

MANDATORY AND CHIEF EXECUTIVE (CE) DIRECTIVE TRAINING POLICY[®]

DOCUMENT SUMMARY/KEY POINTS

This Mandatory Training and C.E Directive Training Policy outlines the mandatory training requirements of all SCHN employees and other staff groups working within SCHN, in order to promote a safe care delivery and work environment. It sets out the roles and responsibilities of staff in relation to completing the courses, manager's responsibilities to ensuring their staff compliance and the obligation for record keeping.

- Compliance with this policy is mandatory. Non-compliance is subject to performance management processes.
- All NSW Health staff must complete the mandatory training modules as determined by the NSW Health Mandatory Training Standing Committee (MTSC). Additional occupation, role or department specific mandatory training modules will be required for certain staff groups as determined by NSW Health MTSC. These modules are mandatory to meet legislative obligations, to fulfil the National Safety and Quality Health Standards or to comply with a NSW Ministry of Health policy directive.
- The Chief Executive (CE) of a Local Health District/Speciality Health Network has the discretion to determine a course for local mandatory training.
- Online mandatory training modules are accessed through the NSW Health Learning Management System [HETI Online](#).
- Managers are accountable for ensuring their employees have access to [HETI Online](#) and understand the NSW Health and SCHN mandatory training requirements.
- For general [HETI Online](#) and mandatory training queries, please email the Education Centre on: SCHN-Education@health.nsw.gov.au.

This document reflects what is currently regarded as safe practice. However, as in any clinical situation, there may be factors which cannot be covered by a single set of guidelines. This document does not replace the need for the application of clinical judgement to each individual presentation.

Approved by:	SCHN Policy, Procedure and Guideline Committee	
Date Effective:	1 st January 2017	Review Period: 3 years
Team Leader:	Manager	Area/Dept: Education Centre

CHANGE SUMMARY

- Replaces the SCHN Mandatory Training Policy, 1st November 2014
- This policy will outline the mandatory training requirements for SCHN staff members as per NSW Health.

READ ACKNOWLEDGEMENT

- All SCHN employees are to read and acknowledge this document
- All SCHN employees are to access [HETI Online](#) using their 8 Digit StaffLink ID/Payroll number and Password.
- This policy should be read in line with the NSW Health Policy Directive [Mandatory Training - Criteria for Approval as a NSW Health Requirement \(PD2016_048\)](#)

This document reflects what is currently regarded as safe practice. However, as in any clinical situation, there may be factors which cannot be covered by a single set of guidelines. This document does not replace the need for the application of clinical judgement to each individual presentation.

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1 NSW Health Mandatory Training Overview

According to the NSW Ministry of Health Policy Directive: [Mandatory Training - Criteria for Approval as a NSW Health Requirement \(PD2016_048\)](#), training and / or education in a defined subject matter that must be undertaken by specified staff of a NSW Health entity due to:

- A legislative requirement
- A requirement to be accredited under the National Safety and Quality Health Services Standards (NSQHSS)
- An organisational requirement.

There are twelve core training areas that are mandatory for all employees of NSW Health excluding medical staff. There are eight core mandatory training modules for all senior medical staff and ten modules for junior medical staff.

Additional targeted occupation, role or department specific mandatory training modules will be required for certain staff groups as outlined in the [Mandatory Training Matrix](#).

Completion of mandatory training helps maintain a safe working and care-delivery environment that supports staff in meeting their obligations as an employee of NSW Health.

The NSW Ministry of Health Policy Directive [Mandatory Training - Criteria for approval as a NSW Health Requirement \(PD2016_048\)](#) details the evidence required against six criteria in order for a training requirement to be endorsed by the NSW Health Mandatory Training Standing Committee as state-wide mandated.

