

Mental Health Course

Introduction

Highlands Training Solutions is a Registered Training Organisation (RTO number 46207) 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



Purpose of Course

Mental health crises can happen in any workplace or community setting, and knowing how to respond safely and effectively can make a critical difference. This course gives you the skills and confidence to recognise the signs that a person may be in crisis and to respond appropriately, in line with established crisis intervention principles, to help keep them safe until further support is available.

The target learner for this course includes community services workers who may be required to recognise and respond to a person in crisis as part of their role. This includes, but is not limited to, support workers, case workers, community and youth workers, and other professionals who have face-to-face, telephone or remote contact with people who may be experiencing a mental health crisis.

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 one-day course provides learners with the knowledge and practical skills to recognise and respond to people experiencing crisis situations and to facilitate access to appropriate support services.

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

Upon successful completion of all training and assessment requirements, learners will be issued with a Statement of Attainment for the following nationally recognised unit of competency:

CHCCCS019 – Recognise and respond to crisis situations

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

Course Dates

This course is delivered as a private group booking only. Please contact Highlands Training Solutions to discuss availability and booking arrangements.

Phone: 1300 689 984 or email: info@highlandstraining.com.au

Course Duration and Location

The course is delivered over one day of face-to-face learning and assessment at a suitable workplace or community setting.

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.

Entry Requirements

Prospective learners must meet the following:

- Prospective learners must be at least 18 years of age at the time of enrolment.
- Applicants under 18 years of age are not eligible to enrol in Highlands Training Solutions courses.
- Highlands Training Solutions will conduct a Language, Literacy and Numeracy (LLN) skills review before training commences to determine whether the course is suitable for me and to identify any reasonable support that may assist my successful participation.
- Learners must have sufficient language, literacy and numeracy skills to read and interpret course information, complete assessment activities and communicate effectively with people experiencing a crisis situation. Where the LLN skills review identifies that additional support may be required, Highlands Training Solutions will discuss reasonable support strategies with the learner, provided these do not compromise the requirements of the training product. If, following the review, Highlands Training Solutions determines that the learner is unlikely to successfully complete the course, even with reasonable support, the learner will be advised before enrolment proceeds.

Learners Confirm

- I confirm that I am 18 years of age or older and meet the entry requirements for this course.
- I understand that Highlands Training Solutions will review my Language, Literacy and Numeracy (LLN) skills prior to training to determine whether the course is suitable for me and to identify any reasonable support that may be required.
- I understand that photo identification is required to be sighted prior to course commencement.
- I understand that a valid Unique Student Identifier (USI) must be provided prior to the issuance of my Statement of Attainment. To create a USI or look up an existing one, visit usi.gov.au.
- I understand that a Statement of Attainment cannot be issued unless all assessment requirements and performance evidence requirements for the unit(s) of competency have been successfully demonstrated.

Recertification

There is no mandatory recertification period for CHCCCS019 Recognise and respond to crisis situations. However, Highlands Training Solutions recommends that learners regularly refresh their knowledge and skills to maintain confidence and competence in recognising and responding to people experiencing crisis situations.

Employers or industry sectors may have their own requirements regarding refresher training or professional development. Learners should check with their employer or relevant regulatory or funding body to determine whether additional training or refresher courses are required for their role.

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 Statements of Attainment.

Please refer to the Learner Handbook for further information on all learners rights and obligations, including our complaints and appeals processes and credit transfer policy. Information about how to lodge a complaint or appeal is also available on the Highlands Training Solutions website.

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