



Queensland Centre for Mental Health Learning
Leaders in Learning

Training Catalogue

July 2009 to June 2010



Queensland
Government

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Welcome to the QCMHL Training Catalogue

This training catalogue provides you with information on all training currently being conducted by QCMHL. It is current at the date of publication. For further information please contact the Centre by phone, email or check out our websites.

Queensland Centre for Mental Health Learning
Locked Bag 500
SUMNER PARK BC QLD 4074



(07) 3271 8837



(07) 3271 8851



qcmhltraining@health.qld.gov.au



<http://qheps.health.qld.gov.au/qcmhl/>

<http://www.health.qld.gov.au/qcmhl/default.asp>

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Queensland Centre for Mental Health Learning

QCMHL Training Programs

The Queensland Centre for Mental Health Learning (QCMHL) is delivering a wide range of training programs to mental health practitioners including a series of one day workshops and a national qualification suitable for mental health clinicians and other mental health workers. These training programs are aimed at practical foundation knowledge and skills that focus on consumer safety and mental health recovery.

QCMHL Mental Health Workforce Development Program

QCMHL is delivering the Mental Health Workforce Development Program to Queensland Health Mental Health practitioners who have been working in the mental health area for less than 2 years. The focus of this program is to provide staff with additional knowledge and skills that they can apply in their work with people who have mental health issues.

This free training program consists of five (5) one day training workshops:

- Mental State Examination
- Suicide Risk Assessment and Management
- Orientation to Mental Health Practice
- Case Management
- Legal and Ethical Issues in Practice

For more information about the Mental Health Workforce Development Program please see pages 9 to 11.

QCMHL Workshops

QCMHL is conducting several training workshops suitable for new and experienced staff working in the mental health area. These workshops are free for Queensland Health Mental Health Practitioners. Other Queensland Health staff and non-Queensland Health mental health staff are able to attend some of these training workshops on a fee paying basis. Workshops on offer include:

- Critical Components of Risk Assessment and Management for the Mental Health Practitioner
- Mental Health Clinical Supervision Training Program – “Supervisee” Training
- Mental Health Clinical Supervision Training Program – “Supervisor” Training
- Mental Health Educator Development

For more information about these QCMHL workshops please see pages 17 to 19.

QCMHL National Qualification

The CHC41102 Certificate IV in Mental Health Work (Non-clinical) addresses the vocational competencies required to support mental health consumers and effective practice outcomes in contemporary mental health services. QCMHL is delivering units from the CHC41102 Certificate IV in Mental Health Work (Non-clinical) to Queensland Health staff, Non-Government Organisation (NGO) staff, and other government staff once only until June 2010.

This nationally endorsed qualification is suitable for:

- Support Workers
- Social Work Associates
- Nurses – including enrolled nurses, assistants in nursing and registered nurses (who are not mental health accredited)
- Other health professionals new to mental health (eg. Occupational Therapists, Psychologists, Social Workers, and Speech Therapists)
- Consumer and Carer Consultants
- Aboriginal and Torres Strait Islander Mental Health Workers (and Aboriginal and Torres Strait Islander Health Workers)
- Non-mental health workers whose work role involves interactions with people with a mental illness

The CHC41102 Certificate IV in Mental Health Work (Non-clinical) consists of 14 endorsed training units (11 compulsory and 3 electives). You can enrol in any of the units that QCMHL will deliver until June 2010. Please note you must enrol prior to 31st December 2009, as we are unable to accept enrolments after that date.

QCMHL will be delivering some of the compulsory and elective units once only between now and the end of June 2010.

Compulsory units:

CHCMH1B	Orientation to mental health work (RPL only)
CHCCS9A	Provide support services to clients
CHCMH4C	Provide non-clinical services to people with mental health issues
CHCCOM3C	Utilise specialist communication skills to build strong relationships (RPL only)
CHCCS301A	Work within a legal and ethical framework
CHCOHS401A	Implement and monitor OHS policies and procedures for a workplace
CHCCS402A	Respond holistically to clients issues
CHCCS405A	Work effectively with culturally diverse clients and co-workers (RPL only)
CHCNET4A	Work with other services
CHCCS403A	Provide a brief intervention
CHCS501A	Assess and respond to individuals at risk of self-harm or suicide

Elective units:

CHCM1C	Undertake case management
CHCCS401A	Facilitate co-operative behaviour
CHCMH8A	Provide interventions to meet the needs of clients with mental health and AOD issues

For more information about the units on offer please see pages 25 to 32. For each unit successfully completed you will be provided with a Statement of Attainment. Students who are planning to complete the full CHC41102 Certificate IV in Mental Health Work (Non-clinical) qualification may need to complete some of the units from the qualification through another Registered Training Organisation (RTO) or alternatively students can apply for Recognition of Prior Learning (RPL) for units with either QCMHL or another RTO.

Assessment

Participants are required to successfully complete all aspects of assessments. Most assessments are practical and workplace focused. Fully qualified workplace assessors will conduct your assessments.

