

Workforce Training and Competency Policy Template

Purpose:

To ensure all staff possess the necessary knowledge, skills, and competencies to deliver safe, high-quality, and person-centred care, meeting the requirements of the Aged Care Quality Standards and relevant legislation.

Scope:

Applies to all employees, contractors, students, and volunteers engaged in aged care services, including clinical, personal care, support, and management roles.

Policy Statement:

The organisation is committed to:

- Providing structured, ongoing training aligned with workforce roles and responsibilities.
- Ensuring all staff maintain competence through education, supervision, and performance assessment.
- Meeting legislative and professional development requirements for aged care workers.
- Embedding a culture of continuous learning and accountability for quality care.

Legislative Context:

- Aged Care Act 1997 (Cth)
- Aged Care Quality Standards (Standard 2 – The Organisation; Standard 3 – The Care & Service)
- Work Health and Safety Act 2011 (Cth)
- Quality of Care Principles 2014
- Fair Work Act 2009 (Cth)

Definitions:

- **Competency:** The demonstrated ability to perform duties effectively according to standards and procedures.

- **Training Needs Analysis (TNA):** Systematic assessment to identify required staff skills, knowledge, and learning needs.
- **Mandatory Training:** Training required by law, policy, or role function, such as infection control, manual handling, and fire safety.

Key Principles:

1. Training programs align with identified skill gaps, role requirements, and regulatory standards.
2. Competence is assessed prior to independent practice and reassessed regularly.
3. Training covers clinical, behavioural, cultural, and safety domains.
4. Records of training and competency assessments are maintained and auditable.
5. Learning outcomes are evaluated for quality and effectiveness.

Responsibilities:

- **Approved Provider / Board:** Oversee workforce development strategy and allocate training resources.
- **Facility Manager:** Implement training plans, monitor compliance, and address performance gaps.
- **Quality & Compliance Manager:** Audit training completion and oversee documentation accuracy.
- **Supervisors:** Support on-the-job learning, mentoring, and competency validations.
- **All Staff:** Actively participate in mandatory and elective training activities.

Procedures:

1. Conduct an annual Training Needs Analysis for all positions.
2. Develop an annual training calendar covering all core and specialist areas.
3. Deliver induction programs for new employees within their first month.
4. Provide mandatory and refresher training (e.g., infection control, manual handling, emergency procedures).

5. Conduct competency assessments after training to verify understanding and skill application.
6. Record completion in the staff training and competency register.
7. Address competency gaps through supervision, mentoring, or external training.
8. Evaluate training effectiveness annually through audits, surveys, and incident reviews.

Mandatory Training Areas:

- Infection prevention and control
- Manual handling and mobility assistance
- Fire and emergency evacuation
- First aid and CPR
- Medication management (where applicable)
- Behaviour support and restrictive practices
- Human rights, cultural safety, and trauma-informed care
- Work health and safety awareness

Monitoring and Review:

- Quarterly review of training completion rates.
- Annual audit of competency assessments.
- Policy review annually or following legislative or standard updates.

Associated Policies:

- Staff Recruitment and Selection Policy
- Risk Management Policy
- Incident Management and Reporting Policy
- Work Health and Safety Policy
- Code of Conduct and Ethics Policy

Evidence and Records:

- Staff training and competency register
- Training attendance records

- Competency assessment tools
- Training needs analysis reports
- Staff appraisal and supervision records

Policy Control:

Version	Effective Date	Review Date	Policy Owner	Approved By	Status
1.0	20 January 2026	20 January 2027	Quality & Compliance Manager	Approved Provider Board	Draft

Compliance Summary:

Entity Type	Entity Name	Completion Rate	Status
Policy	Workforce Training and Competency Policy	100%	FULLY COMPLIANT (100%)