1.1 Employment groups within SCHN

Mandatory training is training and / or education in a defined subject matter that must be undertaken by specified staff of a NSW Health entity¹. Individuals working within SCHN required to comply with this policy include:

- Executive unit and senior management
- All clinical and non-clinical staff
- All casual staff including nurses and visiting medical officers
- Junior medical staff, including those on rotational training programs
- Honorary medical officers and medical staff on short-term contracts
- Students: students are to complete mandatory training modules as determined by NSW Health through ClinConnect.
- Contingent Workers and External Contractors: mandatory training to be locally determined by SCHN taking into account length of contract, legal obligation and risk factors associated with the tasks performed
- Volunteers
- Agency nurses (modules as determined by the SCHN Executive)

¹ NSW Health (2016). [Mandatory Training - Criteria for Approval as a NSW Health Requirement \(PD2016_048\)](#),

2 Responsibility for mandatory training completion

- All NSW Health employees are personally accountable for complying with the NSW Health mandatory training requirements.
- Non-compliance is subject to performance management processes.
- All SCHN employees must comply with this policy and are responsible for ensuring their mandatory training is up to date by accessing the Learning Management System (LMS), [HETI Online](#). [HETI Online](#) guides staff to training which they must complete and maintains records of training completion.
- Managers are responsible for ensuring their employees are compliant with mandatory training requirements as directed by NSW Health and/or the SCHN Chief Executive.
- SCHN employees on extended leave or external secondments are not required to complete SCHN mandatory training until they return to work at SCHN.
- The SCHN Education and Training service is responsible for:
 - the local management and administration of the LMS.
 - providing SCHN staff with support to access and utilise the LMS.

2.1 Mandatory training and orientation

SCHN requires all new starters to attend corporate and/or professional orientation within three months of commencing employment and to receive local orientation to their workplace.

2.1.1 Capturing attendance at orientation in HETI Online

- Attendance and completion of orientation must be captured in [HETI Online](#).
- All attendees must sign in noting their employee number.
- The orientation facilitator is responsible for ensuring all attendees have signed the attendance sheet.
- Uploading of attendance at orientation in [HETI Online](#) is the responsibility of the Education Department (corporate orientation), Office of the Chief Resident Medical Officer (JMO orientation), Nursing and Allied Health directorate (professional orientation).
- Managers are responsible for capturing local department orientation completion in HETI Online.
- Signed attendance sheets must be stored electronically for two years for auditing purposes.

2.2 Completing Online Mandatory Training Modules

- Mandatory training modules to be undertaken during the orientation period require completion within four weeks from the date of commencement, as outlined in the NSW

Health Mandatory Training Matrix. Modules to be undertaken during the induction period are to be completed within 6 months of commencement.

- Completion of mandatory training undertaken during SCHN orientation will be recorded in HETI Online.
- All NSW Health Employees can access [HETI Online](#) using their 8 Digit StaffLink ID/Payroll No and password. [HETI Online](#) will automatically display the outstanding or completed mandatory training requirements for each individual employee.
- Employees can access [HETI Online](#) though the SCHN Network or externally from personal computers through: <http://hetionline.health.nsw.gov.au>.
- Employees can view and print a transcript of their completed learning from [HETI Online](#). Managers are able to generate reports through [HETI Online](#) for employees.

2.3 Completing face-to-face Mandatory Training Modules

The following Mandatory Training Courses involve a face-to-face component:

- Respecting the Difference
- Child Protection Targeted Training
- Fire Safety and Evacuation - Practical
- Between the Flags
- Basic Life Support
- Personal Protective Equipment (PPE)
- Violence Prevention and Management (VPM)
 - Personal Safety
 - Team restraint

Face-to-face sessions are available across the SCHN. Session dates and times can be viewed and booked through [HETI Online](#). Fire safety and evacuation practical does not require booking in advance.

Manager approval is required for employees attending face-to-face mandatory training during work hours.

2.3.1 Capturing attendance at face-to-face training in [HETI Online](#)

Attendance and completion of all face-to-face mandatory training sessions must be captured in [HETI Online](#).

