



Response  
Employment  
and Training

RTO 90278

# COURSE GUIDE



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RTO 90278

[www.responsetraining.com.au](http://www.responsetraining.com.au)

## Studying with us

Response Employment and Training is pleased to present the 2025 Course Guide, designed to assist you in identifying courses that align with your interests. While we have made every effort to ensure the accuracy and currency of the information at the time of publication, occasional changes may be necessary.

Our training programs are shaped by ongoing engagement with employers and industries, catering to individual client needs, staying abreast of current and emerging sector trends, and meeting workplace requirements. Our primary goal is to offer courses which help produce highly skilled students capable of effectively competing for desired jobs and roles. Additionally, we aim to enhance the skills of existing workers, enabling them to meet workplace tasks according to expected standards.

Upon reviewing this Guide and the Student Handbook 2025, once you've chosen the course you wish to pursue, kindly submit an Expression of Interest form available on our website at [www.responsetraining.com.au](http://www.responsetraining.com.au). We will promptly reach out to confirm the details of your selection.

We are excited about accompanying you on your learning journey with us.

For any inquiries, please feel free to reach out via email at [admin@responsetraining.com.au](mailto:admin@responsetraining.com.au) or by phone at 0447 736 313.

*Sally Morris*

CEO

Response Employment and Training

## About our training

### DELIVERY METHODS

To cater to the diverse needs of our students, our courses utilise a variety of delivery methods. These may involve face-to-face workshops held in classrooms or workplaces, virtual classrooms using platforms like Zoom/Teams, and some classes that necessitate home-based study and research.

Our delivery approach is interactive, resource-rich, and incorporates a variety of activities to enhance your learning experience.

### ASSESSMENT

To evaluate your learning, we employ various assessment methods, including written and verbal questioning, short quizzes, observations of tasks performed in the workplace or simulated environments. In cases where assessments occur in the workplace, a supervisor may provide a third-party report on your on-the-job performance. Group projects may also be integrated, and supplementary evidence like workplace logbooks and reports/assignments may be utilised.

Each course is meticulously designed, employing best practice assessment methods tailored to the individual.

### AWARDS

Upon successful completion of the required units of competency for each qualification, you will receive a Certificate and a Transcript of Results.

If, for any reason, you are unable to complete all units successfully, you will be granted a Statement of Attainment for the completed units.

It is essential to settle all applicable fees before receiving any awards.

### QUALIFICATION DESCRIPTION

This qualification may be used as a pathway for workforce entry as community services workers who provide a first point of contact and assist individuals in meeting their immediate needs. At this level, work takes place under direct, regular supervision within clearly defined guidelines.

### GOVERNMENT FUNDED PLACES FOR ELIGIBLE INDIVIDUALS

Not applicable for this program.

### COURSE FEES

The following fee is charged for this course: \$5,750.

For further details about our fee payment requirements and available payment plans please contact [training@responsetraining.com.au](mailto:training@responsetraining.com.au)

Information about our refunds policy can be found in the *2025 Student Handbook*.

### PACKAGING RULES

Total number of units = 9

5 core units

4 elective units

### CORE UNITS

CHCCOM001	Provide first point of contact
CHCCOM005	Communicate and work in health or community services
CHCDIV001	Work with diverse people
HLTWHS001	Participate in workplace health and safety
BSBWOR202	Organise and complete daily work activities

### ELECTIVE UNITS

HLTINF001	Comply with infection prevention and control policies and procedures
FSKLRG09	Use strategies to respond to routine workplace problems
FSKRDG10	Read and respond to routine workplace information
FSKWTG09	Write routine workplace texts

### ENTRY REQUIREMENTS

There are no entry requirements.

### DURATION

This course is generally delivered over a 6 – 12 month period.

### WORK PLACEMENT

There is no mandatory work placement to complete this course



## QUALIFICATION DESCRIPTION

This qualification reflects the role of workers in the community and/or residential setting who follow an individualised plan to provide person-centred support to people who may require support due to ageing, disability, or some other reason. Work involves using discretion and judgement in relation to individual support as well as taking responsibility for own outputs. Workers have a range of factual, technical, and procedural knowledge, as well as some theoretical knowledge of the concepts and practices required to provide person-centred support.

