



Learner Handbook

Integrating therapeutic perspectives and practice
CHC50313 Diploma of Child, Youth and Family Intervention



RTO Code 91494

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1. What is the Diploma of Child, Youth and Family Intervention?

The Diploma of Child, Youth and Family Intervention (CHC50313) is a high-level qualification that equips learners with the skills and knowledge necessary to work with at-risk individuals and families in both residential and/or non-residential settings related to child protection and family support work. These settings include:

- out-of-home care
- early intervention
- intensive family-based services
- schools
- youth work
- homelessness
- youth justice
- family violence

Such workers often:

- work under limited supervision or within a team and may develop their own work program to achieve targets
- may supervise other workers and complete activities focused on improving the living and emotional circumstances of at-risk children and young people
- may exercise legal authorities and delegated decision-making on relevant statutory matters.

2. Are there any entry requirements?

The Diploma is open to anyone currently working within a sector related to children, youth and family.

Interested learners will need to complete a language, literacy and numeracy evaluation before commencement of the course to ensure their skills are equivalent to a Diploma level.

3. What is the expected workload?

This is a high-level qualification that involves:

- self-paced study at home
- classroom-based learning (generally two days per month)
- your own reading and research, as distinct from the provided course materials

As such, the Diploma requires your commitment in order for you to successfully complete the learning and assessments.

4. Why should I complete the Diploma through SAL Consulting?

Our focus is on giving learners the skills and knowledge they need in order to work successfully within a trauma and attachment framework. All of the core and elective units in this course will be underpinned by a neurodevelopmental, attachment and trauma-informed (NATI) approach, and our position as one of the few organisations offering this approach makes us unique.

SAL Consulting provides specific and individualised support to people and organisations within the disability, mental health and youth sectors. We are committed to creating strong, collaborative relationships with individuals and organisations. Through an informed, practical approach to service delivery, our diverse, highly experienced trans-disciplinary consulting team assists individuals and agencies to move forward through collaboration and enablement.

We integrate research and approaches in neurodevelopment, attachment and trauma across all of our services, including clinical, therapeutic, organisational development and training. We are a member of the Neuroleadership Institute, and an accredited provider of Neurosequential Model of Therapeutics (NMT) as developed by Dr Bruce Perry at the Child Trauma Academy in USA.

SAL Consulting provides targeted training and professional development services to enhance worker skills and to then embed these new skills and confidence into the workplace. The provision of specialised training aims to enhance the development and growth of the skill base in the human service sector.

We are a Registered Training Provider (RTO Code 91494), and offer a range of accredited and non-accredited training courses for organisations and individuals. Our training responds to the needs of the sector or to specific organisational training requirements, and is developed and delivered based on current approaches within the sectors we work, and through a neurodevelopmental, attachment and trauma informed lens.

All SAL trainers are clinicians who work 'on the ground' in the a variety of areas within the human services sector and have up to date knowledge about the learning needs and challenges of professional practice in the work setting.

Training services are developed in consultation with key industry representatives. This is in accord with the VET Quality Framework, which includes the [Standards for Registered Training Organisations \(RTOs\) 2015](#). These standards provide the framework for all of SAL Consulting's training policies, and the delivery of training and assessment services.

SAL Consulting also provides non-accredited training services which respond to the needs of the sector or to specific organisational training requirements. The delivery of all training and assessment services by SAL Consulting is guided by the requirements set out in the [Standards for Registered Training Organisations \(RTOs\) 2015](#).

SAL Consulting is committed to maintaining the privacy and confidentiality of its students' records by adhering to State and Federal Privacy legislation. A copy of SAL Consulting's Privacy Policy is available on request.

5. Who should complete this qualification?

The Diploma is designed for people seeking a career or promotion in child protection and family intervention work, particularly those who have an interest in working therapeutically with families impacted by early trauma and abuse.

It is expected that learners have prior experience and/or are working within the child, youth and family work sectors before beginning the course.

6. Which subjects will I complete?

The Diploma consists of 16 units of competency. It includes 9 core unit, and 7 elective units. The units are outlined below. We have chosen the 7 electives to specifically address the needs of the child, youth and family sectors. To see all the units in full, go to <http://training.gov.au/Training/Details/CHC50313>.

