

Practice Management Course: Sole practitioner to small practice focus

Monday 15 – Friday 19 July 2024/2025 CPD year | Online

Overview

The QLS Practice Management Course (PMC) is an investment in your future. It is designed for aspiring Principals of small legal practices or sole practitioners. This online course gives you the essential skills and expert knowledge needed to manage a legal practice. You will learn the art of attracting and retaining clients, managing people, appropriate and effective ways to bill clients and manage their expectations, business planning and development, managing practice finances and trust accounts, identifying and managing professional risks and your professional ethical obligations. As a PMC alumni, you will have access to ongoing bespoke support from experts in trust accounting, ethics and risk management. You will also have access to ongoing support from the QLS Practice Support and Trust Accounting consultancies.

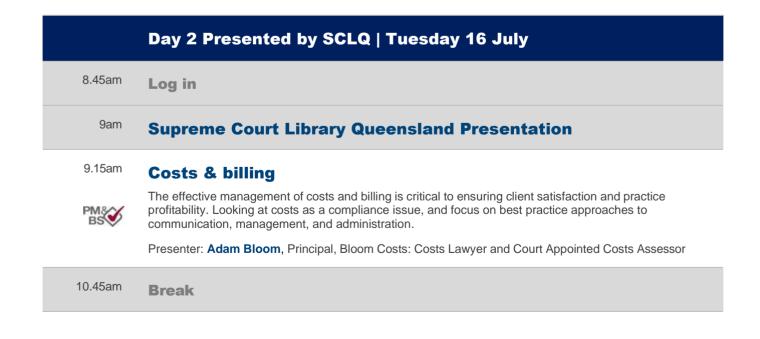
10 CPD Points







	Day 1 Monday 15 July
8.45am	Log in
9am	Welcome remarks Presenter: Mark Magner, Manager, Education, Queensland Law Society
9.15am	Break
9.30am	Business planning
PM BS	This unit explores the process of business planning and determining a business model and strategy with practice goals and objectives in mind. Presenter: Giles Watson , Legal Practice Management Consultant
11am	Break
11.15am	Practice finance
PM& BS	Effective finance management requires planning, monitoring, control and discipline. This unit provides a framework for the development of practice budgets and discussion of Key Performance Indicators and the importance of managing practice cash flow. Presenter: Sam Heaney , Business Advisory, Vincents Chartered Accountants
1.15pm	Close Day 1





^{11am} **Trust accounting**

This unit provides a framework for the competent management of trust and office account records involving basic bookkeeping procedures and the responsibility of solicitors to account for money received on behalf of others.

Presenter: Michael Drinkall, Team Leader, Trust Account Investigations, Queensland Law Society

1.15pm Close | Day 2

	Day 3 Wednesday 17 July
8.45am	Log in
9am	Lexon Insurance
PM&	Learn how to implement systems and procedures to ensure critical issues and processes are implemented to protect your legal practice.
	Presenters: Gerard Murphy, Risk Solicitor, Lexon Insurance
10am	Break
10.15am	Appropriate management systems
PM&	Understand professional risk management concepts and identify risks specific to practice and apply appropriate approaches to minimise and mitigate risks.
	Presenter: David Bowles, Special Counsel, QLS Ethics and Practice Centre, Queensland Law Society
11.15am	Break
11.30am	Ethics
PLE	Solicitors must have the knowledge and skills to act ethically and to display professional responsibility and courtesy in all dealings. Reflect on wider issues facing the legal profession and review the knowledge of the formal rules of conduct.
	Presenter: Shane Budden, Special Counsel, QLS Ethics and Practice Centre, Queensland Law Society
12.30pm	Close Day 3



