



Course Guide

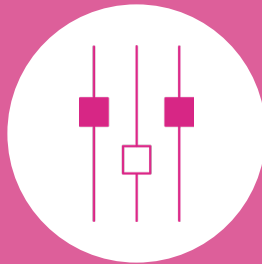
*Your one stop shop for every course
Benchmark Group provides*

Why choose us?



On-site Delivery

Let us come to you to deliver our courses, no need to travel



Bespoke Learning

Pick and choose a group of courses or let us delivery something entirely new



Premium Courses

Each course is delivered by our national team of accredited trainers



Workplace Ready

Expand your skills with qualifications that can be added immediately to your scope of practice



Course Diversity

Our growing range of courses allow you to choose a study model that suits you.

WHY US

We feel lucky (and proud) to love what we do so much. Who would have thought that would be developing nationally accredited training courses?

We understand that life is a juggle. You're likely trying to fit one of our courses into a busy work schedule, social life, or family - some days it's hard to do it all.

We get it - and that's why we're so committed to making learning and upskilling easier for you: your lifestyle, your goals, your workplace.

We're obsessed with the art of learning - it really is a life craft. We want to actively support you to achieve new things, whether that's expanding your scope of practice, doing more in your current role, stepping up to a new role, or shifting your focus entirely. Maybe you just want to scratch an itch and learn something else - venepuncture anyone?

We mean it when we say that our team is motivated by your hopes and goals - we believe in engaging, empowering, and enabling your student journey along the way. We understand more than anyone else that the future of healthcare is you.

Nationally recognised and accredited

As an RTO (RTO. 21824), our courses result in qualifications or statements of attainment that are nationally recognised and accepted by industry, and other educational institutions throughout Australia. Everyone loves a fancy certificate, after all.



Ear Health Assessment Program (EHAP)

COURSE VALUE

Building your ear health foundation knowledge for adult and paediatric examinations with this comprehensive program, covering the auditory system for performing otoscopy and tympanometry. Strengthen your understanding of where you can identify conditions, educate the patient, or look for specialist referral support based on your understanding and assessments.

LEARNING OUTCOMES

Upon successful completion of the program students will:

- Demonstrate a comprehensive knowledge and understanding of the anatomy and physiology of the auditory system
- Perform a comprehensive ear health examination
- Identify contraindications to proceed with hearing assessment
- Perform otoscopy
- Perform tympanometry
- Understand the results post otoscopy assessment and tympanometry screening
- Recognise ear abnormalities
- Recognise the need to refer to a specialist
- For the full list visit our [website](#).

DELIVERY MODE



3-Day Workshop

Course in Ear Wax Removal (Microsuction)

COURSE VALUE

Microsuction is a strategic treatment option for ear health, whether it is a foreign body or wax removal that is required. This course requires a strong understanding of the anatomy and physiology of the ear. Build the knowledge of when to use microsuction, as a technique, with practice and assessments using mannequins to enhance capability, and strengthen patient care.

DELIVERY MODE



1-Day Workshop

Course in Ear Wax Removal (Irrigation)

COURSE VALUE

Building the skills required to confidently support Irrigation (Ear Wax Removal) and improve Ear Health Assessment focusing on safe clinical practice. Be workplace ready to understand the changing treatment considerations and processes.

DELIVERY MODE



1-Day Workshop

Otoscopy (NEW)

COURSE VALUE

Introducing Otoscopy Ear Health Screening is important for investigating symptoms or illness that patients experience and actively seek medical assistance with. Build this learning with an understanding of anatomy and physiology, correct use of the otoscope, assessment principles of adults and children, and deliver this knowledge across a wide number of clinical sectors.

DELIVERY MODE



1/2-Day Workshop

Tympanometry (NEW)

COURSE VALUE

Create an understanding of middle ear function with Tympanometry, and use this course to understand otoscopy, mechanics of the ear canal, the impact on acoustics, and bone conduction capability via air pressure testing. With tympanometry readings, being able to interpret and document results, and an understanding of ear function, expands knowledge that can help to support the diagnosis of treatable conditions and diseases.

