



Australian Government

Comcare

LEARNING & DEVELOPMENT SOLUTIONS

Certificate IV Government
(Injury Rehabilitation
Management) (PSP40904)

STUDENT HANDBOOK

Student handbook details

Source statement

This document is based on the Australian Public Service Commission's (APSC's) Information Guide to Recognition and Assessment Services which is available from the APSC website.

Some of the content in this handbook is derived from the APSC publication, with additional content being developed by Comcare Learning and Development Solutions team. Any queries regarding the content of this handbook should be directed to Comcare's Learning and Development Solutions team (LDS) in writing to learning.development@comcare.gov.au

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Requests for further information or authorisation should be directed to:

Learning and Development
Comcare
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Canberra City ACT 2601

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General information

Introduction

Comcare is committed to supporting the ongoing professional development of injury management professionals working in the Comcare scheme. Comcare's Learning and Development Solutions team now offer the opportunity to gain a nationally recognised specialist injury management qualification, a Certificate IV in Government (Injury Rehabilitation Management) (PSP40904).

Overview of the qualification

Comcare and the Australian Public Service Commission (the APSC) have developed and deliver this specialist qualification which covers the competencies required of rehabilitation case managers in the public sector. The core competencies and the selected specialist units incorporate the necessary knowledge and skills across the variety of roles and responsibilities for effective injury management performance under the Comcare scheme.

The APSC is a registered training organisation (RTO), and issues this qualification.

To gain this qualification you need to complete 15 units of competency. These are grouped into six modules:

- Case Management Essentials
- Case Management – The Next Steps
- OHS Act in Detail
- Advanced Communication, Customer Service and Negotiation Skills for Injury Management Professionals
- Values, Legislation and Diversity
- Policy Implementation.

Learning and Development Solutions trainers

Comcare's experienced training team ensures candidates have access to qualified trainers with contemporary industry knowledge and experience. All LDS trainers are qualified assessors, having completed a Certificate IV in Training and Assessment and are members of the Australian Institute of Training and Development. All trainers have completed or are completing the qualification themselves and will be able to assist you with any questions you may have in relation to the training content. For questions relating to completing the qualification, please contact Russell Lee, the Certificate IV coordinator.

Certificate IV coordinator

Russell Lee is the Certificate IV coordinator for Learning and Development Solutions. Russell can answer any questions you have regarding pre-registration, all the way through to completing the assessments. Russell is currently completing the qualification so has first hand knowledge of what is involved and where to find key information. You can make an appointment to meet with Russell to discuss your assessments, or you may see him visiting during a course.

Russell can be contacted by:

- Email – learning.development@comcare.gov.au
- Phone – 1300 366 979

Certificate IV in Government – Injury Rehabilitation Management (PSP40904)

Modules	Delivery by	Unit code	Unit of competency title
Case Management Essentials	Comcare	PSPIM402A	Undertake initial rehabilitation assessments
		PSPIM404A	Conduct situational workplace assessments
		PSPIM405A	Develop return to work plans
		PSPIM406A	Implement and monitor return to work plans
Case Management: The Next Steps	Comcare	PSPIM408A	Monitor and review injury management cases
		PSPIM502A	Manage case directions and outcomes
OHS Act in Detail	Comcare	PSPOHS301A	Contribute to workplace safety
Advanced Communication, Customer Service and Negotiation Skills for Injury Management Professionals	Comcare	PSPGOV402B	Deliver and monitor services to clients
		PSPGOV412A	Use advanced workplace communication strategies
		PSPGOV507A	Undertake negotiations
Values, Legislation and Diversity	Australian Public Service Commission	PSPETHC401A	Uphold and support the values and principles of Public Service
		PSPLEGN401A	Encourage compliance with legislation in the Public Service
		PSPGOV408A	Value diversity
Policy Implementation		PSPPOL404A	Support policy implementation
		PSPGOV422A	Apply government processes

Eligibility and enrolment

The Certificate IV in Government (Injury Rehabilitation Management) is open to anyone who wishes to apply. Comcare's LDS can provide additional support to participants who are not currently involved in an injury management role.

As all courses are conducted in English, a basic level of written and spoken English is required to complete the qualification.

How to enrol:

- 1) Access the LDS training calendar in the training section of the Comcare website.
- 2) If not considering Recognition of Prior learning (RPL), go straight to Step 3. If considering it, refer to the RPL booklets on our website to assess your experience against the requirements for the qualification (refer to learning pathway section of this handbook).
- 3) Complete the Certificate IV enrolment form. Make sure to select a learning pathway (see below)
- 4) Email or call LDS if you have any questions.

