



Mandatory Training Policy

1. Purpose

This policy outlines the organisational requirements for WA Country Health Service (WACHS) staff, ensuring adherence to legislation, statutory mandates, Department of Health Policy Frameworks, and industry standards. It also establishes the implementation of mandatory training for WACHS employees.

2. Policy

This policy applies to all WACHS staff that are engaged through employment contracts with WACHS including staff with permanent, temporary or fixed term contracts and substantive employees. Staff, for the purpose of this policy, excludes workers that are contractors for service (including visiting health professionals and maintenance personnel), students, volunteers, external researchers and external trainers.

The WACHS approach to mandatory training is underpinned by the following principles:

- Mandatory training is used to equip staff with the relevant knowledge and skills to support best-practice health care delivery.
- All mandatory training content is developed by a Subject Matter Expert (SME) who outlines the learning objective.
- Mandated training is appropriate for the health context, applying adult learning principles utilising the Learning Management System (LMS).
- Governance is essential to ensure mandatory training is in line with public sector requirements and aligned to the provision of health services.
- Provision of fair and equitable access to mandatory training is supported, including consideration of requirements for people living with disability and culturally and linguistically diverse people.
- Consistency, transparency and accountability for mandatory training is supported across all WACHS services.
- Externally engaged workers such as contractors for service, students and volunteers are assigned training in accordance with their respective policies and procurement contract arrangements.

2.1 Mandatory training

For training to be considered mandatory, it must be mandated by one of the following:

- Commonwealth or State legislation
- Public Sector Commission
- System Manager Policy Frameworks
- Mental Health Commission (MHC).

These instruments or bodies also provide notice of course frequency. Where no advice regarding frequency is stated, the staff member will only be required to complete it once. Refer to the WACHS Mandatory Training Matrix outlining the mandatory training requirements for the WACHS workforce.

Mandatory training will be recorded in the approved LMS and should be completed within work hours. Line managers are accountable for ensuring their staff complete the requirements of this policy.

Mandatory training is a component of the WACHS staff induction and important to be completed within three months of commencement unless otherwise stated – refer to the WACHS [New Staff Induction Policy](#).

2.2 Assessment methods

WACHS recognises that staff may be required to undertake assessments to demonstrate competence in mandatory training courses. Assessments that appear in eLearning packages are approved methods to ensure the learning outcomes are mapped to the content.

Recognition of Prior Learning (RPL) is an assessment process that evaluates an individual's relevant prior learning and experience.

The RPL process is facilitated through an approved process and processed in the LMS by WACHS Learning and Development. RPL can be assessed in one of two ways:

- **RPL utilising evidence of prior completion:** Staff that have prior learning via other institutions or another Health Service Provider (HSP) may apply for RPL. Evidence to demonstrate RPL may include certificates, Statements of Attainment, Extract of Results, Record of Results, or notice of completion from the LMS.
- **RPL utilising Statement of Current Competence (SCC):** SCC can be awarded to staff who have demonstrated the required competence and experience in the relevant course learning outcomes. The SCC can only be considered for authorised courses and must be completed using the approved WACHS form, which is then submitted to Learning and Development for approval.

2.3 Adding a new mandatory training requirement

Any proposal to implement mandatory training must be managed in accordance with this Policy. Proposals to implement new or to alter existing mandatory training must be:

- developed in accordance with the criteria set out in section [2.1 Mandatory Training](#)
- endorsed by the WACHS Mandatory Training Advisory Group (MTAG)
- approved by the WACHS Executive Committee.

Mandatory training must have been approved in accordance with this policy before it can be implemented or embedded within WACHS policy.

Note: Mandatory training is assigned to all WACHS staff. It provides assurance to specific legislation requirements, industry standards and policy requirements. Failure to comply with this policy may constitute a breach of the WA Health Code of Conduct.

3. Roles and Responsibilities

WACHS Executive Committee are responsible for:

- undertaking high-level monitoring within their portfolios and ensure their managers are pro-actively monitoring and managing compliance
- reviewing proposals for new mandatory training for approval and implementation.

Managers are responsible for:

- providing staff with adequate time to complete mandatory training within three months of their commencement date in the job role (unless otherwise stipulated)
- sharing mandatory training compliance information within their area of responsibility if applicable
- considering performance management for staff who do not comply with the requirements of this policy
- ensuring the LMS data is accurately maintained by ensuring removal of staff who have resigned or are on long term leave during the reporting period.

The **Mandatory Training Advisory Group** is responsible for:

- reviewing requests to determine if proposed training and/or amended training material meets the criteria to mandate training material based on the mandatory training criteria (noted in section [2.1 Mandatory Training](#)).