Recognition of Prior Learning (RPL)

When you enrol in the CHC41102 Certificate IV in Mental Health Work (Non-clinical) units you can apply for RPL. RPL recognises what you have already learned from previous study, work and life experiences. The advantages of applying for RPL are:

- You identify your experience in relation to the skills required by the units of competency.
- If already competent you will not have to repeat the unit.
- You will study only units that are new and challenging.

The process for requesting Recognition of Prior Learning is to:

- initially enrol in the unit
- request an RPL application
- locate the evidence to support your request
- attend an interview with the assessor to go through your evidence.

If you would like to find out more about RPL please contact our RTO Coordinator on 3271 8844.

SARAS

Queensland Health staff may be eligible for SARAS if you are completing the full Certificate IV in Mental Health Work (Non-clinical) qualification. Please contact your District to determine your SARAS eligibility.

General Training Information

Training Calendar

Training is delivered at a number of teaching sites across the state. Our training calendar is located on our website and it details training dates and sites for each program. Please see our websites:

<http://qheps.health.qld.gov.au/qcmhl/> (website for Queensland Health staff only)
<http://www.health.qld.gov.au/qcmhl/default.asp> (website for non-Queensland Health staff)

Training Costs

Please see individual training programs for details of training costs.

Training Materials

You will receive a set of training materials, including participant guides, handouts, copies of overheads and reference materials.

Training Evaluation and Feedback

The quality of QCMHL training is constantly being monitored by the use of training evaluations. QCMHL evaluations include assessment of the trainer, training materials and training outcomes (knowledge, skills and attitude change). QCMHL encourages participants to take part in the evaluation process as your feedback enables us to improve our training delivery.

Certificates, Statement of Attainment and Qualifications

All participants attending any of our non-accredited workshops will receive a Certificate of Attendance. Individuals completing units from the CHC41102 Certificate IV in Mental Health Work (Non-clinical) receive a Statement of Attainment upon successful completion of assessment items for each unit. Statements of Attainment are official documents with the Nationally Recognised Training logo on them and they are recognised by other Registered Training Organisations throughout Australia. If you complete all the requirements for all 14 units and have been assessed as competent, you will be issued a Qualification Parchment.

Training Venues and Parking

Currently we teach at a range of training sites. Once registered you will receive information about your training location and where parking is available.

Catering

Morning tea and afternoon tea are provided at all training sessions. Lunch is only provided for the CHC41102 Certificate IV in Mental Health Work (Non-clinical) training. For all other training you will need to bring your lunch or purchase it from a shop near the training site.

Training Registration and Fees

To register for any of QCMHL's training programs please either post or fax a completed registration form to:

QCMHL Training Coordinator
The Park - Centre for Mental Health
Locked Bag 500
SUMNER PARK BC QLD 4074
Fax: (07) 3271 8851

You can find a copy of all the registration forms in this catalogue. You can also access them via the QCMHL website. Please note: Sign-off from your line manager is required before your application can be processed.

Please note:

1. Our Training Coordinator will acknowledge all registrations received in writing. ***If you haven't received acknowledgment please contact the Training Coordinator on 3271 8845.*** All bookings received are firm bookings.
2. When there is a cost associated with training all training fees are payable at least two weeks in advance and bookings are not confirmed until payment is received. Details of the cost are outlined on the Registration Form
3. All bank cheques and money orders should be made payable to "The Park - Centre for Mental Health".

Cancellation Policy

QCMHL recognises that sometimes people who have registered for training may need to cancel their enrolment. If you cannot make your training session please let us know as soon as possible so we can reallocate your place. For those training programs where there are fees, cancellations will be accepted without charge where QCMHL has been notified in writing at least 5 working days prior to training. Cancellations within 5 working days will attract a 50% cancellation fee. Non-attendance on a training day will attract a full fee. Please note that applicants who cannot attend training can send a proxy of their own to a training session but they must notify QCMHL of the change.

Training Changes

Training dates and times are occasionally subject to change. If there are any training changes or if the Centre needs to cancel a training session, QCMHL will notify participants as soon as possible.

QCMHL

**Mental Health
Workforce
Development
Program**

QCMHL Mental Health Workforce Development Program

- The Mental Health Workforce Development Program is primarily for Queensland Health staff new to the Mental Health area.
- Other Queensland Health staff and non-Queensland Health staff may attend these workshops when there are spaces available.
- Please note morning tea and afternoon tea will be provided; participants are expected to provide their own lunch.
- Training registration times may vary. Please read your confirmation email for starting and finishing times.
- To register, complete the training registration forms at the end of this section and fax to the Training Coordinator on 3271 8851.
- Training costs for this program are as follows:

Queensland Health Mental Health Practitioners	Free
Queensland Health Staff	\$190/day
Non-Queensland Health Staff	\$190/day

WORKSHOP QC1

Mental state examination.

Overview

This one day workshop has been developed to support Queensland Mental Health staff to acquire, refresh and maintain core skills and knowledge related to completing Mental State Examinations (MSE). It is interactive and utilises a variety of learning strategies, including video case vignettes, individual and group exercises. It is assumed that all participants will be regularly involved in the assessment and treatment of consumers of mental health services, and that they will have basic knowledge of the following areas: a) the nature of mental health problems; and, b) the procedures and processes related to their role within the workplace. It is also assumed that you have a basic proficiency at conducting face-to-face interviews with consumers of mental health services.