All core and elective units will be taught through a neurodevelopmental, trauma and attachment-informed lens.

CORE UNITS

CHCCCS004 Assess co-existing needs

This unit describes the skills and knowledge required to assess the diverse and multi-faceted needs of people and determine both internal and external services required to meet those needs.

CHCCCS016 Respond to client needs

This unit describes the skills and knowledge required to respond holistically to client needs including person-centred support. Clients may have a range of issues outside and in addition to the area of immediate focus or expertise of the worker and their organisation.

CHCCSM005 Develop, facilitate and review all aspects of case management

This unit describes the skills and knowledge required to undertake case management meetings to plan, monitor and review service provision. Workers at this level work autonomously and are responsible for own outputs within organisation guidelines.

CHCDEV003 Analyse client information for service planning and delivery

This unit describes skills and knowledge required to develop and tailor service plans to address specific client needs. Workers are required to undertake this task with an underpinning knowledge of human development.

CHCDIV001 Work with diverse people

This unit describes the skills and knowledge required to work respectfully with people from diverse social and cultural groups and situations, including Aboriginal and/or Torres Strait Islander people.

CHCDIV002 Promote Aboriginal and/or Torres Strait Islander cultural safety

The unit describes the skills and knowledge required to identify Aboriginal and/or Torres Strait Islander cultural safety issues in the workplace, model cultural safety in own work practice, and develop strategies to enhance cultural safety.

CHCPRT004 Work effectively in child protection to support children, young people and families

This unit describes the skills and knowledge required by child protection workers to support children and young people, and to assist families to ensure that children and young people are safe and appropriately cared for. It also covers the ethical, duty of care and legal requirements for this work.

CHCPRT006 Build professional practice and sectoral expertise

This unit describes the skills and knowledge required to use professional experience and practice frameworks for reflective practice and deepening sectoral expertise. It applies to child protection contexts and include following established procedures and compliance with legislation and professional frameworks.

CHCPRT010 Work with children and young people with complex trauma and attachment issues and needs

This unit describes the skills and knowledge required to recognise indicators of trauma in children and young people of different ages and at different stages, and to identify their needs and those of their parents and carers.

ELECTIVE UNITS

CHCECE010 Support the holistic development of children in early childhood

This unit describes the skills and knowledge to support and recognise the interrelationship between the physical, social, emotional, cognitive and communication development of children from birth to 6 years of age.

CHCDFV001 Recognise and respond appropriately to domestic and family violence

This unit describes the knowledge and skills required to identify and respond to the needs of clients who may be experiencing domestic and family violence, including responding to immediate intervention and support needs.

CHCCOM003 Develop workplace communication strategies

This unit describes the skills and knowledge required to develop communication protocols for a team or business unit.

CHCPRP003 Reflect on and improve own professional practice

This unit describes the skills and knowledge required to evaluate and enhance own practice through a process of reflection and ongoing professional development.

CHCAOD004 Assess needs of clients with alcohol and other drugs issues

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.

CHCMHS001 Work with people with mental health issues

This unit describes the skills and knowledge required to establish relationships, clarify needs, and then work collaboratively with people who are living with mental health issues. This unit applies to support workers in contexts outside the mental health sector, but who come into contact with people with mental health issues. The services and support provided are not mental health specific.

CHCGRP002 Plan and conduct group activities

This unit describes the knowledge and skills required to establish, lead and participate in groups using a collaborative, strengths-based approach. This unit applies to any individual involved in planning and leading group activities. Groups may be formal or informal.

CHCFAM003 Support people to improve relationships

This unit describes the skills and knowledge required to engage with diverse people to determine relationship issues and support relationship building using a strengths-based approach. It applies to individuals working with individuals and families in community services work. It does not include formal relationship counselling.

7. What is the duration of the qualification?

The full Diploma pathway runs for 18 months.

If you do not complete the whole course but complete some units and are deemed competent, you will receive a statement of attainment for those units.

8. How is the qualification delivered?

The Diploma consists of 16 units of competency (or subjects), which are grouped into modules of 2 or 3 subjects each. Each module is delivered in a face-to-face workshop, with a corresponding face-to-face or online tutorial delivered on a separate day. Attendance at these sessions is compulsory. The face-to-face sessions and assessments will provide opportunities to apply your learning into practice. Each module has associated assessments.

