Mandatory and Core Requirement Training Framework

Child and Adolescent Health Service

Updated: November 2018

Version: 1.3

Printed copies are not controlled. Always refer to the latest version via CAHS Healthpoint.

Contents

Background

The [Mandatory and Core Requirement Training (CAHS) Policy](#) details definitions, principles, roles and responsibilities, record keeping and compliance and should be read in relation to this Framework.

This Framework outlines the minimum standards of mandatory and core requirement training for each employment group and how frequently the training must occur. The Framework ensures a standardised approach to the core content and delivery and will also:

- Provide clarity and consistency in training provisions and requirements;
- Improve reporting and compliance monitoring;

It is recognised that there will be additional core requirements and other training applicable to sites, wards, services and positions as deemed necessary. Whilst most courses are offered through the Learning Management System (iLearn), it is acknowledged that to meet the needs and variances between occupational groups that specific tailored courses may be required to ensure the training is kept relevant to the audience.

How to use the Framework

The Framework is divided into four sections:

1. **Mandatory Training** table which outlines the training required by all CAHS employees.
2. **Core Requirement Training (Role Specific)** table which details the training required in relation to employment group, service or location.
3. **Employment Group** table which provides a further breakdown of the occupations considered in each of the overarching employment groups – Clinical, Non-Clinical and Management.
4. **Training Program Descriptions** provides detail as to the course title, description, time requirement* and whether it's policy, legislative or Standard driven.

Time requirements are indicative. The time it takes to complete a course will depend on the individual, the size of the group being trained, course delivery method (face to face or eLearning) and the number of competencies being assessed.

Completing the courses

To locate the appropriate courses visit the iLearn website and log in with your username and password.

Governance of the Framework

The Health Service Executive Committee (HSEC) has responsibility for reviewing and endorsing the Mandatory Training Programs on advice from the Education Strategic and Oversight Committee (ESOC).

The ESOC has responsibility for governing the annual review of this Framework and making recommendations to HSEC. ESOC also is required to review, approve and endorse core requirement training requests.

Version Control

This framework will be reviewed annually at a minimum, in line with the Policy or as required to ensure relevance and currency.

Version	Effective From	Endorsed by	Amendment(s)
1.0	15 January 2018	Tony Loiacono, A/ED Corporate Services	First version
1.1	2 February 2018	Mary Miller, Chair of Education and Strategic Oversight Committee	Inclusion of missing program descriptions and mistake on Medication Safety training program corrected
1.2	20 November 2018	HSEC	Inclusion of SUFS program as mandatory training

Approval

This framework has been approved by the Education Strategic Oversight Committee (ESOC) and endorsed by the Health Service Executive Committee (HSEC).

Approved by:	Education Strategic Oversight Committee	Date:	
Endorsed by:	Health Service Executive Committee	Date:	20/11/2018

1.Mandatory Training for ALL EMPLOYEES

Training Title	Target Audience	Frequency Required
Aboriginal Cultural eLearning	All employees	Once*
Accountable and Ethical Decision Making	All employees All board members	Once*
Aiming for zero harm	All employees	Once
Basic Life Support (Non-Clinical Staff) **OR** **Hospital Paediatric Life Support (Hospital Clinical Staff)**	All employees	Annual
CAHS Corporate Induction	All employees	Once
Emergency Management (Theory)	All employees	Annual
Emergency Management (Evacuation Drill)	All employees	Annual
Hand Hygiene	All employees	Annual
Manual Tasks (Theory)	All employees	Annual
Speaking Up For Safety	All employees	Once
Workplace Aggression and Violence Education	All employees	Annual
Record Keeping Awareness	All employees	Once*

Refer Training Program Descriptions section of this framework for details on the training programs.

*Recognition of Prior learning will be accepted for *Aboriginal Cultural eLearning, Accountable and Ethical Decision Making*, and *Record Keeping Awareness.* The relevant certificate of completion for these courses can be uploaded into iLearn.

