



# Graduate Certificate in Consumer and Community Engagement

Code 10164NAT



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

**\$2,860.00** (Inc GST)  
per participant



**Health Issues Centre**

On behalf of Health Issues Centre and The Benchmark Group, we are delighted to introduce you to the Nationally Accredited Graduate Certificate in Consumer and Community Engagement (10164NAT).

Developed by Health Issues Centre, the course is delivered by Health Issues Centre in alliance with its RTO partner The Benchmark Group.

Health Issues Centre has more than 30 years 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.

The Graduate Certificate in Consumer and Community Engagement is aligned with and will facilitate the implementation of the Australian Commission for Safety and Quality Healthcare Standard 2: Partnering with consumers. Standard 2 aims to create a healthcare system that is responsive to consumers, carers and community input and needs, and it aims for meaningful and active consumer participation in health services' systems and processes.

By sponsoring and encouraging key staff (e.g. quality managers, consumer engagement officers, health promotion officers) to take the course, health services and organisations will be responding to Standard 2. Staff attending the course will acquire the necessary skills and knowledge to plan and implement effective partnership models with consumers and carers.

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.

Although we are based in Melbourne, we are able to offer our courses interstate by arrangement. If you have any further questions about the Graduate Certificate in Consumer and Community Engagement please do not hesitate to contact Health Issues Centre direct on (03) 8676 9050 or email to [info@healthissuescentre.org.au](mailto:info@healthissuescentre.org.au).

## Tere Dawson

Dr Maria Teresa Dawson  
Manager, Training and Development  
Health Issues Centre



w | [healthissuescentre.org.au](http://healthissuescentre.org.au)  
p | (03) 8676 9050

To register go to:  
[www.benchmarkgroup.com.au](http://www.benchmarkgroup.com.au)

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## Graduate Certificate in Consumer and Community Engagement

### **What is consumer engagement?**

Consumer engagement is a process and it consists of working in partnership with consumers, carers and community members to: (a) empower individuals to engage in decision making about their own health and treatment; and (b) engage consumers in the planning, delivery and evaluation of the services.

This is done by inviting and supporting consumers, carers and community members to be involved in the governance of a health service or organisation; in the strategic and service planning process of the organisation; and in the planning and implementation of quality and safety improvements.

Health services and organisations across Australia have been asked to engage and partner with consumers and there are currently national and state standards for quality and safety that include consumer engagement or partnering with consumers. For example the Australian Commission for Safety and Quality in Healthcare requires health services and organisations to implement systematic processes for involving consumers in design and redesign of services.

Effective and well-coordinated consumer engagement is challenging and many health services and organisations struggle with the concept of having consumers engaged meaningfully in their service and how to go about it.

The Graduate Certificate in Consumer and Community Engagement delivered by Health Issues Centre enables health services and organisations' key staff (e.g. quality managers, consumer engagement officers, health promotion officers, consumer consultants) to acquire the advanced skills and knowledge to plan, implement and evaluate consumer engagement.

Participants may enter the qualification if they can demonstrate that they have completed a Degree, Advanced Diploma or Diploma in a health consumer related field, or have five years relevant work experience in a health consumer related area.

Participants should have an active interest in consumer engagement, preferably in a formal role with responsibility in providing or supporting consumer engagement in a health or community service or organisation.

Past courses have had, consumer engagement officers, consumers employed as consumer consultants, quality and safety managers, CEOs, managers or team leaders of health services or community organisations.

This course is delivered over four full days with additional self-directed course work including preparation and assessment.



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# Graduate Certificate in Consumer and Community Engagement

## Course Content

The Graduate Certificate in Consumer and Community engagement consists of four units:

- Unit 1: Manage operations within a consumer and community engagement framework
- Unit 2: Support consumer and community engagement planning
- Unit 3: Lead the implementation of organisational consumer and community engagement
- Unit 4: Manage and develop systems and structures for consumer and community engagement.

Upon successful completion of the course, participants should be competent to:

- Research and evaluate best practice for consumer engagement in health to inform policy and practice in own work
- Operate within a social inclusion framework and implement community development, consumer engagement and health promotion principles
- Engage the organisation with key external stakeholders relevant to consumer engagement and know how to seek funding for consumer engagement initiatives
- Manage systems for the recruitment and management of consumers
- Manage the effective operation of a Consumer Advisory Committee in an organisation
- Design and implement community consultations and needs assessments for an organisation
- Administer the establishment and maintenance of a consumer register in an organisation
- Improve the consumer health information systems and strategies of an organisation.

## Delivery Mode

The Graduate Certificate in Consumer and Community Engagement is delivered as a 4 day face-to-face program. To gain competency, participants are required to undertake additional self-directed activities and complete work-based assessment tasks.

## Facilitation

The Graduate Certificate in Consumer and Community Engagement is facilitated by Health Issues Centre staff who are nationally accredited trainers with many years of experience in the field of consumer participation.

Health professionals, experienced consumers and key note speakers are invited to address some specific issues during the course.

Successful participants obtain a Nationally Recognised Graduate Certificate.



