

# Mandatory Competency

KEEP  
CALM  
AND  
COMPLETE YOUR  
MANDATORY TRAINING

# Good

- Investment in staff training to meet standards for quality and safety
- Staff confidence training provided to maintain safe, healthy workplace
- Determines expected level of competency on the job
- Reinforce good work practices
- Achieve compliance with policies, government guidelines etc
- Well oiled workbased education teams



# Bad

- Mandatory = negative
- “That training has nothing to do with anything I’m doing now. It’s a waste of time”
- Staff endure the training from a state of resistance or complaining while doing
- All kinds of reasons why your employees can’t make it
- Expensive trainers
- Educationally questionable, no quality control, variety in products
- Recordkeeping is chaotic across WA Health
- Reporting is ridiculously cumbersome, often performed by the expensive trainers
- Training is repeated unnecessarily by expensive staff
- Costly, very costly to the business



**How long are you in for?**

# Opportunity

- Simplify and clarify mandatory training requirements across WA Health
- Examples : UK NHS 9 key areas (2010), NSW Health 12 key areas (2014)
  - ✓ Framework across WA Health
  - ✓ Agreed criteria to include a mandatory requirement in a policy directive
  - ✓ Governed by a Standing Committee
  - ✓ Standardised curriculum, training material, assessment
  - ✓ Quality assured and evidence based training
  - ✓ Centralised learning management system
  - ✓ Accepting training record as staff move across health services

A most important thing to remember is that mandatory training is still training. Just because an entity makes the topic required doesn't remove our obligation to provide a quality, valuable experience for participants.