Learning Outcomes

At the completion of the training it is expected that you will be able to demonstrate:

1. A knowledge of the different areas covered within the MSE.
2. An ability to utilise appropriate terminology to describe symptomatology within an MSE.
3. An ability to distinguish between the different types of symptomatology addressed within a MSE.

WORKSHOP QC2

Suicide risk assessment and management.

Overview

This one day workshop aims to provide you with appropriate skills and knowledge to assess and respond to individuals who are at risk of self-harm or suicide. It incorporates the Guidelines for the Management of People with Suicidal Behaviour or Risk, written by Queensland Health in 2004 in response to the Queensland Government Suicide Prevention Strategy 2003 - 2008.

Learning Outcomes

At the completion of the training it is expected that you will have gained:

1. An understanding of suicide risk and protective factors for suicide.
2. An understanding of the risk intervention process.
3. An understanding of the guidelines for assessing and managing suicide risk.

WORKSHOP QC5

Orientation to mental health practice.

Overview

This workshop gives an introductory overview of both historical and current practice in the mental health field. It identifies the values and philosophies that underpin current approaches and trends, issues and models in mental health care.

Learning Outcomes

Following successful completion of this workshop you will be able to:

1. Work within the context of the mental health sector.
2. Develop knowledge of the mental health sector.
3. Demonstrate commitment to the central philosophies of the mental health sector.
4. Work with people from culturally and linguistically diverse backgrounds.

WORKSHOP QC6

Legal and ethical issues in practice.

Overview

This workshop examines the knowledge and skills required to work within a legal and ethical framework. Its focus is specific to working in a mental health setting and provides underpinning knowledge related to the Australian legal system and key legal concepts such as duty of care, consent and confidentiality.

Learning Outcomes

Following successful completion of this workshop you will be able to:

1. Demonstrate an understanding of legislation and common law relevant to your work role.
 2. Follow the organisation's policies and practices.
 3. Work ethically.
 4. Recognise and respond when the consumer's rights and interests are not being protected.
-

WORKSHOP QC10

Case Management

Overview

This workshop involves dynamic skills-based training that introduces you to the techniques and knowledge required for effective case management of mental health consumers. It focuses on applying holistic and person-centred care within the context and requirements of public mental health. Training is delivered through a variety of strategies with a strong emphasis on the development of practical skills.

Learning Outcomes

Following successful completion of this unit you will be able to:

1. Understand the role of a case manager.
2. Understand the role of the multidisciplinary team.
3. Apply the recovery framework to case planning/recovery planning.



Queensland
Government
ABN: 66 329 169 412

QCMHL

Mental Health Workforce Development Program
Training Registration Form



PERSONAL DETAILS				
Title:	First Name:		Last Name:	
Postal Address:				Post Code:
	Phone:	Home:	Work:	Mob:
Email:				
* You MUST provide an email address for confirmation and documents to be emailed to you.				

How did you hear about our programs?

- Email
 Brochure
 Poster
 QCMHL Website
 Colleague
 Other (Please specify)

EMPLOYMENT DETAILS	
<input type="checkbox"/> Queensland Health Employee	<input type="checkbox"/> Other
District:	Organisation:
Department:	Address:
Occupation:	
Position:	Occupation:
Payroll Number:	Position:
Attendance <input type="checkbox"/> Yes	Line Manager Name:
Approved <input type="checkbox"/> No	Line Manager Signature:
<input type="checkbox"/> Mental Health Employee	<input type="checkbox"/> Non Mental Health Employee

TRAINING DETAILS				
Code	Name of Workshop	Please tick	Date	Fee
QC1	Mental state examination	<input type="checkbox"/>		
QC2	Suicide risk assessment and management	<input type="checkbox"/>		
QC5	Orientation to mental health practice	<input type="checkbox"/>		
QC6	Legal and ethical issues in practice	<input type="checkbox"/>		
QC10	Case Management	<input type="checkbox"/>		

SPECIAL NEEDS / REQUIREMENTS	Yes	No
Do you have any special needs which may impact on how this training should be delivered to you? (eg: wheelchair access)		
Do you have any special dietary requirements?		
If yes to either of these questions, please provide details:		

SUBMIT YOUR COMPLETED REGISTRATION FORM TO: (Note: this form does not replace your local Conference/Workshop/Training Application processes)		
Post to: QCMHL Training Coordinator Locked Bag 500 SUMNER PARK BC QLD 4074	Fax to: QCMHL 3271 8851	Email to: qcmhltraining@health.qld.gov.au



Queensland
Government
ABN: 66 329 169 412

QCMHL

**Mental Health Workforce Development Program
Training Registration Form**



Payment Options for Non-QLD Health Participants

Payments can be made by Cheque, Money Order or Credit Card. Applicants must pre-pay training fees to enable registration.

