Graduate Certificate in Continence Promotion and Management
Code 10468NAT

Registration Pack

Continence Foundation of Australia
On behalf of The Benchmarque Group, I am delighted to introduce you to our Graduate Certificate in Continence Promotion and Management.

This course has been developed in partnership between the Continence Foundation of Australia (CFA) and The Benchmarque Group Pty Limited.

The Benchmarque Group is a Registered Training Organisation (RTO. 21824) specialising in the development and delivery of nationally accredited clinical skills programs. As an RTO working in the health sector, we focus on the delivery of programs designed to provide nurses and other healthcare professionals with the opportunity to expand their skills and careers. Working in the Vocational Education and Training Sector, we concentrate on skills and knowledge that can be immediately implemented in a vocational context. Skills learnt today can be used tomorrow.

The current self directed model of delivery allows access to a broader range of students regardless of geographic location and allows people to complete the program at a pace that suits their current lifestyle and workplace balance. The underlying rationale recognises that students are better able to learn when they can control the flow of their experience, or when their learning is self-directed.

It is expected that from registration to gaining competency the Graduate Certificate in Continence Promotion and Management will require a study commitment of approximately 9 to 12 months to complete.

The outcome for students is to gain the skills and knowledge to assess and manage continence care of individuals and groups in a variety of settings. Students will learn how to develop and deliver client focussed management strategies, supervise staff involved in continence care and better understand the requirements for referral to specialist care as required. In addition, students will gain a better understanding of health promotion and learn real strategies to implement change based on accurate and insightful analysis of current practice.

The Graduate Certificate in Continence Promotion and Management is designed to enhance your professional scope of practice, broaden your current work place practice and create opportunities for you to move into new areas of clinical practice.

If you have any further questions about the Graduate Certificate in Continence Promotion and Management please do not hesitate to contact me on 1300 855 568.

Kind regards,

The Benchmarque Group Pty Limited

Bruce Greaves  
General Manager
Graduate Certificate in Continence Promotion and Management

Incontinence is one of the biggest health issues facing the nation, affecting more than 4.8 million Australian men, women and children of all ages and nationalities, a figure predicted to rise to 6.5 million people by 2030.

- 4,158,101 people with urinary incontinence (UI)
- 1,330,844 people with faecal incontinence (FI)
- 4,626,624 people with UI, FI or both
- 129,000 (70.9%) residents in aged care (RAC) facilities with UI, FI or both

Yet, most people living with bladder and bowel weakness are reluctant to seek help, even from their doctor, despite research showing most cases can be cured or better managed.

Incontinence is defined as the involuntary loss of urine from the bladder (urinary incontinence) or bowel motion, faeces or wind from the bowel (faecal or bowel incontinence).

There are a number of risk factors for incontinence, including: gender; age; menopause; obesity; constipation; surgery; reduced mobility; some medications; dementia; family history; and various neurological and medical disorders.

More than 70 per cent of people affected by incontinence are women, with the life stages of pregnancy and menopause a major contributing factor. Men commonly experience incontinence as poor bladder control as a result of prostate related problems and surgery.

People with a disability and chronic illness are significantly more likely to experience problems with their bladder and bowel function than the general community.

Incontinence affects self-esteem, motivation, dignity and independence. It lowers productivity and participation in the workforce and other social and community involvement, and is one of the main reasons for entry to an aged care residential facility.

A 2011 Deloitte Access Economics report commissioned by the Continence Foundation of Australia estimated that 71 per cent of Australians living in residential aged care were incontinent, accounting for an annual cost of $1.6 billion.
The Graduate Certificate in Continence Promotion and Management is designed to develop the skills and knowledge to:

- Assess and manage continence care of individuals and groups in a variety of settings
- Develop and deliver client focussed management strategies
- Supervise staff involved in the care of clients with continence issues
- Gain an understanding of practical management solutions to optimise continence in partnership with clients
- Communicate with clients, family members and other health professionals in a timely, professional and sensitive manner
- Understand health promotion
- Understand the requirements of specialist referral and be able to refer

The Graduate Certificate in Continence Promotion and Management provides Registered and Enrolled Nurses, Physiotherapists, Occupational Therapists, ATSI Health Practitioners and other relevant health professionals with comprehensive skills in continence management, promotion and care and detailed knowledge of related physiology so that they can provide advice, information and care appropriate to their scope of practice or role.

