



Mandatory and Role Essential Training Policy

1. Purpose

This policy outlines the mandatory and role essential training requirements for the WA Country Health Service (WACHS) workforce in accordance with legislation, statutory requirements, WA Health Policy Frameworks, and industry standards.

2. Policy

This policy applies to all WACHS staff including substantive employees, staff with temporary or fixed term contracts, students and volunteers, agency staff.

Guiding principles that support this policy:

- There is a formal approval process and governance established before training topics can be endorsed as mandatory or role essential.
- Mandatory training and all role essential training must be completed within work hours. Managers are accountable for ensuring that staff have protected learning time to complete the requirements of this policy.
- All mandatory training is compliant with relevant legislation, WA Health Policy Frameworks, and relevant industry standards.
- All training has a Subject Matter Expert (SME) who is responsible for the learning content and objectives for the training.
- Mandatory and role essential skills training is a component of staff induction to WACHS and must be completed within the orientation period or assigned due date – refer to the WACHS [New Staff Induction Policy](#).
- All staff are to have equitable access to mandatory and role essential training opportunities.
- Staff unable to achieve the minimum competence assessment required for mandatory or role essential training topics will be managed through a supporting staff process.

2.1 Mandatory Training

Organisation mandated training is that which applies to all WACHS staff. For the inclusion of mandatory training requirements in the Learning Management System (LMS), the following criteria must be met:

- WACHS has a mandated requirement (by an external body/organisation) including legislation, statutory requirement, WA Health Policy Framework, relevant industry standard
- the frequency of the training is determined by legislation, statutory requirement, WA Health Policy Framework, relevant industry standard.
- staff will not be allowed to work in practice without relevant risk assessment until training is completed
- tutors are trained in accordance with the course governance
- there is a pass/fail requirement on completion of the course
- capacity to delivery is sufficient to cover the number of staff to be trained.

2.2 Role Essential Training

Role essential training is also compulsory for staff to complete in accordance with a job role or a requirement of a department or service. One of the differences between this training and mandatory training is that the courses usually have an internal Health Service Provider (HSP) driver supporting their requirement to be undertaken.

For the inclusion of role essential training requirements in the LMS, the following criteria must be met:

- an SME is identified and accountable for training topic and content
- trainers are trained to deliver and approved by SME
- capacity to delivery is sufficient to cover the number of staff to be trained.

Staff can continue to work whilst waiting to undertake role essential training, however there will be performance considerations should staff not pass the course within a timely manner.

2.3 Recognition of Prior Learning

WACHS recognises that staff may have prior learning via other institutions/HSPs, which meets some or all the requirements of specific WACHS learning and development courses. In such cases, a staff member can apply for a recognition of prior learning (RPL) assessment.

The RPL process is facilitated and processed by the WACHS and regionally based Learning and Development teams. If successful, RPL is applied to an individual's LMS learning record. If it is deemed that an RPL cannot be applied, the staff member is to undertake the relevant WACHS course.

2.4 Fitness to Train

Individuals may be unable to attend or fully complete training on health or disability grounds particularly if the training has a physical requirement to it (i.e. resuscitation).

Where an individual is unsure of their ability to undertake the training, they must discuss this with their line manager and complete a Work Health and Safety Risk Assessment. Learning and Development will endeavour to support all individuals with concerns about the impact of their health or disability on their ability to complete training.

2.5 Adding a New Mandatory or Role Essential Training Requirement

The WACHS Mandatory Training Advisory Group is responsible for reviewing all new training courses proposed to be included in the Mandatory and Role Essential Training Program prior to seeking approval from the WACHS Service Executive Committee.

3. Roles and Responsibilities

Senior managers and Executives are required to:

- undertake high-level monitoring within their portfolios and ensure their managers are pro-actively monitoring and managing compliance
- facilitate the development of an improvement plan for staff who are persistently non-compliant with any mandatory and role essential training requirements.

Managers are required to:

- ensure all employees are given the protected learning time to complete mandatory training within the prescribed timeframes
- ensure employees and others returning to the workplace after periods of 12 months or more leave complete their full suite of mandatory training requirements
- monitor compliance and providing information to the organisation, where required.