If you require an invoice before payment please tick this box

(Note: your registration form will need to be submitted at least 30 days before the training for the above option)

Please indicate your method of payment:

Cheque** Money Order** Mastercard Visa Card

Credit Card Number:

Credit Cardholders Name (as appears on the card):

Credit Card Expiry Date:

Authorised amount: \$

Cardholder Signature:

Date:

(This is compulsory, credit card payments cannot be taken over the telephone)

Cheque/Money Order must be made payable to: **The Park – Centre for Mental Health

Intra/Inter-District Journals available for Qld Health staff.

Government Dept Name:

District/Area:

Cost Centre Code:

Cost Centre Name:

I hereby authorise the transfer of \$ _____ *(insert amount payable)* from the cost centre recorded above to effect payment of the training fee/s for applicant named on this registration form.

Expenditure Approval Officer Name:

Expenditure Approval Officer Title:

Expenditure Approval Officer Signature:

Expenditure Approval Officer Telephone No:

Expenditure Approval Officer Fax No:

SUBMIT YOUR COMPLETED REGISTRATION FORM TO:

Post to: QCMHL Training Coordinator
The Park – Centre for Mental Health
Locked Bag 500
SUMNER PARK BC QLD 4074

Fax to: QCMHL Training Coordinator
3271 8851

QCMHL Workshops

QCMHL Workshops

- Most of the QCMHL Workshops are open to Queensland Health staff, non-government organisations and other government departments.
- The Critical Components of Risk Assessment and Management for the Mental Health Practitioner workshop is only open to Mental Health Practitioners.
- Please note morning tea and afternoon tea will be provided; participants are expected to provide their own lunch.
- Training registration commences at 8.30am.
- To register, complete the training registration form at the end of this section and fax it to the Training Coordinator on 3271 8851.
- Training costs for this program are as follows:

Queensland Health Mental Health Practitioners	Free
Queensland Health Staff	\$190/day
Non-Queensland Health Staff	\$190/day

WORKSHOP QC3

Mental health educator development.

Overview

The Mental Health Educator Development Program aims to improve the knowledge and skill base of any staff who delivers mental health training and education in their work role. The program is delivered in a three day interactive workshop format. It includes topics such as Reflective Practice, Training Needs Analysis, Training Design and Delivery, Facilitation Skills, Training Evaluation, and Cultural Diversity in Training. Please note that this training program is specifically targeted towards mental health trainers with mental health examples used throughout the workshop.

Learning Outcomes

At the completion of training it is expected that participants would be able to:

1. Design a training needs analysis.
2. Design a training program.
3. Understand the difference between training and facilitation.
4. Design a training evaluation.

WORKSHOP QC4

Mental health clinical supervision training program “supervisor” training.

Overview

The Clinical Supervisor training program is a practical and comprehensive two day workshop that promotes a collaborative process-based generic supervision model. The training has been designed for novice to more experienced supervisors and is suitable for all mental health practitioners regardless of professional orientation, area of specialisation and service delivery model.

Learning Outcomes

At the completion of training it is expected that you will be able to:

1. Facilitate the development of skills, knowledge and attitudes by a supervisee that will assist them to provide best practice clinical service delivery to mental health consumers.
2. Develop skills in negotiating and implementing practice supervision agreements, supervision goals, agendas and minutes.
3. Develop skills in evaluating practice supervision.
4. Facilitate the use of reflective practice and problem solving approaches.
5. Clarify the supervisor’s responsibility to the client, work team and organisation in relation to the work being discussed within the practice supervision relationship.
6. Develop an understanding and awareness of ethical issues in practice supervision.
7. Identify resources and strategies to respond to difficulties and problematic issues which may arise in practice supervision.

WORKSHOP QC8

Mental health clinical supervision training program “supervisee” training.

Overview

This one-day Supervisee training workshop has been designed to orient mental health clinicians and practitioners to the expectations and processes involved in receiving clinical supervision. The training has been designed for clinicians and practitioners who are currently (or will be in the future) receiving clinical supervision and would like to enhance their experience of clinical supervision.

Learning Outcomes

At the completion of training it is expected that you will be able to:

5. Assist staff to negotiate and implement clinical supervision which maximises their learning experience.
6. To develop skills used in the supervision process such as development of agreements, and setting supervision goals.
7. Understand the Queensland Health clinical supervision policy and its implications for the clinical supervisory process.

WORKSHOP QC9

Critical components of risk assessment and management for the mental health practitioner.

Overview

This one day workshop provides mental health practitioners with the core knowledge and skills required in risk assessment and management. The training covers the principles of risk assessment and management; risk and protective factors; the range of risks in clinical practice; cultural issues in risk management; the use of the Mental Health Act in risk management; clinical management strategies to reduce risk and the importance of linking the risk management plan to risk assessment. The training is interactive and practical and includes a competency based assessment. This module is the first of a series of training modules that will be developed.

Learning Outcomes

At the completion of training it is expected that you will have gained an understanding of the following:

1. Principles of risk assessment and management.
2. Risk and protective factors.
3. The range of risks in clinical practice.
4. Cultural issues in risk management.
5. The use of the Mental Health Act in risk management.
6. Clinical management strategies to reduce risk.
7. The importance of linking the risk management plan to risk assessment.

