

COURSE GUIDE

2020



RESPONSE EMPLOYMENT & TRAINING

RTO CODE 90278

www.responsetraining.com.au



RESPONSE EMPLOYMENT & TRAINING

The key to retaining good staff is to make sure that you advance and encourage their professional development and training. If your employees can see advancement in their employment with you, they are likely to have high job satisfaction and increased productivity and quality.

Response Employment & Training has Community Services, Disability, Health and Management qualifications on its scope, and we are specialists in workforce development.

Response Employment & Training offer accredited training recognise the key to retaining quality staff is ensuring that you advance and encourage their professional development and training to support the quality and viability of your business. If your employees can see advancement in their employment, they will remain loyal and productive. This in turn will provide you with a qualified and skilled workforce

OUR STAFF

Staff at Response Employment & Training are qualified and experienced VET practitioners who understand the needs of today's learners and the importance of delivering training that is engaging, realistic and relevant to the learner and their future pathway.

Response Employment & Training understands the demands that Learners experience, and our trainers and staff are available to assist them over the duration of their course.

OUR VALUES

Response Employment and training embrace the following core company values:

Principled

In all of our dealings with Learners we act with integrity and uphold ethically practices

Equality

We ensure that Learners are treated equally while valuing their uniqueness.

Innovation

We strive to think outside the traditional boundaries and provide innovative training solutions that support their way of learning.

Confidence

We Provide clear and consistent quality training that builds confidence and trust with our Learners.

OUR MISSION & OBJECTIVES

Response Employment & Training will achieve its vision through the following:

Achieving and maintaining on going registration with ASQA as a registered training organisation.

Delivering the highest quality training solutions to our clients by maintaining quality control through rigorous, continual improvement strategies within the ASQA framework.

Delivering training that is culturally appropriate and tailored to people's needs through innovative solutions.

STUDYING WITH US

Response Employment & Training offers Learners a range of training options these include:

- Face to face
- Online
- Tutorials
- Blended learning
- Workplace training
- Group session
- Individual session

Course duration will vary, and details will be provided during your discussion with one of our team.

COURSES

2020

CHC22015 CERTIFICATE II IN COMMUNITY SERVICES

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.

PRICE

AU \$2,800

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

CHC33015 CERTIFICATE III IN INDIVIDUAL SUPPORT

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 candidate must have completed at least 120 hours of work as detailed in the assessment requirements of the units of competency.

PRICE

AU \$3,800

PACKAGING RULES

Total number of units = 13

- 7 core units
- 6 elective units, consisting of:
 - at least 4 units from the electives listed below, at least 2 units must be from those units listed under Groups A, B, or C
 - up to 2 units from the electives listed below, any endorsed Training Package or accredited course – these units must be relevant to the work outcome

CORE UNITS

CHCCCS015	Provide individualised support
CHCCCS023	Support independence and well being
CHCCOM005	Communicate and work in health or community services

CHCDIV001	Work with diverse people
CHCLEG001	Work legally and ethically
HLTAAP001	Recognise healthy body systems
HLTWHS002	Follow safe work practices for direct client care

ELECTIVE UNITS

Group A Electives – Ageing specialisation (3 units)

CHCAGE001	Facilitate the empowerment of older people
CHCAGE005	Provide support to people living with dementia
CHCCCS011	Meet personal support needs

Group B Electives – Disability specialisation (4 units)

CHCDIS001	Contribute to ongoing skills development using a strengths-based approach
CHCDIS002	Follow established person-centred behaviour supports
CHCDIS003	Support community participation and social inclusion
CHCDIS007	Facilitate the empowerment of people with disability

Group C electives – Home and Community specialisation (4 units)

CHCAGE001	Facilitate the empowerment of older people
or	
CHCDIS007	Facilitate the empowerment of people with disability

Plus, all of the following units:

CHCCCS011	Meet personal support needs
CHCCCS025	Support relationships with carers and families
CHCHCS001	Provide home and community support services

Other Electives

CHCADV001	Facilitate the interests and rights of clients
BSBCUS301	Deliver and monitor a service to customers
BSBWOR301	Organise personal work priorities and development

HLT33015 CERTIFICATE III IN ALLIED HEALTH ASSISTANCE

QUALIFICATION DESCRIPTION

This qualification reflects the role of allied health assistants who provide assistance to allied health professionals under predetermined guidelines. Depending on the setting, work may include following treatment plans for therapeutic interventions and/or conducting programs under the regular direct, indirect, or remote supervision of an allied health professional.

To achieve this qualification, the candidate must have completed at least 80 hours of work as detailed in the Assessment Requirements of the units of competency.