To achieve this qualification, the student must have completed at least 120 hours of work.

## GOVERNMENT FUNDED PLACES FOR ELIGIBLE INDIVIDUALS

Government funding is available for this program. To confirm your eligibility criteria please contact [training@responsetraining.com.au](mailto:training@responsetraining.com.au)

## COURSE FEES

The following fee is charged for this course if you do not meet eligibility for a government funded place: \$10,300.

For further details about our fee payment requirements and available payment plans please contact [training@responsetraining.com.au](mailto:training@responsetraining.com.au)

Information about our refunds policy can be found in the *2025 Student Handbook*

## PACKAGING RULES

Total number of units = 15

9 core units

6 elective units

## CORE UNITS

CHCCCS031	Provide individualised support
CHCCCS038	Facilitate the empowerment of people receiving support
CHCCCS040	Support independence and wellbeing
CHCCCS041	Recognise healthy body systems
CHCCOM005	Communicate and work in health or community services
CHCDIV001	Work with diverse people
CHCLEG001	Work legally and ethically
HLTINF006	Apply basic principles and practices of infection prevention and control
HLTWHS002	Follow safe work practices for direct client care

## ELECTIVE UNITS

### Group A Electives – Ageing specialisation (3 units)

CHCAGE011	Provide support to people living with dementia
CHCAGE013	Work effectively in aged care
CHCPAL003	Deliver care services using a palliative approach

### Group B Electives – Disability specialisation (3 units)

CHCDIS011	Contribute to ongoing skills development using a strengths-based approach
CHCDIS012	Support community participation and social inclusion
CHCDIS020	Work effectively in disability support.

### Other offered Electives

Please contact [training@responsetraining.com.au](mailto:training@responsetraining.com.au) to discuss tailored training elective packages.

### MINIMUM WORK REQUIREMENT

To achieve this qualification, students must have completed 120 hours of work.

### ENTRY REQUIREMENTS

There are no entry requirements.

### DURATION

This course is generally delivered over a 12 – 24 month period.

### QUALIFICATION DESCRIPTION

This qualification reflects the role of workers in a range of community safety services settings in remote and other communities. These services may include safety patrols, outreach services, community liaison and support roles or community networking programs in relation to specific initiatives.

At this level, work takes place under the general direction of others and supervision may be direct or indirect. Workers in community safety services roles contribute to the safety and wellbeing of their communities.

### GOVERNMENT FUNDED PLACES FOR ELIGIBLE INDIVIDUALS

Government funding is available for this program. To confirm your eligibility criteria please contact [training@responsetraining.com.au](mailto:training@responsetraining.com.au)

### COURSE FEE

The following fee is charged for this course: \$7,600.

For further details about our fee payment requirements and available payment plans please contact [training@responsetraining.com.au](mailto:training@responsetraining.com.au)

Information about our refunds policy can be found in the *2025 Student Handbook*

### PACKAGING RULES

Total number of units = 12 units must be completed

5 core units

7 elective units, consisting of:

(at least 4 units from the electives listed) the remaining 3 units from the electives listed below, elsewhere in the CHC Community Services Training Package, or any endorsed Training Package or accredited course.

All electives chosen must contribute to a valid, industry supported vocational outcome.

### CORE UNITS

BSBXTW301	Work in a team
CHCCSS001	Work effectively in community safety services
CHCDIV001	Work with diverse people
HLTAID011	Provide First Aid
HLTWHS001	Participate in workplace health and safety

### ELECTIVE UNITS

Electives will be chosen in agreement with you. To view the electives please visit:

[training.gov.au - CHC35021 - Certificate III in Community Safety Services](https://training.gov.au/Certificate%20III%20in%20Community%20Safety%20Services)

### MINIMUM WORK REQUIREMENT

Not applicable

### ENTRY REQUIREMENTS

There are no entry requirements.