2.Core Requirement Training (Role Specific)

Training Title	Frequency Required	Clinical Staff			Non-Clinical Staff		Management
		Medical	Nursing	Allied Health and Other Clinical	Patient Support Services	Administrative, Corporate and other Non-Clinical	Executive and Managers
Aseptic Technique	Once	PCH Mental Health	PCH Mental Health				Clinical only
Australian Mental Health Care Classification	Once	Mental Health	Mental Health	Mental Health			Mental Health Directors only
Clinical Handover	Once	All	All	All			Clinical only
Food Safety	Annually				Employees that handle food only.		
iMRI Safety	Once		Theatre only	Anaesthetic Technicians and Medical Imaging only.			
Infection Control Principles	Once	All	All	All	All		Clinical only
Mandatory Reporting of Child Sexual Abuse	Once	All	All				Medical and Nursing only
Manual Tasks (Practical)	Annual	All	All	All	All		
Medication Safety	Once	Those who prescribe or administer medication only					
OSH Training for Managers	3 yearly						All

Training Title	Frequency Required	Clinical Staff			Non-Clinical Staff		Management
		Medical	Nursing	Allied Health and Other Clinical	Patient Support Services	Administrative, Corporate and other Non-Clinical	Executive and Managers
OSH training for Representatives	Once	Occupational Health and Safety Representatives only.					
Open Disclosure	Once	All	All	All			Executive and Clinical only
Responding to Family and Domestic Violence	Once	All	All	All			Clinical only
Therapeutic Crisis Intervention	6 monthly	Mental Health	Mental Health	Mental Health			Mental Health only
WA Mental Health Act	Once	Mental Health	Mental Health	Mental Health			Mental Health only

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3.Employment Categories

Clinical Staff

These are health care professionals who provide or lead others who provide direct clinical care to patients. The following are examples and cover most position types in CAHS.

Medical		
Consultant	Resident Medical Officer	Psychiatrist
Medical Fellow	Registrar	Clinical Academic

Nursing		
Assistant in Nursing	Clinical Nurse Consultant	Mental Health Nurse
Case Coordinator	Clinical Nurse Manager	Nurse Practitioner
Case Manager	Clinical Nurse Specialist	Professional Development Nurse
Child Health Nurse	Community Health Nurse	Registered Nurse
Clinical Coordinator	Discharge Coordinator	Registered Mental Health Nurse
Clinical Development Nurse	Enrolled Nurse	Paediatric Nurse Educator
Clinical Nurse	Intake Coordinator	Principal Nurse Advisor

Allied Health and Other Clinical		
Aboriginal Health Worker	Diabetes Educator	Pharmacist
Anaesthetic Technician	Dietitian	Physiotherapist
Audiologist	Echocardiographer	Podiatrist
Case Coordinator	Ethnic Health Worker	Scientist
Case Manager	Intake Coordinator	Sleep Technologist
Child Care Worker	Interpreter	Social Worker
Clinical Perfusionist	Medical Imaging Technologist	Sonographer
Clinical Psychologist	Occupational Therapist	Speech Pathologist
Dental Assistant	Orthoptist	Therapy Assistant
Dentist	Orthotist	

Non-Clinical Staff

These are employees who do not provide clinical care to patients. The following are examples and cover most position types in CAHS.

Patient Support Services

Agility Dispatchers	Infant Formula Room	Patient Care Assistant
AGV Operators	Assistant	Quality Assurance and
Cleaner	Kitchenhand	Training Officers
Cook/Chef	Linen Room Assistant	Transport Officers/Drivers
Courier / Driver	Loading Dock Support	Sterilisation Technician
Food Service Assistant	Officers	Storeperson
	Orderly	

Administrative, Clerical, Corporate and Other

Aboriginal Liaison Officer	Clinical Coder	Pharmacy Technician
Accounts Clerk	Communications Officer	PIMS Officer
Administrative Assistant	Coordinator – no supervisory functions	Policy Officer
Administrative Officer	Customer Liaison Officer	Quality Coordinator
Analyst	Data Entry Clerk	Receptionist
Admissions Officer	Executive Assistant	Research Assistant
Biomedical Equipment Technician	Health Promotion Officers	Secretary
Biostatistician	Librarian	Telehealth Coordinator
Booking Clerk	Medical Photographer	Theatre Clerk
Clerical Officer	Medical Typist	Ward Clerk
Clerk	Outpatient Clinical Officer	

Management

These are clinical and/or administrative leaders with organisational responsibilities who manage and lead employees including supervisory positions that have direct reports. The following are examples and cover most position types.

