hours 60%, Hurdle Requirement: submit all three assignments—achieve at least 50% of the marks available on the examination.
XGR703  Injury Management (7020HSV – Griffith University unit)  

1 Credit point

Content

This unit is recommended for students who have some prior experience with university level studies, but does not require access to a caseload to apply learning. If you do not have prior university experience please contact the Personal Injury Management Helpdesk: <PIMHelpdesk@deakinprime.com>.

This unit promotes and develops students' understanding of the concept of Injury Management within the areas of occupational, vocational and motor accident rehabilitation. The course will facilitate students' awareness of effective approaches to managing injury to reduce human, social and economic cost. It is envisaged that students who undertake this course will become more effective practitioners in relation to promoting the return-to-function and return-to-work processes and in the management of injured or ill individuals.

The course is presented in four modules specifically designed to promote students' theoretical and practical knowledge. To provide opportunity for application of this knowledge, case study scenarios will be presented. Students are also invited to apply this learning to their own area of practice, if that is relevant.

For further information go to: <http://www3.griffith.edu.au/03/STIP4/app?page=CourseEntry&service=external&sp=S7020HSV>.

Contact Christine Randall via c.randall@griffith.edu.au or via 07 5552 9343. Alternatively, contact the School of Human Services and Social Work on 07 3382 1201.

Students enrolled in this unit will be provided with online course content via learning@griffith as well as print materials posted to the student via registered mail.

Assessment

Details of assessment items change from semester to semester in line with student feedback and other factors.

This course generally includes:

Discussion forum participation (approx. 200 words per topic) 10% for five topics; Written Essay (2500 words) 40%; Written Report (2500 words + appendices) 50%.
XGR705 Injury Management (7024HSV – Griffith University unit) 1 Credit point

Content

This unit is recommended for students who have access to a caseload to apply learning, but does not assume prior experience with university level study.

This unit promotes and develops students’ understanding of the concept of injury management within the area of insurance-based and occupational rehabilitation. This course will facilitate students’ awareness of effective approaches to managing injury to reduce human, social and economic costs. It is envisaged that students who undertake this course will become more effective practitioners in relation to promoting return-to-work and return-to-function processes for injured workers and insurance claimants.

This course will focus on promoting an understanding of the impact of injury in relation to the individual, the return-to-work and return-to-function process and society.

The course, Injury Management, is presented in four modules specifically designed to promote the students theoretical and practical knowledge. To provide opportunity for application of this knowledge, case study scenarios will be presented. Students will also be required to select cases from their current/recent caseload and apply their learning to these specific case situations.

The above outlined modules are designed to develop and/or enhance existing practitioner skills within the area of injury management.

For further information go to: <http://www3.griffith.edu.au/03/STIP4/app?page=CourseEntry&service=external&sp=S7024HSV>.

Contact Christine Randall via c.randall@griffith.edu.au or via 07 5552 9343. Alternatively, contact the School of Human Services and Social Work on 07 3382 1201.

Students enrolled in this unit will be provided with online course content via learning@griffith as well as print materials posted to the student via registered mail.

Assessment

Details of assessment items change from semester to semester in line with student feedback and other factors.

This course generally includes:
Discussion forum participation (approx. 200 words per topic) 10% for five topics; Written Essay (2000 words) 40%; Written Report (2500 words + appendices) 50%.

NB: The written report may be split into an oral presentation and a written report based on the same case.
Elective units for M736 only

**AIP748 Intergovernmental Relations (Elective for M736)**  
1 Credit point

**Content**
Intergovernmental processes and relations between local, state and commonwealth governments are centrally important in Australian politics and public policy. Dramatic shifts are, however, occurring in the ways in which power and responsibility are shared between governments. Pressures for reform come from above and below, as governments struggle to deal with complex, often entrenched ‘trans-boundary’ policy issues and as the needs of local and regional communities are afforded increasing importance. This unit explores the networks of intergovernmental relations – administrative, political, fiscal and legal – permeating and influencing policy formulation, implementation and evaluation. Students examine how traditional frameworks are changing in response to the quest for more adaptive, effective, legitimate and efficient forms of governance. While the main focus in this unit is on the Australian experience, students also reflect upon experiences in other countries.

