

# DV-alert

Domestic and Family Violence Response Training

## Pre-enrolment Course Information

CHCDFV001

**Recognise and Respond Appropriately to Domestic and Family Violence**

Revision Date Version 3, 3 January 2019 | Owner © Lifeline Australia | RTO Code 88036



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# The DV-alert program

## 1. Welcome

The DV-alert program is delivered nationally by Lifeline through a number of its Centres that are RTO Designated Sites.

The primary focus of the program is up skilling health, allied health, indigenous health and other frontline workers to recognise, respond and refer appropriately people at risk of or experiencing domestic and family violence.

The program is designed to increase participants' confidence and awareness on these issues and the importance of addressing domestic and family violence as a component of holistic health and social and emotional well-being.

The program is currently rolled out as four main streams of delivery described in the figure below. Lifeline Australia recognises DV-alert as being integral to its own broader strategic framework in supporting Australians in a time of crisis and equipping individuals and communities to be resilient and suicide-safe.

The alarming statistics on domestic and family violence in Australia are a contributing factor behind the drive for the Federal Government's National Plan to Reduce Violence against Women and their Children 2010 – 2022.

As part of the Federal Government's Gender Equality for Women Program, the Department of Social Services has championed the implementation of strategies in priority areas to achieve gender equality for women.

The objectives for the Gender Equality for Women Program are:

- Reducing violence against women
- Demonstrating Australian Government leadership on gender equality
- Increasing opportunities for women to undertake valued leadership roles
- Creating business and workplace cultures that deliver better economic choices and outcomes for women.

## 2. DV-alert Streams of Delivery

The DV-alert program was upgraded in July 2016 and as a result DV-alert national recognised training is now delivered in line with RTO training practices, the course is designed to support adult learning styles through:

### 2.1 General Workshop

**Method of delivery: Attendance at a two-day face to face workshop**

General Workshops involve attending a two-day practical workshop where you'll learn how to recognise the signs of domestic and family violence, how to respond to someone experiencing domestic and family violence and what best practice methods should be used to refer people on to the most appropriate support service.

### 2.2 Indigenous Workshop

**Method of delivery: Attendance at a two-day face to face workshop**

While taking into account the unique contexts of Aboriginal and Torres Strait Islander communities, you'll learn how to recognise the signs of domestic and family violence, how to respond to someone experiencing domestic violence, and what best practice methods should be used to refer people on to the most appropriate support service. Indigenous Workshops are co-delivered with recognised Indigenous trainers.

### 2.3 Multicultural Workshop

**Method of delivery: Attendance at a two-day face to face workshop**

While taking into account the unique issues and contexts faced by multicultural communities in Australia, you'll learn how to recognise the signs of domestic and family violence, how to respond to someone experiencing domestic violence, and what best practice methods should be used to refer people on to the most appropriate support service.

### 2.4 Settlement Workshop

**Method of delivery: Attendance at a two-day face to face workshop**

While taking into account the unique issues and contexts faced by refugee/humanitarian background communities in Australia, you'll learn how to recognise the signs of domestic and family violence, how to respond to someone experiencing domestic violence, and what best practice methods should be used to refer people on to the most appropriate support service.

### 2.5 Disabilities Workshop

**Method of delivery: Attendance at a two-day face to face workshop**

While taking into account the unique issues, barriers and contexts faced by women with disabilities in Australia, you'll learn how to recognise the signs of domestic and family violence, how to respond to someone experiencing domestic violence, and what best practice methods should be used to refer people on to the most appropriate support service.

Preference will be given to applicants who work or volunteer with women with disabilities.

## 2.6 e-Learning

### **Method of delivery: Online learning only**

During the online course, undertaken over a period of 10 weeks, you'll work at your own pace to learn how to recognise the signs of domestic and family violence, respond to someone experiencing domestic and family violence, and know about the best practice methods that should be used to refer people on to the most appropriate support service.

## 2.7 e-Learning -Disability

### **Method of delivery: Online learning only**

During the online course, undertaken over a period of 6 weeks, you'll work at your own pace to learn how to recognise the signs of domestic and family violence, respond to someone experiencing domestic and family violence, and know about the best practice methods that should be used to refer people on to the most appropriate support service.