- Attendance sheets must be used at all face-to-face mandatory training sessions and attendees must all sign in noting their employee number. The session facilitator is responsible for ensuring all attendees have signed the attendance sheet.
- Ensuring attendance at face-to-face core mandatory training is captured in [HETI Online](#) is the responsibility of the course facilitator.
- Signed attendance sheets must be stored electronically for two years for auditing purposes.

3 Mandatory Training Modules

PLEASE NOTE: All training modules listed below are mandated at the discretion of the NSW Ministry of Health Mandatory Training Standing Committee and are subject to change. [HETI Online](#) provides the most accurate and reliable information regarding an individual employee's outstanding training requirements.

3.1 All Staff Core Training (excluding Medical)

All NSW Health staff must complete the following mandatory training modules:

Training Module	Online module required via HETI*	Practical module required (face-to-face)	Initial completion of training	Frequency
Aboriginal Culture - Respecting the Difference	✓	✓	Within 6 months	Once only
Child Protection**	✓		As soon as possible	Once only
Fire Safety and Evacuation (including Evacuation Exercise)	✓	✓	Within 4 weeks	Annual
Hand Hygiene (provided by Hand Hygiene Australia via HETI Online eLearning)	✓		Within 4 weeks	Every 5 years
Hazardous Manual Tasks	✓		Within 4 weeks	Once only
IIMS: Notifier Training	✓		Within 4 weeks	Once only
Infection Prevention and Control Principles – Non Clinical Staff OR Infection Prevention and Control Principles – Clinical Staff	✓		Within 4 weeks	Every 5 years
Introduction to Work Health and Safety	✓		Within 4 weeks	Once only
Privacy Module 1: Know your boundaries	✓		Within 6 months	Once only
Waste Management	✓		Within 6 months (Contractors prior to commencement)	Every 5 years
Violence Prevention and Management (VPM) in the Workplace: Awareness	✓		Within 6 months	Once only
VPM in the Workplace: Promoting Acceptable Behaviour in the Workplace	✓		Within 6 months	Once only

* Facilitated, group-based eLearning can be offered within SCHN. Managers to contact the Education Department for more information.

** Child Protection facilitated face-to-face at SCHN Orientation is equivalent to the Child Protection eLearning through HETI Online. The Child Protection face-to-face targeted training must be completed in addition to the eLearning by SCHN staff working directly with children and young people (CE Directive).

3.2 Junior Medical Mandatory Training*

Training Module	Online module required via HETI*	Practical module required (face-to-face)	Initial completion of training	Frequency
Basic Life Support (online) – RESUS4KIDS**	✓		Within 4 weeks	Annual
Basic Life Support Assessment - RESUS4KIDS Practical (<i>previously Life Support Assessment Tools</i>)		✓	Within 4 weeks	Annual
Between the Flags (4 online components) <ul style="list-style-type: none"> • Awareness, charts & escalation • Communication, teamwork, and documentation • Systematic assessment (paediatrics) • Case studies (paediatrics) 	✓		Within 6 months	Once only
Fire Safety and Evacuation (including Evacuation Exercise)	✓	✓	Within 4 weeks	Annual
Foetal Welfare Assessment and Obstetric Emergency and Neonatal Resuscitation Training***	✓	✓	Within 4 weeks	Every 3 years
Hand Hygiene – Medical Online eLearning Package	✓		Within 6 months	Once only
Open Disclosure	✓		Within 4 weeks	Once only
Privacy: Know Your Boundaries	✓		Within 6 months	Once only
Respecting the Difference	✓	✓	Within 6 months	Once only
Introduction to Work Health and Safety	✓		Within 4 weeks	Once only
Child Protection**** (<i>Targeted face-to-face training: SCHN C.E Directive Training</i>)	✓	✓	As soon as possible	Once only

*additional targeted mandatory training may be required depending on the role (e.g. management position).