**Assessment**
Minor Assignment 2000 words, Case Study 3000 words.

**AIP773 Governance and Accountability (Elective for M736)**  
1 Credit point

**Content**
Accountability is central to ideas and practices of effective governance but, in the face of at times quite fundamental challenges and changes, traditional modes of governance and accountability are being re-evaluated, and in important ways re-invented. This unit explores these developments in a critical and analytic manner. It locates management within its context of political, legal, fiscal and ethical accountability to diverse stakeholders. A key aim is for students to develop a critical understanding of the complex and at times competing array of accountabilities at play today, while at the same time exploring ways of responding effectively, imaginatively and ethically to these demands.

**Assessment**
Assignment equivalent to 2000 words 40%, Assignment equivalent to 3000 words 60%.
Elective units for M736 only

**AIP777 Accountability and Corporate Social Responsibility**  
1 Credit point

**Content**
Accountability and corporate social responsibility (CSR) has been gaining increasing prominence in recent years, particularly with the dramatic failures of some large companies worldwide. As a consequence CSR is no longer seen by many organisations to be discretionary or negotiable, but a necessary, and integral, part of the way that people do business in companies, governments and NGOs. This is not easy to put into practice and therefore the aims of this unit will be to open up new spaces for social thinking about how the vision, principles and values of CSR can be translated, and then embedded, into everyday policies and practices of a wide variety of organisations.

**Assessment**
One Essay 2000 words 40%, One Essay 3000 words 60%.

**MLM761 Health and Biotechnology Law**  
1 Credit point

**Content**
Health and biotechnology law is a rapidly growing discipline in Australia. This unit aims to provide students with an understanding of the law relevant to the health system and the biotechnology industry. Topics include: the law relating to the health system; the biotechnology industry; the pharmaceutical industry; the central contemporary ethical issues in the health and biotechnology industries; the regulation of the medical profession; medical negligence; the right to refuse treatment; and end of life decisions.

**Assessment**
Written Assignment 1 5000 words 50%, Written Assignment 2 2500 words 25%, Written Assignment 3 2500 words 25%.
Elective units for M736 only

**MPE781  Economics for Managers**  
*1 Credit point*

**Content**

The unit covers the policy and strategic aspects of business management and also provides a practical and pragmatic approach to policy issues. Topics include the dynamics of market behaviour, including a discussion of different market structures and the impact of macro-economic policies, in a changing world economic environment, on the economy in general and the student’s business in particular.

**Assessment**

Assignment 40%, Examination three hours 60%, Hurdle Requirement: achieve at least 45% of the marks available on the examination.

**MSC752  eBusiness Strategies**  
*1 Credit point*

**Content**

This unit examines the important themes and contemporary issues in eBusiness strategies. It aims to help students develop practical skills in formulating, implementing and evaluating eBusiness strategies, as well as conducting critical analysis of eBusiness models. The unit places special emphasis on understanding how organisations generate, derive and share business value from eBusiness in a real life business context. In examining contemporary issues in eBusiness, the unit explores how modern organisations are leveraging social networking, blogs, virtual worlds, mobile computing and various Web 2.0 applications for next generation eBusiness.

**Assessment**

Assignment (Contribution to Online Discussion/Tutorial Activities) 10%, Written Assignment 3500–4000 words 40%, Examination two hours 50%, Hurdle Requirement: achieve at least 50% of the marks available on the examination.
### 2013 PIM unit availability listing