### 3. DV-alert Student Criteria

Workshop Key	<b>G</b> General	<b>D</b> Disabilities	<b>I</b> Indigenous	<b>M</b> Multicultural	<b>S</b> Settlement	<b>E</b> e-Learning
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Eligibility Criteria		<b>G</b>	<b>D</b>	<b>I</b>	<b>M</b>	<b>S</b>	<b>E</b>
1	Participants must work or volunteer in the health, allied health, community, higher education, childcare frontline capacity supporting the general community	X	X	X	X		X
2	Participants must work or volunteer in a health, allied health, community, higher education, childcare frontline capacity	X	X				X
3	Participants must work or volunteer in a health, allied health, community, higher education, childcare frontline capacity supporting Women working with disabilities.		X				
4	Participants must work or volunteer in a health, allied health, community, higher education, childcare frontline capacity supporting Aboriginal and Torres Strait Islander communities			X			X
5	Participants must work or volunteer in a health, allied health, community, higher education, childcare frontline capacity supporting Multicultural communities				X		X
6	Participants must work or volunteer within the settlement services sector supporting refugee / humanitarian background					X	
7	Maximum of 20 registered participants per workshop	X	X	X	X	X	
8	Maximum of 5 participants from the same organisation per workshop in regional and remote areas (RA2-RA5 classification. Use <a href="http://www.doctorconnect.gov.au/locator">http://www.doctorconnect.gov.au/locator</a> to find classification)	X	X	X	X	X	
9	Maximum of 3 participants attending from the same organisation per workshop in metro area (RA1 classification. Use <a href="http://www.doctorconnect.gov.au/locator">http://www.doctorconnect.gov.au/locator</a> find classification)	X	X	X	X	X	
Non-Eligibility							
1.	a) Individuals who are not working or volunteering for a health, allied health, community, higher education, childcare frontline, settlement services organisation b) Individuals studying who are not on placement in a health, allied health, community, higher education, childcare frontline, settlement services organisation c) Lifeline TCSs attending solely in a CS volunteer capacity (domestic and family violence is covered in the CSWT course undertaken by TCS's)						

## 4. Benefits for students

- Receive a Statement of Attainment for the unit of competency; CHCDFV001 - Recognise and Respond appropriately to Domestic and Family Violence. This unit forms part of the CHC Community Services Training Package.
- Have an opportunity to network with other support workers in the practice and the community and increase their knowledge of local resources and support.
- Receive tools and references for domestic and family violence support and referral.

## 5. Lifeline RTO – Nationally Recognised Training



Lifeline is a Registered Training Organisation (RTO) registered by the Australian Skills Quality Authority (ASQA). Lifeline Centres are Designated Training Sites, able to offer nationally recognised training and assessment services in accordance with the Vocational Education & Training (VET) Quality Framework.

The Lifeline DV-alert training has been mapped to CHCDFV001 Recognise and respond appropriately to domestic and family violence Unit of Competency.

## 6. Course Information

There are no costs for attending a DV-alert course if participants fall within the DV-alert Student Criteria on page 4.

### 6.1 Student Enrolments

All students are required to register in the Lifeline Australia RTO Student Database. Students who do not register in the RTO Student Database will not be eligible for a statement of attainment.

All enrolments are subject to approval of enrolment application and course availability. Please note that only students within the DV-alert Student Criteria will be approved to commence a course.

## 6.2 Cancellation Policy

### 6.2.1 DV-alert workshop cancellations

A \$100 late cancellation/no show fee is applicable to students who do not cancel training enrolment within five working days of the course start commencement date or who do not attend the course they have enrolled in. This fee covers expenses relating to administration costs and student placement.

### 6.2.2 e-Learning cancellations

A \$100 late cancellation/late commencement fee is applicable to students who do not cancel training enrolment within five working days of the course start date or who do not start the course within two weeks of the course start date. This fee covers expenses relating to administration costs and student placement.

## 6.3 Statement of Attainment

On achieving competency after completing the assessment requirements, a Statement of Attainment will be issued by Lifeline Australia on the condition that the student has provided their USI.