PRICE

AU \$4,800

PACKAGING RULES

Total number of units = 11

- 8 core units
- 3 elective units

CORE UNITS

CHCCCS010	Maintain a high standard of service
CHCCOM005	Communicate and work in health or community services
CHCDIV001	Work with diverse people
HLTAAP001	Recognise healthy body systems
HLTAHA001	Assist with an allied health program
HLTINF001	Comply with infection prevention and control policies and procedures
HLTWHS001	Participate in workplace health and safety
BSBMED301	Interpret and apply medical terminology appropriately

ELECTIVE UNITS

CHCCCS020	Respond effectively to behaviours of concern
CHCDIV002	Promote Aboriginal and/or Torres Strait Islander cultural safety
BSBFLM312	Contribute to team effectiveness

HLT43015 CERTIFICATE IV IN ALLIED HEALTH ASSISTANCE

QUALIFICATION DESCRIPTION

This qualification reflects the role of workers who provide therapeutic and program related support to allied health professionals. The worker is required to conduct therapeutic and program related activities under the guidance of an allied health professional. Supervision may be direct, indirect, or remote and must occur within organisation requirements. The worker is required to identify client circumstances that need additional input from the allied health professional.

The worker may be engaged to work in a specialty area or work generically across the organisation in delivery of allied health assistance services. The worker, in conjunction with the allied health professional, may have responsibility for supervising other allied health assistance workers.

To achieve this qualification, the candidate must have completed at least 120 hours of work as detailed in the Assessment Requirements of the units of competency.

PRICE

AU \$6,500

PACKAGING RULES

Total number of units = 16

- 7 core units
- 9 elective units, consisting of:
 - at least 6 units from the electives listed below, at least 2 of these units must be coded HLTAHA
 - up to 3 units from any endorsed Training Package or accredited course – these units must be relevant to the work outcome

Any combination of electives that meets the rules above can be selected for the award of the Certificate IV in Allied Health Assistance. Where appropriate, electives may be packaged to provide a qualification with a specialisation.

Packaging for each specialisation:

- All Group A electives must be selected for award of the Certificate IV in Allied Health Assistance (Physiotherapy)
- All Group B electives must be selected for award of the Certificate IV in Allied Health Assistance (Podiatry)
- All Group C electives must be selected for award of the Certificate IV in Allied Health Assistance (Occupational therapy)
- All Group D electives must be selected for award of the Certificate IV in Allied Health Assistance (Speech pathology)
- All Group E electives must be selected for award of the Certificate IV in Allied Health Assistance (Community rehabilitation)
- All Group F electives must be selected for award of the Certificate IV in Allied Health Assistance (Nutrition and dietetics)

Where 2 (or more) specialisations are completed, award of the qualification would read, for example, Certificate IV in Allied Health Assistance (Physiotherapy, Occupational Therapy)

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

CORE UNITS

CHCCOM005	Communicate and work in health or community services
CHCDIV001	Work with diverse people
CHCLEG003	Manage legal and ethical compliance
HLTAAP001	Recognise healthy body systems
HLTAAP002	Confirm physical health status
HLTWHS002	Follow safe work practices for direct client care
BSBMED301	Interpret and apply medical terminology appropriately

ELECTIVE UNITS**Group A electives – PHYSIOTHERAPY specialisation**

HLTAHA003	Deliver and monitor a client-specific physiotherapy program
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HLTAHA005 Support the delivery and monitoring of physiotherapy programs for mobility

Group B electives – PODIATRY specialisation

HLTAHA006 Assist with basic foot hygiene
 HLTAHA007 Assist with podiatric procedures
 HLTAHA008 Assist with podiatry assessment and exercise

Group C electives – OCCUPATIONAL THERAPY specialisation

HLTAHA010 Assist with the development and maintenance of client functional status
 HLTAHA016 Support the fitting of assistive equipment

Group D electives – SPEECH PATHOLOGY specialisation

HLTAHA012 Support the development of speech and communication skills
 HLTAHA013 Provide support in dysphagia management
 HLTAHA014 Assist and support the use of augmentative and alternative communication systems

Group E electives – COMMUNITY REHABILITATION specialisation

HLTAHA004 Support client independence and community participation
 HLTAHA024 Work within a community rehabilitation environment

Group F electives – NUTRITION and DIETETICS specialisation

HLTAHA018 Assist with planning and evaluating meals and menus to meet recommended dietary guidelines
 HLTAHA019 Assist with the monitoring and modification of meals and menus according to individualised plans
 HLTAHA020 Support food services in menu and meal order processing
 HLTAHA021 Assist with screening and implementation of therapeutic diets

OTHER ELECTIVES

CHCCCS002 Assist with movement
 CHCCCS004 Assess co-existing needs
 CHCCCS006 Facilitate individual service planning and delivery
 CHCCCS027 Visit client residence
 HLTAHA001 Assist with an allied health program
 HLTAHA011 Conduct group sessions for individual client outcomes

CHC43115 CERTIFICATE IV IN DISABILITY

QUALIFICATION DESCRIPTION

This qualification reflects the role of workers in a range of community settings and clients' homes, who provide training and 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 without direct supervision and may be required to supervise and/or coordinate a small team.

