

Core Standard 8

Education and training of non-clinical staff

Our non-clinical staff are
appropriately qualified and
trained to perform their role.

This Standard focuses on the systems that your practice uses to ensure that non-clinical members of the practice team receive continuing education and training that is appropriate for their role.



Criterion C8.1 – Education and training of non-clinical staff

Indicators

C8.1▶A Our non-clinical staff complete training appropriate to their role and our patient population.

C8.1▶B Our non-clinical staff complete cardiopulmonary resuscitation (CPR) training at least every three years.

Why this is important

Administrative staff have a vital role in the provision of safe and quality care and therefore require training appropriate to their role.

A practice that supports education and training of non-clinical staff fosters continuous improvement and risk management.

Meeting this Criterion

Training relevant to the role

Training may cover areas such as:

- your practice's procedures
- use of technology (hardware, systems and software)
- first aid
- medical terminology
- medical practice reception
- Aboriginal and Torres Strait Islander health
- Aboriginal and Torres Strait Islander cultural awareness
- cross-cultural safety
- communicating with patients with special needs
- safe operation of specific equipment.

Practitioners or other members of the practice team can deliver in-house or 'on the job' training in practice-specific areas, such as:

- using the patient health records system
- making appointments
- recognising medical emergencies when patients present in reception
- confidentiality requirements
- the practice's policies and procedures.

Cardiopulmonary resuscitation training

CPR training for administrative staff can be conducted by an accredited training provider, or by members of the clinical team, if appropriate. These clinical team members must have a current CPR instructor's certificate that complies with Australian Resuscitation Council (ARC) guidelines on instructor competencies.

The ARC requires that CPR trainees physically demonstrate their skills at the completion of the CPR course. CPR training that is completed solely online does not meet this requirement.

Meeting each Indicator

C8.1▶A Our non-clinical staff complete training appropriate to their role and our patient population.

You must:

- provide evidence that non-clinical staff are provided with relevant training.

You could:

- record each employee's qualifications in employment files
- specify required qualifications in job descriptions for each non-clinical role in the practice team
- keep training logs that record training that non-clinical team members have completed
- keep a training calendar listing opportunities for professional development and training that has been completed
- conduct annual performance reviews that identify learning and development goals
- store documents that record training needs and training completed.

C8.1▶B Our non-clinical staff complete CPR training at least every three years.

You must:

- provide evidence that non-clinical staff complete CPR training every three years.

You could:

- keep training logs that record training that non-clinical team members have completed
- keep a training calendar listing opportunities for professional development and training completed
- plan annual performance reviews
- store documents that record training needs and training completed.