

#makingagedcarebetter

# RAW

REVENUE . ADMISSIONS . WORKFORCE

## MIRUS ACADEMY ART OF ADMISSIONS

CPD POINTS: 12

FOR AGED CARE PROFESSIONALS INVOLVED IN THE  
ADMISSIONS PROCESS AND THE MANAGEMENT TEAMS  
WHO HAVE A VESTED INTEREST IN A SUCCESSFUL  
CUSTOMER EXPERIENCE FROM ENQUIRY TO ADMISSION.

Flexible learning +  
100% online delivery.  
Let's plan your  
learning blocks to suit  
your schedule!

  
MIRUS  
AUSTRALIA



# COURSE DETAILS

**Learn about your role and responsibilities in relation to the admissions process, pipeline management, facility funding and occupancy. Improve your understanding of today's consumer and how to build better customer relationships.**

**Investment: \$795 + GST per course**

**Maximum of 10 participants per course**

**For questions or to make a booking please phone 1300 738 145 or email the team at [info@mirusaustralia.com](mailto:info@mirusaustralia.com)**

Duration: 4 days for 3 hours each

Delivery Method: Live webinar with subject matter expert and includes resources to download

Target Audience: Aged care professionals involved in the Admissions process for example enquiry process, means assessment, facility tours and management teams for improved performance

Prerequisite Knowledge: Basic knowledge of the admissions process

Learning Outcomes:

- Understand how aged care is funded, the fee structure and support classifications
- Learn how to conduct a prospect needs assessment and evaluate 'the fit' for your organisation
- Recognise different care and financial situations and support the consumer in the decision-making process
- Understand today's consumer and key components to developing consumer engagement for pipeline management
- Apply sales methodology for engaging prospects in sales discussions and tours
- Analyse your organisation's value proposition against buying motivators in a competitive market
- Apply sales methodology for closing sales in shortlist management