## 7. Computer access

Students enrolled in the DV-alert program are required to have access to a computer to enable them to complete e-learning (if an e-learning student). If a student does not have a computer at home, they may still be able to access a computer through alternative means.

Minimum technical requirement to operate the course	
<b>Operating System</b>	Windows XP or later
<b>Web Browser</b>	Mozilla Firefox or Google Chrome <i>Internet Explorer may not be compatible with the system</i>
<b>Minimum Screen Resolution</b>	1024 x 768 at 96 DPI
<b>Internet connection</b>	Broadband

### 7.1 System access

Students will be required to register via JobReady – RTO Student Database prior to commencement of a DV-alert workshop or e-learning.



## **8. Assessment**

Students will be assessed on completion of either the workshop or e learning mode of delivery against the elements of the Unit of Competency and the performance criteria contained within it. Assessment will occur as an integrated component of the learning process and is designed not to be onerous for the student.

Students will be given the opportunity to demonstrate their level of competency for assessment and be provided with feedback to support their learning. Where areas are identified that need further development, students will be supported to further develop and improve their knowledge and/or skills and have an opportunity for reassessment.

Further information on assessment processes is provided in the Student Manual available upon approved enrolment.

## **9. Right of completion of training and/or assessment**

Lifeline will guarantee that once a nationally recognised training program commences, training and assessment services will be available for the prescribed duration of the program.

## **10. Unique Student Identifier (USI)**

### **10.1 Background**

From 1 January 2015, Lifeline Australia will be required under Commonwealth legislation to ensure that all students provide a valid USI before Lifeline can issue Statement of Attainment to students upon successful completion of the course. This process applies to all new, pre-enrolled and continuing students who will be issued a Statement of Attainment from 1 January 2015.

### **10.2 What is a USI**

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that gives students access to their USI account. A USI will allow an individual's USI account to be linked to the National Vocational Education and Training (VET) Data Collection allowing an individual to see all of their training results from all providers including all completed training units and qualifications.

#### **10.2.1 What are the benefits**

The USI makes it easier for students to find and collate their VET achievements into a single authenticated transcript. It also ensure that students' VET records are not lost.

## 10.2.2 What are the costs

The USI will be available online and at no cost to the student. This USI will stay with the student for life and be recorded with any nationally recognised VET course that has been completed from when the USI came into effect on 1 January 2015.

Source: [www.usi.gov.au](http://www.usi.gov.au)

## 10.2.3 How do I apply for a USI?

Once an enrolment has been approved (subject to the DV-alert target audience criteria), an automated email is sent to a student providing instructions on how to apply for a USI via the registration site.

## 10.3 Student USI FAQ

### What browser should I use to access the RTO Student Database?

We recommend that students use either Mozilla Firefox or Google Chrome to access the Student Portal.

Internet Explorer may not be compatible with the system.

### When I try to provide my identification in the DVS Document section, an error message appears. What does this mean?

Code: 2004; Message: The system could not verify the identity based on the supplied information.

As this error message is through USI site, we ask that you contact the USI Office on 13 38 73 or via [www.usi.gov.au](http://www.usi.gov.au) as they will be able to advise you on your options and assist you in creating the USI with the documents that you have.

Once you have done that, please verify your USI via the Student Portal.

### How do I know if I am successful in creating or verifying my USI?

The following message will appear on the screen if you have successfully created or verified your USI:

✓ Your USI has been verified/created and can be located in the My Details tab. Please make a note of your USI as it will be used each time you undertake a VET course.

If this message does not appear on the screen, it may mean that you have not successfully created or verified your USI.

