

## Objective

- Review and improve all aspects of the assessor training program which is undertaken as a precursor to registration, under the under the Aged Care Act 1997, as an aged care quality assessor in Australia.
- This review was to ensure the assessor training program would deliver skilled and knowledgeable assessors and be internationally recognised through ISQua.

## Methods

- A working group from within the Australian Government's Aged Care Standards and Accreditation Agency Ltd (the Agency) comprised of senior managers from three divisions – education, accreditation and operations – oversaw the project. Adult learning and development experts, care workers, assessors, owners/operators and the University of Technology, Sydney were consulted through surveys, interview and focus groups to determine areas of improvement for the then current program.
- Simultaneously the ISQua standards were used to define 'best practice'. Where there were any gaps, further analysis and evaluation was undertaken to determine if the ISQua requirement had been met in a different way or if Agency processes should be altered.
- The working group oversaw draft assessor programs, policies and procedures to ensure they would be operationally effective and meet the project objectives. The assessor program was piloted and modifications made.
- The Agency took this opportunity to enhance its assessor human resource processes ie, assessor recruitment strategy, assessor induction and orientation processes and providing ongoing assessor training sessions to ensure consistent long term assessor skills and knowledge pool as part of our aim to gain international recognition of assessor training and management program.

## Results

- Operational managers report that the changes to content, delivery methodology and assessment methodology has improved the effectiveness of assessors in a number of ways such as improved knowledge, improved job-readiness, practical skills and understanding of their role. This was evidenced by higher pass rates in assessments and examinations leading to more persons meeting the qualification requirement under the Aged Care Act 1997.
- In February 2008, the Agency was awarded ISQua accreditation. The Agency used the accreditation course of action to enhance its assessor development processes so that the next iteration of the assessor training course will benefit from the application of ISQua standards.

## Lessons learnt

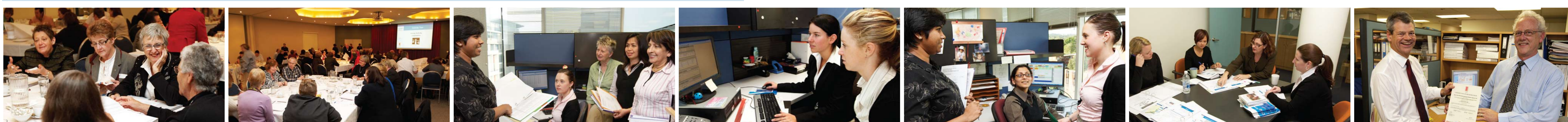
Ensure the organisation audit policy is clearly articulated.

Ensure the human resource management system is aligned to training.

The selection process and the assessment process conducted as part of the training program needs to be effective in predicting competence.

Look closely at measurement and evaluation to ensure qualitative and quantitative results.

"The Aged Care Standards and Accreditation Agency is congratulated on being the first external evaluation body to have its assessor training program assessed for ISQua accreditation." – ISQua Board



## Conclusion

A sound assessor training course is an essential input into achieving accurate assessments against accreditation standards. Ensuring that human resource practices and processes align with training ensures a consistent skilled and knowledgeable pool of assessors.

Without the appropriate knowledge and skills it is highly unlikely that accurate and consistent audits would result in sound decision-making by the decision making body.

Pursuing ISQua accreditation provided:

- a platform for benchmarking the course against 'best practice' and this resulted in a strong process improvement approach to course development.
- an opportunity to align human resource management systems to ensure a consistent highly skilled pool of assessors.

Sample  
brochure  
holder