



10946NAT

## Course in Consumer Leadership

**Course  
Information**



**Health Issues Centre**  
Consumer voices for better healthcare



**THEBENCHMARKGROUP**  
excellence in education

## Course snapshot

<b>COURSE TITLE</b>	<b>10946NAT Course in Consumer Leadership</b>
<b>COURSE SUMMARY</b>	The Course in Consumer Leadership, delivered by Health Issues Centre on behalf of The Benchmark Group, provides consumer representatives and community leaders the foundation skills and knowledge to work collaboratively in a range of settings to facilitate and promote consumer engagement to consumers and health services personnel.
<b>UNITS OF COMPETENCY</b>	NAT10946001 - Engage as a consumer or community member in a health or community service NAT10946002 - Support consumer and community engagement within a health or community service NAT10946003 - Provide consumer and community leadership
<b>COST</b>	\$1188.00 (inc GST) per student
<b>PRE-READING</b>	There is no pre-reading for this course.
<b>DELIVERY &amp; ASSESSMENT</b>	Delivery and assessment for the Course in Consumer Leadership includes a three day face-to-face workshop, in-class activities assessed by a qualified assessor and assessment completed and submitted to assessor for marking.
<b>ESTIMATED HOURS OF STUDY</b>	80 hours of active learning
<b>CPD HOURS</b>	As a general guide, one hour of active learning equates to one hour of CPD. It is the responsibility of the individual student to calculate how many hours of active learning have been completed. The hours of active learning estimated above should act as a guide to CPD hours.
<b>ENTRY REQUIREMENTS</b>	There are no barriers to entry on the grounds of age, gender, political or cultural background. Participants should have an active interest in consumer participation, preferably in a formal role with responsibility in providing or supporting consumer leadership in a health or community service.
<b>TERMS AND CONDITIONS</b>	<a href="http://www.benchmarkgroup.com.au/terms-and-conditions">Visit benchmarkgroup.com.au/terms-and-conditions</a>

## Course outline

The Course in Consumer Leadership is delivered by Health Issues Centre on behalf of The Benchmark Group.

The course provides consumer representatives and community leaders the foundation skills and knowledge to work collaboratively in a range of settings to facilitate and promote consumer engagement to consumers and health services personnel.

Consumers attending the Course in Consumer Leadership will acquire the skills and knowledge to be effective consumer representatives and partners in the planning, delivery and evaluation of services.

## Learning outcomes

On the successful completion of the program, students should be competent to:

- Identify roles and rights as a consumer engaging in a health service
- Utilise health literacy skills in a health care service
- Practice consumer engagement in a health care service within a human rights framework
- Analyse a health care service's capacity to support consumer engagement
- Participate in consumer engagement activities in a health care service
- Provide consumer leadership on a health care service committee or group
- Contribute to the review or development of a consumer engagement plan for the health care service
- Manage personal workload and relationships effectively.

## Course content

The Course in Consumer Leadership is aligned with and will facilitate the implementation of the Australian Commission for Safety and Quality in Healthcare Standard 2: Partnering with consumers.

Standard 2 aims to create a healthcare system that responds to the needs and input of consumers, carers and the community. It requires organisations to facilitate relevant orientation and training for consumers and carers who partner with the organisation.

## Course structure

The Course in Consumer Leadership is delivered as a three day face to face workshop, with in-class activities and assessment.

Participants are required to undertake self-paced study, including preparation, research, assessment activities and obtaining verified third party evidence. On average these activities equate to 20 hours.

To assist students with assessment activities, Health Issues Centre offer a three hour assessment clinic conducted at Health Issue Centre after completion of the face to face workshops. There is no cost for attendance at the assessment clinic.

There is no pre-reading and all course materials are supplied.

Successful participants obtain a nationally recognised Statement of Attainment.



## About Health Issues Centre

Health Issues Centre has more than 30 years of expertise in working towards an equitable health system shaped around the needs and interests of consumers, carers and community members.

Its core business is encouraging and facilitating consumer involvement in health; developing the skills of consumers, and health and community services staff, to work collaboratively for improved service delivery.

Health Issues Centre uses a strength-based approach and adult learning principles in all its training. Our training program is ideal for health and community services staff and consumers and carers.

# About The Benchmark Group

The Benchmark Group is a Registered Training Organisation (RTO 21824) delivering a range of clinical skills courses and programs to meet the needs of a broad range of health professionals across Australia.

As an RTO working in the health sector, our focus is on the delivery of courses and programs designed to provide healthcare professionals with the opportunity to expand their skills and careers. We concentrate on skills and knowledge that can be immediately implemented in a vocational context.

Skills learnt today can be used tomorrow.

**For further information contact:**  
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