<table>
<thead>
<tr>
<th>Unit code</th>
<th>Unit name</th>
<th>Trimester 1</th>
<th>Trimester 2</th>
<th>Trimester 3</th>
</tr>
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<tbody>
<tr>
<td>AIP740</td>
<td>Public Policy Analysis</td>
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</tr>
<tr>
<td>AIP748</td>
<td>Intergovernmental Relationships (M736 only)</td>
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<tr>
<td>AIP773</td>
<td>Governance and Accountability (M736 only)</td>
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<td></td>
<td>✓</td>
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<tr>
<td>AIP777</td>
<td>Accountability and Corporate Social Responsibility (M736 only)</td>
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<td>HPS744</td>
<td>Counselling and Interpersonal Skills (on campus only)</td>
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<tr>
<td>HSH701</td>
<td>Principles and Practice of Public Health</td>
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<tr>
<td>HSH702</td>
<td>Contemporary Health Issues and Policies</td>
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<tr>
<td>MLM706</td>
<td>Corporate Governance</td>
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<tr>
<td>MLM761</td>
<td>Health and Biotechnology Law (M736 only)</td>
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<tr>
<td>MMM707</td>
<td>Managing Transition and Change</td>
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<td>MMM710</td>
<td>Rights and Responsibilities in Human Resource Management</td>
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<tr>
<td>MMM792</td>
<td>Operations Management</td>
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<td>Corporate Governance and Ethics</td>
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<td>MPA751</td>
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<td>MPE781</td>
<td>Economics for Managers (Recommended Prior Statistics Study) (M736 only)</td>
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<td>MPK711</td>
<td>Strategic Customer Service</td>
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<td>MPK732</td>
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<td>MPM701</td>
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<td>MPM702</td>
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<td>MPM712</td>
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<td>MPM721</td>
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<td>MPM740</td>
<td>Principles of Personal Injury Scheme Design</td>
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<td>MPM741</td>
<td>Personal Injury Scheme Evaluation</td>
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<td>MPM742</td>
<td>Personal Injury Strategic Claims Management</td>
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<tr>
<td>MPR703</td>
<td>Management Communication (Residential)</td>
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<tr>
<td>MPR707</td>
<td>Change Management (Residential)</td>
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<tr>
<td>MPR709</td>
<td>Dispute Management (Residential)</td>
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<tr>
<td>Unit code</td>
<td>Unit name</td>
<td>Trimester 1</td>
<td>Trimester 2</td>
<td>Trimester 3</td>
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<td>MPR722</td>
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<td>MPR751</td>
<td>Financial Reporting and Analysis (Residential)</td>
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<tr>
<td>MSC752</td>
<td>eBusiness Strategies (M736 only)</td>
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<tr>
<td>MSC756</td>
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<tr>
<td>XGR703</td>
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</tbody>
</table>

* Unit not available in this study period.

MPR code denotes residential version of the unit. To enrol in a residential subject, please log onto: <www.deakin.edu.au/buslaw/gsb/residentials>
2013 Course costs
Postgraduate courses in Personal Injury Management

