

- ✓ *Want to be more confident at your next Agency visit?*
- ✓ *Lift the standards for your team's expertise?*
- ✓ *Want to know what the Aged Care Quality Assessors know?*

Aged Care Training Quality Assessment Training—AA01 (5 days)

Course Description

This 5-day comprehensive course will **optimise the chance that your facility and your staff will meet the Federal Government's system of accreditation visits** and support contacts undertaken by the Aged Care Standards and Accreditation Agency.

This **course is designed in accordance with the syllabus provided by the Aged Care Standards and Accreditation Agency Ltd** and provides the latest information for personnel involved in the:

- the ongoing accreditation process
- internal system self assessment, and
- continuous improvement of management systems in aged care facilities

Who Should Attend This Course?

- People seeking *registration as Aged Care Quality Assessors
- People who wish to have a detailed knowledge of the Agency's procedures
- Residential care provider's personnel responsible for the management systems, continuous improvement or internal audits
- CEOs, members of the board and senior managers who wish to have a thorough understanding of the attributes of successful management systems and Aged Care Standards Agency practices

*Successful completion of this course does not guarantee Aged Care Assessor registration as there are 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.

A component of the Aged Care Quality Assessor registration is an interview with a panel coordinated by the RABQSA. Participants may apply for registration and complete their interview either before, or after the course.

Those participants intending to seek Aged Care Assessor registration should submit their application to RABQSA 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, conditions apply.

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 Agency to discuss ongoing requirements for external assessors.

The Aged Care Standards and Accreditation Agency Ltd. have advised that participants wishing to register as Aged Care Quality Assessors will be required, at some stage, to undertake a workshop conducted by the Agency to bring them up to speed with the latest information. This workshop will be for all registered assessors.

Special Features of the Course

This course is designed in accordance with the syllabus provided by the Aged Care Standards and Accreditation Agency Ltd and uses **realistic and detailed case study including a simulated site visit.**

Included In The Course

- Morning, afternoon tea and lunch, every day
- Course Manual: **Quality Assessment Training**, S3G, 2007.

Day 1–5 overview:

Orientation to Aged Care

- Overview
- Issues facing older people
- The Individuality of ageing
- Types of care available
- Support and protection of the aged

HOW TO REGISTER

Price: \$1595pp
(inc GST)

Phone: Toll Free (from within Australia)
1800 110 034

Fax: 61 7 3856 0099

? Questions

info@s3g.com.au

Course Calender

www.s3g.com.au

S3G offer public courses in Brisbane, Sydney, Melbourne, Adelaide Perth.

Our trainers are not 'career' trainers.

Instead, our trainers are experts in the industry—called upon by internationally recognised clients, often at crisis time.

This means students of our courses benefit from real-life, in-field experience and knowledge, with much of the case studies used in training coming directly from the field.

The bottom-line advantage to clients means students acquire practical knowledge at the front of their industry trends.

“Great course, well organised, presented well and gave me a lot of insight for my organisations next round of accreditations.” **Brisbane, QLD**

Overview of Management Systems

- Structure of management systems
- Managing processes
- Documentation in a management system
- Continuous Improvement (CI)
- The systems maintenance component of CI
- The systems improvement component of CI
- Other federal, state and local legislation
- Understanding systems design through monitoring

The Accreditation Standards

- The structure of the Accreditation Standards
- The legal framework of the Accreditation Standards
- Relationship to the Results and Processes Guide
- Review of the Expected Outcomes in each of the Accreditation Standards

Overview of the Accreditation Process

- Other components of the regulatory process
- Overview of the accreditation process
- Assessor team selection and engagement
- Conflict of Interest for the assessor

The Desk Audit

- Purpose of the desk audit
- Review of the self assessment
- Review of other supporting documents
- Use of the assessor's workbook
- The desk audit report
- Communication, planning and preparation activities by the assessment team leader

The On Site Assessment

- The Accountability Principles
- Entry meeting protocols
- Collection of evidence from residents
- Collection of evidence from staff
- Collection of evidence from observation
- Collection of evidence from documentation
- Triangulation of evidence, Sample plans
- Transparency in the process
- Serious risk
- Human factors, social and cultural issues in the assessment process
- Rating the Expected Outcome
- Preparation of the Statement of Major Findings
- Exit meeting protocols
- Final Reporting Processes—Assessment Information and Site Audit

Report

- Assessment Information
- The Site Audit Report
- Report writing protocols
- Recommending the period of accreditation and support contact arrangements

Aged Care Assessor Certification

- Overview of aged care assessor certification
- Key competencies
- Specialised skills and knowledge
- Code of conduct
- Re-certification

Competency Assessment

Practical Application of Skills – Individual Assessment
 During the course, each participant on the course will be individually assessed in a number of competencies. This will be done through five written assessments, presentations, workshop activities, and a case study exercise. It should be noted that these are mandatory assessment events for those who wish to become registered Aged Care Assessors.

Application of Knowledge and Report Writing Skills

Participants wishing to become registered as an Aged Care Assessor will be required to complete a written examination. The examination is

on the Audit Handbook and syllabus requirements. The examination comprises four modules and the format is a combination of short answer questions. There is also a separate report writing assignment (Assessment Information) to be undertaken within seven days of completion 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 to successfully complete the examination.

Group Discount (all public courses, 1 booking) :

- 3+ people 5% off total (within the same organisation)
- 5+ people 10% off total (within the same organisation)

Enquire about our *In-house Courses*

Business Excellence:

- Strategic Planning (OE01)
- Process Analysis and Review (OE02)
- Customer Service (OE3)
- Continual Improvement (OE4)
- Human Resources (OE5)
- Marketing (OE6)
- Communication (OE7)
- Change Management (OE8)
- Project Management (OE9)
- Productivity and Efficiency (OE10)

Quality:

- Developing A Practical Quality Management System (MQ01)

Environmental, Health & Safety:

- Developing A Practical Environmental Management System (ME01)
- Environmental Awareness Training (ME02)

Health & Aged Care:

- Management System For Community Care (MA01)
- Continuous Improvement—The Next Stage (MA02)
- Understanding Continuous Improvement (MA03)
- Risk Assessment In Aged Care (MA04)
- Understanding The Accreditation Standards—Specifically For Care Staff (MA07)
- Understanding The Accreditation standards—Specifically For Support Staff (MA0)
- Survey Design (MA12)
- Australian Retirement Village Association Surveyor Training (AR04)

OR:

We can address your **specific, key business and training requirements**. Please contact us for a **tailor-made, in-house course** proposal.

Fantastic Feedback

The evaluation of participant feedback forms from 2001 to 2007 reveals an average presenter satisfaction rating of 6.45 (on a rating scale from 0–7) and an overall course satisfaction rating from 6.35.

Our Expertise

All of the Systems 3 Group's trainers are currently practicing consultants. This means that they maintain current knowledge of operational methods, statutory requirements and enforcement criteria. In addition, all company trainers are tertiary qualified and company course designers hold Australian qualifications Certificate IV in Workplace Training and Workplace Assessor.