Day 4 | Thursday 18 July

8.45am Log in

9.15am

Business development and client service

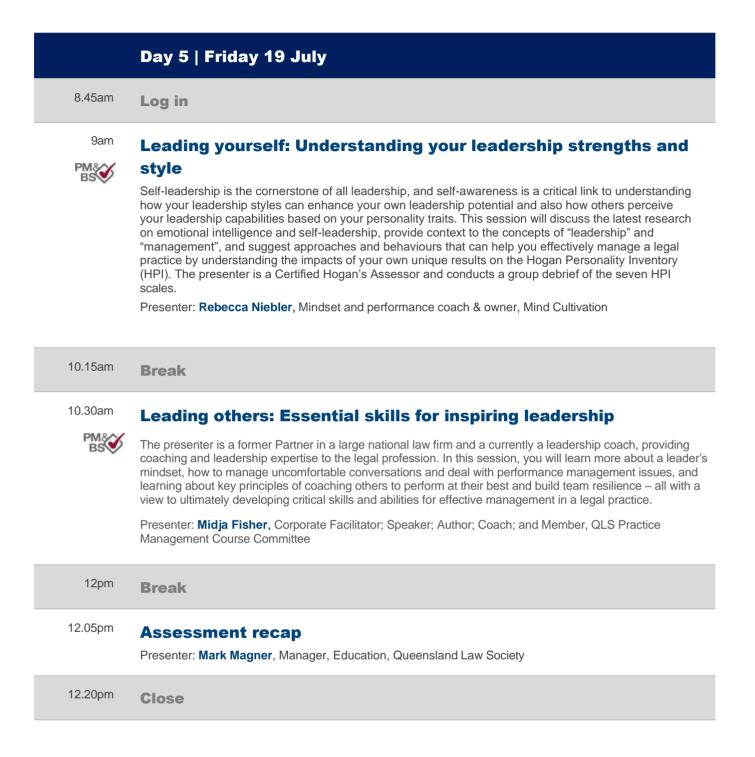
Legal practice marketing and business development is becoming increasingly more ambitious, competitive and sophisticated. Understand how marketing and business development can support legal practices, and common marketing activities and selling techniques that are used.

Client perceptions of the quality of client service have a dramatic impact on client retention, referrals, justifying fee levels, fee recovery, cash flow and profitability. Learn the skills to deliver excellent client service in terms of personal skills, practice systems and culture.

Presenter: **Katherine Gilbey**, Katherine Gilbey Consulting – Law Firm Marketing and BD Consultant Speaker; Author Coach: and Member, QLS Practice Management Course Committee

10.30am	Break
10.45am	Leading wellbeing in the legal profession
PS	Learn about the current state of wellbeing in the legal profession. Identify why the legal profession is particularly susceptible to mental health issues, develop a workplace framework to create a mentally healthy team and be equipped with the skillset to proactively support and assist it. Presenter: Stephanie Cowie , Legal Workplace and Culture Consultant, Queensland Law Society
12pm	Break
12.15pm	Demystifying information technology
PM &	Explore the relationship between performance, productivity, and competitive advantage in legal practice and how use of effective technology and knowledge can be combined and applied.
	Presenter: Ben Lowry, Director of Legal Strategy & Solutions, Tickbox
1.45pm	Close Day 4







Key Assessment Dates 5pm Monday **Trust Accounting Workbook** 22 July 2024 Although this workbook is not graded, it is mandatory for you to complete it as part of the Substantial Participation requirement under rule 37(1) of the Queensland Law Society Administration Rule 2005. Monday 22 July **Trust Accounting Exam** 2024 Multiple choice online exam with 45 questions and a duration 60 minutes, testing your understanding and application of trust accounting and costs disclosure concepts and regulations. Available 7am - 2pm To be commenced and completed on the LMS at a convenient time for you between 7am - 2pm on Monday 22 July 2024. 5pm Friday 16 **Business Plan** August 2024 Business Plan assessment to be submitted to the LMS by Friday 16 August 2024. 5pm Friday 16 **Ethics Scenario** August 2024 Ethics Scenario assessment to be submitted to the LMS by Friday 16 August 2024. 5pm Friday 16 Self-Audit of Business Risk August 2024 Ethics Scenario assessment to be submitted to the LMS by Friday 16 August 2024.