



# RTO Quality Management System (QMS)

## Course Brochure

RTO 20956

**Our head office is located in the heart of one of Australia's fastest growing cities. Melbourne known as one of the world's most liveable cities. Here we can offer unlimited potential to students with the talent, drive and ambition to succeed.**

**Uniting is an exciting place to start your career we will present you with a dynamic and culturally diverse hub of training, community support and employment opportunities. With global links we are developing and creating opportunities for business, investment, education and cultural exchange. Uniting reflects the values that underpin integrity and the pursuit of personal growth and knowledge. We are student focused and committed to making a positive impact on the communities we engage with. Your success can start here!**

### **Office Locations**

Melbourne, Canberra and Tasmania including many regional locations.

Additional locations will be advertised in addition to other course details as required.

### **Information Sessions**

At the start of your course you will be provided with an induction. The induction will provide you with safety and security protocols for the training facility. This will include emergency evacuation procedures, specific details about your course and assessment requirements, important dates you may need to know. We introduce you to your trainer providing you the opportunity to ask any questions that will assist in deciding on your study with us.

The induction also provides an opportunity for you to network with other participants who may be entering or in the industry.

Welcome to Uniting RTO.

**Annette Smith**

Manager, Workforce Development

### **Our contact details**

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# Advantages of Studying with Uniting RTO

## Advance your profile

learn from experienced professionals who are currently in the industry. Gain accreditation from a leading Australian industry organisation. Take advantage of our practical approach to training and get involved in our active programs.

## Professional recognition

our courses are developed in consultation with leading industry practitioners and an external advisory board to ensure you have the skills you need to be competitive in today's workplace.

## Practical learning

our courses give you a practical approach to learning, while also improving skills and performance with a work ready attitude.

## Prior experience

industry experts are invited to present an evidence case to gain an accredited qualification recognising their skills and knowledge.

## Study in your workplace

students are encouraged to work and study, our trainers are equipped to deliver and assess in the workplace to enhance your career.

## Reasonable adjustment

To ensure fair and equitable learning and assessment, reasonable adjustment can be made for a student.

Reasonable adjustment activities could involve:

- modifying or providing special equipment such as special computer software and keyboard, and large screen monitors
- provision of special assistance such as an interpreter for deaf candidates
- adaptation of the assessment methodologies, without impacting on the validity of the attainment of the relevant competencies. For example: allowance of extra time, varying question and response modalities (such as use of oral questioning rather than written, and audiotaped or videotaped answers instead of written answers).

Reasonable adjustment requires consultation and negotiation between all parties with a focus on the needs of the individual student. Assessing whether a particular adjustment for a student is reasonable will depend on whether it balances the interests of all parties affected. Reasonable adjustment does not mean that all student requests are granted. Contact our office to discuss an assessment for a reasonable adjustment.

**Achievement is not just about gaining a qualification but developing the critical thinking and leadership skills to support a successful career. It's about transferring your skills for your life and work life.**

## Benefits of Nationally Accredited Courses

**Completing your course gives you a competitive industry edge.**

Entry to the individual courses are for students, who want to move ahead in their life and career. Throughout your course, if you require assistance you will be personally mentored by our trainers and industry practitioners so that you have the practical knowledge and skills required to enter the workforce with confidence.

## How Your Courses will be Structured

### Core Units and Electives

The training package courses provide flexibility and choice, allowing you to select your elective units to form a part of the qualification, then a number of core units that will need to be completed through the required qualification rules. Each elective is a stream or skill set within the industry criteria and work related roles.

These units will enable individual career planning, for detailed information about the course structure and units, contact our office.

## Practical Experience

All our students are encouraged to independently gain practical experience where possible in order to enhance their knowledge and skills in a variety of enterprise contexts. Our students also have the opportunity to take up casual work in a field that is complementary to their studies or a community organisation. These practical experiences serve as an invaluable stepping stone to future employment opportunities.

## Career Opportunities

For information on career opportunities for graduates, please refer to the job website [seek.com](http://seek.com)

# Accredited short courses and units of competencies

## Units of Competencies for Working with Alcohol and Drug Clients



### Work in Alcohol and Other Drug context CHCAOD001

This unit describes the skills and knowledge required to establish and work within the current context, philosophy and values of the alcohol and other drugs (AOD) sector. This unit applies to workers who come into contact with clients affected by alcohol and other drugs.

Assessment tasks will be designed to reinforce and extend knowledge and skill competence within set and controlled parameters in accordance with each unit's learning outcomes and performance criteria requirements, including the setting of work based practical application tasks designed to provide evidence of competence outcomes.



### Work with clients who are intoxicated CHCAOD002

This unit describes the skills and knowledge required to respond to the immediate and ongoing needs of people intoxicated by alcohol and/or other drugs, with a focus on harm minimisation. This unit applies to people working in alcohol and other drugs (AOD) services and other community service delivery contexts.

Assessment tasks will be designed to reinforce and extend knowledge and skill competence within set and controlled parameters in accordance with each competency unit's learning outcomes and performance criteria requirements, including the setting of project and work based practical application tasks designed to provide evidence of competence outcomes, within periodic and scheduled timelines. Students will be expected to demonstrate the following required skills:

- provided services to at least 2 intoxicated clients
- used the following communication and interpersonal skills in dealing with intoxicated clients:
  - management of difficult and aggressive behaviour
  - non-judgmental communication
  - conflict resolution
  - negotiation
  - self-protection.



### Assess needs of clients with Alcohol and Other Drugs issues CHCAOD004

This unit describes the skills and knowledge required to prepare for and conduct assessments of alcohol and other drugs (AOD) clients to determine eligibility, service requirements and referral needs. This includes knowledge of factors affecting assessment for a range of different client groups including different genders, youth, older people, mandated and voluntary clients, Aboriginal and/or Torres Strait Islander people and those from culturally and linguistically diverse backgrounds.