DELIVERY MODE



1-Day Workshop

Hearing and Ear Health Foundations for Healthcare Professionals

COURSE VALUE

Build core knowledge of ear anatomy, hygiene and common conditions that will be seen in clinical practice, and with this create confidence to assess and identify ear, and hearing conditions, that affect patients in the community.

DELIVERY MODE



Online Only

Hearing and Ear Health Foundations for Education Professionals

COURSE VALUE

Create a sound overview of the concepts of hearing, ear health and some of the conditions that occur from birth to early adulthood. Use this online program to develop the knowledge on what is 'good' hygiene, 'good' ear health, and the 'principles of ear health assessment'.

DELIVERY MODE



Online Only

Immunisation Endorsement Pathway (Nurse Immuniser)

COURSE VALUE

Build comprehensive Immunisation independence with this Program that covers foundations, Immunisation Practice in Primary Health Care, and importantly the Endorsement which is based on specific learning for jurisdictional requirements. The pathway offers the ability to immunise without a Medical Officer overview and has been accredited by Health Education Services Australia (HESA) with online and face-to-face learning.

LEARNING OUTCOMES

On the successful completion of the Immunisation Endorsement Pathway, health professionals will be able to:

- Demonstrate an understanding of the National Immunisation Program (NIP) Schedule
- Implement effective Cold Chain Management
- Develop and implement a Catchup schedule.
- Understand the National, State or Territory Legislative Act relevant to immunisation practice within the jurisdiction they practice
- Apply fundamental elements of legislation, standards and codes for the administration of vaccines
- For the full list visit our [website](#).

DELIVERY MODE



1-Day Workshop
& online learning

Immunisation Clinical Pathway (Immunisation Practice)

COURSE VALUE

The Pathway for Immunisation Practice offers skills and knowledge to administer vaccinations required for scope of practice, or as required from a direct Medical Officer order. Covering Foundations and Accreditation this learns frames an understanding of services and keeps individuals up-to-date with National Immunisation Program (NIP) and Schedules.

LEARNING OUTCOMES

Upon the successful completion of the Immunisation Clinical Pathway, students should be able to:

- Demonstrate an understanding of the National Immunisation Program (NIP) Schedule
- Implement effective Cold Chain Management
- Develop and implement a catch-up schedule.

On successful completion, students will receive a Statement of Attainment for the Course in Immunisation Practice in Primary Healthcare (10754NAT).

DELIVERY MODE



1-Day Workshop
& online learning

Immunisation Masterclass

COURSE VALUE

As an experienced Immuniser, validating experiences is essential for your ongoing continued improvement and sharing these with other practitioners in a small classroom setting. Review catch-up principles and scenarios, and advance your learning by asking the questions you need from your practice in a supportive environment.

LEARNING OUTCOMES

By the end of this virtual workshop, you will have refreshed your knowledge on how to work through a catch-up and the process and what is involved. You will practice working through one or more scenario's using the Australian Immunisation Handbook Catch-Up Principles, and be provided with answers to your questions you might have.

DELIVERY MODE



1-Day Workshop
& online learning

Promoting Participation in the National Immunisation Program

COURSE VALUE

Becoming an effective communicator in healthcare is critical to ensuring we deliver good advice and therefore health outcomes to patients, families, and communities. The course provides a deeper understanding of how to encourage immunisation activity to Aboriginal and/or Torres Strait Islander people.

LEARNING OUTCOMES

On completion of the program students will have the skills and knowledge to work directly with patients, clients, families and communities to provide advice and encouragement to ultimately improve immunisation rates for Aboriginal and/or Torres Strait Islander people.

The program is designed to provide students with a deeper understanding of how to communicate with and support change of practice within their workplace, encouraging colleagues and peers to support practices to be changed or modified to make immunisation activities more conducive to Aboriginal and Torres Strait Islander people

DELIVERY MODE



Online Only

Chronic Disease Care Planning

COURSE VALUE

Understand the benefit and development of patient care plans for chronic disease, health interventions that identify risk factors and supporting behaviour changes from team care to interventions that deliver improved health outcomes.