**Course Design**

This Graduate Certificate in Continence Promotion and Management is aligned at Graduate Certificate level 8 in the Australian Qualifications Framework (AQF).

This qualification requires the student to:

- Demonstrate the self-directed achievement of specialised areas of knowledge and skills in continence management which builds on a significant body of existing knowledge and skills in the broader medical field
- Analyse and evaluate specialised continence management information in a highly specialised context
- Generate and evaluate ideas about continence care through the analysis of information and concepts at an abstract level
- Demonstrate a command of wide-ranging (in the context of continence care), highly specialised technical skills in complex concepts
- Demonstrate responsibility and accountability for the decisions reached in managing continence clients
- Communication skills to transfer complex data regarding continence managements of clients
Course Outline

The course includes four (4) accredited units of competency.

- Communicate in a continence health setting (Unit code CPMCCS801B)
- Develop marketing strategies to promote continence health (Unit code CPMMP802B)
- Assess bladder and bowel control (Unit code CPMBBC803B)
- Implement continence management (Unit code CPMICM804B)

**CPMCCS801B - Communicate in a continence health setting**

This unit describes the outcomes required to communicate effectively in the context of continence health to individuals, families and groups in the community, aged care, disability and residential facilities.

At the successful completion of this unit, students should have a broad range of essential skills and knowledge including:

- Communication skills to consult with clients, family members and other health professionals in a culturally and sensitive manner
- Health coaching skills to elicit information and facilitate client goals
- Active listening skills to elicit relevant information and respond appropriately
- Language and literacy skills to deliver information to diverse clients and groups

**CPMMPC802B - Develop marketing strategies to promote continence health**

This unit describes the outcomes required to assess, analyse, develop, market and promote continence strategies in a health care context to individuals, families and groups in the community, aged care, disability and residential facilities.

At the successful completion of this unit, students should have a broad range of essential skills and knowledge including:

- Analytical skills to undertake a detailed analysis of services or organisations and review research data
- Research skills to perform continence related data collection for service planning and service delivery
- Communication skills to responding to diversity, including gender and disability in a culturally and sensitive manner
- Literacy skills to design and develop continence information or education material, communicate in a professional manner and write a health service plan report

**Graduate Certificate in Continence Promotion and Management**

$2,965.00 (Inc GST)

PAY NOW and SAVE 10%
CPMBBC803B - Assess bladder and bowel control

This unit describes the outcomes required to identify normal and abnormal functioning of the bladder and bowel.

This unit applies to clinicians where bladder and bowel assessment is an important component of primary patient care and management.

At the successful completion of this unit, students should have a broad range of essential skills and knowledge including:

- Questioning skills to identify and record issues, changes and problems in bladder and bowel function
- Clinical assessment skills to undertake physical continence assessments and make judgments on findings
- Research skills to access up-to-date best practice information on continence diagnosis and management
- Planning and communication skills to develop a continence management plan
- Teamwork skills to consult and access other health care professionals
- Communication skills for consulting with and referring to other relevant health care providers
- Analytical skills to review change and revise management and care plans
- Tactful and sensitive communication skills specific to client or family needs and an understanding of cultural sensitivities

CPMICM804B - Implement continence management

This unit describes the outcomes required to apply continence management skills and knowledge to systematically improve outcomes in a health care practice setting.