### DURATION

This course is generally delivered over a 6 – 12 month period.

### QUALIFICATION DESCRIPTION

This qualification reflects the role of cleaners responsible for undertaking a range of routine and non-routine tasks according to work schedules, liaising with clients and in some cases members of the public, and operating in a range of general residential and commercial settings as well as specialist cleaning environments.

The cleaner may work alone, with or without supervision, and has responsibility for selecting, preparing and using appropriate cleaning methods for a range of cleaning situations while ensuring safe work practices.

### GOVERNMENT FUNDED PLACES FOR ELIGIBLE INDIVIDUALS

There are no government funded places for this course.

### COURSE FEE

The following fee is charged for this course: \$5,900.

For further details about our fee payment requirements and available payment plans please contact [training@responsetraining.com.au](mailto:training@responsetraining.com.au)

Information about our refunds policy can be found in the *2025 Student Handbook*.

### PACKAGING RULES

Total number of units = 14

5 core units

9 elective units.

### CORE UNITS

BSBOPS201	Work effectively in business environments
BSBOPS304	Deliver and monitor a service to customers
BSBWHS211	Contribute to the health and safety of self and others
BSBWHS33SX	Apply infection prevention and control procedures to own work activities
CPPCLO3100	Maintain cleaning storage areas

### ELECTIVE UNITS

Electives will be chosen in agreement with you. To view the electives please visit:

<https://training.gov.au/Training/Details/ CPP30321>

### MINIMUM WORK REQUIREMENT

Not applicable

### ENTRY REQUIREMENTS

There are no entry requirements.

### DURATION

This course is generally delivered over a 6 – 12-month period.

### QUALIFICATION DESCRIPTION

This qualification reflects the role of community service workers who design and deliver person-centred services to individuals and/or groups. Workers may provide support, advocacy or interventions to individual clients, groups or communities across a range of services.

At this level, workers may be autonomous with limited responsibility within established parameters and may be required to supervise and lead other workers in projects or teams. Work may take place in a range of community service, case work or case management contexts.

### GOVERNMENT FUNDED PLACES FOR ELIGIBLE INDIVIDUALS

Government funding is available for this program. To confirm your eligibility criteria please contact [training@responsetraining.com.au](mailto:training@responsetraining.com.au)

### COURSE FEES

The following fee is charged for this course if you do not meet eligibility for a government funded place: \$ 12,200.

For further details about our fee payment requirements and available payment plans please contact [training@responsetraining.com.au](mailto:training@responsetraining.com.au)

Information about our refunds policy can be found in the *2025 Student Handbook*.

### PACKAGING RULES

Total number of units = 15

7 core units

8 elective units

### CORE UNITS

CHCADV001	Facilitate the interests and rights of clients
CHCCOM002	Use communication to build relationships
CHCDFV001	Recognise and respond appropriately to domestic and family violence
CHCDIV001	Work with diverse people
CHCLEG001	Work legally and ethically
CHCPRP001	Develop and maintain networks and collaborative partnerships
HLTWH002	Follow safe work practices

### ELECTIVE UNITS

CHCCCS006	Facilitate individual service planning and delivery
CHCCCS009	Facilitate responsible behaviour
CHCCCS010	Maintain high standards of service
CHCCCS031	Provide individualised support
CHCCCS020	Respond effectively to behaviours of concern
CHCCCS030	Determine and respond to carer needs
CHCCDE020	Implement participation and engagement strategies
CHCDIS011	Contribute to ongoing skills development using a strengths-based approach

### ENTRY REQUIREMENTS

There are no entry requirements.

### DURATION

This course is generally delivered over a 12 – 24 month period.



### QUALIFICATION DESCRIPTION

This qualification reflects the role of individuals in a range of community settings and peoples' homes, who provide support in a manner that empowers people with disabilities to achieve greater levels of independence, self-reliance, community participation and wellbeing. Workers promote a person-centred approach, work according to and may contribute to an individualised plan, and work without direct supervision. They may be required to supervise and/or coordinate a small team.