Executive and Managers

Area Manager	Deputy Director	Nursing Director
Business Manager	Director	Program Manager
Chairperson	Executive Director	Senior Legal Advisor
Coordinator – with supervisory function	Manager – with Supervisory function	Supervisor
		Team Leader

4.Training Program Descriptions

a) Mandatory Training Program Descriptions

Course Title	Policy, Legislative or Health Standard	Target Audience	Course Description	Frequency Required	Time (mins)	Performance Indicator
Aboriginal Cultural eLearning	Aboriginal Cultural eLearning (WA Health Policy)	All employees	To build the cultural knowledge of the WA health system workforce and strengthen its capacity to provide health care that is culturally respectful and non-discriminatory. ACeL training is one step towards improving the cultural effectiveness of the WA health system and its interaction with Aboriginal clients and colleagues.	Once	90	100%
Accountable and Ethical Decision Making	PSCs Commissioner's Instruction No.8 Code of Conduct Integrity Training	All employees All Board members	To assist employees in making accountable and ethical decisions by improving awareness and understanding of public sector accountability requirements.	Once	150	100%
Aiming for zero harm	NSQHSS 1: Governance for safety and quality in health service organisations (1.12.1)	All employees	Aiming for Zero Harm aims to provide staff with a clear understanding of the CAHS safety and quality framework and will assist staff in ensuring patient / client safety always comes first.	Once	30	100%
Basic Life Support (Theory)	NSQHSS 9: Recognition and responding to clinical deterioration in acute health care (9.6.1). Clinical Deterioration (WA Health) Policy	All employees	Provides training in recognition and response to the deteriorating child, escalation of care and emergency management, and includes assessment and interventions for basic life support. Policy requires all WA Health sites must have an education program in place. All clinical staff must be trained and proficient in basic life support.	Annual	60	100%
CAHS Corporate	Employee Induction and	All employees	All new employees complete a CAHS	Once	240	100%

Course Title	Policy, Legislative or Health Standard	Target Audience	Course Description	Frequency Required	Time (mins)	Performance Indicator
Induction	Orientation (CAHS) Policy		corporate (generic) service based induction program. The induction shall include: CAHS Vision and Values; OSH; Safety, Quality & Risk; Emergency Procedures; Employee Accountability and Responsibilities.			
Emergency Management (Theory)	Emergency Management (CAHS) Policy; Emergency Preparedness Training - AS 4083/2010 Planning for Emergencies for healthcare facilities	All employees	To provide employees information to understand the fire safety, evacuation and emergency procedures used in the health service. This includes the use of emergency codes.	Annual	30	100%
Evacuation Drill	Emergency Management (CAHS) Policy; Emergency Preparedness Training - AS 4083/2010 Planning for Emergencies for healthcare facilities	All employees	Annual training. Course includes training in alarm activation, testing of fire systems, and evacuation of staff and patients safely in a staged approach.	Annual	15	100%
Hand Hygiene	Operational Directive OD 0429/13 NSQHSS 3: Preventing and controlling healthcare associated infections (3.5)	All employees	Training in defining hand hygiene and rationale for practice, 5 moments of Hand Hygiene and common products used.	Annual	20	100%
Manual Tasks (Theory)	Manual Tasks (CAHS) Policy	All employees	Provides training in principles of manual tasks, basic anatomy and injury causation and the legislative framework. Key aims are to skill the worker in safe postures and actions which can be applied in both the workplace and in everyday activities.	Annual	15	100%
Speaking Up For Safety	NSQHSS 1: Governance for safety and quality in health service organisations (1.12.1)	All employees	Provides training in graded assertiveness communication using common language via the Safety CODE. Aims to provide staff with the language, skills and a framework to provide	Once	60	100%

Course Title	Policy, Legislative or Health Standard	Target Audience	Course Description	Frequency Required	Time (mins)	Performance Indicator
			feedback and respectfully raise concerns.			
Prevention of Workplace Aggression and Violence	Aggressive, Offensive and Inappropriate Behaviour Management	All employees	Provides training in identification and triggering causes of aggressive behaviours; relevant policies; legislation and Code of Conduct; strategies to prevent and manage bullying and aggressive behaviours; and reporting of incidents.	Annual	30	100%
Record Keeping Awareness	PSCs Commissioner's Instruction No.8 Code of Conduct Integrity Training	All employees	Informs employees about good recordkeeping practices and explains their responsibilities under the State Records Act 2000.	Once	30	100%