The **Mandatory Training Advisory Group** will:

- facilitate a multidisciplinary assessment of the mandatory and role essential training requirements for the WACHS workforce in accordance with the relevant legislation, statutory requirements, WA Health Policy Frameworks, and industry standards.

WACHS Learning and Development Team is required to:

- manage the evaluation process to ensure that a quality improvement cycle is applied and ensure that the course content is relevant, best process and evidence based
- design and develop training, in accordance with the Learning Development Course process
- administer training courses through the WACHS Learning Management System
- maintain the WACHS Mandatory Training Policy
- publish Mandatory and Role Essential report compliance.

Regional Learning and Development Teams include the Regional Coordinator, Regional Nurse Educators; Staff Development Nurses; Medical Education Officers; site/area-based staff development and tutors. They are required to:

- work collaboratively with all learning and development staff and clients
- where regional induction occurs, coordinate and/or facilitate regional induction of employees
- delivers/facilitates mandatory and role essential training face to face courses where applicable
- adhere to processes that include LMS Procedures and RPL processes to meet mandatory training needs
- coordinate and establish regional schedules and course attendance within LMS
- monitor compliance and actively assist areas that are require assistance to improve compliance.

Subject matter experts are required to:

- provide the organisation with accurate, timely and appropriate guidance, advice and support including, but not limited to, updating the mandatory training courses as required
- identify where changes, e.g. to legislation, necessitate new mandatory training interventions.

Employees/Staff are required to:

- complete all relevant mandatory training within the prescribed timeframes
- ensure completion records are up to date and maintain evidence of training completion
- attend event training on time
- participate fully in any program
- complete evaluations as requested to provide feedback and contribute to continuous improvement
- apply learning to the workplace.

All staff are required to work within policies and guidelines to make sure that WACHS is a safe, equitable and positive place to be.

4. Monitoring and Evaluation

4.1 Monitoring

The Manager, WACHS Learning and Development, in consultation with the Learning and Development Senior Advisory Group, monitors the implementation of this policy, regularly reviews its contents to ensure relevance and accuracy, and updates it as needed.

Monitoring activities will include:

- adequacy of communication and education resources
- reviewing number of staff undertaking training courses and examine the reflective feedback (evaluation) surveys at the end of each course
- once it is operational, review the protocol and process and see if could be more effective or efficient
- regular feedback from team leaders/L&D Staff reporting issues experienced by staff with policy implementation
- list of performance reports relevant to monitoring policy and review indicator(s) at regular intervals including incidents
- consider setting up a process to capture ad hoc feedback from general staff.

4.2 Evaluation

Evaluation of this policy is to address:

- evidence of meeting legislative requirements
- program merit and outcomes
- evidence of meeting learning objectives
- staff satisfaction of program outcomes.

5. Compliance

This policy is a mandatory requirement for all staff that provides assurance to specific legislation requirements, National Safety and Quality Health Safety (NSQHS) standards and policy requirements.

Failure to comply with this policy may constitute a breach of the WA Health Code of Conduct (Code). The Code is part of the [Integrity Policy Framework](#) issued pursuant to Section 26 of the [Health Services Act 2016](#) and is binding on all WACHS staff which for this purpose includes trainees, students, volunteers, researchers, contractors for service (including all visiting health professionals and agency staff) and persons delivering training or education within WACHS.

WACHS staff are reminded that compliance with all policies and procedures is mandatory.

6. References

[WACHS Strategic Plan 2019-24](#)

[NSW Health](#)

7. Definitions

Term	Definition
Learning Management System	Learning Management System is the WA Health system for hosting all training and education programs. Training records and training compliance records.
Learning and Development	Learning and Development is the service function across WACHS that facilitates, develops training.

8. Document Summary

Coverage	WACHS -Wide
Audience	All staff
Records Management	Non Clinical: Corporate Recordkeeping Compliance Policy
Related Legislation	<ul style="list-style-type: none"> • 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 and Development Program Development Procedure • New Staff Induction Policy
Other Related Documents	Nil
Related Forms	Nil
Related Training Packages	WACHS Mandatory Training Catalogue
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	Nil
National Standards for Mental Health Services	Nil

9. 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

10. 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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