The skills in this qualification must be applied in accordance with Commonwealth and State/Territory legislation, Australian standards and industry codes of practice.

### GOVERNMENT FUNDED FOR ELIGIBLE INDIVIDUALS

Government funding is available for this program. To confirm your eligibility criteria please contact [training@responsetraining.com.au](mailto:training@responsetraining.com.au)

### COURSE FEES

The following fee is charged for this course if you do not meet eligibility for a government funded place: \$12,200.

For further details about our fee payment requirements and available payment plans please contact [training@responsetraining.com.au](mailto:training@responsetraining.com.au)

Information about our refunds policy can be found in the *2025 Student Handbook*.

### PACKAGING RULES

Total number of units = 10

7 core units

3 elective units

### CORE UNITS

CHCCCS044	Follow established person-centred behaviour supports
CHCDIS017	Facilitate community participation and social inclusion
CHCDIS018	Facilitate ongoing skills development using a person-centred approach
CHCDIS019	Provide person-centred services to people with disability with complex needs
CHCLEG003	Manage legal and ethical compliance
CHCMHS001	Work with people with mental health issues
HLTWHS003	Maintain work health and safety

### ELECTIVE UNITS

CHCADV001	Facilitate the interests and rights of clients
CHCDIV003	Manage and promote diversity
CHCHCS039	Coordinate and monitor home based support

### MINIMUM WORK REQUIREMENT

To achieve this qualification, students must have completed 120 hours of work.

### ENTRY REQUIREMENTS

Completion of: CHC33021 Certificate III in Individual Support (Disability)

OR

Completion of: CHC33015 Certificate III in Individual Support (Disability)

OR

Completion of: CHC30408 Certificate III in Disability PLUS the CHCSS00125 Entry to Certificate IV in Disability Support Skill Set.

### QUALIFICATION DESCRIPTION

This qualification reflects the role of workers who provide self-directed recovery-oriented support for people affected by mental illness and psychiatric disability. Work involves implementing community-based programs and activities focusing on mental health, mental illness and psychiatric disability. Work is undertaken in a range of community contexts such as community based non-government organisations; home based outreach; centre-based programs; respite care; residential services, rehabilitation programs; clinical settings; or supporting people in employment. Work is carried out autonomously under the broad guidance of other practitioners and professionals.

To achieve this qualification, students must have completed at least 80 hours of work.

### GOVERNMENT FUNDED PLACES FOR ELIGIBLE INDIVIDUALS

There are no government funded places for this course.

### COURSE FEES

The following fee is charged for this course: \$11,500.

For further details about our fee payment requirements and available payment plans please contact [training@responsetraining.com.au](mailto:training@responsetraining.com.au)

Information about our refunds policy can be found in the *2025 Student Handbook*.

### PACKAGING RULES

Total number of units = 15

11 core units

4 elective units

### CORE UNITS

CHCDIV001	Work with diverse people
CHCDIV002	Promote Aboriginal and/or Torres Strait Islander cultural safety
CHCLEG001	Work legally and ethically
CHCMHS002	Established self-directed recovery relationships
CHCMHS003	Provide recovery oriented mental health services
CHCMHS004	Work collaboratively with the care network and other services
CHCMHS005	Provide services to people with co-existing mental health and alcohol and other drugs issues
CHCMHS007	Work effectively in trauma informed care
CHCMHS008	Promote and facilitate self-advocacy
CHCMHS011	Assess and promote social, emotional and physical wellbeing
HLTWHS001	Participate in workplace health and safety

### ELECTIVE UNITS

Electives will be chosen in agreement with you. To view the electives please visit:

<https://training.gov.au/training/details/CHC43315>

### MINIMUM WORK REQUIREMENT

To achieve this qualification 80 hours of work is required.

### ENTRY REQUIREMENTS

Not applicable

### DURATION

This course is generally delivered over a 12 – 24 month period.

### QUALIFICATION DESCRIPTION

This qualification reflects the role of workers who have lived experience of mental illness as either a consumer or carer and who work in mental health services in roles that support consumer peers or carer peers. Workers are employed in the mental health sector in government, public, private or community managed services.