LEARNING OUTCOMES

Upon successful completion of the program students will:

- Determine the persons chronic disease management needs, identify risk factors, understand engagement
- Support the person in behaviour change, recognise the need for referrals, recognise the need for follow-up and review
- Apply effective care planning techniques to support the management process.

DELIVERY MODE



1-Day Workshop

Chronic Conditions and Nutrition

COURSE VALUE

Develop an understanding of the key principles of nutrition and associated chronic conditions and create an overall understanding of how a healthy diet can support patient care.

DELIVERY MODE



1-Day Workshop

Chronic Conditions of the Foot

COURSE VALUE

Building a practical skillset for foot assessment that enables a healthcare practitioner to be competent and confident in chronic conditions of the foot basic care.

DELIVERY MODE



1-Day Workshop

Chronic Disease Management Tools

COURSE VALUE

Build and strengthen competency for pro-active patient care in chronic disease management, including patient education, and the co-ordinated care requirements from allied health professionals.

LEARNING OUTCOMES

Upon successful completion of the program students will:

- Understand the legal frameworks underpinning chronic disease management
- Understand funding models in primary health care
- Understand the essential elements of health assessments
- Understand the importance of data to inform health care
- Support and understand the needs of Aboriginal and/or Torres Strait Islander patients.

DELIVERY MODE



Online Only

MBS Billing for Chronic Disease

COURSE VALUE

Builds knowledge and confidence between providers of Primary Care Chronic Disease Management with the corresponding MBS Item Numbers. This strengthens awareness for the team involved in the patient-centred care plans and supporting compliance in Chronic Disease Care.

DELIVERY MODE



Online Only

Foundations of Chronic Disease

COURSE VALUE

Build an important base level of knowledge for chronic disease management in primary care, the healthcare impact and burden, and enable progression in further specific disease-state learning.

DELIVERY MODE



Online Only

Course in Wound Closure

COURSE VALUE

Develop knowledge and skills exploring a range of wound closure and suture techniques with a face-to-face workshop where students are equipped with a Limbs and Things Suture Tutor Plus Hands-on kit. Understand what the optimal wound closure methodology would be based on the simplest procedure with the most durable outcome for patients.

LEARNING OUTCOMES

- At the successful completion of the Course in Wound Closure, students will have the knowledge and skills to determine the best wound closure technique for each situation to achieve durability and simplicity.
- Students will develop the ability to close wounds using a variety of methods and materials including sutures, skin staples, tissue adhesive and adhesive strips.

DELIVERY MODE



1-Day Workshop
& online learning

WHAT TO EXPECT

- Students need to complete the online component before being able to book a workshop date. The practical elements will include the demonstration and practice of various suturing techniques, use of tissue glue and staples to close wounds.
- Each student is provided with their own set of suturing & wound closure resources for use during the course. Simulated wound closure is performed using animal materials to simulate human tissue.

Wound Closure: Advanced Practice

COURSE VALUE

Further development of wound closure knowledge and skills increases capability of wound clinical management across a range of primary healthcare settings including general practice, community-based care, dermatological, and educational. Understand guidelines for administration of local anaesthetics, infection management, post-operative care, MBS billing item numbers, professional indemnity considerations, all covered in this Advanced Practice Program.

LEARNING OUTCOMES

- At the successful completion of the Wound Closure: Advanced Practice students will have advanced knowledge and skills to determine the best wound closure technique to achieve durability and simplicity.
- Students will learn the ability to close wounds using a variety of advanced methods and materials including multiple layer closure, elliptical excision and z-plasty Closure.

DELIVERY MODE



1-Day Workshop

Perform Peripheral Intravenous Cannulation

COURSE VALUE

Performing Peripheral Intravenous Cannulation (PIC) requires more than just sound knowledge and good technique, there is more to consider such as when to insert, cannula size, insertion site, and managing issues should they arise. The training promotes best practice that can be adapted to support the needs of staff in your organisation who are required to cannulate patients.

