



Policy

Essential Education

Policy Statement

The ACT Health Learning and Development Framework describes how ACT Health staff can create a learning culture to support our health service, our consumers and each other. Learning and development provides a broad range of activities to develop workplace capabilities including technical skills, knowledge, attitudes and behaviours.

The Essential Education policy provides all staff, volunteers and contractors with the basic learning and development requirements that will assist us all to provide the safest environment, comply with legislation and improve our workplace communication and understanding.

All ACT Health staff must complete the prescribed essential education requirements as outlined in this policy. All staff must complete the training for "All Staff". Additional training maybe allocated by managers depending on staff job roles. Managers and staff should refer to the *Essential Education Guideline (located on ACT Health Intranet, Policy/Clinical Guidance)* before allocating training.

All contractors, agency staff, visiting medical officers, junior medical officers on rotation from other hospitals, locums, students and volunteers working in ACT Health are also required to complete essential education. Managers, trainers and coordinators of these groups are responsible for planning and monitoring this requirement.

Managers/supervisors must provide staff with the opportunity to complete their essential education requirements during work hours within the applicable timeframes.

Essential education requirements must be incorporated into an employee's performance management and review process and documented in their Performance Plan.

All essential education programs will be evaluated to measure participant satisfaction and the quality / relevance of training and the evaluation outcomes will be reported to stakeholders.

Purpose

ACT Health Essential education is provided to all staff, contractors, agency staff, junior medical officers on rotation from other hospitals, visiting medical officers, locums, students and volunteers to:

- Enhance the provision of safe, quality consumer care;
- Protect staff, volunteers, contractors and students from injury and illness;
- Maintain compliance with legislation, accreditation standards and policies;
- Equip staff with skills and knowledge to appropriately risk manage; and
- Improve workplace relations, communication and understanding.

ACT Health essential education is determined based on:

- Legislative requirements;
- National Safety and Quality Health Service Standards;
- Accreditation requirements;
- Identified major/catastrophic organisational risks;
- Director General directives.

Scope

This Essential Education policy applies to all staff, contractors, agency staff, junior medical officers on rotation from other hospitals, visiting medical officers, locums, students and volunteers in ACT Health.

The Essential Education Policy is designed to be read in conjunction with the *Essential Education Guidelines*.

Divisional specific essential education requirements are out of scope of this policy and need to be identified in Divisional or local guidelines endorsed by the Division.

Essential Education Training Requirements

The essential education training is divided into groups, each group contains training assigned to that group.

The training groups are:

- **Group 1** – All ACT Health Employees
- **Group 2** – Managers / Supervisors
- **Group 3** – Basic Life Support
- **Group 4** – Aseptic Technique
- **Group 5** – Infection Prevention and Control
- **Group 6** – Clinical Manual Tasks

Group 1 is assigned to all staff automatically.

The staff member's manager has the responsibility of allocated other training groups to the staff they supervise.

The allocation of training is based on the staff members job/position role and the risk assessment as attached to the *Essential Education Guidelines*.

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All staff members are required to complete the **‘must complete’** training assigned to their job role. This training is based on legislative and national safety and quality in healthcare standards requirements.

Training specified in the **‘highly recommended’** groups is designed so that a staff member and their manager discusses the listed training and if this training is applicable to their job role. Any training that is applicable to an individuals job role is to be noted into their Performance Plan.

Roles & Responsibilities

Director General, Executive and Divisional Managers are required to:

- Oversee the development, regular review and maintenance of the Essential Education Policy, to ensure that aspects of safety, quality, leadership and clinical risk for all members of the workforce are covered and relevant;
- Monitor compliance with essential education requirements for staff within their Division, using the Performance Innovation Portal;
- Follow the Training, Education and Study Assistance Standard Operating Procedure;
- Ensure staff are provided with time to complete essential education within the prescribed timeframes and;
- Endorse the content of essential education programs developed by staff in their Division / Branch.
- Consider/endorse training specified in the Education Activity Register (for more information about the Education Activity Register, refer to pages 34-37 in the *Essential Education Guideline*).

Managers of staff and contractors, agency staff, visiting medical officers, junior medical officers on rotation from other hospitals, locums, students and volunteers are required to:

- Ensure each staff members position is allocated the applicable essential education group (based on their job role), specified within the *Essential Education Guidelines*;
- Monitor and ensure each staff member has completed their required training within the specified timeframes, as outlined in the *Essential Education Guidelines*;
- Provide information to staff regarding their obligations in completing essential education and ensure it is included in their individual performance plans and;
- Utilise the essential education reporting function within the Performance Improvement Portal to view essential education training compliance.

Trainers and educators of essential education programs are required to:

- Maintain the quality of the program by ensuring it is based on current evidence and adult learning principles; is reviewed and updated annually and documented using the appropriate forms as specified in the *Essential Education Guidelines*;
- Follow procedures for training as outlined in the *Training and Education Standard Operating Procedure*;
- Complete the Education Activity Register for essential education programs and update annually;
- Ensure all programs are endorsed by the relevant Executive;
- Keep training record content;
- Ensure copyright is not breached in the content of the program;
- Evaluate and report on essential education programs and implement quality improvements;
- Maintain records of essential education completion and competency on the ACT Health Learning Management System (*Capabiliti*) and in relevant files and;
- Follow the *Training, Education and Study Assistance Standard Operating Procedure*.