Course information and the training calendar are available in the training section of the Comcare website www.comcare.gov.au You can also call the Learning and Development Solutions team on 1300 366 979.

You can find course information for the training courses delivered by the APSC at www.apsc.gov.au, or call the APSC on 02 6202 3500.

Learning Pathways

There are a number of ways to gain this qualification. You can complete the qualification through:

- attendance and participation in face to face training courses and completion of the required assessment tasks
- a structured and supported process of RPL
- a process of mutual recognition of qualifications issued by other registered training organisations
- a combination of the above.

Face to face training

You can gain the qualification through attendance and participation in training courses and completing the associated assessment requirements.

Module	Duration of training
Case Management Essentials	2 days
Case Management: The Next Steps	2 days
OHS Act in Detail	1 day
Advanced Communication, Customer Service and Negotiation Skills for Injury Management Professionals	2 days
Values, Legislation and Diversity	1 day
Policy Implementation	2 days
Total face to face training days	10 days

The face to face training learning pathway for the Certificate IV in Government (Injury Rehabilitation Management) involves attendance at 10 full days of training.

Learning Pathways continued

Recognition of Prior Learning

What is RPL?

RPL is a process that allows you to receive accreditation and be awarded competencies for the skills and knowledge you already possess, without having to undertake additional training. You will need to gather samples of your work that demonstrate your achievement of the requirements of the competencies and obtain reports from supervisors and/or other third parties that support your claims.

If you have already demonstrated competencies through formal assessment at another registered training organisation, Comcare and the APSC will recognise these. These competencies can then be used towards completion of qualifications for which they are relevant, either as core or elective competencies. In the same way, any competency or qualification you achieve through Comcare and the APSC will be recognised by any other registered training organisation in Australia. This is called 'mutual recognition'.

How to apply for RPL

The assessment of RPL is embedded within the assessment tools used by Comcare and the APSC. You may also apply for RPL as a separate process.

RPL is available to all prospective students. You may apply for recognition of your learning and skills by supplying evidence through:

- previous informal training undertaken
- work experience
- life experience.

The evidence of RPL that you provide must be accurate, valid, relevant and sufficient to demonstrate competence in your skills and experience against the qualification.

In order to recognise prior learning it is necessary to:

- compare the informal or non-formal learning you have completed against the learning outcomes or performance criteria of the course or qualification that you are seeking credit for
- determine appropriate evidence to support the claim of prior learning.

The processes used to assess RPL applications may vary. Processes could include (but are not limited to):

- assessment based on a portfolio of evidence
- direct observation or demonstration of skill or competence
- participation in exactly the same or modified versions of the assessment you would be required to complete as part of the full course
- examples of your work drawn from the workplace, social, community or other setting in which you apply your learning, skill or competence
- testimonials of learning, skill or competence
- a combination of any of the above.

Please speak with your Certificate IV coordinator if you believe that you might be eligible for RPL.

Mutual recognition/credit transfer

What is mutual recognition

Mutual recognition (or credit transfer) is the recognition of formal training qualifications and statements of attainment issued by other RTOs. If you have already demonstrated competencies through formal assessment at another RTO, we will recognise them.

How to apply for mutual recognition

If you wish to apply for mutual recognition for units of competency from another RTO, you must provide a certified copy of the original statement of attainment for verification that you were assessed as competent. These competencies can then be used towards completion of Comcare or APSC qualifications for which they are relevant.

The statement of attainment must contain the:

- RTO's name
- RTO's national and state code
- units of competency national code.

If the statement of attainment does not include this information, you will need to provide a letter from the RTO detailing the information.

Assessment

Assessment pathway options

In order to receive a qualification or a statement of attainment, you will need to undergo a formal assessment of your knowledge, skills and experience in relation to the units of competency of the qualification. To demonstrate competency against each unit, you will need to submit evidence across three different contexts (e.g. situations, cases), regardless of which learning and/or assessment pathway you choose to take.

Pathway options:

Pathway	Context	Options
Attendance (face to face training)	One:	<ul style="list-style-type: none">• Resource package/activities workbook
	Any two of:	<ul style="list-style-type: none">• Evidence portfolio
		<ul style="list-style-type: none">• Assessment assignment (request through LDS)• Third party report
Recognition of Prior Learning (RPL)	Any combination of:	<ul style="list-style-type: none">• Evidence portfolio (up to three case studies)
		<ul style="list-style-type: none">• Third party report
		<ul style="list-style-type: none">• Assessment assignment (this can be provided upon request, however it is assumed if you choose RPL you will gather evidence)

Conduct of assessment

Assessment is competency based and is conducted in accordance with the National Assessment Principals of the *Australian Quality Training Framework*.

