

## Mental Health Course

### Introduction

Highlands Training Solutions is a Registered Training Organisation (RTO number 46027) registered with the Australian Skills Quality Authority.

Highlands Training Solutions is proud to offer nationally recognised training. The following unit of competency will be delivered:

CHCCCS019 - Recognise and respond to crisis situations



### Course Description

This course describes the skills and knowledge required to recognise situations where people may be in imminent crisis, and then to work collaboratively to minimise any safety concerns and make plans to access required support services.

This unit applies to any community services worker involved in crisis intervention. Management of the crisis may involve face-to-face, telephone or remote contact with persons involved.

This is a one-day course that provides participants with the knowledge and skills to recognise a person who may be suffering a mental health crisis.

Mental Health Course covers:

- Recognise and respond to signs indicating that there may be safety issues for people
- Consider indicators from direct and indirect communications that suggest the presence of safety issues
- Ask directly about safety issues whenever there are grounds for concern, and take immediate action based on organisation's procedures
- Listen empathetically to details of current crisis situation
- Affirm and strengthen links to safety and living
- Provide structure and strategies for dealing with the immediate crisis through enabling thoughts and behaviours
- Balance collaboration and direction according to the person's current capacity for decision-making and coping
- Identify and agree actions to reduce immediate danger and risk to others, including mobilisation of emergency assistance as required

- Confirm that actions are legal, ethical, consistent with organisation policy and meet duty of care requirements
- Seek advice or assistance from supervisor as required
- Empower person to make informed choices about further help
- Explore possible barriers to seeking or accepting help and develop responses
- Develop a plan with the individual that includes agreed first steps to access and use informal supports and professional help
- Refer to appropriate professionals as required
- Complete and maintain accurate documentation
- Recognise and minimise risks to self-associated with crisis support
- Identify and respond to the need for supervision and debriefing

### **Mode of Delivery**

Delivery of this course will be trainer led and delivered face-to-face in a classroom.

### **Assessment Summary**

The assessment in support of the unit of competency requires the learner to complete a written knowledge assessment and each candidate to demonstrate skills in an environment that provides realistic in-depth, scenarios and simulations to assess candidates' skills and knowledge.

The learner must answer all the written knowledge questions correctly. There is the opportunity for this knowledge assessment to be conducted verbally if the learner requires this level of support.

The practical assessment is conducted under controlled conditions in a classroom. Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the workplace or community setting.

### **National Recognition**

On successfully completing the training and assessment you will be issued a Statement of Attainment issuing you the unit of competency:

CHCCCS019 – Recognise and respond to crisis situations

This unit of competence is nationally recognised and provides individuals with a valuable outcome that is recognised throughout Australia.

### **Course Commencement Dates**

Courses dates and times do vary. Please contact us for scheduled course dates.

Phone: 1300 689 984 or email: [info@highlandstraining.com.au](mailto:info@highlandstraining.com.au)

## **Course Duration and Location**

The course is delivered over one day of face-to-face learning and assessment in our classroom.

Our classroom is located at: Moss Vale Services Club, 17 Yarrowa Road, Moss Vale, NSW, 2577.

A private course is available at your workplace or a suitable location.

## **Course Materials**

Learner training is supported through the provision of quality learning materials and resources. All equipment and consumables are supplied as part of the course.

## **Fees and Charges**

Information about fees and charges is provided in the Schedule of Fees and Charges which will have been included in your pre-enrolment information package. Please refer to the Schedule of Fees and Charges as it contains important information about related charges and our refund policy.

## **Confirmations**

A learner's position on the course will only be confirmed upon a completed enrolment form and the payment of your basic course fee. Numbers are limited, so confirmed enrolments will only be able to attend on the day of training.

## **Entry Requirements**

There are no entry requirements identified in the training package.

## **Learners Confirm**

- They are aged 14 years or older.
- Learners confirm their physical capacity to perform hands on activities, in group settings either on the floor, or moving around.
- That photo identification is required to be sighted prior to course commencement.

## **Responsibility for Training**

Highlands Training Solutions is responsible under the National Vocational Education and Training Regulator Act 2011 for the quality of the training and assessment being delivered in this course and for the issuance of all AQF certificates.

Please refer to the Student Handbook for further information on all student rights and obligations.

This document must be read in conjunction with the Learner Handbook, Schedule of Fees & Charges and USI Fact Sheet.