To achieve this qualification, the candidate must have completed at least 120 hours of work as detailed in the Assessment Requirements of the units of competency.

PRICE

AU \$4,300

PACKAGING RULES

Total number of units = 14

- 11 core units
- 3 elective units

CORE UNITS

CHCCCS015 Provide individualised support
 CHCDIS002 Follow established person-centred behaviour supports
 CHCDIS005 Develop and provide person-centred service responses
 CHCDIS007 Facilitate the empowerment of people with disability
 CHCDIS008 Facilitate community participation and social inclusion
 CHCDIS009 Facilitate ongoing skills development using a person-centred approach

CHCDIS010	Provide person-centred services to people with disability with complex needs
CHCDIV001	Work with diverse people
CHCLEG003	Manage legal and ethical compliance
HLTAAP001	Recognise healthy body systems
HLTWHS002	Follow safe work practices for direct client care

ELECTIVE UNITS

CHCADV001	Facilitate the interests and rights of clients
CHCDIV003	Manage and promote diversity
CHCHCS002	Coordinate and monitor home based support

CHC42015 CERTIFICATE IV IN COMMUNITY SERVICES

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.

PRICE

AU \$4,300

PACKAGING RULES

Total number of units = 15

- 7 core units
- 8 elective units

CORE UNITS

CHCADV001	Facilitate the interests and rights of clients
CHCCCS004	Assess co-existing needs
CHCCOM002	Use communication to build relationships
CHCDIV001	Work with diverse people
CHCLEG001	Work legally and ethically
CHCPRP001	Develop and maintain networks and collaborative partnerships
HLTWHS003	Maintain work health and safety

ELECTIVE UNITS

CHCCCS006	Facilitate individual service planning and delivery
CHCCCS009	Facilitate responsible behaviour
CHCCCS010	Maintain high standards of service
CHCCCS015	Provide individualised support
CHCCCS020	Respond effectively to behaviours of concern
CHCCCS030	Determine and respond to carer needs
CHCCDE004	Implement participation and engagement strategies
CHCDIS001	Contribute to ongoing skills development using a strengths-based approach

BSB51918 DIPLOMA OF LEADERSHIP & MANAGEMENT

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

PRICE

AU \$6,800

PACKAGING RULES

Total number of units = 12

- 4 core units plus
- 8 elective units

CORE UNITS

BSBLDR502	Lead and manage effective workplace relationships
BSBLDR511	Develop and use emotional intelligence
BSBMGT517	Manage operational plan
BSBWOR502	Lead and manage team effectiveness

ELECTIVE UNITS

Group A

BSBFIM501	Manage budgets and financial plans
BSBHRM405	Support the recruitment, selection and induction staff
BSBLDR503	Communicate with influence
BSBMGT502	Manage people performance

Group B

BSBADM502	Manage meetings
BSBHRM512	Develop and manage performance-management processes
BSBHRM513	Manage workforce planning
BSBLED501	Develop a workplace learning environment

APPLY OR ENROL NOW

Step 1 – Visit our website www.responsetraining.com.au & choose your course

Step 2 - Download schedule of fees information

Step 3 - Enrol online or download and complete the enrolment form <https://responsetraining.com.au/forms>

Step 4 - Submit enrolment form and await 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 enrolment form and send it by post or email to:

RET Admissions

Post: PO Box 975 Nightcliff NT 0814

Email: training@responsetraining.com.au

FEES & PAYMENTS

Please refer to the schedule of fees link <https://responsetraining.com.au/forms>

Response Employment & Training charge fees for services provided to Learners undertaking a course of study. these fees are for items such as course materials, administrative support, Learner services and training and assessment services.

STUDENT SUPPORT OFFICER

Response Employment & Training accepts that life isn't always going to be smooth for everyone. response employment & training has built up strong relationships with community and support services within the NT and Australia to assist our Learners as much as possible to complete their training regardless of circumstances.

the Learner support officer works within response employment & training & with the training staff to ensure the Learners' physical and emotional wellbeing and to support teaching staff to provide a supportive learning environment.

the Learner support officer is qualified in a number of support areas relevant to our Learners including financial counselling, financial literacy education, victims of crime support, child foster care, Learner advocacy, diversity and cross-cultural awareness and has been actively involved with organisations that represent disadvantaged and vulnerable people, including LGBTIQ, migrants and ATSI groups.

Download a copy of the Learner support services booklet at our website. the booklet includes information on the Learner support officer, personal support, sexual assault or abuse, domestic violence, legal issues, financial issues, translating services, hearing impaired, reading & writing, consumer protection, support with complaints & appeals

if you have any questions, please contact us for further help or information, phone: 0438 142 049 or email training@responsetraining.com.au