Face-to-face workshops will be delivered at Learning InFusion in Ultimo, Sydney.

Note: please ensure you only book any required travel arrangements once we confirm that the course is going ahead.

9. Can I receive recognition of prior learning (RPL)?

Yes, SAL Consulting will offer recognition of prior learning to course learners if they have the skills or knowledge identified in a particular unit of competency for the qualification. This means they will be exempt from undertaking the assessment for either the whole unit or the whole module. While attendance at face-to-face sessions is compulsory, this may be negotiable for students applying for RPL.

RPL involves the assessment of current knowledge or skills a learner already has, prior to the delivery of training by SAL Consulting. If you wish to apply for RPL, you will be required to provide evidence that you have the skills identified in the Unit/s of Competency you are applying for RPL status in. Please be aware that RPL can take between 4-6 weeks to finalise, learners must ensure they submit their application before commencement of that module.

The evidence you provide could have been acquired in a variety of ways e.g. formal study, work experience or 'life' experiences, and may include other course information and certification, or evidence collected from a work environment.

If you wish to apply for RPL, you must follow these procedures:

- If you believe that you are eligible to claim RPL, please email us at rto@salconsulting.com.au prior to course commencement to register your interest in applying for RPL. The training portfolio manager will contact you to discuss your eligibility.
- If you are eligible, you will receive an RPL Kit. You will use this information to commence your RPL application.
- Once we receive your initial documentation, we will contact you to discuss your application and provide further information for submission.

You may be required to attend an interview with the designated assessor to discuss the evidence provided. This may also include other assessors skilled in the particular unit/s. If this occurs, you are able to bring a support person with you.

You will be advised of the results of the RPL assessment. If the information or evidence provided clearly shows you have the skills or knowledge outlined, credit will be given and recorded on an Assessment Record for the equivalent units of competency or modules.

If your application for RPL is unsuccessful, and you disagree with this decision, you may request a review of assessment. This can be submitted in writing within 5 working days of the result being issued.

An assessor will re-examine the evidence (or request new evidence) and come to a decision. The trainer/assessor will use additional peer support in reviewing the decision. You will be notified of the results of the re-assessment. Due to the large amount of work which may be involved in the collection and assessment of evidence, there may be a fee charged for the RPL service.

Note: SAL Consulting offers credit transfer for courses the learner has achieved through other RTOs and academic institutions. You will need to provide a certified copy of the transcript or Statement of Attainment.

10. What is SAL's fees and refunds policy?

Course fees are collected in installments after negotiation with an agency or an individual learner, and if any prepayment of fee is required, the fee collected will not exceed \$1500 per learner.

We accept payments by EFT or credit, and students have the option of negotiating a payment plan.

If you are an individual not covered by an enterprise or agency training contract, the following refund arrangements will apply:

- First installment of fees for training and assessment activities are due for payment 7 days before commencement of the course or as identified in a specific contract.
- Cancellations received 7 days prior to the commencement of the training and assessment activity will receive a full refund.
- Cancellations received less than 5 working days before commencement of the training and assessment activity will only receive a partial refund (50%).
- No refund will apply for cancellations after the commencement of the training event.
- SAL Consulting Directors are able to consider the option of time payments for disadvantaged clients. This can be requested in writing and negotiated through direct consultation.

11. What is SAL Consulting's assessment policy?

SAL Consulting has an assessment system that meets the requirements of a Registered Training Organisation. All assessment services provided by SAL Consulting will be conducted by qualified assessors, and your assessment will be conducted in accordance with the Training Package Assessment Guidelines or curriculum requirements.

Information relating to the method of assessment for the training you are undertaking is provided to you in the form of a Learning Agreement, and in some cases (such as traineeships), a Training Plan. You have the right to have this information before you commence your training, and all

assessment tasks delivered by SAL Consulting staff will be valid, reliable, flexible, fair, authentic and current.

Records of your assessment results will be kept by SAL Consulting, and you should also receive a copy of your assessment results, or in the case of traineeships, maintain these results in your Student Record Book with the assistance of your employer and training manager.

