

QICSA FACT SHEET NUMBER 14

QICSA REVIEWER TRAINING & EDUCATION

About QICSA reviewers

Reviewers conduct external reviews using the Quality Improvement Council (QIC) standards and endorsed standards and facilitate quality improvement through QICSA's continuous improvement program.

Benefits of becoming a reviewer

There are a number of benefits both to you and to your organisation, which include:

- providing insight into other organisations and sectors
- enhancing your skills and knowledge in relation to quality and the accreditation process, which can then be utilised in your organisation
- joining QICSA's mentoring program, where experienced reviewers support newer review managers in their quality review activities and professional development.

How to become a reviewer

Basic Quality Review Training

To begin your training as a QICSA reviewer, you will complete the La Trobe University, School of Public Health postgraduate subject Quality Review of Health and Community Support Services (Subject Code: PHE4QRH) to at least Continuing Education Certificate (CEC) level. This subject is a core subject in the Graduate Certificate in Quality Improvement for Primary Care Services at La Trobe University; this course articulates with the Grad Dip in Health Services Management.

The subject consists of 21 contact hours over one week and 14 hours of non-contact activities. It is evaluated on the basis of a 3000-word assignment to gain your CEC, together with an examination, for full subject credit towards the postgraduate course. The fee for undertaking the CEC is \$600.00, standard post-graduate subject fees apply for the full subject. If you wish to enrol in the CEC you will need to contact QICSA, for the full subject, contact La Trobe University's School of Public Health. Further information, including enrolment details, can be found on QICSA's website ("Becoming a QICSA Review Manager").

Please note, La Trobe University or any other tertiary institution will not necessarily view the

Continuing Education Certificate as being of equivalent value to a tertiary subject.

The next scheduled training to become a review manager is planned for February 2007. If you wish to go on our mailing list for updates, please email QICSA at gicsa@latrobe.edu.au

QICSA-specific Review Training

Once you have completed your basic training in quality review, QICSA provides additional training in a two-day workshop to apply your learning to the QIC/QICSA program. This is planned for May 2007.

Supervised on-site review training across a range of service types is then provided, as you join experienced reviewers conducting reviews. This will include at least one or two external reviews as a trainee (at a trainee pay rate), as you build your competencies as a reviewer. You will then be certified to be a member of a review team.

To become a review coordinator, you must assume responsibility for the management of a complete review, again, initially under supervision; additional responsibilities include preparing and implementing the review process, leading your team, and report writing.

In all on-site training undertaken, you must meet a minimum standard of competency, assessed by your peers on the review team and by QICSA. Competency is assessed against QIC reviewer requirements; more information can be found on QICSA's website ("Becoming a QICSA Review Manager").

How to remain a reviewer

To remain active as a review manager, individuals are required to participate in a structured professional development (PD) program. This involves setting and meeting skill development goals through a structured education needs identification process. Attendance at QICSA's designated review manager training is a component of your PD plan.

QICSA reviewers are required to participate in a minimum of five days of reviewing per year to maintain their skill levels.

More information

More information can be obtained from the QICSA Office (telephone: 9479 5888 or email: gicsa@latrobe.edu.au) or at our website (www.latrobe.edu.au/aipc/gicsa).