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Staff Development Unit is required to:

- Manage the implementation and maintenance of the Essential Education Policy and Guideline and coordinate with essential education providers to ensure programs meet requirements and are evaluated and updated annually;
- Ensure that there is evidence of a link between essential education, training programs and safety and quality systems;
- Work with essential education providers to produce eLearning programs;
- Coordinate and conduct orientation / induction programs;
- Ensure essential training is recorded in the Learning Management System (*Capabiliti*) and;
- Liaise with, and provide essential education data records to the Performance Innovation Branch for the performance information portal.

Evaluation

Outcome Measures

- Evaluate the Essential Education Policy and provide an audit of compliance with essential education training.

Related Legislation, Policies and Standards

- Australian Commission on Safety and Quality in Health Care (ACSQHC) September 2011, National Safety and Quality Health Service Standards, ACSQHC, Sydney.
- Children and Young People Act 2008.
- Human Rights Act 2004.
- Public Sector Management Act 1994.
- Work Health and Safety Act 2011.

Definition of Terms

Agency Staff means a person engaged by ACT Health under the Public Sector Management Act 1994 to perform work for a short period on an irregular or non-systematic basis.

Consumer refers to all hospital inpatients and outpatients, residents serviced by Rehabilitation, Aged & Community Care, Capital Region Cancer Services, Mental Health, Justice Health and Alcohol and Drug Services or any other health service provided by ACT Health.

Contractor refers to a person or business which provides goods or services to the ACT Health under terms specified in a contract.

Divisional Essential Education/Training refers to education/training (specified by the Division) that must be completed in addition to the ACT Health Essential Education requirements by staff working within the particular Division.

Education Activity Register (EAR) is a brief summary of all training programs offered through ACT Health (excluding clinical and general in-services). The EAR is designed to ensure all training programs are of a high standard and quality. The EAR ensures training programs are reviewed, updated by program owners and endorsed by relevant executive / delegate, annually. Before any training package is inputted onto the Learning Management System (*Capabiliti*) an Education Activity Register must be completed.

Essential education/training is required education for ACT Health staff which is determined according to organisational requirements and documented in this policy. This education/training is aimed at ensuring the protection and safety of patients, visitors, consumers and staff and to enable staff, contractors, students and volunteers to undertake their duties effectively and efficiently consistent with their roles and responsibilities.

Induction refers to a structured entry into the organisation which is conducted over a period of time to provide a standardised means of communication of organisational goals/policies/procedures/standards to staff new to the organisation/workplace which is specific to the 'local workplace', and outlines specific practicalities to ensure that new staff are 'job ready'.

Junior Medical Officer is a doctor in training, including **Interns, Residents, Registrars and Senior Registrars**.

Learning Management System (*Capabiliti*) is the ACT Health electronic learning management system used for managing training course calendars and bookings; and providing data and records of attendances.

Locum is a medical professional that temporarily holds a position at a hospital, clinic or private practice. The locum often holds the place of another medical professional, where the person acts as substitute or fills a position on a temporary basis.

Manager / Supervisor means a person who has direct supervisory responsibility for one or more employees in a work unit or group activity. **Supervisor** may also refer to a person who has been approved by ACT Health and / or an educational institution to facilitate student learning experience and / or the assessment, directing, monitoring and evaluating of treatment or care undertaken by a student.

Orientation refers to a process through which a new employee is welcomed into the workplace, introduced to co-workers and other staff and integrated into the organisation; learning about key corporate policies and procedures, general requirements of his or her job and where they 'fit' in the organisation.

Staff means a permanent, casual or temporary employee, employed or engaged in ACT Health.

Student refers to any student undertaking a course of study at a tertiary institution who undertakes a placement in an ACT Health facility.

Visiting Medical Officer is a medical practitioner that provides medical services paid basis.

Volunteer is a person who performs voluntary work within ACT Health.

References

- ACT Health, *Essential Education Guideline*.
- ACT Health, *Training and Education Standard Operating Procedure*.
- ACT Health, *Learning and Development Framework 2013-2016*.
- ACT Health, *Public Service Health Enterprise Agreement 2011-2013*.
- ACT Health, *Public Service Health (Health Professionals) Enterprise Agreement 2011-2013*.
- ACT Health, *Public Service Nursing and Midwifery Enterprise Agreement 2013-2017*.
- ACT Health, *Contractor Safe Work Practice and Compliance Policy*.
- ACT Health, *Volunteer Policy*.
- ACT Health, *Secondary Student Work Experience Programme*.
- ACT Health, *Student and Trainee Clinical Placement Policy*.
- ACT Health, *Volunteer Policy*.
- ACT Health, *Performance Framework*.