The standards used for assessing competency are outlined under each individual unit of competency description found in the Public Sector Training Package (call or email LDS if you would like a copy). These include:

- assessment to determine the training needs
- assessment during the training to judge how participants are progressing
- assessment at the end of each unit of training undertaken
- RPL or recognition of current competency.

Assessment continued

Assessment outcomes and qualifications

The APSC will issue your results and qualifications in a timely manner in accordance with national guidelines. Statements of attainment will be issued to participants who undertake assessment. Certificates of attendance will be issued to all participants who attend Comcare delivered training courses.

Assessment outcomes are recorded using the following result codes:

C	Competent
NYC	Not yet competent
W	Withdrawn
NC	Not complete
CR	Credit granted for statements of attainment issued by other RTOs

Your records will be kept confidential and securely archived. You may access your files upon request. If you wish to do so, please speak with your Certificate IV coordinator.

If you are at risk of being formally assessed as 'not yet competent', your assessor will contact you to provide information to assist you to reach competency. They will provide feedback on your portfolio of evidence and identify what you need to do to meet the criteria. This may be achieved by submission of further evidence or a follow up phone call interview.

Notification of assessment outcome

Where possible, Comcare and the APSC aim to notify you of the outcome of your assessments within 15 business days of receipt of your assessment portfolio. If we are not able to meet this timeframe, we will contact you and advise you of when you can expect to be notified of your assessment outcome.

Evidence portfolio

As you work through the assessment you will collect evidence that demonstrates your knowledge, skills and experience. This is then organised and submitted to your assessor as a portfolio.

Your evidence portfolio should contain a cover page, which includes your personal details and a matrix or index of the evidence you have included in your portfolio. You should label each piece of evidence to match the matrix or index.

It is important to ensure that the information you have supplied is presented clearly and is easy to follow. It may be useful to add a summary which explains the relevance of each item you have included.

National recognition

A key principle of the *Australian Quality Training Framework* is mutual recognition, which means that all state, territory and RTOs will recognise qualifications and statements of attainments issued by other RTOs across Australia.

This means that if you have qualifications or statements of attainment from other training programs or courses which you think might be relevant to the course you have registered to undertake, discuss them with your Certificate IV coordinator.

Qualification fees

Face to face training

Students undertaking face to face training for all modules will incur the following charges:

Module	Course fee	Assessment fee	Total
Case Management Essentials	\$995	\$150	\$1145
Case Management - The Next Steps	\$995	\$150	\$1145
OHS Act in Detail	\$650	\$150	\$800
Advanced Communication, Customer Service and Negotiation Skills for Injury Management Professionals			\$1350
Values, Legislation and Diversity Policy Implementation			\$1555
Total			\$5995

Recognition of Prior Learning

Students undertaking RPL will incur the following charges:

Module	Units	Assessment fee	Total
Case Management Essentials	PSPIM402A – Deliver and monitor service to clients	\$150	\$600
	PSPIM404A - Conduct situational workplace assessments	\$150	
	PSPIM405A - Develop return to work plans	\$150	
	PSPIM406A - Implement and monitor return to work plans	\$150	
Case Management - The Next Steps	PSPIM408A - Monitor and review injury management cases	\$150	\$300
	PSPIM502A - Manage case directions and outcomes	\$150	
OHS Act in Detail	PSPOHS301A - Contribute to workplace safety	\$150	\$150
Advanced Communication, Customer Service and Negotiation Skills for Injury Management Professionals	PSPGOV402B - Deliver and monitor services to clients	\$150	\$450
	PSPGOV412A - Use advanced workplace communication strategies	\$150	
	PSPGOV507A - Undertake negotiations	\$150	
Values, Legislation and Diversity	PSPETHC401A - Uphold and support the values and principles of the Public Service	\$150	\$450
	PSPLEG401A - Encourage compliance with legislation in the Public Service	\$150	
	PSPGOV408A - Value diversity	\$150	
Policy Implementation	PSPPOL404A - Support policy implementation	\$150	\$300
	PSPGOV422A - Apply Government processes	\$150	
Total			\$2250

Qualification fees continued

Mutual recognition/credit transfer

Assessment for mutual recognition (credit transfer) will be provided free of charge.

Payment arrangements

Comcare is flexible in relation to your payment arrangements. We can arrange for payment up front or payment in advance, pay as you go or a combination of the two. Payment can be made via invoice, credit card or direct debit.

A discount is available for groups of students from one organisation.

Please email the Certificate IV coordinator or call 1300 366 979 to discuss any questions you may have.