This unit applies to people involved in the assessment of clients with AOD issues using e Assessment tasks will be designed to reinforce and extend knowledge and skill competence within set and controlled parameters in accordance with each unit's learning outcomes and performance criteria requirements, including the setting of work based practical application tasks designed to provide evidence of competence outcomes, within periodic and scheduled timelines. established organisation or jurisdictional AOD assessment tools.



### **Provide Alcohol and other Drugs Withdrawal Services CHCAOD005**

This unit describes the skills and knowledge required to provide support and assistance to people going through the process of withdrawing from alcohol, tobacco or other drugs, including combinations of these. This unit applies to those working with clients going through alcohol and other drugs (AOD) withdrawal in residential or non-residential settings following established withdrawal guidelines.

Assessment tasks will be designed to reinforce and extend knowledge and skill competence within set and controlled parameters in accordance with each unit's learning outcomes and performance criteria requirements, including the setting of work based practical application tasks designed to provide evidence of competence outcomes, within periodic and scheduled timelines. Students will be expected to demonstrate the required skills.



### **Provide Interventions for Alcohol and other Drugs Issues CHCAOD006**

This unit describes the skills and knowledge required to confirm, conduct and monitor intervention strategies to address alcohol and other drugs (AOD) issues. This unit applies to workers who provide support to people with AOD issues within the scope of an established individual treatment plan. Interventions would be ongoing and be conducted under the guidance of a supervisor.

Assessment tasks will be designed to reinforce and extend knowledge and skill competence within set and controlled parameters in accordance with each unit's learning outcomes and performance criteria requirements, including the setting of work based practical application tasks designed to provide evidence of competence outcomes, within periodic and scheduled timelines. Students will be expected to demonstrate the required skills.



### **Develop Strategies for Relapse Prevention and Management CHCAOD007**

This unit describes the skills and knowledge required to work collaboratively with clients to develop strategies for preventing and managing relapse, should it occur, as well as ways to deal effectively with potentially harmful behaviour. This unit applies to workers who develop strategies with, and for, clients with alcohol and other drugs (AOD) issues within established organisation guidelines. The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

Assessment tasks will be designed to reinforce and extend knowledge and skill competence within set and controlled parameters in accordance with each unit's learning outcomes and performance criteria requirements, including the setting of work based practical application tasks designed to provide evidence of competence outcomes, within periodic and scheduled timelines. Students will be expected to demonstrate the following required skills: - conducted a relapse planning session with at least 2 clients with alcohol and/or drug issues that incorporate supporting clients, problem solving; goal setting; coping; self-monitoring and management; recognising and managing cravings; cognitive restructuring; harm minimisation; used effective communication skills.



### **Develop and Review Individual Treatment Plans CHCAOD009**

This unit describes the skills and knowledge required to work collaboratively with clients to establish treatment goals, and to develop and evaluate individual treatment plans to meet those goals. This unit applies to workers who develop treatment plans with, and for, clients with alcohol and other drugs (AOD) issues on the basis of an existing assessment and within established organisation guidelines. Depending on the context, development of the plan may be autonomous or collaborative. Workers may or may not be the person conducting the assessment.

Assessment tasks will be designed to reinforce and extend knowledge and skill competence within set and controlled parameters in accordance with each unit's learning outcomes and performance criteria requirements, including the setting of work based practical application tasks designed to provide evidence of competence outcomes, within periodic and scheduled timelines. Students will be expected to demonstrate the required skills.

## First Aid



**Provide Cardiopulmonary Resuscitation**  
**HLTAID001**  
Duration: 3-4 hours

This course covers skills and knowledge required to provide Cardiopulmonary Resuscitation (CPR) in accordance with Australian Resuscitation Council (ARC) Guidelines. There is pre-course work to complete and practical training that covers though not limited to the following:

- How to respond to an unconscious person
- Basic Life Support (DRSABCD)
- CPR techniques on adults and infants
- Airway Management
- Using an Automated External Defibrillator (AED)



**Provide First Aid**  
**HLTAID003**  
Duration: 1 Day

First aid skills and competencies give you the skills and knowledge required to provide an effective First Aid response and life support in a range of situations until the arrival of medical or other assistance. In unfortunate case of an accident or critical health incident, it takes a confident and knowledgeable first aider that may save a life or dramatically improve the outcome for the casualty.

The course comprises both online pre-learning and face-to-face training hours. Here at Uniting RTO we strive to deliver skills and knowledge to our students, so they have the confidence to deal with any first aid emergency they are faced with.

All units of competencies are registered on Uniting RTO scope [www.training.gov.au](http://www.training.gov.au)

## Our First Aid course covers though not limited to the following:

- How to properly assess an emergency situation
- Basic Life Support (DRSABCD)
- CPR techniques on adults and infants
- Using an Automated External Defibrillator (AED)
- First aid procedures for bleeding, burns and fractures
- Managing medical conditions such as anaphylaxis, asthma and seizures
- Managing medical emergencies such as snake/spider bites, poisons and choking
- Infection control procedures
- Managing exposure to extreme temperatures
- Administering first aid for eye and soft tissue injuries
- Managing shock
- EpiPen - adrenaline injection syringe auto-injector.

**Alcohol and other Drugs Skill Set Units are available on demand.**

## Some non-accredited short courses

- Mentoring in the Workplace
- Leadership for Supervisors
- Mental Health – Introduction
- Safety in the Workplace
- Delivering a Presentation
- Equal Opportunity
- Workplace Health and Safety.

## About Uniting

Uniting has stood with local communities in Victoria and Tasmania for more than 100 years, delivering services to people of all ages.

We work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land. We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.