<table>
<thead>
<tr>
<th>Year 1</th>
<th>Year 2</th>
<th>Year 3</th>
<th>2 Year Course</th>
</tr>
</thead>
<tbody>
<tr>
<td>Principles of Personal Injury Scheme Design (Residential component)</td>
<td>Personal Injury Scheme Evaluation and Personal Injury Strategic Claims Management (Residential component)</td>
<td>Managing Compensable Injury Claims (new unit)</td>
<td>Injury Management</td>
</tr>
<tr>
<td>$4332.00 (Residential)</td>
<td>$8059.00 (Residential)</td>
<td>$2777.00 (TBC)</td>
<td>$1950.00</td>
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<tr>
<td>Injury Management $1950.00</td>
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<td>Principles of Personal Injury Scheme Design (Residential component)</td>
</tr>
<tr>
<td>Strategic Customer Service or Financial Reporting and Analysis (Online/Residential)</td>
<td>Financial Reporting and Analysis (Online/Residential) or Strategic Customer Service</td>
<td>Applied Business Project (two trimesters – two credit points)</td>
<td>Financial Reporting and Analysis (Online/Residential)</td>
</tr>
<tr>
<td>$2777.00/</td>
<td>$5282.00 (Residential)/</td>
<td>$5554.00</td>
<td>$2777.00/ $5282.00 (Residential)</td>
</tr>
<tr>
<td>$5282.00 (Residential)</td>
<td>$2777.00</td>
<td></td>
<td>Personal Injury Scheme Evaluation and Personal Injury Strategic Claims Management (Residential component)</td>
</tr>
<tr>
<td>Elective (Online) $2777.00</td>
<td>Elective (Online) or Elective (Residential)</td>
<td>Strategic Management (Online/Residential)</td>
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<td>$2777.00/</td>
<td>$2777.00/</td>
<td>$2777.00/</td>
<td>$2777.00/ $5282.00 (Residential)</td>
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<td>$5282.00 (Residential)</td>
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<td>$5282.00 (Residential)</td>
<td>Applied Business Project</td>
</tr>
<tr>
<td>Notes:</td>
<td></td>
<td></td>
<td>Elective</td>
</tr>
<tr>
<td>• <strong>M736 Master of Business (Personal Injury) will not be offered after 2012. M736 MUST be completed by the end of 2014</strong></td>
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<tr>
<td>• Deakin University charges $2777.00 per course unit (no GST is payable)</td>
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<tr>
<td>• Griffith University charges $1950.00 to complete the Injury Management Unit</td>
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<tr>
<td>• All subjects listed above are units (some with residential component)</td>
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<tr>
<td>• A trimester typically covers two units over a four-month period</td>
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<tr>
<td>• All courses above, focus on Personal Injury Management</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>• Prices may vary minimally each year, therefore prices given for years other than 2013 are to be considered indicative</td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>
## 2013 Calendar

### Postgraduate courses in Personal Injury Management

#### Course Codes: M534, M634, M734

<table>
<thead>
<tr>
<th>Study period</th>
<th>Enrolments open</th>
<th>Enrolments close (5pm)</th>
<th>Units Commence</th>
<th>Census date</th>
<th>PG units finish</th>
<th>PG exam period</th>
<th>Results released at 6pm AEST</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sem 1 Griffith</td>
<td>Fri 8 Feb 2013</td>
<td>Mon 25 Feb 2013</td>
<td>Sun 24 Mar 2013</td>
<td>Fri 31 May 2013</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Residential Schedule – 2013

<table>
<thead>
<tr>
<th>Trimester 1, 2013</th>
<th>MPR703</th>
<th>Management Communications</th>
<th>Sunday 7 Apr – Friday 12 Apr 2013</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>MPR771</td>
<td>Principles of Leadership</td>
<td>Sunday 28 Apr – Friday 3 May 2013</td>
</tr>
<tr>
<td>(Personal Injury Management Units)</td>
<td>MPM741 * &amp; MPM742 *</td>
<td>Personal Injury Scheme Evaluation &amp; Personal Injury Strategic Claims Management</td>
<td>Sunday 5 May – Friday 10 May 2013</td>
</tr>
<tr>
<td>(Personal Injury Management Unit)</td>
<td>MPM740 *</td>
<td>Principles of Personal Injury Scheme Design</td>
<td>Sunday 26 May – Wednesday 29 May 2013</td>
</tr>
<tr>
<td>Trimester 2, 2013</td>
<td>MPR709</td>
<td>Dispute Management</td>
<td>Sunday 7 July – Friday 12 July 2013</td>
</tr>
<tr>
<td></td>
<td>MPR722</td>
<td>Social Construction of Leadership</td>
<td>Sunday 14 July – Friday 19 July 2013</td>
</tr>
<tr>
<td></td>
<td>MPR722</td>
<td>Human Resource Management</td>
<td>Sunday 21 July – Friday 26 July 2013</td>
</tr>
<tr>
<td></td>
<td>MPR706</td>
<td>Strategic Management</td>
<td>Sunday 8 Sep – Friday 13 Sep 2013</td>
</tr>
<tr>
<td></td>
<td>MPR751</td>
<td>Financial Reporting &amp; Analysis</td>
<td>Sunday 15 Sep – Friday 20 Sep 2013</td>
</tr>
<tr>
<td>Trimester 3, 2013</td>
<td>MPR721</td>
<td>Organisational Behaviour</td>
<td>Sunday 10 Nov – Friday 15 Nov 2013</td>
</tr>
<tr>
<td></td>
<td>MPR707</td>
<td>Change Management</td>
<td>Sunday 24 Nov – Friday 29 Nov 2013</td>
</tr>
<tr>
<td></td>
<td>MPR706</td>
<td>Strategic Management</td>
<td>Sunday 1 Dec – Friday 6 Dec 2013</td>
</tr>
</tbody>
</table>