Roles and responsibilities

Candidates

As a candidate participating in a Comcare or APSC training program, or seeking recognition, you have rights and responsibilities. You have a right to:

- be treated fairly and with respect by other students and staff
- learn and be assessed in an environment free of discrimination and harassment
- participate in a process which meets current industry standards and accreditation requirements
- have your work assessed as promptly as possible and to receive feedback
- have personal records kept private and made available only to authorised users
- appeal results and access to review process in accordance with Comcare and APSC principles
- have qualifications already held, recognised under the mutual recognition policy where appropriate.

To make sure all students enjoy the above rights you also have responsibility to:

- ensure that any work submitted is your own (unless it is the product of group work), free from plagiarised content and not produced by unfair means such as cheating or copying
- treat other candidates and staff with respect and fairness
- behave in a non-discriminatory and non-harassing manner to other candidates and staff
- behave so as not to offend, embarrass or threaten others.

Assessors

The role of the assessor is to determine if you meet the requirements of the competencies. This will be achieved by analysis of the evidence you provide and your conversations with the assessor. The evidence you provide can be submitted through a variety of methods. The assessor will help you identify the most appropriate. Assessors will be looking for evidence that meets the following principles:

- Relevancy - Does the evidence clearly support the competencies? Is it appropriate?
- Currency - Is the material relevant to your abilities today?
- Authenticity - Does the evidence relate to your skills?
- Sufficiency - Is there enough evidence to demonstrate competency?

Your assessor has the responsibility to:

- be flexible when conducting assessments to accommodate the needs of individuals under the principle of allowable adjustment
- respect the privacy and confidentiality of candidates
- treat candidates equally and with respect
- conduct themselves in a professional manner at all times in accordance with the APS Values and Code of Conduct.

Administration

Workplace health and safety

Comcare and the APSC will:

- ensure they take all reasonably practical steps to protect the health and safety of everyone attending their training programs
- ensure that people can attend a training venue with a minimum of risk of injury or illness
- ensure that all equipment used during the training is safe when properly used.

As a student, you are obligated to:

- obey instructions regarding your health and safety and the health and safety of others
- not deliberately interfere with or misuse anything that has been provided for workplace health and safety
- not deliberately endanger the health, safety or welfare of others or yourself
- take action where you identify potential safety hazards. This could include bringing it to the attention of the trainer or responsible person as appropriate.

Privacy policy

Comcare and the APSC are obliged to maintain effective administrative and records management systems. This involves the retention of student records. All staff are strictly instructed to only use student information for the purposes for which it was gathered. Records of results must be maintained for 30 years.

As a student, you can access your own training records at all times. Information about your student records can only be released to a third party with your written consent.

Our privacy policy and regulations are in accordance with the Privacy Act of 1988 found at www.austlii.edu.au.

Equal opportunity, anti-discrimination, privacy and sexual harassment

Comcare is committed to providing employers and clients with a workplace and training environment free of all forms of discrimination and harassment including bullying. Such behaviour is not only unacceptable, it is unlawful under legislation (*Sex Discrimination Act 1984, Racial Discrimination Act 1975, Disability Discrimination Act 1992, Human Rights and Equal Opportunity Commission Act 1986, Age Discrimination Act 2004*, various pieces of Occupational Health and Safety legislation and state legislation) and is contrary to the APS Code of Conduct under the *Public Service Act 1999*.

Comcare and the APSC comply with the values and code of conduct as specified in the APS Values and Code of Conduct section on the APSC website at www.apsc.gov.au

Complaints/appeals

As the RTO, the APSC have a student grievance process that is available to all students of the Certificate IV in Government-Injury Rehabilitation Management.

This process is accessible and equitable, and explains how you can communicate your concerns, lodge grievances and appeals.

If you are unhappy with the outcome of your assessment and you would like to request a review of the decision you can confidentially contact the LDS Assistant Director by emailing learning.development@comcare.gov.au or calling 1300 366 979. The Assistant Director will arrange for a different assessor to consider your evidence and advise you of the assessment outcome. Where you are still unhappy with the outcome of your assessment your assessments will be referred to the Director of the APS Education team for further consideration.

Administration continued

Feedback

We welcome feedback on any aspect of the service we provide. To offer a compliment, comment or suggestion you can:

- call 1300 366 979 between 8.00am and 5.00pm AEST Monday to Friday
- write to us at Comcare, GPO Box 9905, ACT 2601
- complete our online enquiry form in the Compliments and complaints section of the Comcare website.

STUDENT HANDBOOK



See Comcare's website
www.comcare.gov.au
for more details or call
the Learning and Development
Solutions team on 1300 366 979