WACHS Learning and Development is responsible for:

- designing, developing, promoting and administering mandatory training through the WACHS LMS
- maintaining and updating the WACHS Mandatory Training Policy
- maintaining and updating the WACHS Learning and Development reporting requirements including the creation of targeted groups for monitoring training
- ensuring appropriate allocation of training to roles in collaboration with Managers
- acting on manager advice regarding staff out of scope for the reporting period and ensure timely removal where required to ensure accurate reporting
- monitoring compliance and actively assist areas that require assistance to improve compliance
- investigating and implementing proposed mandatory training that meets details set out in section [2.3 Adding a new mandatory training requirement](#)
- working with other disciplinary education units to assess RPL applications.

Subject matter experts are responsible for:

- providing accurate, timely and relevant guidance, advice and support regarding mandatory training courses.

All Staff are responsible for:

- completing all assigned mandatory training within three months of commencing with WACHS (unless otherwise stipulated)
- applying acquired knowledge and skills effectively in the workplace
- complying with the directions in WACHS policies and procedures as per their roles and responsibilities.

All staff are required to comply with the directions in WACHS policies and procedures as per their roles and responsibilities. Guidelines are the recommended course of action for WACHS and staff are expected to use this information to guide practice. If staff are unsure which policies procedures and guidelines apply to their role or scope of practice, and/or are unsure of the application of directions they should consult their manager in the first instance.

4. Monitoring and Evaluation

WACHS Learning and Development is responsible for monitoring implementation of this policy including regularly review of content ensure relevance and accuracy.

Monitoring activities include:

- review the number of staff undertaking training courses and examine the reflective feedback at the end of each course
- adequate communication regarding changes to education resources
- maintain and communicate to the workforce reporting of compliance with mandatory training requirements.

5. References

[Standards for Registered Training Organisations \(RTOs\) 2015](#)

6. Definitions

Term	Definition
Learning and Development	Learning and Development is the service function across WACHS that facilitates, develops training.
Learning Management System	Learning Management System is the Department of Health system for hosting all training and education programs. Training records and training compliance records.
Recognition of Prior Learning (RPL)	RPL is an assessment process that involves assessment of an individual's relevant prior learning and experience (including skills and knowledge obtained through formal and informal learning) to determine the extent to which they meet the requirements specified in a course.
Statement of Current Competence (SCC)	A process to assess RPL whereby prior learning is obtained through career experience.
Staff	WACHS staff includes employees that are engaged through employment contracts and work directly for and receive wages from WACHS on an ongoing basis, whether permanent, fix-term, are full-time, part-time or casual. Staff, for the purpose of this policy excludes workers that are contractors for service (including visiting health professionals and maintenance personnel), students, volunteers, external researchers, external trainers and apprentices and trainees engaged through a Group Training Organisation. Workers paid via invoicing and procurement arrangements.

7. Document Summary

Coverage	WACHS -Wide
Audience	All staff
Records Management	Non Clinical: Corporate Recordkeeping Compliance Policy
Related Legislation	Work Health and Safety Act 2020 (WA) State Records Act 2000 (WA)
Related Mandatory Policies /Frameworks	<ul style="list-style-type: none"> • Work Health and Safety Framework
Related WACHS Policy Documents	<ul style="list-style-type: none"> • Learning Resources Development Procedure • New Staff Induction Policy • Volunteer Policy
Other Related Documents	<ul style="list-style-type: none"> • WACHS Mandatory Training Matrix • WACHS Monitored Training Matrix
Related Forms	Nil
Related Training	Nil
Aboriginal Health Impact Statement Declaration (ISD)	ISD Record ID: 2574
National Safety and Quality Health Service (NSQHS) Standards	1.19, 1.20, 1.21.
Aged Care Quality Standards	7 (3)(c), 7 (3)(d).
Chief Psychiatrist's Standards for Clinical Care	Nil
Other Standards	National Disability Insurance Scheme (NDIS) Practice Standards : 2

8. Document Control

Version	Published date	Current from	Summary of changes
6.00	6 December 2023	6 December 2023	<ul style="list-style-type: none"> change of title (previously Learning and Development Policy) new advisory group to oversee mandated training policy stipulates that employees need allocated training time to complete mandatory training
6.01	4 October 2024	6 December 2023	<ul style="list-style-type: none"> Mandatory Training Catalogue link added to document summary
7.00	9 May 2025	9 May 2025	<ul style="list-style-type: none"> change of title (previously Learning and Development Policy) updated guiding principles and content introduction of Statement of Current Competencies.

9. Approval

Policy Owner	Executive Director People, Capability and Culture
Co-approver	Nil
Contact	Manager Learning and Development
Business Unit	People, Capability and Culture
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