

Course requirements

Please check the boxes below to confirm your training course meets these requirements and provide details of where we can find evidence that you meet these requirements (e.g. the associated page number in your course materials). Some examples of the level of detail required are provided below.

Requirement	Evidence	
One day (minimum 8 hours) course duration. Please note pre-reading and assessments are not included in the course duration.	<i>Example response: The document titled 'Session plan' located on page 5 under the heading 'Course schedule' provides a timetable for the course.</i>	<input type="checkbox"/>
Ability to read and write is advertised as course pre-requisites.	<i>Example: Link to this information published on your website, or if this is a new course, commit to provide this information once course information is published on your website.</i>	<input type="checkbox"/>
There is no recognition of prior learning for a Workers' Compensation Regulator approved course.	<i>Example: Link to this information published on your website, or if this is a new course, commit to provide this information once course information is published on your website.</i>	<input type="checkbox"/>
Trainers have: a) a Certificate IV in Training and Assessment OR b) a minimum 5 years' experience in: — injury management and rehabilitation — engaging with stakeholders within the workers' compensation scheme — developing suitable duties plans based on medical advice.	<i>Example: Attach a copy of each of your trainers' certificates or detailed evidence of relevant work history.</i>	<input type="checkbox"/>
Trainers are engaged through a contract.	<i>Example: Attach a deidentified contract, or written statement which confirms all trainers are engaged through a contract.</i>	<input type="checkbox"/>
The trainers must conduct themselves diligently, efficiently, honestly, impartially and with integrity.	<i>Example: Attach a copy of employment code of conduct or other documentation which indicates there are procedures in place to address poor behaviour.</i>	<input type="checkbox"/>

Course learning objectives

Please demonstrate how the learning objectives detailed in the table below are addressed in your course training and assessment materials. Please specify the document and page number/s where each learning objective is addressed. An example is included below.

Mandatory learning objectives	Evidence
1. Initiate early communication with an injured worker to clarify the nature and severity of the worker's injury.	
1a. Demonstrate basic understanding of the range of terms used to cover the different types of injuries (including physical, psychological and secondary psychological injuries) relevant to workers' compensation.	Example: Learner guide pages: 1, 4, 5, 6 PowerPoint Presentation slides: 4, 7, 9 Student assessment: Questions 1, 5, 6
1.b Demonstrate understanding of a range of the most common conditions and diagnoses seen within the workers' compensation scheme.	
1c. Demonstrate understanding of the biopsychosocial impacts of an injury on a worker.	
1d. Identify and understand key communication tools including: <ul style="list-style-type: none"> • Case notes • Work Capacity Certificate – workers' compensation • Privacy and authorisation form • Job task analysis • Rehabilitation and return to work plans • Suitable duties programs. 	
2. Provide overall coordination of the worker's return to work.	
2a. Demonstrate knowledge and ability to access relevant worker's compensation legislation.	
2b. Demonstrate basic understanding of entitlements and the nature of beneficial legislation.	

Mandatory learning objectives	Evidence
2c. Demonstrate knowledge of the basic injury management process including the return to work hierarchy.	
2d. Demonstrate knowledge of the roles and responsibilities of stakeholders, particularly the worker, employer, supervisor, insurer and treating medical practitioners.	
2e. Demonstrate knowledge of the health benefits of good work.	
2f. Demonstrate understanding of the importance of maintaining communications with an injured worker, and encouraging their connection with work while recovering away from the workplace.	
2g. Describe how to apply a person-centred approach to return to work planning to support the individual needs and goals of a worker.	
2h. Demonstrate knowledge of how to accurately record and store rehabilitation and return to work information in line with privacy procedures, and demonstrate how to record meaningful objective case notes.	
2i. Demonstrate an understanding that workers' compensation information is only to be used to facilitate a workers' rehabilitation and return to work, and is not to be accessed by an employer for employment purposes.	
2j. Demonstrate ability of how to record meaningful and objective case notes.	