**NOTE:** Expressions of Interest are open. Registrations for residentials via website at: http://www.deakin.edu.au/buslaw/gsb/residentials/

* Expressions of Interest are **NOT** required for MPM740, MPM741 or MPM742
Study advice

The Study Guide supplied to students enrolled through DeakinPrime (and also available at: <http://www.deakinprime.com/deakinprime/content/students/downloads.aspx>) is designed to provide useful information to enrolled students. This information includes:

- Important dates and calendars
- Who to contact and where to get assistance for your study
- Administrative matters and University policies and procedures that apply to all students
- Deakin online
- StudentConnect
- Assessment
- Policies and Procedures.

In addition, we advise that in order to gain maximum benefit from studies, students should:

- Be proactive, ask for help from your lecturer/unit chair
- Use all the support tools and resources – read everything carefully
- Join a study group with work colleagues/those doing the same unit
- Request assistance and raise issues quickly with the appropriate areas in Deakin/lecturer/unit chair
- Utilise Desire2Learn (D2L) – Deakin University is a leader in providing information to its students through the internet and it is vital that you become familiar in using D2L. To access D2L go to: <http://www.deakin.edu.au/current-students/>
- Make a list of all important dates for the semester – assignment due dates, semester start dates and end dates
- Avoid plagiarism
- Respect copyright
- Submit assignments on time.
Further information

For information on the other award programs offered by Deakin University, please visit the Deakin University website at <http://www.deakin.edu.au>. The Deakin website also contains information on, and links to, resources, study support and course advice for prospective and current students of Deakin University.

For specific arrangements between DeakinPrime and its client organisations, please contact your Project Manager at DeakinPrime PIMHelpdesk@deakinprime.com or visit the DeakinPrime website at: <http://www.deakinprime.com>.

Useful contacts

Personal Injury Management Helpdesk
Phone: 03 9918 9106
PIMHelpdesk@deakinprime.com

DeakinPrime Reception
Phone: 03 9918 9000

Deakin University Customer Service
Phone: 1800 555 709
Email: customerservice@deakinprime.com

Student Connect
Website: <http://www.deakin.edu.au/studentconnect>

Deakin Studies Online
Website: <http://www.deakin.edu.au/current-students/>

Technical difficulties – ITS Helpdesk
Phone: (+61-3) 9244 6400 (or 1800 721720 outside the 03 area code)
Email: it-servicedesk@deakin.edu.au
Useful links

Deakin University website
<http://www.deakin.edu.au/>

DeakinPrime downloads
<http://www.deakinprime.com/deakinprime/content/students/downloads.aspx>

Off campus orientation

Student Counselling
<http://www.deakin.edu.au/current-students/services/counselling/>

Residential Expression of Interest
<http://www.deakin.edu.au/buslaw/gsb/residentials>

Guide to assignment writing and referencing
<http://www.deakin.edu.au/current-students/assets/resources/study-support/study-skills/assign-ref.pdf-350.30KB-01-12-2009>

Study support
<http://www.deakin.edu.au/current-students/study-support/study-skills/>

Getting balance in your life and preventing stress

Time management
<http://www.deakin.edu.au/current-students/study-support/study-skills/handouts/organising.php>

Report writing
<http://www.deakin.edu.au/current-students/study-support/study-skills/handouts/report.php>

Exam confidence

Perfectionism
<http://www.deakin.edu.au/current-students/services/counselling/achieving/perfectionism.php>

Password
<http://www.deakin.edu.au/password>