



POLICY	
Mandatory and Core Requirement Training	
Scope (Staff):	All employees
Scope (Area):	Child and Adolescent Health Service (CAHS)

## Aim

To classify and identify mandatory and core training requirements for all employees; as identified by legislative, accreditation and policy instruments.

## Definitions

**Mandatory Training:** any education in a defined subject matter that must be completed and demonstrated by **all** employees within certain timeframes.

**Core Requirement Training:** the essential education aligned to a particular job role or a requirement of a department or service. It **does not** include education outlined in Industrial Agreements or a role required qualification.

**Audience:** the cohort of employees enrolled in each mandatory training package. Audiences are configured within the Learning Management System on the basis of an employee's position, location or service.

## Principles

- CAHS provides a safe environment for employees, patients, and visitors by classifying, mandating and governing essential training required by employees.
- Mandatory and Core Requirement training can be as a result of:
  - Statutory or legislative instruments;
  - Accreditation requirements under the National Safety and Quality Health Service Standards (NSQHSS);
  - Department of Health Policy directives; or
  - Policy directives mandated by the Health Service Executive Committee (HSEC) or Education Strategic and Oversight Committee (ESOC).
- The CAHS Learning Management System (LMS) provides a system for the management of workplace learning and development, including mandatory and core requirement training. A single program catalogue provides for systematic coding of programs and generates reminders to employees and managers when mandatory training is due.
- The [Mandatory and Core Requirement Training Framework](#) lists the training required by employees based on occupational group, location or service and the training is then assigned to audiences within the LMS.
- Most of the mandatory and core requirement training is supported by a CAHS endorsed e-Learning program. Employees are required to demonstrate knowledge

and competency through completion of theory and practical assessments within these programs.

- Alternative training programs offered must be comparable in content, length, skill level and learning outcomes to the endorsed program.
- Assigning LMS-based learning programs to employees is determined by this policy.
- It is the responsibility of the relevant Manager to identify unique or specialised skills training for their employees and advise their employees of their obligation for training. Managers must utilise the LMS to capture these specific skills requirements and ensure compliance in the satisfactory completion of the training.
- Employees can access additional programs directly through the LMS either as eLearning, or by booking into a scheduled session. Some programs will require approval by the Manager.

### **Roles and Responsibilities**

#### ***Health Service Executive Committee (HSEC)***

- Review and endorse Mandatory training programs on advice from the Education Strategic and Oversight Committee (ESOC).

#### ***Education Strategic and Oversight Committee (ESOC)***

- Govern the annual review of the [Mandatory and Core Requirement Training Framework](#) within CAHS.
- Review, approve and recommend Mandatory training programs for endorsement by HSEC.
- Review, approve and endorse Core Requirement Training requests.
- Govern the Learning Management System (LMS), including ongoing monitoring and oversight of the system.

#### ***Manager***

- Communicate the objectives and expected outcomes of the Mandatory and Core Requirement training program to employees during orientation.
- Coordinate employee completion of Mandatory and Core Requirement training and monitor compliance through LMS.
- Monitor employee performance and arrange training where mandatory and core requirement competencies are not demonstrated.
- Ensure that systems, equipment and learning resources within work areas support and comply with mandatory and core requirement training.
- Collaborate with relevant training and development departments to develop, review and arrange required training.

#### ***Employee***

- Complete and maintain training competencies as relevant to employment group.

- Apply the knowledge and skills acquired through training in the course of their employment.
- Update their Manager as to their current competence in required mandatory and core requirement skills.

### ***Systems Administrator – Learning Management System***

- Manage requests, enrolment of learners, training programs, content and information to support the LMS.
- Support the development of learning programs, capability framework data and courseware information within the LMS.
- Responsible for quality assurance of codes and information, ensuring adherence to governance processes, and manages accurate data for linked systems.

### **Record keeping**

- Mandatory and core requirement training will be recorded in the CAHS Learning Management System (iLearn).
- Effective and accurate reporting relies on effective administration of learning and development activities from within the LMS.

### **Compliance**

- Employees are expected to have mandatory and core requirement training scheduled into their workplace orientation and ongoing training programs.
- For employees who are engaged on an irregular, ad hoc or short-term basis (less than two months), Managers should assess the need for completion of mandatory or core requirement training, in line with the risk to the organisation based on the role and function of the employee. Decisions should be made using a risk-based approach with Tier 2 Director sign off. This should be documented and the LMS Administrator should be advised to code the employee appropriately.
- It is acknowledged that for various organisational and other reasons it may not always be possible for 100% of employees to undertake the specified mandatory training. This may arise as a result of long term absence from the workplace, physical incapacity or low workforce participation rates.
- Managers are required to regularly monitor mandatory and core requirement training compliance to ensure employees meet the minimum requirements of this policy.
- Where compliance is not achieved, managers need to adopt a risk-based approach to prioritise completion of mandatory and core requirement training.
- Managers should inform the LMS Administrator of employees who are unable to complete scheduled training due to long term absence from the workforce. The LMS Administrator will then “suspend” the employee from iLearn until advised to “unsuspend”.
- Terminated employees are removed from iLearn automatically two weeks after the date that their last contract expires.

- Reports on compliance will be generated on a quarterly basis and provided to CAHS Executive for the purposes of corporate reporting.





### Related policies, procedures and guidelines

[Mandatory and Core Requirement Training Framework \(CAHS\)](#)

### Useful resources (including related forms)

[iLearn – CAHS Learning Management System](#)

This document can be made available in alternative formats on request.

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