** RESUS4KIDS is the mandatory Basic Life Support training required for clinicians working in the paediatric setting.

***only for employees working in Obstetrics/Gynaecology

**** Child Protection facilitated face-to-face at SCHN Orientation is equivalent to the Child Protection eLearning through HETI Online. The Child Protection face-to-face targeted training must be completed in addition to the eLearning by SCHN staff working directly with children and young people (CE Directive).

3.3 Senior Medical Mandatory Training*

Training Module	Online module required via HETI*	Practical module required (face-to-face)	Initial completion of training	Frequency
Basic Life Support (online) – RESUS4KIDS**	✓		Within 4 weeks	Annual
Basic Life Support Assessment - RESUS4KIDS Practical (<i>previously Life Support Assessment Tools</i>)		✓	Within 4 weeks	Annual
Between the Flags (4 online components) <ul style="list-style-type: none"> Awareness, charts & escalation Communication, teamwork, and documentation Systematic assessment (paediatrics) Case studies (paediatrics) 	✓		Within 6 months	Once only
Fire Safety and Evacuation	✓	✓	Within 4 weeks	Annual
Foetal Welfare Assessment and Obstetric Emergency and Neonatal Resuscitation Training***	✓	✓	Within 4 weeks	Every 3 years
Hand Hygiene – Medical Online eLearning Package	✓		Within 6 months	Once only
Open Disclosure	✓		Within 4 weeks	Once during orientation
Privacy: Know Your Boundaries	✓		Within 6 months	Once only
Child Protection**** (<i>Targeted face-to-face training: SCHN C.E Directive Training</i>)	✓	✓	As soon as possible	Once only

* additional targeted mandatory training may be required depending on the role (e.g. management position).

** RESUS4KIDS is the mandatory Basic Life Support training required for clinicians working in the paediatric setting.

***only for employees working in Obstetrics/Gynaecology

**** child protection facilitated face-to-face at SCHN Orientation is equivalent to the Child Protection eLearning through HETI Online. The Child Protection face-to-face targeted training must be completed in addition to the eLearning by SCHN staff working directly with children and young people (CE Directive).

3.4 Volunteers

Training Module	Online module required via HETI*	Practical module required (face-to-face)	Initial completion of training	Frequency
Child Protection** (<i>Targeted face-to-face training: SCHN C.E Directive Training</i>)	✓	✓	As soon as possible	Once only
Hand Hygiene (provided by Hand Hygiene Australia via HETI Online eLearning)	✓		Within 4 weeks	Every 5 years

Hazardous Manual Tasks	✓		Within 4 weeks	Once only
Introduction to Work Health and Safety	✓		Within 4 weeks	Once only
Fire Safety and Evacuation (including Evacuation Exercise)	✓	✓	Within 4 weeks	Annual
Privacy Module 1: Know your boundaries	✓		Within 6 months	Once only

* Facilitated, group-based eLearning can be offered within SCHN. Managers to contact the Education Department for more information.

** Child protection facilitated face-to-face at SCHN Orientation is equivalent to the Child Protection eLearning through HETI Online. The Child Protection face-to-face targeted training must be completed in addition to the eLearning by SCHN staff working directly with children and young people (CE Directive)

4 Targeted Mandatory Training Modules by staff group

PLEASE NOTE: All training modules listed below are mandated at the discretion of the NSW Ministry of Health Mandatory Training Standing Committee and are subject to change. [HETI Online](#) provides the most accurate and reliable information regarding employee's outstanding training requirements.

