



10947NAT

Graduate Certificate in Consumer and Community Engagement

**Course
Information**



Health Issues Centre
Consumer voices for better healthcare



THE BENCHMARK GROUP
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Course snapshot

COURSE TITLE	10947NAT Graduate Certificate in Consumer and Community Engagement
COURSE SUMMARY	The Graduate Certificate in Consumer and Community Engagement, delivered by Health Issues Centre on behalf of The Benchmark Group, enables health services and organisations' key staff to acquire the advanced skills and knowledge to plan, implement and evaluate consumer engagement.
UNITS OF COMPETENCY	<p>NAT10947001 - Manage operations within a consumer and community engagement framework</p> <p>NAT10947002 - Support consumer and community engagement planning</p> <p>NAT10947003 - Lead the implementation of organisational consumer and community engagement</p> <p>NAT10947004 - Manage and develop systems and structures for consumer and community engagement</p>
PRE-READING	There is no pre-reading for this course.
DELIVERY & ASSESSMENT	Delivery and assessment includes a four day face-to-face workshop, in-class activities assessed by a qualified assessor and assessment completed and submitted to assessor for marking.
ESTIMATED HOURS OF STUDY	215 hours of active learning
CPD HOURS	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.
ENTRY REQUIREMENTS	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 year 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.
TERMS AND CONDITIONS	Visit benchmarkgroup.com.au/terms-and-conditions

Course outline

The Graduate Certificate in Consumer and Community Engagement is delivered by Health Issues Centre on behalf of The Benchmark Group.

The course enables health services and organisations' key staff to acquire the advanced skills and knowledge to plan, implement and evaluate consumer engagement.

Learning outcomes

Upon successful completion of the course, students will have the ability 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.

Course content

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.

Course structure

The Graduate Certificate in Consumer and Community Engagement is delivered as a 4 day (two days in a week and two days after a two-week break) program.

Participants are required to undertake additional self-directed activities and complete work-based assessment tasks.

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

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

Successful participants obtain a nationally recognised graduate certificate.



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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