### I am unable to apply for a USI via the RTO Student Database, what other option would be available?

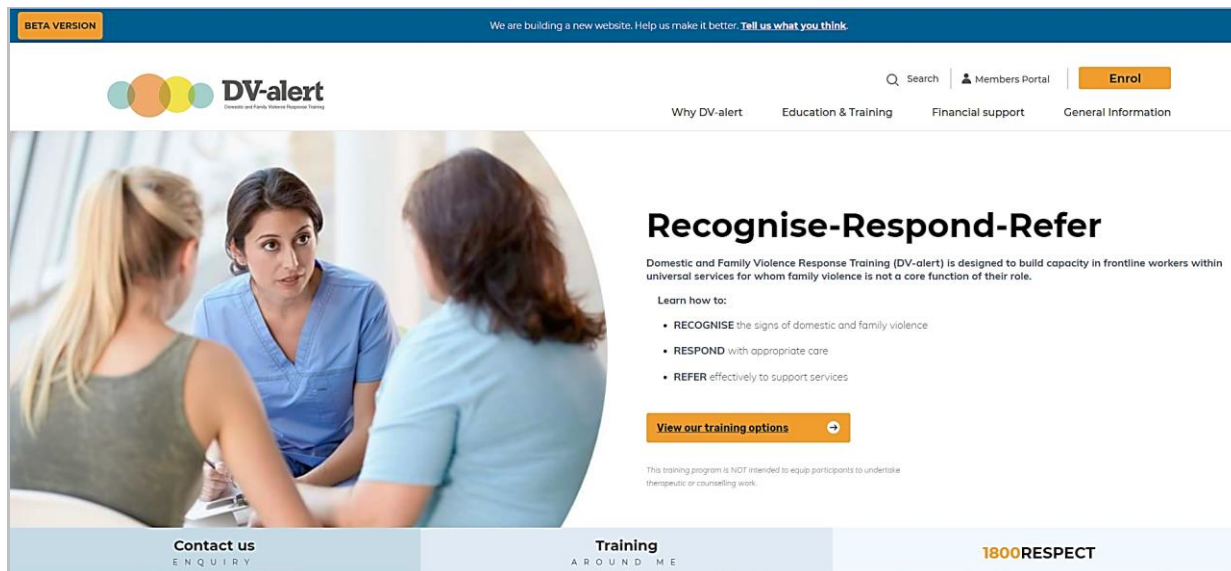
If you are unable to obtain your USI via the Student Portal, please create a USI direct via [www.usi.gov.au](http://www.usi.gov.au). Once you have done that, email your USI through to [training@lifeline.org.au](mailto:training@lifeline.org.au) so that it can be applied to your account.

## 11. How to enrol into a DV-alert course

1. Type <https://www.dvalert.org.au/> into either **Mozilla Firefox** or **Google Chrome** web browser

**Note: Internet Explorer is not compatible with the registration site**

2. The DV-alert website will display



3. Click on the **Enrol** button in the top right of the screen which will take you to the **Enrol for Training** page.
4. Scroll down this page and select the training mode you want to undertake from the options displayed.

### Select which training you would like to enrol in

#### Awareness

#### Sessions

Raise awareness in your workplace about domestic and family violence

#### e-Learning Course

If you can't make a face-to-face workshop, get skilled at home

#### 2-Day Workshops

Learn how to Recognise, Respond to and Refer Domestic and Family Violence effectively

5. Selecting the training mode option
6. If you have selected the **2-Day Workshops**, select the **state** which will display the workshops being held in that state, go to step 8
7. If you have selected the **eLearning Course**, go to step 9

<p><b>Awareness Sessions</b></p> <p>Raise awareness in your workplace about domestic and family violence</p>	<p><b>e-Learning Course</b></p> <p>If you can't make a face-to-face workshop, get skilled at home</p>	<p><b>2-Day Workshops</b></p> <p>Learn how to Recognise, Respond to and Refer Domestic and Family Violence effectively</p>
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<b>ACT</b>	VIC	NSW	TAS	QLD	NT	SA	WA
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<p><b>30-31</b> Jan 2019</p>	<p><b>General Workshop</b> Recognise, Respond to and Refer Domestic Violence effectively</p>	<p>Canberra</p>	<p><b>Enrol now</b> Seats available</p>
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8. Select the workshop and click the **Enrol now** section

**Enrol now**

Seats available ➔

9. The **Complete your enrolment** form will display

**Step 3: Complete your enrolment**

DVD DV-alert Disability Workshop [DV-alert Disability Workshop] ( DV-alert Disability: SMEATON GRANGE - Lifeline Macarthur, 13 McPherson Rd, Smeaton Grange) 30/1/2019 to 31/1/2019

**IMPORTANT: All enrolments for DV-alert workshops are pending approval. Should your enrolment be approved, a separate approval confirmation email will be sent.**

DV-alert Disability Two Day Workshop  
 CHCDFV001: Recognise and Respond to Domestic and Family Violence  
 Venue: Lifeline Macarthur, 13 McPherson Rd, Smeaton Grange, NSW, 2567  
 Workshop times: 9.00am - 5.00pm  
 Training is delivered by Lifeline Macarthur on behalf of Lifeline Australia RTO 88036

If you have already enrolled onto a course, ordered a product or registered for an event, your login details will have been provided via e-mail.  
 Enter your login details to automatically populate contact details below.

