

## 2009 QICSA Training Calendar

Follow the hotlink for a description of each program, eligibility and timing. Contact QICSA for any further details on 9479 5888.

2009 QICSA Training Title and Topic	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
1. <a href="#">Initial Training for new internal contacts</a> Contact role, self assessment, journal, review preparation. Includes HASS	21st	17th	18 <sup>th</sup>	23rd	15th	15th	21st	19th	17th	23rd		8th
2. <a href="#">Quality Workplan</a> Preparation – half day		2nd	31 <sup>st</sup>		6th	25th		7th	8th	7th	5th	
3. <a href="#">Quality Forum</a> –the internal contact role and sustaining quality – input and workshop sessions			10th									
4. <a href="#">Quality Workshop</a> – half day – topical morning sessions coinciding with CQI network meeting.	Quality Workshops will occur if required in response to identified training needs											
5. HACC and other specialist sector training		16 HACC										
6. <a href="#">CEO Forum</a> – QICSA information and consultation geared to CEOs from member agencies					22							
7. <a href="#">Quality short course</a> – More depth on quality, systems and quality improvement, theory and practice (First 2 days of CEC course).		10 -11					7 & 8					
8. <a href="#">Continuing Education Certificate in Quality Review</a> – 4 day intensive training in quality – required for reviewers.		10-13					7 - 10					
9. <a href="#">Initial Training for Reviewers</a> – the QIC and QICSA systems and how to apply them in review practice					13 & 14				30	1		
10. <a href="#">Reviewer Training</a> – topical continuing training sessions for QICSA reviewers			12 <sup>th</sup>		29		30			29 & 30		
11. <a href="#">Specific training about new programs/processes.</a>												
12. <a href="#">Rural/Regional Training</a>												

All training opportunities will be advertised by flier, emailed to the relevant target audiences a month before the program.

# QICSA Training 2009

## Training Session Outlines – Purpose, eligibility (who) and topics

### Fees:

The “Quality Short Course” and the “Continuing Education Certificate” require payment of fees.

Other courses are free to those listed as eligible (see the Who section) and available to others for a fee.

### 1. Initial Organisation Training

Purpose: To equip new internal contacts, whether from new or existing member organisations, to commence their role, particularly in guiding their organisation through self assessment to a successful external review.

Who: All internal contacts should undertake training. One extra place is available for new member organisations and for other members if we have vacancies.

When Pre-review, ideally just before commencing self assessment

Topics covered include:

- QIC and QICSA, and their systems and processes
- The internal contact/quality role and responsibilities
- Understanding Systems and the quality improvement cycle
- Understanding Standards (QIC, HASS etc.)
- The process of self assessment
- Using the Quality Journal, workbooks and tools
- Preparing for external review

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### 2. Quality Workplan (QWP) Preparation half day

Purpose: To equip agencies to produce QWPs which enable effective planning and implementation of continuous quality improvement in their organisation.

Who: All internal contacts and, vacancies permitting, an additional staff member.

When Around external review time, prior to drafting your Quality Work Plan

Topics:

- QIC requirements and tools, and other sector specific formats
- Defining and prioritising your improvements
- Practical experience in understanding and drafting your plan
- Implementing a QWP

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### 3. Quality Forum

Purpose: To further equip the agency to embed and sustain continuous quality improvement in their organisational systems and culture.

Who: Internal Contacts who have completed the Initial and Quality Workplan training sessions and, vacancies permitting, an additional staff member.

When After you have completed the self assessment, review and quality work plan.

Topics:

- Exploring the internal contact's role
- Understanding, valuing and promoting CQI
- Engaging the whole organisation
- Recognising and celebrating success
- Links and resources for system improvement
- Workshopping and knowledge sharing on issues you identify

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### 4. Quality Workshop

Purpose: To meet specific learning needs identified by member agencies and the CQI network.

Who: Any interested internal contacts and reviewers.

Topics will be notified a month before each session and sessions generally occur at the same day and venue as CQI network meetings. Topics are often about specific system areas like information management, policy development and legal compliance.

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### 5. HACCP and other Sector Training

To Be Arranged – watch the website.

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### 6. CEO Forum

Purpose: To enhance the capacity and role of CEOs in quality and gain their input to improve QICSA's service delivery.

Who: CEOs of member agencies.

Topics:

- Consultation regarding their experience of and improvements to QICSA's work with their agency
- Key quality concepts
- Understanding QICSA's purpose, role and systems in working with and reviewing member agencies particularly the role of internal contact
- Building quality organisations – the role of the CEO
- Exploring improvements in how your organisation and QICSA do quality

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## 7. Quality Short Course (Fee applies)

Purpose: To develop well informed and skilled champions for quality.

Who: Anyone wanting a more in depth understanding of quality (all of the content of this course is covered in course 8. below).

Topics:

- Identifying, understanding and analysing Quality Systems
- Continuous Quality Improvement, PDCA cycle, building improvement into systems
- Quality Planning Tools
- Organisational knowledge, the use of evidence in the review process

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## 8. Continuing Education Certificate in Quality Review (Fee applies)

Purpose: To develop well informed and skilled champions for quality with an ability to understand and review systems for quality and improvement.

Who: Those considering or wishing to become QICSA Reviewers (This is a prerequisite for selection as a QICSA Reviewer).

Topics:

- Identifying, understanding and analysing Quality Systems
- Continuous Quality Improvement – PDCA – building improvement into systems
- Quality Tools
- Organisational knowledge, the use of evidence in the review process
- Reviewer skill development

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## 9. Initial Training for Reviewers

Purpose: To equip the person to conduct reviews.

Who: Those wishing to become QICSA Reviewers who have completed the Continuing Education Certificate (This course is a prerequisite for selection as a QICSA Reviewer).

Topics:

- Understanding the QIC and QICSA standards and systems and how to apply them in review practice

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## 10. Continuing Reviewer Training

Purpose: To maintain and further develop reviewer skills to achieve effective and consistent QICSA review outcomes and foster quality in member organisations. Skills in conducting reviews and support visits.

Who: Existing QICSA Reviewers, including observers and trainees.

Topics Most sessions include:

- Updates on QICSA and its environment
- Role and requirements of the reviewer
- Specific topics on understanding QIC and QICSA systems
- Sharing review experiences and learning
- Improvement input to QICSA systems
- Moderation exercises to enhance consistency of reviewer outcomes
- Sessions catering to the range of reviewer roles from trainee to Review Coordination.
- Session 1 will include HACCC and HASS moderation

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## 11. Specific training about new programs/processes.

Purpose: To assist member organisations to keep abreast of additional accreditation requirements and programs offered by QICSA and/or process changes relating to accreditation CQI that will impact on member organisations.

Who: Internal contacts and / or CEOs – specific information will be provided for each event.

Topics: Will vary as need arises.

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## 12. Rural/Regional Training

The delivery of training sessions designed for internal contacts in regional Victoria will be arranged through the year. The timing, venue and topic for these sessions will be determined by the local quality area network (QAN).

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## 13. Tailored Agency Training (Fees apply)

QICSA now have a strong and diverse training team with extensive knowledge in many aspects of quality improvement. If your organisation or group of organisations are seeking training in areas of quality please ring the office to discuss how we might meet your needs at a reasonable cost.

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