

# Specialist Certificate in Service Navigation



## Specialist Certificate in Service Navigation

Individuals and families trying to navigate service pathways and connecting systems can feel like being trapped in a maze with no way out. Enter service navigators who help connect clients with service providers like the National Disability Insurance Scheme and My Aged Care.

The 100% online Specialist Certificate in Service Navigation provides students with a framework of key principles and practice elements of Service Navigation enabling them to work effectively with individuals, families, communities and organisations.

Completing the certificate will equip students with the skills to be supportive service navigators, and the ability to help people to access a range of complex services that best suit their needs and to support their clients to be self-determining.

## Who is this certificate for?

This course is designed for health and human service workers at different stages in their careers, including recent graduates, established practitioners and those seeking to move in new directions.

## What will I learn?

Your online learning experience is enriched by the knowledge of leading academics in the fields of evidence-based research, health, mental health, child and family welfare, ageing, social policy, program evaluation and leadership.

At the completion of this course you will have:

- A solid grounding in the field of service navigation, including key principles and practice elements
- Developed an ability to critically evaluate service navigation processes
- The skills to implement service navigation in a variety of settings in the health and human services fields
- The ability to critically evaluate the processes and systems in service navigation to improve outcomes for your clients engaged in long-term health services.

## Fees and course structure

The Specialist Certificate in Service Navigation is part of the Advanced Social Work and Health and Human Services nested programs. Graduates may progress to a range of other qualifications from within these programs.

Course	Duration	Structure	Point Program	Fees
Specialist Certificate in Service Navigation	6 months part-time	<ul style="list-style-type: none"><li>• 1 core subject</li><li>• 1 elective subject</li></ul>	25 points	A\$6,320

Course fees are the same for both domestic and international students.

## Entry requirements

- An undergraduate qualification related to a health and human services field
- At least two years of documented, relevant work experience
- The University's English language requirements (equivalent to Academic Board performance band 7).

If you have any questions about the entry requirements or eligibility for the certificate, please contact our Student Support team.

*"When it became clear that my aging grandfather would need to transition into aged care, the complexity of working through the aged care system, understanding his options and opportunities and our obligations as a family, was almost overwhelming.*

*Service navigators are key to limiting such experiences, ensuring that service users and their families are not disadvantaged by complex systems.*

*Navigators bring together deep understandings of service systems with an unwavering focus on choice, control and autonomous decision-making. They walk alongside service users and their families to find the path through complexity that is right for them."*



Jennifer Donovan,  
Subject Coordinator -  
Service Navigation

## Key dates

Term	Intake
Term 1	January

## More information

Contact our Student Support team on **+ 61 3 8344 0149** (Mon to Fri, 8am - 9pm, weekends and public holidays 10am - 5pm AEST/AEDT) or via email [study-online@unimelb.edu.au](mailto:study-online@unimelb.edu.au)