Username:

Password:

**Login**

If you do not have a login, please enter your contact details below.

**Note** If you have previously enrolled onto a course, ordered a product or registered for an event, your login details will have been provided via e-mail.

10. Enter your login details to automatically populate contact details in the form.

11. If not, complete your enrolment. Leave the bullet point default to  Student.

Student:

\*Title:

\*First Name:

12. Once you have completed all the fields, click on the **Continue** button

13. At **Step 4: Confirm details and Select Course Fee** complete fields as required

Step 4: Confirm details and Select Course Fee

DVD DV-alert Disability Workshop [DV-alert Disability Workshop] ( DV-alert Disability: GORDON - Lifeline Harbour to Hawkesbury, 4 Park Ave, Gordon)

Your details

14. Then click on the **Continue** button

15. At **Step 5: Select payment type** complete fields as required

Step 5: Select payment type

DVD DV-alert Disability Workshop [DV-alert Disability Workshop] ( DV-alert Disability: GORDON - Lifeline Harbour to Hawkesbury, 4 Park Ave, Gordon)

16. Then click on the **Continue** button

17. At **Step 6: Confirm payment**, read the DV-alert Terms and Conditions then check the box at the bottom of the page agreeing to the Terms and Conditions

Step 6: Confirm Payment

DVD DV-alert Disability Workshop [DV-alert Disability Workshop] ( DV-alert Disability: GORDON - Lifeline Harbour to Hawkesbury, 4 Park Ave, Gordon)

I have read and agree to the Terms and Conditions of this course.

**By continuing on with this enrolment process you have confirmed your acceptance of the Terms and Conditions of this course.**

Back

Confirm

Please ensure you select Confirm to finalise your payment and confirm your enrolment.

18. Click the **Confirm** button

Enrolment Complete

Your enrolment has been submitted and you will shortly receive an online enrolment application e-mail. If you do not receive this e-mail, please contact Lifeline on 0249402000.

19. An email will be sent to you as follows:

Thank you for registering on the DV-alert Disability Workshop [DV-alert Disability Workshop] ( DV-alert Disability: GORDON - Lifeline Harbour to Hawkesbury, 4 Park Ave, Gordon).  
Please find below the details of your registration:

**Student Name:** Jennifer Sherwood  
**Course Name:** DVD - DV-alert Disability Workshop [DV-alert Disability Workshop] ( DV-alert Disability: GORDON - Lifeline Harbour to Hawkesbury, 4 Park Ave, Gordon)  
**Course Start Date:** 28/2/2019  
**Course End Date:** 1/3/2019  
**Location:** GORDON - Lifeline Harbour to Hawkesbury, 4 Park Avenue, Gordon

**IMPORTANT: All enrolments for DV-alert workshops are pending approval. Should your enrolment be approved, a separate approval confirmation email will be sent.**

DV-alert Disability Two Day Workshop  
CHCDFV001: Recognise and Respond to Domestic and Family Violence  
**Course Description:**  
Venue: Lifeline Harbour to Hawkesbury, 4 Park Avenue, Gordon, NSW, 2072  
Workshop times: 9.00am - 5.00pm  
Training is delivered by Lifeline Newcastle & Hunter on behalf of Lifeline Australia RTO 88036  
If you have any questions or queries, please email [june@lifelinehunter.org.au](mailto:june@lifelinehunter.org.au)

Regards,  
Lifeline Australia

**Note** this notation within the email. **IMPORTANT: All enrolments for DV-alert workshops are pending approval. Should your enrolment be approved, a separate approval confirmation email will be sent.**