All candidates have the right to appeal an assessment result and request re-assessment, and the process for appeal is discussed in the section of the training guide – *Assessment Appeal Process*.

Training and assessment tasks are prepared by SAL Consulting to allow for “reasonable adjustment” in the delivery of assessment services. This means we are able to meet the special needs of clients. An example of this could be using oral questioning rather than written questioning for an assessment task.

All assessment work submitted by candidates must fulfill the expectations set out in the assessment question or explanation. This means you must complete the assessment using the guidelines set out for content, word limit, layout, or time limit. Written assessment items must also be of an acceptable standard in terms of legibility, and tidiness. Assessment items which do not meet these requirements may not be graded as satisfactory.

Submission of assessment items or presentation of an assessment activity

All assessment items must be handed in on the due date to the Training Officer, or the person designated responsible for the collection of assessment items. *Please make sure you keep a copy of your assessment item, in case of accident, theft or loss.* If you are being assessed on the performance of an activity (such as a role play, or workplace event), you must attend this event as set out in your Learning Agreement, Training Plan, or Student Record Book.

Extensions for submission of assessment items

Extensions may be given in cases of illness, or other extenuating circumstances. Extensions may only be granted by the SAL Consulting Training Officer, and will only be granted before the due date. If you require an extension, please contact your SAL Consulting Training Officer in person, by telephone, or email. You may be required to present a medical certificate.

Missing a workplace visit, assessment activity or tutorial

If you have not contacted your SAL Consulting Training Manager before a workplace visit, assessment due-date or tutorial to let them know you cannot attend, you must submit a written reason to the Training Manager stating why you were unable to attend, and attach any relevant evidence such as a medical certificate, or letter from your employer. Your submission will be assessed by the Training Manager and if the reason is found to be acceptable, the Training Manager will arrange an alternate time or method for your monitoring visit, assessment activity or event.

12. What is SAL Consulting’s assessment appeal process?

If you wish to challenge the results of an assessment event, SAL Consulting has an internal appeals process established for this purpose.

If you are unhappy with the result of an assessment, you must submit an *Assessment Appeal Application Form* within 5 working days of the result being issued. The appeal application form is available from the SAL Consulting Training Manager.

If you require assistance with writing your appeal, an independent staff person will be made available if requested.

The Training Manager will re-examine the evidence and come to a decision. SAL Consulting may consider an independent assessor with appropriate qualifications to assist in the review. This could mean contacting an independent Registered Training Organisation, and requesting a review of the decision. Please be aware that this may incur a cost for the learner.

A report will be prepared to let you know how the review was conducted, and what the outcome was. If you are still unhappy with the results of the appeal process, SAL Consulting staff will advise you of your rights to further assistance.

A fee may apply if re-assessment is required after completion of the training program.

If more than 60 calendar days are required to process and finalise the complaint or appeal, SAL Consulting will inform the complainant by writing to explain why more than 60 days are required, and keep you informed regularly on the progress of the matter.

13. Can I participate in any evaluation processes?

Yes. To assist SAL Consulting in continually improving the training and assessment services it provides, it is important to get feedback from candidates regarding their experiences of SAL Consulting training and assessment.

You will be asked to complete a evaluation forms both during and following completion of your training program. These evaluation forms are either included in your induction package, or may be handed to you by your Training Manager. You may also be asked to participate in focus groups to discuss the quality of learning resources and assessment tasks.

14. How do I make a complaint?

SAL Consulting has an established procedure to deal with complaints and/or grievances. If you wish to make a complaint, you should fill in a Grievance Form to record your concerns regarding service delivery, or discuss the complaint with the SAL Consulting Training Manager.

Following SAL Consulting's internal process, you will be provided with a written response to your grievance within 10 working days of your written grievance being lodged. If no resolution is achieved then you can request an interview with the SAL Consulting Training Partner. All formal grievances are to be recorded on the available form.

If no resolution can be achieved at this level, you will be advised of the appropriate external body where you can access further assistance. Please note that this may incur an additional cost to you.

If you have literacy difficulties, you may request assistance from another person to complete the complaint form. All grievances will be handled professionally and confidentially in order to achieve a speedy resolution.