LEARNING OUTCOMES

On completion of this program the student should be able to:

- Assess the need for cannulation and correctly identify pathology requests and client
- Perform a cannulation procedure
- Choose the appropriate size cannula
- Discuss the considerations that influence the correct selection of intravenous cannula size and insertion site
- Demonstrate the technique of peripheral intravenous cannula insertion, including securing the cannula insitu
- Manage the cannula until the time it is no longer required and removal of the cannula is to be performed
- For the full list visit our [website](#).

DELIVERY MODE



1/2-Day Workshop

Perform Blood Collection

COURSE VALUE

Develop the technique to safely collect blood from patients and learn the importance of correctly collecting patient data relevant for clinical documentation. Understand blood collection and how to choose the appropriate equipment with practical demonstration, and discussions around managing possible complications.

DELIVERY MODE



1/2-Day Workshop

Perform Peripheral Intravenous Cannulation + Iron Infusion

COURSE VALUE

Develop knowledge around the role of iron in blood and learn practical skills for iv cannulation insertion, maintenance and removal that will support the appropriate clinical treatment for your patient. Understanding the risks and benefits of iron infusion, and considerations for good technique for safe practice for iv cannula insertion and removal.

DELIVERY MODE



1/2-Day Workshop

Wound Management Bundle

COURSE VALUE

This learning pathway for students covers Foundations and Advanced Principles of wound assessment and care, identifying appropriate wound treatment and best practice for compliance in wound swab culture. This course bundle enables clinical documentation and report writing with a guide to deliver patient education for continued care and chronic wound prevention.

LEARNING OUTCOMES

Upon successful completion of the pathway, students should have the skills and knowledge to enable them to:

- Accurately identify wound types & apply appropriate wound assessment methods to clinical practice
- Identify chronic wound features and associated clinical features including interpretation of wound terminology
- Identify and perform appropriate wound cleansing and debridement methods
- Obtain a compliant wound swab culture using best practice methods
- Make informed appropriate choices of wound dressings based on accurate wound assessment
- Use appropriate documentation and report writing methods to provide patient education, and consistent and ongoing care.

DELIVERY MODE



1-Day Workshop
& online learning

Splinting, Immobilisation and Fracture Management Program

COURSE VALUE

Managing injuries for patients can be challenging, in primary healthcare, when trying to achieve optimal patient safety and this program is designed to provide a variety of skills that can meet the clinical needs for injury management. An engaging interactive workshop enables the student to effectively manage common injuries that they will see in their workplace.

LEARNING OUTCOMES

Upon successful completion of the program, students should have the practical skills and knowledge to enable them to manage a range of injuries. Practical skills and demonstrations will include:

- Bandaging
- Scaphoid injury management
- Neurovascular and vascular review using doppler
- Head, neck, and cervical immobilisation
- Arm, shoulder, and clavicle immobiliser sling systems
- Upper limb management including circumferential casting, thermoplastic splinting and polymer foam splinting
- For the full list visit our [website](#).

DELIVERY MODE



1-Day Workshop
& online learning

Clinical Assessment: Managing Emergencies in Primary Healthcare

COURSE VALUE

Develop a greater understanding of Urgent Care Service situations dealt with in Primary Care through a range of specific clinical scenarios and circumstances. For Primary Healthcare staff to build knowledge on when to manage/escalate emergencies in a primary setting when presented with an injury or illness, including preparing a patient for hospitalisation.

LEARNING OUTCOMES

- Prepare nurses for triaging, assessing, treating and managing patients that physically present to UCC.
- Upskill, the nursing team, to be confident and competent in managing acute presentations and conditions.
- Improve awareness and understanding of how different conditions present in illnesses, injuries and emergencies.
- Recognise limitations and when to escalate care to ensure patient safety is maintained.
- Practical training using theoretical small-group scenarios based on acute presentations and conditions.

DELIVERY MODE



1-Day Workshop

Urgent Care Identification (Frontline Staff) (NEW)

COURSE VALUE

Create and build knowledge of triage types and systems that support patients who present to the clinic and may require immediate assistance that you can arrange with the clinical team. Understand protocols that support administration, for phone or face-to-face interactions, that can facilitate patient care more effectively and safely.

