

## KEY ACTIONS for health service organisations

# Training requirements for credentialed practitioners

Credentialed practitioners are part of a health service organisation's clinical workforce and as such are subject to the requirements of the National Safety and Quality Health Service (NSQHS) Standards.

### THE NSQHS STANDARDS DEFINE THE WORKFORCE AS:

"All people working in a health service organisation, including clinicians and any other employed or contracted, locum, agency, student, volunteer or peer workers. The workforce can be members of the health service organisation or medical company representatives providing technical support who have assigned roles and responsibilities for care of, administration of, support of, or involvement with patients in the health service organisation."

In the Clinical Governance Standard, the Clinical Performance and Effectiveness criteria requires the workforce to have the right qualifications, skills and supervision to provide safe, high-quality health care.

In addition to providing all new members of the workforce with an orientation to the organisation and their roles and responsibilities for safety and quality (Action 1.19), health service organisations are required to assess the training needs of its workforce and provide access to training when it is required (Action 1.20).

The participation of credentialed practitioners in training, to meet the requirements arising from the NSQHS Standards will be dependent on factors such as:

- The credentialed practitioner's roles, responsibilities and frequency of practicing in the organisation – if a risk analysis shows a credentialed practitioner is unlikely to be required to apply a skill then training in that skill is a low priority
- The credentialed practitioner's current competencies – where a practitioner is competent, then monitoring rather than training may be all that is required

- Access to training in other health service organisations – credentialed practitioners that can show they have completed training in another organisation should not be required to repeat that training
- The complexity of the care that is provided and the risk of harm to the patient population – training will be a higher priority for credentialed practitioners providing complex and invasive care to patients that are at a higher risk of harm.
- Health service organisations should take a risk – based approach to determining training requirements for credentialed practitioners.

Health services should:

- Identify the clinical areas or procedures where mandatory training of the credentialed practitioner workforce is required
- Determine which credentialed practitioners require assessment to ensure they are competent in mandatory training areas
- Assess the credentialed practitioner workforce to determine who requires training
- Prioritise training for those credentialed practitioners working in high risk areas or on high risk procedures
- Ensure credentialed practitioners are aware of the organisation's policies regarding mandatory training
- Record the outcomes of assessment of credentialed practitioners' training requirements and their participation in training.

## Questions?

For more information, please visit:  
[safetyandquality.gov.au//nsqhs-standards](https://safetyandquality.gov.au//nsqhs-standards)

You can also email the NSQHS Standards Advice Centre at: [accreditation@safetyandquality.gov.au](mailto:accreditation@safetyandquality.gov.au) or call 1800 304 056