Mandatory learning objectives	Evidence
2k. Demonstrate understanding of the need for RRTWCs to maintain contemporary skills and knowledge by undertaking ongoing learning and development (e.g. by subscribing to the <i>Rehabilitation and Return to Work ebulletin</i> and the <i>Return to Work Queensland Facebook page</i> to receive regular evidence-based updates).	
3. If a rehabilitation and return to work plan is developed by the insurer under section 220(5) of the Act: <ul style="list-style-type: none"> Consult with the worker and the employer to develop the suitable duties component of the plan. Ensure the suitable duties program is consistent with the current medical certificate or report for the worker's injury. 	
3a. Demonstrate an understanding of the difference between a rehabilitation and return to work plan and a suitable duties program.	
3b. Describe key stakeholders to be consulted when developing and updating a suitable duties program.	
3c. Demonstrate understanding that all medical information outlined in medical reports, functional capacity evaluations and work capacity certificates (including restrictions) should be considered when developing a suitable duties program.	
3d. Demonstrate knowledge of the principles of good work design and how this applies to identifying suitable duties.	
3e. Demonstrate ability to interpret and understand medical information in medical reports and work capacity certificates.	
4. Liaise with: <ul style="list-style-type: none"> any person engaged by the employer to help in the worker's rehabilitation and return to work the insurer about the worker's progress and indicate, as early as possible, if there is a need for the insurer to assist or intervene. 	
4a. Demonstrate awareness of the legislative functions of the Workers' Compensation Regulator (Section 327) and how to connect the worker with dispute resolution services.	

Mandatory learning objectives	Evidence
4b. Demonstrate understanding of how a worker can access dispute resolution processes within the workers' compensation scheme.	
4c. Demonstrate understanding of the Medical Assessment Tribunals including who can refer a worker, and when a worker may be required to attend a tribunal.	
4d. Demonstrate knowledge of the process for communicating updates to key parties on the progress of a worker's recovery and return to work.	
4e. Demonstrate understanding of when and how to respond to conflict and non-compliance with rehabilitation process in accordance with the legislation.	

Structure of course material

Course delivery

Please specify how your course will be delivered and explain how you will encourage interaction in your chosen delivery method.

Delivery method	How will you encourage interaction?	
Face-to-face	Example: Group tasks and role play.	<input type="checkbox"/>
Online	Example: Online chat or video conference.	<input type="checkbox"/>
Correspondence/self-paced learning (not encouraged due to the highly interactive nature of the course).		<input type="checkbox"/>

Practical and interactive learning

Please indicate practical exercises and assessments for each learning objective, and detail where they are located in your course materials (name and page number).

Note: Your course should provide learners with the knowledge and practical skills to perform the RRTWC role. It should have a strong practical component and focus on teaching RRTWCs how to perform their role.

Course objectives are delivered through a range of practical activities:	Learning objective (e.g. 1a, 2b, etc.—see Course learning objectives table above)	Location in your training materials (document name and page number)	
Workbook activities			<input type="checkbox"/>
Group tasks			<input type="checkbox"/>
Role play			<input type="checkbox"/>
Questionnaires			<input type="checkbox"/>
Mock conversations/ scripts			<input type="checkbox"/>
Case study reviews			<input type="checkbox"/>
Videos			<input type="checkbox"/>

Course objectives are delivered through a range of practical activities:	Learning objective (e.g. 1a, 2b, etc. – see Course learning objectives table above)	Location in your training materials (document name and page number)	
Other – please specify			<input type="checkbox"/>

Record management

Please provide details of how you will meet the following record management requirements.

Detail	Evidence
The training provider must maintain a record of all participants who participate in the training course.	Example: Record keeping plan and process.
Trainers must cite and verify evidence of the participant's identity prior to commencing training.	Example: Statement on the course website that all course participants must provide evidence of their identity on enrolment, or if this is a new course, a commitment to provide this information once course information is published on your website.
All participants who attend the course must be informed in writing whether they have demonstrated the learning objectives and have met the course requirements.	Example: Provide your course completion certificate and/or standard correspondence.

Ongoing review and evaluation

Ongoing course review

Please indicate how you plan to meet ongoing review requirements and indicate where in your submission documents you have met these requirements.

Ongoing review requirement	Evidence
<p>The training provider must demonstrate how they:</p> <ul style="list-style-type: none">Regularly review course content to ensure it aligns with current best practice, contemporary, evidence-based approaches to rehabilitation and return to work and legislative requirements. <p>AND</p> <ul style="list-style-type: none">Seek timely participant feedback on the course to ensure it adequately fulfils participants' expectations.	<p><i>Example: Review schedule and process.</i></p> <p><i>Example: Participant feedback survey.</i></p>