



CHC41102 Certificate IV Mental Health (Non-clinical) 2009 Program

Frequently Asked Questions

What does it mean having a CHC41102 Certificate IV Mental Health (Non-clinical) qualification?

- This is a nationally recognised qualification, which means you could work in mental health anywhere in Australia.
- VICSERV is able to offer this course through its partnership with Wodonga TAFE
- Wodonga TAFE will issue the qualification upon successful completion of the program
- VICSERV will be contracted by Wodonga TAFE to deliver the training and carry out the assessment processes.

Who is able to enrol in this course?

This course as delivered by VICSERV is a specialist course specifically designed for people currently working in a psychiatric disability rehabilitation and support service (or similar field) in Victoria. Participants need to be currently working in one of these programs (in a full time, part time or casual capacity) to enrol in the course.

Other eligibility criteria:

- Willingness to participate in the full training program and complete the assessment tasks within agreed time frames
- Ability to learn and co-operate in a group setting
- Demonstrated level of sensitivity to potential client groups and their needs
- Awareness of values and principles of the work of psychosocial rehabilitation
- Written support from workplace supervisor or team leader to provide workplace feedback re demonstrated work competence
- Priority for entry to the course will be given to new and existing workers who have no prior relevant qualification.

What do I have to do to enrol in the course?

- Attend the Information Session (Melbourne Students Monday November 10th 2pm-4pm, Wodonga Students Wednesday November 12 at 6pm)
- Complete a VICSERV Registration Form with verified Supervisor Endorsement Form (available at Information session)
- Chosen applicants according to the above criteria may be asked to attend a small group interview
- All applicants interviewed will be advised in writing by VICSERV
- Successful applicants will then need to complete the Wodonga Institute of TAFE enrolment procedure at VICSERV
- Unsuccessful applicants will be advised in writing by VICSERV

Do I have to attend the Information session if I wish to enrol?

- Ideally, yes. The information session will provide you with everything required to successfully complete your registration.
- If more than one person from the same programme is interested in applying for the course it may be more practical to send one representative who can take information kits back for their colleagues.

How much will it cost?

If you are not eligible for traineeship funding (see below for details) you may be able to access the Wodonga TAFE 2009 Profile (Govt) Funding. The profile tuition fee will be approximately \$877.00 as per the Victorian Government Guidelines on Fees and Charges for 2008. The exact figure will be confirmed at the information sessions.

Is catering provided?

This is a Vocational Education and Training course and as with most accredited courses of this nature, no catering is provided. However if you are undertaking the course at the Wodonga TAFE campus you will have full use of the student canteen and lounge facilities or if you are studying at VICSERV, the training room is minutes from Glenhuntly Road cafes and restaurants.

Who is eligible to gain traineeship funding?

Your employer may be eligible to apply for traineeship funding for you to gain this qualification.

The **broad** guidelines for this are:

- You need to be in permanent employment (either part time or full time) and work an average of 15 hours per week over a 12 month period
- If you have no previous nationally recognised qualifications
- Or your existing qualification is more than 7 years old

If you think you might be eligible, your employer must contact an Australian Apprenticeship Centre to arrange an assessment. You are free to use whichever AAC you chose.

If your organisation is successful in gaining traineeship funding, Wodonga TAFE will invoice your organisation for the course fees.

The best place to gain information about possible incentives is from an Australian Apprenticeship Centre. The following Internet link will enable you to find one in your area (link)

<http://www.australianapprenticeships.gov.au/search/aacsearch.asp>

Other information from the Australian Government website can be found at

Incentives for existing workers (link)

<http://www.australianapprenticeships.gov.au/employer/documents/Incentives%20for%20Existing%20Workers.pdf>

Summary of Australian Government Australian Apprenticeships Incentives Program (link)

<http://www.australianapprenticeships.gov.au/employer/Summary%20of%20the%20Australian%20Government%20Australian%20Apprenticeships%20Incentives%20Programme%20from%201%20July%202007.pdf>

If I become a trainee what do I, and my employer, need to do?

- There is NO GUARANTEE that you will be accepted into the course as part of this process, you will need to complete the interview process and will be notified by the 17th Dec as to your success.

If you have any further questions about the Traineeship process they can be addressed at the information session.

When will I have to pay?

Participants paying the 2008 Wodonga TAFE Profile Funding rate will be invoiced by Wodonga TAFE. You have the option of either paying the full fee in April 2009 or half in April 2009 and the second half in September 2009. Each student will be asked to indicate on their VICSERV Registration Form whether the student or the organisation will be paying for the cost of the course.

Is Backfill available?

Your organisation may be eligible for backfill funding for you to attend face-to-face training. For further information regarding backfill, including eligibility criteria, please contact the VICSERV offices on 03 9519 7000.

When will the course be run?

The face-to-face training is 14 days spread over the year from February 2009 to October 2009. The training days occur approximately every 2 weeks throughout the year. The exact dates will be finalised and distributed at the information sessions.

How often do I have to attend?