Please note: The Critical Components of Risk Assessment and Management for the Mental Health Practitioner workshop is only open to Queensland Health staff.



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Government
ABN: 66 329 169 412

QCMHL Workshops

Workshops

Training Registration Form / Tax Invoice

Queensland Health Staff please note this form does not replace your local Conference/Workshop/Training Application processes



PERSONAL DETAILS

Title:	First Name:	Last Name:		
Postal Address:				Post Code:
Phone:	Home:	Work:	Mob:	Fax:
Email:				
* You MUST provide an email address for confirmation and documents to be emailed to you.				

How did you hear about our programs?

- Email
 Brochure
 Poster
 QCMHL Website
 Colleague
 Other (Please specify)

EMPLOYMENT DETAILS

<input type="checkbox"/> Queensland Health Employee	<input type="checkbox"/> Other		
District:	Organisation:		
Department:	Address:		
Occupation:			
Position:	Occupation:		
Payroll Number:	Position:		
Attendance <input type="checkbox"/> Yes	Line Manager Name:		
Approved <input type="checkbox"/> No	Line Manager Signature:		
<input type="checkbox"/> Mental Health Employee	<input type="checkbox"/> Non Mental Health Employee		

TRAINING DETAILS

Code	Name of Workshop	Please tick	Date	Fee
QC3	Mental health educator development	<input type="checkbox"/>		
QC4	Mental health clinical supervision training program "supervisor" training	<input type="checkbox"/>		
QC8	Mental health clinical supervision training program "supervisee" training	<input type="checkbox"/>		
QC9	Critical components of risk assessment and management for the mental health practitioner	<input type="checkbox"/>		

SPECIAL NEEDS / REQUIREMENTS

	Yes	No
Do you have any special needs which may impact on how this training should be delivered to you? (eg: wheelchair access)		
Do you have any special dietary requirements?		
If yes to either of these questions, please provide details:		

SUBMIT YOUR COMPLETED REGISTRATION FORM TO:

Post to: QCMHL Training Coordinator Locked Bag 500 SUMNER PARK BC QLD 4074	Fax to: QCMHL 3271 8851	Email to: qcmhltraining@health.qld.gov.au
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Queensland
Government
ABN: 66 329 169 412

QCMHL Workshops

Workshops

Training Registration Form / Tax Invoice

Queensland Health Staff please note this form does not replace your local Conference/Workshop/Training Application processes



Payment Options for Non-QLD Health Participants

Payments can be made by Cheque, Money Order or Credit Card. Applicants must pre-pay training fees to enable registration.

If you require an invoice before payment please tick this box

(Note: your registration form will need to be submitted at least 30 days before the training for the above option)

Please indicate your method of payment:

Cheque** Money Order** Mastercard Visa Card

Credit Card Number:

Credit Cardholders Name (as appears on the card):

Credit Card Expiry Date:

Authorised amount: \$

Cardholder Signature:

Date:

(This is compulsory, credit card payments cannot be taken over the telephone)

****Cheque/Money Order must be made payable to: The Park – Centre for Mental Health**

Intra/Inter-District Journals available for Qld Health staff.

Government Dept Name:

District/Area:

Cost Centre Code:

Cost Centre Name:

I hereby authorise the transfer of \$ *(insert amount payable)* from the cost centre recorded above to effect payment of the training fee/s for applicant named on this registration form.

Expenditure Approval Officer Name:

Expenditure Approval Officer Title:

Expenditure Approval Officer Signature:

Expenditure Approval Officer Telephone No:

Expenditure Approval Officer Fax No:

SUBMIT YOUR COMPLETED REGISTRATION FORM TO:

Post to: QCMHL Training Coordinator
The Park – Centre for Mental Health
Locked Bag 500
SUMNER PARK BC QLD 4074

Fax to: QCMHL Training Coordinator
3271 8851

CHC41102
Certificate IV in
Mental Health Work
(Non-clinical)

Certificate IV in Mental Health Work (Non-clinical)

- This program is open to Queensland Health staff, non-government organisation staff and other government department staff.
- Please note morning tea, afternoon tea and lunch will be provided.
- Training registration commences at 8.30am.
- All participants will need to complete the training registration form listed at the end of this section and fax it to the Training Coordinator on 3271 8851.
- Training costs for this program are as follows:

Per training day:

Queensland Health Staff via Journal Transfer	\$200
Queensland Health Self Funded	\$200
Non-Queensland Health Staff	\$200

UNIT CHCCS501A

Assess and respond to individuals at risk of self-harm or suicide.

Overview

This one day unit aims to provide you with appropriate skills and knowledge to assess and respond to individuals who are at risk of self-harm or suicide.

Learning Outcomes

Following successful completion of this unit you will be able to:

1. Identify and estimate the level and immediacy of the current self-harm/suicide risk.
2. Undertake the necessary action required to promote safety.
3. Facilitate and strengthen the individual's links to further care.
4. Provide on-going support once it is assessed that there is no imminent risk.