b) Core Requirements Training Program Descriptions

Course Title	Policy, Legislative or Health Standard	Target Audience	Course Description	Frequency Required	Time (mins)	Performance Indicator (% of Target Audience)
Aseptic Technique	NSQHSS 3: Preventing and controlling health care associated infections (3.9.1 and 3.10.1). Aseptic Technique (CAHS) Policy	Clinicians who perform invasive procedures	Clinicians are taught on ANTT practice theory and how to apply this theory to practice. Namely, how to apply the Foundation Principles and Safeguards of ANTT to clinical practice using the ANTT Approach. The ANTT Approach is a simple educational and public awareness tool that helps staff connect the main risks and routes of microorganism transference to the most essential elements of aseptic technique. Theory and competency assessment required.	Once	75	100%
Australian Mental Health Care Classification		Mental Health	This material supports the introduction of the Australian Mental Health Care Classification (Phases of Care) into practice.	Once		100%
Clinical Handover	NSQHSS 6: Clinical Handover (6.2) Clinical Handover Policy OD0484/14	All clinical staff	Training in policies, procedures and protocols for clinical handover, iSoBAR, transfer of responsibility and accountability of care and documentation.	Once	60	100%
Food Safety	Standard 3.2.2 Food Safety Practices and General Requirements.	Employees that handle food	Staff will gain knowledge in the purpose and principles of a Food Safety Program. This includes important food hygiene and food safety standards as well as appropriate food handling and cleaning techniques	Annual	30	100%

Course Title	Policy, Legislative or Health Standard	Target Audience	Course Description	Frequency Required	Time (mins)	Performance Indicator (% of Target Audience)
iMRI Safety		Nursing Theatres, Anaesthetic Technicians Medical Imaging	This training package is aims to ensure staff achieving demonstrable skills, techniques and overall competency in the Zone 2 safety in theatres with iMRI.	Once		100%
Infection Control Principles	NSQHSS 3: Preventing and controlling healthcare associated infections (3.11)	All clinical and support services employees	Provides training in infection control principles, standard precautions and transmission based precautions.	Once	30	100%
Mandatory Reporting of Child Sexual Abuse	Guidelines for Protecting Children (WA Health) OD 0606/15	Doctors, nurses, midwives	Provides training in legislation, responding and reporting of child sexual abuse and the protection of children.	Once	30	100%
Manual Tasks - Practical	Manual Tasks (CAHS) Policy	Medical, nursing and support services	Provides hands on practical training in manual handling procedures and techniques.	Annual	30	100%
Medication Safety	NSQHSS: 4: Medication Safety (4.11) Medication Safety (CAHS) Policy - Strategy	All clinical staff	Designed to explore the various causes of medication errors and equip the employee with the knowledge and skills to help prevent medication errors from occurring in the workplace.	Once	120	100%
Occupational Safety and Health for Managers	Occupational Safety and Health Act 1984	All managers and supervisors	Provides training in the process of managing workplace injury of staff, including policy and legislation, employee assistance and referral.	Every 3 years	240	100%

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Course Title	Policy, Legislative or Health Standard	Target Audience	Course Description	Frequency Required	Time (mins)	Performance Indicator (% of Target Audience)
OSH training for Representatives	Occupational Safety and Health Act 1984. s.51	OSH Reps	An externally provided training program for elected Safety and Health Representatives as per OSH Act and Regulations.	Once		100%
Open Disclosure	WA Open Disclosure Policy: Communication and Disclosure Requirements for Health Professionals Working in WA OP 0190/09 Open Disclosure (CAHS) Policy NSQHSS 1: Governance for Safety and Quality in Health Care.	Healthcare workers, Executive	This package focuses on the essential principles of Open Disclosure and describes how and when it applies in the WA Health context.	Once	30	100%
Patient and Family Centred Care	Child and Family Centred Care NSQHSS 2: Partnering with Consumers (2.6)	All clinical staff	Covers patient, family and consumer centred care, partnerships in care and consumer engagement.	Once	60	100%
Responding to Family and Domestic Violence	Guideline for Responding to Family and Domestic Violence (WA Health) OD0523/14	All clinical staff	Each health service is responsible for ensuring that all staff receive appropriate and timely training to assist with identification, responding and overall care of people experiencing violence and abuse. WA health supports the premise of the World Health Organisation, "Violence against women: Global Picture Health Response" recommends that health providers receive training as a minimum requirement.			

Course Title	Policy, Legislative or Health Standard	Target Audience	Course Description	Frequency Required	Time (mins)	Performance Indicator (% of Target Audience)
Therapeutic Crisis Intervention (TCI)		Mental Health Clinical only	The purpose of the TCI system is to provide a crisis prevention and intervention model for residential child care organizations that will assist in: Preventing crises from occurring, de-escalating potential crises, effectively managing acute crises, reducing potential and actual injury to children and staff, learning constructive ways to handle stressful situations, and developing a learning circle within the organization.	6 monthly	360	100%
WA Mental Health Act	Legislation	Mental Health only	This training covers how the WA Mental Health Act applies to mental health service staff.	Once		100%

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