LEARNING OUTCOMES

- By the end of this program, you will have knowledge of how to implement safe and effective triage strategies in your workplace. You should now be able to:
- Understand the importance of triage and the different types that be utilised in primary healthcare
- Outline a workplace process and design a script for supporting administrative staff with telephone triage
- Outline a workplace process and design a script for supporting administrative staff with face-to-face triage
- Design your own systems, procedures and protocols with your team to ensure the safe and effective provision of triage in your workplace.

DELIVERY MODE



Online Only

Triage for Primary Healthcare Professionals

COURSE VALUE

Strengthen best care practice with an understanding of Triage in Primary Healthcare, including telehealth and face-to-face interactions, that outline safe and medico-legal consideration. Develop communication techniques and build clinic policy to manage agitated or anxious patients, parents, or carers, as well as effective telephone triage.

LEARNING OUTCOMES

- Understand triage in the context of Primary Healthcare
- Compare and contrast telehealth triage and face-to-face triage
- Be aware of safety and medico-legal considerations with respect to triage
- Identify techniques best employed for effective verbal communication during telephone triage
- Outline an appropriate process for telephone triage in general practice that follows safe and effective principles
- Explain the best method used in communicating with agitated or anxious patients, parents or carers

DELIVERY MODE



Online Only

Perform ECG and Basic Rhythm Recognition (NEW)

COURSE VALUE

Monitoring the heart with an ECG provides a clinical picture that is important in determining a patients' cardiovascular health and enables you, as their healthcare practitioner, to identify and diagnose conditions based on the rhythm interpretation. Perform ECG and see how your patient's heart is functioning by learning about lead placement, challenges for good practice, and create an understanding of normal rhythm recognition, and when a patient should be escalated for further diagnostic examination.

LEARNING OUTCOMES

- Prepare the ECG machine for use
- Prepare the patient to obtain an ECG
- Attach the ECG electrodes correctly
- Perform an ECG tracing
- Understand how the 12-lead ECG is produced
- Understand the wave forms for normal sinus rhythm
- Recognise ECG rhythms that require urgent medical attention.

DELIVERY MODE



Online Only

Graduate Certificate in Consumer and Community Engagement

COURSE VALUE

Create the capacity to research, develop and plan community engagement plans with this Graduate Certificate which is an important skill that is delivered by Health Issues Centre on behalf of Benchmark Group. Learning how to research for funding and engage with community stakeholders are key aspects covered in this training.

LEARNING OUTCOMES

On successful completion of the course, participants will have the skills and knowledge to:

- Research and review of consumer and community engagement plans
- Develop own consumer and community engagement plan
- Research sources for funding and develop own funding strategies
- Research and develop a strategy for professional development for staff and consumers on consumer engagement
- Undertake community consultations

DELIVERY MODE



4-Day Workshop



Health Issues Centre

Course in Consumer Leadership

COURSE VALUE

Working collaboratively across health services is critical and therefore challenging, and Health Issue Centre has developed this course to improve effectiveness between consumer and health professionals. Build an understanding of the skills needed to identify roles and rights, operate within human rights frameworks, and provide leadership on committees and working groups.

LEARNING OUTCOMES

On the successful completion of the program, students should be competent to:

- Identify roles and rights as a consumer engaging in a health service
- Utilise health literacy skills in a health care service
- Practice consumer engagement in a health care service within a human rights framework
- Analyse a health care service's capacity to support consumer engagement
- Participate in consumer engagement activities in a health care service
- Provide consumer leadership on a health care service committee or group
- For the full list visit our [website](#).

DELIVERY MODE



3-Day Workshop



Health Issues Centre

About Benchmark Group

Benchmark Group is a Registered Training Organisation (RTO 21824) delivering a range of clinical skills courses and programs to meet the needs of a broad range of health professionals across Australia.

As an RTO working in the health sector, our focus is on the delivery of courses and programs designed to provide healthcare professionals with the opportunity to expand their skills and careers. We concentrate on skills and knowledge that can be immediately implemented in a vocational context.

Skills learnt today can be used tomorrow.



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