UNIT CHCCS405A

Work effectively with culturally diverse clients and co-workers.

Overview

This one day unit deals with the cultural awareness required for effective communication and co-operation with persons of diverse cultures.

Learning Outcomes

Following successful completion of this unit you will be able to:

1. Apply an awareness of culture as a factor in all human behaviour.
2. Contribute to the development of relationships based on cultural diversity.
3. Communicate effectively with culturally diverse persons.
4. Resolve cross-cultural misunderstandings.

UNIT CHCOHS401A

Implement and monitor OHS policies and procedures for a workplace.

Overview

On completion of this one day unit, you will be able to accurately implement and monitor defined Occupational Health and Safety (OHS) policies and procedures for a work place or area, within the scope of your responsibilities. You will also be capable of coaching the team in participating and contributing to OHS management issues and. participating in your organisation's safety committee.

Learning Outcomes

Following successful completion of this unit you will be able to:

1. Explain OHS information to co-workers.
2. Coach co-workers about OHS.
3. Promote consultation and participation.
4. Implement and monitor enterprise procedures for identifying hazards and risk.
5. Maintain appropriate OHS records.

UNIT CHCCMH1C

Undertake case management.

Overview

Case management is a central role for many service providers who work within the health and community sector. This one day workshop aims to provide you with skills and knowledge to develop and monitor case/care plans.

Learning Outcomes

Following successful completion of this unit you will be able to:

1. Provide for consumer needs and monitor progress on a regular basis.
2. Promote consumer development.

UNIT CHCCS401A

Facilitate co-operative behaviour.

Overview

This unit addresses the competencies required to monitor consumer behaviour, use of communication strategies to de-escalate conflict and how to effectively respond to challenging behaviour.

Learning Outcomes

Following successful completion of this unit you will be able to:

1. Monitor behaviour of consumers.
2. Use communication strategies to de-escalate conflict.
3. Respond to unacceptable behaviour.

UNIT CHCMH8A

Provide interventions to meet the needs of clients with mental health and AOD issues.

Overview

This one day unit is for workers who provide immediate and ongoing support and intervention with consumers with co-existing mental health and alcohol and other drugs (AOD) issues drawing on a range of models and techniques supported by evidence. In this unit “Dual Diagnosis” means consumers with “mental health and AOD” diagnosis.

Learning Outcomes

Following successful completion of this unit you will be able to:

1. Support consumers with a dual diagnosis.
2. Identify, liaise with and support available services to address co-existing morbidity issues.
3. Monitor supervision contract

UNIT CHCMH1B

Orientation to mental health work.

Overview

This one day workshop will orientate you to many important aspects of the mental health field so that you will be able to understand why services operate in the way they do and how you can work effectively within them. It will cover both the historical and current models of service delivery, and give you opportunity to look at your own values framework.

Learning Outcomes

Following successful completion of this unit you will be able to:

1. Work within the context of the mental health sector.
2. Develop knowledge of the mental health sector.
3. Demonstrate commitment to the central philosophies of the mental health sector.
4. Work with people from culturally and linguistically diverse backgrounds.

UNIT CHCCS301A

Work within a legal and ethical framework.

Overview

This one day unit describes the knowledge and skills required by you to work within a legal and ethical framework that supports duty of care requirements.

Learning Outcomes

Following successful completion of this unit you will be able to:

1. Demonstrate an understanding of legislation and common law relevant to work role.
 2. Follow the organisation's policies and practices.
 3. Work ethically.
 4. Recognise and respond when the consumer's rights and interests are not being protected.
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UNIT CHCCOM3C

Utilise specialist communication skills to build strong relationships.

Overview

This two day unit relates to the application of specialist workplace communication techniques to build and maintain strong relationships with colleagues, consumers and carers, based on respect and trust. Please note as this workshop runs for two days the total training cost is \$400.

Learning Outcomes

Following successful completion of this unit you will be able to:

1. Identify appropriate communication strategies to meet needs of consumers and colleagues and build strong relationships.
2. Conduct effective communication with consumers, carers and staff.
3. Contribute to the development of effective communication strategies.
4. Represent the organisation to a range of groups.
5. Apply specific communication techniques to assist in resolving conflict.
6. Implement mechanisms that facilitate group discussions.

UNIT CHCCS9A

Provide support services to clients

Overview

This one day unit describes the basic elements for implementing services for people accessing community services organisations issues in a range of setting. It may be within an established plan of care.

Learning Outcomes

Following successful completion of this unit you will be able to:

1. Establish an appropriate working relationship with consumers to assist them to identify their needs.
2. Support consumers to meet their needs.
3. Promote preventative strategies.
4. Review work with consumers.
5. Use self-protection strategies as required.
6. Refer consumers.
7. Provide specialist services to consumers.

UNIT CHCCS403A

Provide a brief intervention.

Overview

This one day unit describes the competencies required to identify and monitor brief intervention strategies for use in a variety of community health contexts.

Learning Outcomes

Following successful completion of this unit you will be able to:

1. Explain what brief intervention is and how it can be effectively used.
2. Assess a consumer's need for interventions required.
3. Practice and use brief intervention strategies which match a consumer's stage of change.