To achieve this qualification, you must have completed at least 80 hours of work.

### GOVERNMENT FUNDED PLACES FOR ELIGIBLE INDIVIDUALS

There are no government funded places for this course.

### COURSE FEE

The following fee is charged for this course: \$11,500.

For further details about our fee payment requirements and available payment plans please contact [training@responsetraining.com.au](mailto:training@responsetraining.com.au)

Information about our refunds policy can be found in the *2023 Student Handbook*.

### PACKAGING RULES

Total number of units = 15

8 core units

7 elective units

### CORE UNITS

CHCDIV001	Work with diverse people
CHCMHS007	Work effectively in trauma informed care
CHCMHS008	Promote and facilitate self-advocacy
CHCMHS011	Assess and promote social, emotional and physical wellbeing
CHCPWK001	Apply peer work practices in the mental health sector*
CHCPWK002	Contribute to the continuous improvement of mental health services*
CHCPWK003	Apply lived experience in mental health peer work*
HLTWHS001	Participate in workplace health and safety

### ELECTIVE UNITS

Elective units chosen will be discussed with you. To view the elective units for this qualification please visit: <https://training.gov.au/Training/Details/CHC43515>

### MINIMUM WORK REQUIREMENT

To achieve this qualification, you must complete 80 hours of work.

### ENTRY REQUIREMENTS

\*Core units requiring lived experience. Please contact us to discuss these requirements.

### DURATION

This course is generally delivered over a 12 – 24 month period.

## QUALIFICATION DESCRIPTION

This qualification reflects the role of individuals who apply knowledge, practical skills and experience in leadership and management across a range of enterprise and industry contexts.

Individuals at this level display initiative and judgement in planning, organising, implementing, and monitoring their own workload and the workload of others. They use communication skills to support individuals and teams to meet organisational or enterprise requirements.

They may plan, design, apply and evaluate solutions to unpredictable problems, and identify, analyse, and synthesise information from a variety of sources.

## JOBTRAINER/GOVERNMENT FUNDED FOR ELIGIBLE INDIVIDUALS

Not applicable for this course

## COURSE FEES

The following fee is charged for this course: \$10,800

For further details about our fee payment requirements and available payment plans please contact [training@responsetraining.com.au](mailto:training@responsetraining.com.au)

Information about our refunds policy can be found in the *2025 Student Handbook*.

## PACKAGING RULES

Total number of units = 12

6 core units plus

6 elective units

## CORE UNITS

BSBCMM511	Communicate with influence
BSBCRT511	Develop critical thinking in others
BSBLDR523	Lead and manage effective workplace relationships
BSBOPS502	Manage business operational plans
BSBPEF502	Develop and use emotional intelligence
BSBTWK502	Manage team effectiveness

## ELECTIVE UNITS

Elective units chosen will be discussed with you. To view the elective units for this qualification please visit: <https://training.gov.au/Training/Details/BSB50420>

## ENTRY REQUIREMENTS

There are no entry requirements for this course.

## DURATION

This course is generally delivered over a 12 – 24 month period.

## Get Started Now

**Step 1** – Visit our website [www.responsetraining.com.au](http://www.responsetraining.com.au) and choose your course.

**Step 2** – Submit the *Expression of Interest Form* <https://responsetraining.com.au/forms>

**Step 3** – We will send you further details and the enrolment form to submit online or to post into us.

**Step 4** – We will contact you to discuss your chosen course and then we will send confirmation of enrolment and training dates.

**Step 5** - Begin studying!

Applying online is the preferred method, however if you are unable to apply online you can download an *Expression of Interest* form and send it by post or email to:

### **Response Employment and Training Admissions**

Post: PO BOX 36067, Winnellie, NT 0821

#### **Administration**

[admin@responsetraining.com.au](mailto:admin@responsetraining.com.au)

#### **Student Administration Manager**

[training@responsetraining.com.au](mailto:training@responsetraining.com.au)