

Specific Information for those wishing to become a Registered Aged Care Assessor

Whilst the following information applies specifically to those who wish to pursue Aged Care Assessor Registration with RABQSA, these requirements also apply to all course registrants who wish to maximise the benefit received from the program.

Pre-Requisite Key Competencies

All participants will be expected to have assumed knowledge in the following key competencies of prior to undertaking the course.

Key Competencies	Performance Level
Collecting, analysing and organising information	This requires a person to: <ul style="list-style-type: none"> • define the needs of the audience • define the purposes of the information • critically investigate sources to identify and distil relevant information • identifies within information the main organising categories and structures • evaluate the quality and validity of information.
Communicating ideas and information	This requires a person to: <ul style="list-style-type: none"> • adapt ideas and information to anticipated contexts and audiences • communicate by choosing from a set of alternative modes and styles the most appropriate to a given context and audience • establish and convey coherence between disparate ideas and information • work in a cross-cultural situation • revise communication in light of feedback.
Planning and organising activities	This requires a person to: <ul style="list-style-type: none"> • co-ordinate and manage processes to achieve defined objectives • maximise quality of outcomes and processes • establish work priorities.



Working with others and in teams	This requires a person to: <ul style="list-style-type: none"> • interpret purpose and objectives to be achieved by working with others • take account of procedures and timeframes of different roles and perspectives • be sensitive to cross cultural issues • work with others to achieve agreed objectives.
Using mathematical ideas and techniques	This requires a person to: <ul style="list-style-type: none"> • clarify the nature of the outcomes sought and select ideas and techniques for a task • use mathematical ideas and techniques reliably and efficiently • meet accuracy requirements • confirm answer make contextual sense.
Solving problems	This requires a person to: <ul style="list-style-type: none"> • clarify desired outcomes and the relationship between those outcomes • draw on a range of processes to achieve appropriate completion • take opportunities to improve or enhance processes • assess efficiency of processes and outcomes.
Using technology	This requires a person to: <ul style="list-style-type: none"> • clarify the objectives for the use of technology • connect up and operate a portable computer and printer • have keyboard skills • format reports using MS Word • be competent in the use of MS Excel • understand and apply database principles • use the internet to search for information • communicate with the Agency using email.

This enables the course to be focused on the development of higher-level skills that build on an existing skill base rather than cover basic concepts. The above key competencies are embedded in the higher-level competencies; therefore they will be indirectly assessed through our formal assessment process.

Pre-Course Activities

The course is not designed to start from a 'zero-base' of knowledge and skills about in aged care. For participants already in the industry and are familiar with the Accreditation Standards and the legislation, only minimal time will be required.

The pre-course activities provide participants with background knowledge and information that is fundamental to successful completion of the course. The course content assumes that participants have done the pre-course activities, as there is insufficient time to cover this content during the course.



Course Pre-reading

Readings	Assumed depth prior to course	Source
<i>Aged Care Accreditation Standards</i>	Be quite familiar with the Accreditation Standards and Expected Outcomes. These are also provided in our course notes.	www.accreditation.org.au
<i>Results and Processes Guide</i>	The Results and Processes Guide is one of the fundamental tools provided by the Agency to Assessors. Assessors are strongly encouraged to know this document well and to use it in the assessment process. The Results and Processes Guide is also provided in our course notes	www.accreditation.org.au
<i>Audit Handbook</i>	Read the contents <u>thoroughly</u> , noting any questions. The majority of the Audit Handbook has been incorporated in the course notes. Most of the questions in the examination are also sourced directly from the Audit Handbook. You should bring your own copy.	www.accreditation.org.au
<i>Aged Care Principles</i>	Read the contents of Accountability Principles, Accreditation Grant Principles, Quality of Care Principles and User Rights Principles. These are not provided in the course notes. *Hard copy purchase is essential for those going on the register and recommended for other participants.	Purchase hard copy*: http://www.publications.gov.au/?legislation Or download: http://www.ageing.health.gov.au/legislation/legindex.htm
Site audit reports	Read at least 3 audit reports - (<i>no need to bring these to the course</i>) including one with non-compliance. Note the structure of the reports and the relationship of information to the Results and Processes Guide and the reporting requirements in the Audit Handbook. Reading more reports will improve understanding!	www.accreditation.org.au



For Participants Who Are New To, or Unfamiliar With Residential Aged Care

Participants who are unfamiliar with residential aged care are asked to visit two residential aged care facilities (high care and low care) in order to gain an understanding of the challenges faced by residents and operators. The information and understanding gained through these visits and interviews will be essential to completing activities and assessment tasks. Participants must arrange this for themselves through contact with a home, (contact details are available in the site audit reports in the Aged Care Standards and Accreditation Agency website www.accreditation.org.au).

Interview two to three residents to learn about their experiences of living in an aged care home. This may include references to their admission process, their participation in the activities of the home, meals, staffing, their perceptions of their needs and preferences and how these are met.

Interview the Director of Nursing/Care or Chief Executive Officer to gain an understanding of the challenges encountered in operating an aged care home.

Reflect on the following aspects relating to aged care homes:

- i) Impressions of the aged care environment
- ii) Similarities/differences between high and low care facilities
- iii) Key challenges for residents living in residential aged care
- iv) Key challenges for operators of residential aged care.

Readings	The course assumes you:	Source
Explore this website to broaden your knowledge	Have basic knowledge of residential aged care	Department of Health and Ageing website http://www.ageing.health.gov.au There is no need to print documents, just note any questions.
Process for being a registered assessor	Understand the process involved	The RABQSA website http://www.rabqsa.com provides information on the registration process for aged care assessors. There is no need to print documents, just note any questions.

Eligibility for Registration as a Registered Aged Care Quality Assessor

Successful completion of this course does not guarantee Aged Care Quality Assessor registration as there other requirements which have to be met. It is strongly recommended that participants wishing to seek assessor registration read "Registration Requirements for Aged Care Quality Assessors" available from RABQSA on 02 4728 4612 or www.rabqsa.com.



Previously, participants were required to complete an approved course prior to being interviewed by RABQSA's Aged Care Industry Panel. Under the new arrangements, this sequence is reversed so that potential assessors will have certainty of outcome from the Aged Care Industry Panel before undertaking the course. Those participants intending to seek Aged Care Assessor registration should submit their application to QSA International as soon as possible if they have not already done so.

Participants who successfully complete the course and later decide they would like to be registered are still eligible to apply for up to six months following course completion. However if six months elapses, you will need to re-sit and satisfactorily complete the final written examination. The Systems 3 Group will charge a re-sit fee of \$150.

Course Assessment Processes

Practical Application of Skills – Individual Assessment

During the course, each participant on the course will be individually assessed on various competencies. This will be done through written assessments, workshop activities, and a case study exercise.

Application Of Knowledge And Report Writing Skills

Participants will undergo a written examination. The examination is set by the Aged Care Standards and Accreditation Agency Ltd. and is based on the Audit Handbook and syllabus requirements. The examination comprises four modules and the format is a combination of short answer questions. In the week following the course you will also be required to undertake a report writing exercise and submit that report within seven days of the last day of the course. This is to simulate the workplace where assessors are required to produce the Assessment Information within seven days of the exit meeting. Participants must achieve a minimum of 70% in each module and in the report writing component to successfully complete the examination. It should be noted that these are mandatory assessment events for those who wish to become registered Aged Care Assessors.

Availability of Work with the Agency

Successful assessor registration does not guarantee work with the Aged Care Standards and Accreditation Agency Ltd. It is recommended that participants contact their state office of the Aged Care Standards and Accreditation Agency to discuss ongoing requirements for external assessors.