UNIT CHCMH4C

Provide non-clinical services to people with mental health issues.

Overview

This one day unit relates to collaboratively assessing needs, providing a range of services to meet needs, reviewing progress and evaluating the work undertaken with consumers with mental health issues.

Learning Outcomes

Following successful completion of this unit you will be able to:

1. Assess the needs and issues of consumers.
2. Establish goals of service provision with the consumer.
3. Provide non-clinical services to meet consumer needs.
4. Review progress with the consumer.
5. Use self protection strategies.

UNIT CHCNET4A

Work with other services.

Overview

This one day unit describes the ability to liaise and facilitate linkages between all community services including specialist and generalist services in the community to ensure support of people in need.

Learning Outcomes

Following successful completion of this unit you will be able to:

1. Identify and maintain links with relevant services.
2. Provide relevant information to services.
3. Work with and support community services organisations to deliver appropriate services to people in need.

UNIT CHCCS402A

Respond holistically to client issues

Overview

The focus of this one day unit is to assist consumers to address their own issues. On completion of this unit, you will be able to respond appropriately to consumers that have complex issues which are outside your area of immediate focus, your expertise, or interest of you and your organisation. Completion of the unit will also provide you with competence to make decisions as to when to refer a consumer on to another service/s. Please note as this workshop runs for two days the total training cost is \$400.

Learning Outcomes

Following successful completion of this unit you will be able to:

1. Evaluate the range of issues impacting on the consumer and on the delivery of appropriate services.
2. Determine the course of action to be followed.
3. Establish interpersonal relationship with the consumer that will enable all issues to be addressed.
4. Provide a brief intervention as required.
5. Respond appropriately to people who are vulnerable and at significant risk including children and young people.
6. Evaluate effectiveness of services provided to meet consumer needs.



Queensland
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ABN: 66 329 169 412

CHC41102 Certificate IV in Mental Health Work (non-clinical)
Training Registration Form / Tax Invoice

Queensland Health Staff please note this form does not replace your local Conference/Workshop/Training Application processes



PERSONAL DETAILS			
Title:	First Name:	Last Name:	
Postal Address:			Post Code:
	Work Contact:	Phone:	Mob:
Home Address:			Post Code:
	Home Contact::	Phone:	Mob:
Email:			
* <i>You MUST provide an email address for confirmation and documents to be emailed to you.</i>			

Have you previously enrolled with QCMHL for other training? Yes No

How did you hear about our programs?

Email Brochure Poster QCMHL Website Colleague

Other (Please specify)

EMPLOYMENT DETAILS			
<input type="checkbox"/> Queensland Health Employee		<input type="checkbox"/> Other	
District:	Organisation:		
Department:	Address:		
Occupation:			
Position:	Occupation:		
Payroll Number:	Position:		
<input type="checkbox"/> Mental Health Employee		<input type="checkbox"/> Non Mental Health Employee	
Supervisor's Name			
Supervisor's Phone		Supervisor's Address:	
Supervisor's Email			
Attendance <input type="checkbox"/> Yes	Line Manager Name:		
Approved <input type="checkbox"/> No	Line Manager Signature:		

SPECIAL NEEDS / REQUIREMENTS	Yes	No
Do you have any special needs which may impact on how this training should be delivered to you? (eg: wheelchair access)		
Do you have any special dietary requirements?		
If yes to either of these questions, please provide details:		

TRAINING DETAILS			
Unit Code	Name of Training Unit	Date of Training	Scheduled Fee