At the successful completion of this unit, students should have a broad range of essential skills and knowledge including:

- Investigative skills to profile clients continence health needs
- Assessment skills to perform general and continence specific clinical examination and screening
- Analytical skills to collect and collate client data
- Tactful and sensitive consultation skills
- Teamwork and negotiation skills to consult with other health care providers
Pre requisites (Minimum requirement)

Intending students must hold a existing qualification relevant to the required AQF level and have relevant vocational capacity to complete the program. These could include:

- Registered or enrolled Nurses
- Physiotherapists
- Occupational Therapists
- Pharmacists
- General Practitioners
- Aboriginal and Torres Strait Islander Health Practitioners
- other Health Professionals may apply based on recognition of prior learning.

Assessment

The assessment for the Graduate Certificate in Continence Promotion and Management is divided into three core components:

1. Having registered, students are sent a Self Directed Learning Pack that includes Course Materials, Course Resources, Textbooks and Assessment Portfolio. A total of approximately 180 hours is allocated to the Self Directed Learning Package.

2. In addition, students must undertake a minimum of 32 hours of clinical placement designed to supplement their learning. Placement must be undertaken in a work environment separate to their current workplace. Students are required to maintain a placement diary and complete a mandatory assessment task relating to their clinical placement. No external assessment is required by you placement supervisor.

3. Students must submit their assessment portfolio and clinical placement task for final assessment. Submitted course work will be reviewed by independent assessors. A total of approximately 100 hours is required to complete the Assessment Portfolio.

Course Delivery

The Graduate Certificate in Continence Promotion and Management is delivered as a distance learning module. On registration, students will be provided with a complete set of course materials including Core Unit, Elective Units and Assessment Portfolio.

Outcome

On successful completion of this course, students will receive a Nationally Recognised, Graduate Certificate in Continence Promotion and Management (10468NAT).
Continence Foundation of Australia

The mission of the Continence Foundation of Australia is to represent the interests of Australians affected by, or at risk of, bladder and bowel control problems and act as an advocate for their interests.

The Continence Foundation of Australia exists to serve all Australians by promoting bladder and bowel health. This is achieved by:

- Working with consumers, professionals and industry
- Facilitating access to continence support services
- Providing evidence based information and advice, and
- Building the capacity and capability of the workforce through courses, workshops and scholarships

<table>
<thead>
<tr>
<th>Course Title</th>
<th>Graduate Certificate in Continence Promotion and Management</th>
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<tbody>
<tr>
<td>Course Code</td>
<td>10468NAT</td>
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<tr>
<td>Course Cost</td>
<td>$2,965.00 (Inc GST) or Pay NOW and save 10% (Total cost $2668.00)</td>
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<tr>
<td>Delivery Method</td>
<td>100% Self Directed.</td>
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<tr>
<td>Course Duration</td>
<td>600 Hours of Learning. Approximately 9 months of study</td>
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<tr>
<td>Assessment</td>
<td>Assessment Portfolio + Independent Clinical Practice</td>
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<tr>
<td>Pre Requisites</td>
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The Benchmarque Group Pty Limited delivers a range of nationally accredited courses and unit of competency programs. These are collectively referred to as our "courses".

**Course Confirmation** - Along with this application, you may have received a tax invoice for your course. The tax invoice acts as a confirmation of the receipt of your registration. This invoice will indicate the total cost required for participation, full payment of the tax invoice is required to guarantee your participation in the course.

**Cancellation, Refund and Transfer** - If a student cancels their registration; they will need to provide notice in writing prior to the commencement of the course. Should notification be received 14 days or more prior to the course commencing, The Benchmarque Group Pty Limited will refund 90% of your course fee. Should notification be received less than 14 days prior to the course commencing, no refund will be provided.

If a student is unable to attend a course a substitute student may take their place at no additional cost. Enrolled students who fail to attend without notification will not be entitled to a refund. Transfers to other course can be organised. Please provide notice in writing at least 14 days prior to the commencement of the course to allow time for transfer. A $10.00 course transfer fee may be incurred.