15. What welfare and support services will be available to me?

You will be asked prior to the beginning of the course about any learning or physical difficulties you may have that would impact on training, so that workshops, tutorials and materials can be adapted and delivered appropriately, e.g. using large print, slower pace of information delivery. Tutorials provide an opportunity to discuss any issues and clarify understanding, as well as to further embed knowledge. You can contact trainers by phone or email and contact can be made at any time during the course. Additional one-on-one or group sessions can be arranged to assist you with any aspect of the course.

If you require additional learning support during the training program, you are required to indicate this on the enrolment form. These supports may attract additional fees, which we will fully discuss with you on a case by case basis. There may be limits to the support that SAL Consulting can provide, so please contact the Training Portfolio Officer prior to enrolment to discuss your needs. If during the training program you feel you are having difficulties with learning or assessment tasks, please contact the SAL Consulting Training Officer, who will either provide you with additional support, or refer you to external supports to assist you. If you are experiencing personal problems, or issues which you feel may be affecting your participation in the training program, please contact your training manager, who will refer you to external welfare services.

16. How do I enrol?

To apply for the course, complete the [enrolment form](#) and email it to rto@salconsulting.com.au. To find out more about this qualification, and to discuss your learning needs, please contact a member of the training team via the details below.

SAL Consulting Contacts:	
Office	02 9481 7862
Office Fax	02 9481 7863
Training Portfolio Manager	0439 203 615
Email	rto@salconsulting.com.au

Terms and Conditions

By lodging a SAL enrolment form, you are agreeing to SAL Consulting's Terms and Conditions below.

Course Attendance

Attendance at module workshops and tutorial workshops is compulsory. It may be possible for you to attend a make-up session, depending on the scheduling of other sessions. This will be negotiated with your trainer.

Recognition of Prior Learning and Credit Transfers

If you would like to complete some of the course by Recognition of Prior Learning (RPL), you must contact SAL Consulting to receive the RPL kit. This will provide details of the cost of RPL and what evidence you must submit. If you are granted RPL, the number of units you undertake and the course fee may be reduced.

Applications for credit transfer must include a certified copy of the transcript or Statement of Attainment.

What does my course fee cover?

Course fees include:

- Course attendance
- Resources and handouts
- Support provided by the trainer/assessor
- Catering at workshops
- Assessment services (marking of assessments)
- Relevant certification (Statement of Attainment or Diploma). Please ensure that the assessment tasks are submitted on the due dates (either the standard due date or the extension due date). While it is generally simple to be granted an extension, you must submit a formal request for extension at least a week prior to the standard due date.

Unless an extension has been arranged, assessment tasks submitted more than three months after you have attended the face-to-face module will attract a late fee of \$75, which is payable at the time of submission.

Payments and Receipts

Invoices are issued prior to each module/monthly. Payment is expected within 7 days. Receipts will be issued for every payment received.

Refunds

If you are an individual not covered by an enterprise or agency training contract, the following refund arrangements will apply:

- First installment of fees for training and assessment activities are due for payment 7 days before commencement of the course or as identified in a specific contract.
- Cancellations received 7 days prior to the commencement of the training and assessment activity will receive a full refund.
- Cancellations received less than 5 working days before commencement of the training and assessment activity will only receive a partial refund (50%).
- No refund will apply for cancellations after the commencement of the training event.

Course Cancellations/Postponements

We endeavor to run all our courses according to the advertised schedule, and a confirmation email will be sent to all enrolled students a week before the commencement of the course to confirm the course is going ahead. However, course cancellations are unavoidable in rare circumstances.

If a course is cancelled or postponed, SAL Consulting will negotiate an alternative arrangement with you, which may include another face-to-face session, videoconferencing or teleconferencing, or a one-on-one session with your trainer/assessor.

If SAL is unable to provide the required training and assessment to complete the qualification, you will be granted a refund of all unused registration fees, and assistance in finding a placement for a similar qualification elsewhere.

Travelling Costs

We endeavor to run all our courses according to the advertised schedule, and a confirmation email will be sent to all enrolled students a week before the commencement of the course to confirm the course is going ahead. However, course cancellations are unavoidable in rare circumstances. It is therefore recommended that you book any required travel only after you receive this confirmation email, as SAL Consulting accepts no responsibility for any travel costs you may have incurred.