4.1 All Managers

Training Module	Online module required via HETI*	Practical module required (face-to-face)	Initial completion of training	Frequency
Injury Management	✓		Within 6 months	Once only
Recruitment and Selection – Convenor eLearning Pathway	✓		Prior to convening first recruitment panel	Every 3 years
Safety and Quality Advanced	✓		Within 4 weeks	Annual

4.2 Clinical Staff Targeted Training (excluding medical staff)

Training Module	Target Group	Online module required via HETI*	Practical module required (face-to-face)	Initial completion of training	Frequency
Aseptic Technique	Clinical staff using aseptic technique	✓		Within 4 weeks	Every 5 years
Basic Life Support <ul style="list-style-type: none"> RESUS4KIDS Infant, child & adult basic life support training and assessment session* 	Clinical staff with direct patient contact including agency staff and locums	✓		Within 4 weeks	Annual

Basic Life Support Assessment - RESUS4KIDS Practical* (previously Life Support Assessment Tools)	Clinical staff with direct patient contact including agency staff and locums as targeted		✓	Within 4 weeks	Annual
Between the Flags (4 online components) <ul style="list-style-type: none"> Awareness, charts & escalation Communication, teamwork, and documentation Systematic assessment (adults and/or paediatrics) Case studies (paediatrics) 	All clinical staff	✓		Within 6 months	Once only
Between the Flags face-to-face workshop	All clinical		✓	Within 6 months	Once only
Bloodsafe: Clinical Transfusion Practice	Medical and nursing staff involved in transfusion related activities	✓		Within 4 weeks	Every 5 years
Bloodsafe: Postpartum Haemorrhage	Midwifery, Obstetric Emergency, Critical Care, Theatre & Recovery Staff	✓		Within 4 weeks	Every 5 years
Breastfeeding Promotion	Nurses and midwives in maternity, neonatal or child & family health.	✓		Within 4 weeks	Every 5 years
Care Co-ordination	All clinical staff	✓		Within 4 weeks	Once only
Child Protection – Targeted Training	SCHN Staff working directly with children and young people		✓	As soon as possible	Once only
Foetal Welfare Assessment and Obstetric Emergency and Neonatal Resuscitation Training	Midwives, obstetrics & gynaecology	✓	✓	Within 4 weeks	Every 3 years
Invasive Device Protocols	Clinical staff who perform procedures with invasive devices	✓		Within 4 weeks	Once only
Introduction to Safety and Quality	All Clinical Staff	✓		Within 4 weeks	Every 5 years
Local Induction to Personal Protective Equipment (clinical)	Staff required to use or wear PPE in environments with exposure to blood, bodily fluids, infections or hazards.		✓	Within 4 weeks	Every 5 years
Open Disclosure	Clinical Staff	✓		Within 4 weeks	Once only

Sharps Injury (clinical)	All Staff exposed to the Risk of Sharps Injury	✓		Within 4 weeks	Every 5 years
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* All medical, nurses (excluding child & family health), physiotherapists complete RESUS4KIDS as targeted. Other clinical staff types complete the Infant, Child & Adult basic life support training and assessment session (face-to-face) which is equivalent to the Online eLearning and Basic Life Support Assessment Practical.

4.3 Nominated Groups Targeted Training (excluding Medical Staff)

Targeted mandatory training is additional to core mandatory training. Targeted mandatory training is determined via position type (e.g. nurse) and/or work location (e.g. mental health)

Training Module	Staff Group	Online module required via HETI*	Practical module required (face-to-face)	Initial completion of training	Frequency
Emergency Management Modules: <ul style="list-style-type: none"> • AIIMS - Incident Control Systems • Emergency Procedures and Disaster Awareness (<i>under development</i>) • AIIMs - Incident Control Systems Course (<i>under development</i>) 	Staff expected to perform duties during an emergency response event.	✓		Prior to performing duties in an emergency response event	Every 5 years
Bloodsafe: Transporting Blood	Staff responsible for transporting blood and blood products.	✓		Within 4 weeks	Every 5 years
Decontamination of Reusable Medical Devices	Staff who decontaminate reusable medical devices	✓		Within 6 months	Once only
Designated Officer Pathway	Designated Officer	✓		Prior to appointment	Every 2 years
Environmental Cleaning	Staff undertaking cleaning tasks as their primary role within a healthcare facility	✓		Prior to undertaking any cleaning tasks	Every 5 years
Local Induction to Personal Protective Equipment	Staff required to use or wear PPE for: <ol style="list-style-type: none"> 1) Blood or body substance protection/or for care of patients, or in environments with infections 2) Hazardous environments 3) Food safety 		✓	Within 4 weeks	Every 5 years
Personal Safety	Staff working in extremely high risk environments. <i>Pre-requisite: 2 VPM core modules</i>		✓	Within 6 months	Once only