Participants will need to attend 80% of the 14 days. This means you can miss 2 days. Non-attendance for sickness or emergency work duties will be taken into consideration if a Medical Certificate or letter from workplace supervisor is provided.

Can I get RPL (Recognition of Prior Learning) or RCC (Recognition of current competency) for the course?

This Certificate IV Mental Health (non-clinical) course has been designed by VICSERV and WIOT with your prior learning and current competencies in mind. The course has been divided into four phases, each one consisting of a number of Units that make up the qualification. It will be your underpinning knowledge and current abilities and attitudes that will allow you to participate and draw meaning from the training and make sense of the assessment tasks. Therefore it is not

possible, or feasible, to apply for exemptions through the Recognition of Prior Learning (RPL) or Recognition of Current Competency (RCC) process. However, should you have completed any of the 14 units that make up the Certificate IV Mental Health non-clinical qualification via another study stream, you may apply for what is called a *Credit Transfer*. To be eligible, you must provide your course coordinator with a copy (or copies) of your Statement of Attainment for each corresponding unit. **Please note**, this will not excuse you from attending training days or undertaking homework tasks. It will, however, excuse you from the self, supervisor and workplace assessment for each Unit of Competency that credit transfer is granted.

What kind of assessment is undertaken?

There are four assessment phases throughout the year. In this course we have specifically designed the assessment to reflect the actual day-to-day practice of a mental health (non-clinical) worker. With less emphasis on academic documentation and more emphasis on demonstrating current competence in the workplace each assessment phase contains 5 components.

1. Attendance and participation in training sessions
2. Homework activities
3. Self assessment against the 14 units of competence
4. Supervisor assessment against the 14 units of competence
5. Workplace visit and interview with participant by an assessor

Each participant will be given an 'Evidence of Competence Workbook' in which all the assessment processes will be documented. At the time of enrolment each student will be given a timetable of assessment and the assessment requirements.

How much work outside of the training days will I have to do?

There are 29 short activities spread over the period of the course. These include 12 reflective journals & 3 cases studies and examples of workplace tasks. Some of these tasks may be completed in the training sessions. It is estimated that you will need to allocate approximately 1.5 hours each week to enable yourself to complete the assessment tasks. **All assessment tasks submitted must be typed.**

What is involved in a workplace assessment?

An assessor (which may be your trainer) will make an appointment to visit you in your workplace at least 2 times a year. Each visit will take approximately 1.5 hours and will include discussion on the questions related to the units you have covered in the program. The questions for each Work Place Assessment are listed in your 'Evidence of Competence Workbook'. This assessment is not a test of your memory regarding the training but an exploration of your current work practice – what you do, how you do it and why.

How do I get feedback about how I am going?

As each of your activities is marked, you will receive written feedback from the assessor. Verbal feedback may also be provided during a workplace visit. Participants are encouraged to seek feedback whenever required regarding their involvement and progress in the course and the assessment processes.

How do students give feedback?

- At the completion of every training module (2 or 3 days of attendance) you will be asked to complete an evaluation form
- If you feel any assessment process has been unfair you may lodge an appeal and request a reassessment from a different assessor
- At the end of the course every participant will be asked to complete a detailed evaluation of the course and all the processes involved (information, support, assessment, and feedback)

What if I need additional assistance?

All participants requiring additional support in relation to literacy, numeracy or disability, to complete the course are encouraged to identify their needs at the time of enrolment. Support plans can be developed with participants who request them, and will be monitored and reviewed throughout the course to ensure individual support needs are being met. VICSERV & Wodonga TAFE treats and maintains all support plans in a confidential manner.

How will my workplace supervisor be involved?

The successful completion of this course is heavily reliant on feedback and ongoing support from your workplace supervisor. Your Supervisor will be required to provide 3rd party evidence based on your current skills, knowledge and attitude at work and your participation in the course. This means supervisors are asked to validate their workers' current abilities in relation to the 14 Units of Competence that make up the CHC41102 Certificate IV in Mental Health (non clinical) qualification. These 3rd party reports will be spread throughout the program over the period of the course.

What have previous participants gained from doing this course?

A few previous participants have volunteered to be available to talk to interested people about the benefits of completing this course. You can contact them at their organisations –

Gail McNaul – Centacare Ballarat 5333 4661
Richard Price – ERMHA 9796 1000
Gavin Watson – Horizons Services 5382 5430
Carolyn Rose – Peninsula Support Services 5970 5000
Kim Gear – RFV Narana 9800 1499

When will I get my certificate?

- After you have successfully completed all the assessment tasks, participated in the 14 days of training & the course has been paid for.
- You will receive a Statement of Attainment from Wodonga TAFE during December 2009.
- You will receive the actual Certificate itself during February 2010.
- Both the Statement of Attainment & the Certificate will be issued by the Team Leader Systems & Quality in the Community Services & Health Cluster at Wodonga TAFE. If you have any questions regarding either of these documents, please contact the Team Leader Systems & Quality on 02 6055 6506.