The Benchmarque Group Pty Limited will make appropriate financial arrangements to guarantee the refund of course fees when:

- The course is cancelled or discontinued; or
- The customer has an acceptable reason for discontinuing the course (e.g. medical).

Alternatively, a substitute course or date may be offered and mutually agreed on.

**Record Keeping and Access to Records** - The Benchmarque Group Pty Limited will keep a record of your participation in secure, confidential storage, including copies of any relevant qualification, statement of attainment or certificate of Attendance you have obtained.

As the student you are able to access this information at any time on request. When you contact The Benchmarque Group Pty Limited, you will be required to establish your identity by answering some questions regarding your original registration. Please allow up to five (5) working days for The Benchmarque Group Pty Limited to retrieve your documents from our archive system.

**Certificates** - On the successful completion of your course, The Benchmarque Group Pty Limited will issue you with a qualification, statement of attainment, or certificate of attendance depending on the course you have completed. This will include your name, completion date, and the name of the qualification, unit of competency/s or course achieved.

Should you fail to meet the minimum requirements of a course, you will be provided with two (2) additional opportunities to re-submit course/program work, submit additional evidence, or demonstrate competence as part of your course/program fee. Additional opportunities remain at the discretion of the individual facilitator.

Nationally recognised qualifications are issued when you are assessed as competent in a nationally recognised qualification. Nationally recognised statements of attainment are issued when you are competent in units of competency, but less than the amount for a full qualification. Certificates of attendance are issued for industry training that is useful for your employment, but not part of the nationally recognised training system. Qualifications and statements of attainment issued by The Benchmarque Group Pty Limited are recognised throughout Australia by other Registered Training Organisations, so, if you choose to undertake further course, your training with us may give you recognised prior learning into other course.

**Revocation of a Qualification or Statement of Attainment** - The Benchmarque Group Pty Limited may revoke a qualification or statement of attainment should it be deemed that it was obtained as a result of misleading or deceptive conduct, issued in error by The Benchmarque Group Pty Limited, or as directed by ASQA. Qualifications or statements of attainment may also be revoked if the participant is unable to provide full payment for the completed course, on the basis that all reasonable efforts have been made to receipt payment. A final notice of revocation will be issued, providing a period of fourteen (14) days to remit payment for the full amount.

**Complaints and Assessment Appeals** - Students who undertake courses offered by The Benchmarque Group Pty Limited retain the right to lodge complaints about the service received and to lodge appeals against decisions made regarding competency. The Benchmarque Group Pty Limited will respond personally to any written complaint made by a customer within five (5) working days of receipt. The complaint will then be investigated and resolved in a timely manner and the outcome will be advised appropriately. A full copy of our Complaints and Assessment Appeals Policy is available on request.

**Access and Equity** - The Benchmarque Group Pty Limited will ensure every attempt is made to allow access to our courses for every individual regardless of disability and in accordance with equal opportunity legislation. The Benchmarque Group Pty Limited also ensures that at all times customers are treated in an ethical and responsible manner that is consistent with the principles of social justice. If you have any concerns or particular requirements, for example assistance with disability, numeracy, or literacy, please contact The Benchmarque Group Pty Limited directly.

**Feedback** - As part of our continuous improvement program, we are constantly seeking ways to gain feedback about the courses, training and services we provide. Evaluation Forms will be provided for you to complete at the conclusion of your course. In addition, you may be randomly requested to provide feedback at any stage during or after your participation. The aim of these evaluations is to allow you, the student to have an input into the workings of The Benchmarque Group Pty Limited and to help us achieve a better and more efficient service.

**Acceptance** - By submitting this form and/or commencing your study with The Benchmarque Group Pty Limited, you are accepting the terms and conditions as detailed above. Should you have any questions or queries related to these terms and conditions, please contact us on Ph: 1300 855 568.