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## Graduate Certificate in Consumer and Community Engagement



12-13 and 26-27 June 2019  
9.30am to 4.30pm  
Health Issues Centre  
Level 1, 255 Bourke Street  
MELBOURNE, VIC 3000

**To register go to:**  
[www.benchmarkgroup.com.au](http://www.benchmarkgroup.com.au)

*and complete your application*

### Course Testimonials

*The course has excellent relevant to my work. Perfect suitability. It helped me to understand better the broader context for consumer engagement i.e. human rights and social inclusion frameworks.*  
(Health service staff participant, Sydney, May/June 2017)

*Would highly recommend the course to those interested in consumer engagement. It gives you the structures/theories of engagement to use to leverage change in my organisation.*  
(Health service staff participant, Melbourne, September 2017)

*I really appreciated all your support during the course and particularly enjoyed the face to face sessions at the start of our journey. In fact I would have happily done more such days as I am a bit old fashioned and like the tutorial/workshop style of learning. I found the course really fulfilling and will recommend it to friends and colleagues.*  
(Phil Flanagan, Heart Foundation. Participant September 2017, Melbourne)

*The course had equipped me with not only actionable tools and theory to directly improve my ability to execute my position but ideas on best practice and real examples that can be applied in our health service.*  
(Health service staff participant, Melbourne, September 2017)

*The research which I undertook as part of the graduate certificate has given me a much greater awareness of the consumer and community engagement policies and procedures in my workplace and the significant body of work to develop and implement them. I've learnt so much from the task of completing the assessment for each of the projects and now have an amazing set of extra resources to use in the future.*  
(Carla Gorton, Cairns and Hinterland Hospital and Health Service. Participant April 2018, Brisbane)



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## Terms and Conditions of Registration

The Benchmark Group Pty Limited deliver a range of nationally accredited courses and unit of competency programs. These are collectively referred to as our "courses". The following terms and conditions apply to all completed registrations whether undertaken by the student, or third party on behalf of a student, completing a course with The Benchmark Group Pty Limited.

**Course Confirmation** - Along with your booking confirmation, you will receive 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. Students will be forwarded a confirmation email sent to the email address used at the time of registration. It remains the responsibility of the student to attend the course.

**Course Participation** - Your commencement in the course you have enrolled in is dependent upon: sufficient enrolments in the course, course pre-requisite/s being met, availability of places in the course, arriving at the venue at least 15 minutes prior to course commencement. Anyone more than 30 minutes late may not be accepted into 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, Health Issues Centre 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. Health Issues Centre will make appropriate financial arrangements to guarantee the refund of course fees when:

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

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

**Unique Student Identifiers** - A Unique Student Identifier or USI is a reference number issued by the Australian Government to all students completing nationally accredited training. A USI is made up of 10 numbers and letters that:

- creates a secure online record of your recognised training and qualifications gained in Australia, even from different training organisations will give you access to your training records and transcripts,
- can be accessed online, anytime and anywhere, is free and easy to create and, stays with you for life.
- The Benchmark Group are obligated by law to collect or issue USI's to all students completing accredited training and cannot issue a Certificate or Statement of Attainment until the student has a valid USI.

**Record Keeping and Access to Records** - The Benchmark Group Pty Limited will keep a record of your completion and result in a secure, confidential manner, including copies of any relevant qualifications, statements of attainment or certificates of attendance you have obtained in line with the storage requirements detailed by the Australian Skills Quality Authority (ASQA). As the student you are able to access this information at any time on request. When you contact The Benchmark 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 Benchmark Group Pty Limited to retrieve your documents from our archive system.

**Certificates** - On the successful completion of your course, The Benchmark 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, the name of the qualification, unit of competency/s or course achieved and a unique certificate identification number. The certificates issued by The Benchmark Group Pty Limited contain appropriate levels of security to ensure that they cannot be fraudulently copied. Should you fail to meet the minimum requirements of a course, you will be provided with two (2) additional opportunities to re-submit assessment work, submit additional evidence, or demonstrate competence as part of your course fee. Additional opportunities remain at the discretion of the individual facilitator or program manager. 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 Benchmark 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 provide you with recognised prior learning into other course.

**Continuous Professional Development and Industry Endorsement** - Courses delivered by The Benchmark Group may be endorsed by professional bodies and industry specific points or recognition may be awarded in some circumstances. In the event that your course is endorsed to achieve points or recognition, you must meet the minimum required activity as determined by the endorsing authority.

**Revocation of a Qualification or Statement of Attainment** - The Benchmark 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 Benchmark 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** - All students, prospective students, facilitators, stakeholders who engage with Health Issues Centre and The Benchmark Group retain the right to lodge complaints about the service received. Additionally, all students undertaking courses or training programs offered by Health Issues Centre and The Benchmark Group have the right to lodge appeals against decisions made by Health Issues Centre and The Benchmark Group assessors. A full copy of our Complaints and Assessment Appeals Policy can be found The Benchmark Group website - [www.benchmarkgroup.com.au](http://www.benchmarkgroup.com.au)

**Access and Equity** - Health Issues Centre 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. Health Issues Centre and The Benchmark Group Pty Limited also ensures that at all times students 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 Health Issues Centre 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 Health Issues Centre and to help us achieve a better and more efficient service.

**Acceptance** - By submitting this form and/or commencing your study with Health Issues Centre, 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 The Benchmark Group on Ph: 1300 855 568 or Health Issues Centre on Ph: (03) 8676 9050.



# Health Issues Centre

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