SA-1201 NSW Health Specialist Sexual Assault Services Training	Counsellors and Coordinators employed in Sexual Assault Services.	✓	✓	3 parts to complete over calendar year	Once only
Sexual Safety Policy Training	Staff working in mental health services	✓	✓	Within 6 months	Once only
Sharps Injury for Non-Clinical Staff	All Staff exposed to the Risk of Sharps Injury	✓		Within 4 weeks	Every 5 years
Smoking Cessation: Brief Intervention at Chairside	Oral Health Service clinicians	✓		Within 4 weeks	Every 3 years
Team Restraint Techniques	Staff working in Mental Health Facilities or involved in physical restraint (Pre-requisite: 2 VPM core modules + Personal Safety)		✓	Within 6 months	Every 5 years
Violence Prevention and Management – An Introduction to Legal and Ethical Issues	Staff working in occupations or areas where there is a high risk of violence.	✓		Within 6 months	Once only

5 SCHN Chief-Executive directive training

The Chief Executive of a Local Health District/Speciality Health Network has the discretion to determine a course for local mandatory training. This is termed C.E. Directive training and is marked with a blue flag adjacent to the course name in HETI Online.

The training is directed to the local LHD to enable staff to maintain a safe working and care-delivery environment. The training can be directed to specific groups based on their occupation, role or department and to support NSQHS, NSW Ministry of Health policy directive or additional professional obligation the C.E. may deem mandatory.

To propose C.E directive training, an application must be made to the Chief Executive through the Education and Training Department using the *Application for the Endorsement of CE Directive Mandatory Training template*.

6 Equivalencies

6.1 Recognition of Prior Learning

6.1.1 Transferring between NSW Health districts/ specialty networks

If an employee has transferred to SCHN from another NSW Health district/ network, any completed mandatory training recorded in HETI Online will remain valid. Additional

mandatory training may be required to meet the SCHN requirements for working in a paediatric organisation. If mandatory training has been completed but is not recorded in HETI Online, the employee will need to provide evidence of completion.

Rotating staff members (e.g. Junior Medical Officers) are expected to have all mandatory training modules completed in line with NSW Health requirements.

6.1.2 External courses

Completion of equivalent training may be granted for certain mandatory training modules, pending the following criteria:

- The external course or learning has been deemed equivalent by the HETI Mandatory Training Equivalency Panel.
- The staff member has documented evidence of completion of the external course that has been deemed equivalent to the module under consideration.

E.g. Advanced Paediatric Life Support = 1 year of RESUS4KIDS Practical – certificate of completion must be supplied to the Education Department.

Please contact the SCHN Education and Training Department if you believe an external course may be eligible for mandatory training equivalence.

6.2 Course Equivalencies

While HETI has identified the availability of a State endorsed mandatory training resource for mandated training requirement, HETI is aware that Local Health Districts (LHDs), Specialty Health Networks (SHNs) and Health Agencies (HAs) have previously developed or purchased education and training resources to meet NSW Health mandatory training requirements and specific organisational needs.

For a training resource to be considered as equivalent to a State endorsed mandatory training requirement, a submission must be made to the [HETI Mandatory Training Equivalency Panel](#) using the [Request for Mandatory Training Resource Equivalency Cover Sheet](#). Please contact the Education and Training Department for further information.

7 Mandatory Compliance Reporting

A SCHN mandatory training compliance report is generated monthly. This report is tabled at the SCHN Executive Strategic meeting and the Performance and Planning Committee meeting. SCHN annual compliance with mandatory training is reviewed by the NSW Ministry of Health.