PRIVACY STATEMENT					
As a Registered Training Organisation the Queensland Centre for Mental Health Learning (QCMHL) has to collect information listed on this form to ensure adequate records are maintained for accreditation purposes and to best meet your needs as a client. QCMHL may be required by law to give some of your enrolment information to an external agency (eg. Commonwealth or State Government Departments) under contractual reporting arrangements.					
<ul style="list-style-type: none"> ▪ I will abide by Queensland Health's policies and procedures during this training (Queensland Health Code of Conduct.). ▪ All information I have supplied on this enrolment form is accurate to the best of my knowledge. 					
Client's Signature: _____			Date: _____		
**Please note any unsigned forms will be returned to you. Enrolment is not accepted without a signed Enrolment Form.					
EMPLOYMENT STATUS					
Of the following categories, which BEST describes your current employment status? (Tick ONE box only.)					
<input type="checkbox"/> Full-time employee <input type="checkbox"/> Part-time employee <input type="checkbox"/> Self employed – not employing others <input type="checkbox"/> Employer		<input type="checkbox"/> Employed – unpaid worker in a family business <input type="checkbox"/> Unemployed – seeking full-time work <input type="checkbox"/> Unemployed – seeking part-time work <input type="checkbox"/> Not employed –not seeking employment			
SCHOOLING					
What is your highest COMPLETED school level?		<input type="checkbox"/> Year 12 <input type="checkbox"/> Year 11 <input type="checkbox"/> Year 10	<input type="checkbox"/> Year 9 or equivalent <input type="checkbox"/> Year 8 or below <input type="checkbox"/> Did not go to school		
In which year did you complete that school level?		(eg: 1976)			
COUNTRY OF BIRTH					
In which country were you born?		<input type="checkbox"/> Australia	<input type="checkbox"/> Other – Please specify		
PRIOR EDUCATION <input type="checkbox"/> Yes <input type="checkbox"/> No					
Have you SUCCESSFULLY COMPLETED any of the following qualifications?				<input type="checkbox"/> Yes*	<input type="checkbox"/> No
(*If YES, please tick the appropriate box below)					
<input type="checkbox"/> Bachelor Degree or Higher Degree <input type="checkbox"/> Advanced Diploma or Associate Degree <input type="checkbox"/> Diploma or Associate Diploma <input type="checkbox"/> Certificate IV (or Advanced Certificate/Technician)		<input type="checkbox"/> Certificate III (or Trade Certificate) <input type="checkbox"/> Certificate II <input type="checkbox"/> Certificate I <input type="checkbox"/> Miscellaneous Education			
LANGUAGE					
Do you speak a language other than English at home?		<input type="checkbox"/> No – only English	<input type="checkbox"/> Yes – Please specify		
How well do you speak English?		<input type="checkbox"/> Very well	<input type="checkbox"/> Well	<input type="checkbox"/> Not well	<input type="checkbox"/> Not at all
DISABILITY					
Do you consider yourself to have a disability, impairment or long term condition?				<input type="checkbox"/> Yes*	<input type="checkbox"/> No
(*If YES, please tick the appropriate box below)					
<input type="checkbox"/> Hearing / Deaf <input type="checkbox"/> Physical <input type="checkbox"/> Other (please specify)	<input type="checkbox"/> Intellectual <input type="checkbox"/> Learning	<input type="checkbox"/> Mental Illness <input type="checkbox"/> Acquired Brain Impairment	<input type="checkbox"/> Vision <input type="checkbox"/> Medical Condition		
ATSI STATUS					
Do you identify as Aboriginal or Torres Strait Islander?					
<input type="checkbox"/> No	<input type="checkbox"/> Yes, Aboriginal	<input type="checkbox"/> Yes, Torres Strait Islander	<input type="checkbox"/> Yes, Aboriginal and Torres Strait Islander		
GENDER/DATE OF BIRTH		Date of Birth: _____	Gender: _____	<input type="checkbox"/> Male	<input type="checkbox"/> Female
STUDY REASON					
Of the following categories, which BEST describes your main reason for undertaking this course? (Tick ONE box only)					
<input type="checkbox"/> To get a job <input type="checkbox"/> To develop my existing business <input type="checkbox"/> To start my own business <input type="checkbox"/> To try for a different career <input type="checkbox"/> To get a better job or promotion <input type="checkbox"/> It was a requirement of my job		<input type="checkbox"/> I wanted extra skills for my job <input type="checkbox"/> To get into another course of study <input type="checkbox"/> For personal interest <input type="checkbox"/> For self development <input type="checkbox"/> Other reasons			
***Please contact the RTO Coordinator if you require assistance in this course.					



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**CHC41102 Certificate IV in Mental Health Work (non-clinical)
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*Queensland Health Staff please note this form does not replace your
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Payment Options for Non-QLD Health Participants

1. If you require an invoice before payment please tick this box

(Note: your registration form will need to be submitted at least 30 days before the training for the above option)

2. Intra/Inter-District Journals available for Qld Health staff.

Government Dept Name:	
District/Area:	
Cost Centre Code:	
Cost Centre Name:	

I hereby authorise the transfer of \$ *(insert amount payable)* from the cost centre recorded above to effect payment of the training fee/s for applicant named on this registration form.

Expenditure Approval Officer Name:	
Expenditure Approval Officer Title:	
Expenditure Approval Officer Signature:	
Expenditure Approval Officer Telephone No:	
Expenditure Approval Officer Fax No:	

3. Payments can be made by Cheque, Money Order or Credit Card. Applicants must pre-pay training fees to enable registration.

Please indicate your method of payment:

Cheque** Money Order** Mastercard Visa Card

Credit Card Number:	
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Credit Cardholders Name (as appears on the card):	
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Credit Card Expiry Date:	Authorised amount: \$
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Cardholder Signature:	Date:
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(This is compulsory, credit card payments cannot be taken over the telephone)

** Cheque/Money Order must be made payable to: **The Park – Centre for Mental Health**

Cancellations: Cancellations will be accepted without charge where QCMHL has been notified in writing at least 5 working days prior to training. Cancellations within 5 working days will attract a 50% cancellation fee. Non-attendance on a training day will attract a full fee. Please note that applicants who cannot attend training can send a proxy of their own to a training session but they must notify QCMHL of the change.

SUBMIT YOUR COMPLETED REGISTRATION FORM TO:

Post to: QCMHL Training Coordinator The Park – Centre for Mental Health Locked Bag 500 SUMNER PARK BC QLD 4074	Fax to: QCMHL Training Coordinator 3271 8851
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