



## Appendix 3 - Guidelines

### 3.1 The Candidate will:

- Be responsible for ensuring the health setting provides the completed Application for RACMA Accreditation of Training Post form to RACMA at the time of the Candidates application for candidacy
- Participate in the accreditation site visit and any other activity/meeting such as tele-conference or a survey to assess the suitability of a training post prior to the accreditation site-visit.
- Notify the RACMA National Office of any changes to their training post, or supervision.
- Inform RACMA of any leave, secondments or sabbaticals, or if they are moving to a new post.
- Meet the requirements of the FTP and accreditation. If these are not being met, and there is an impact on the Candidate's progression through the FTP, he/she may be required to take leave from the FTP, unless they can secure another training post in medical management practice. Withdrawal of accreditation may also be considered if these requirements are not being met.
- Comply with the policies and requirements of the relevant training setting including all policies on Discrimination Harassment Bullying Victimisation (DHBV)
- Comply with the RACMA DHBV Policy if the relevant training setting does not have such a policy
- Comply with the policies and requirements of the relevant training settings on Conduct of Work Ethics and Patient Safety

### 3.2 The Health Setting:

The health service training organisation will ensure that the following are satisfied and provided:

- An appropriate setting for training in medical administration. These may include:
  - organisations with responsibility for managing medical services and patient care
  - a central health department or public health organisation that does not provide direct care, or an organisation such as the Clinical Excellence Commission



- Complete an *Application for RACMA Accreditation of Training Post* form and provide any accompanying support evidence/paperwork as required by the College
- Apply for reaccreditation if current accreditation has expired
- Have a Policy for DHBV that contains broadly equivalent protections to those set out in the RACMA Policy for BHVD. (If a training setting does not have such a policy, or RACMA believes that its policy is inadequate, RACMA retains the ability to require the setting to comply with the RACMA Policy for DHBV).
- Have appropriate processes for dealing with DHBV complaints (being process which can be used by RACMA trainees).
- Must notify RACMA if it receives a bullying complaint against a person (candidate or supervisor) who is a RACMA member and either decides not to investigate the complaint or investigates and upholds the complaint.
- Appropriate documentation of its role, which either identifies clearly the nature of the health care it provides, or alternatively specifies the management responsibility, and therefore the accountability, for health care provided by organisations which are directly responsible to the organisation.
- Participation in a regular program of external review, such as accreditation by the Australian Council on Healthcare Standards, or other similar accreditation body, and for the organisation to maintain a fully accredited status. Where the health care organisation is not involved in a program of external review by an appropriate body, the College will determine, at its own discretion, whether the organisation is considered suitable for recognition by the College for training purposes.
- Access to peer support, either on site or through telecommunication means, is encouraged or facilitated. Will be in a post that is suitable in nature and scope to that of a medical manager with suitable support and supervision, and have access to supporting facilities of a suitable standard.
- A current position description that clearly identifies the scope of work responsibilities, and those responsibilities that are regarded as being of a higher priority. The position description should clearly set out reporting relationships, and the delegation of authority should be both explicit and appropriate for the responsibility of the position.
- Regular exposure to a broad and suitable variety of medical administration tasks. This will enable opportunity for the development of verbal and written communication skills, experience in organisational and strategic development,



and operational management skills such as budgeting or other aspects of program supervision.

- Allocated time for ongoing professional development, such as further study, and access to relevant facilities to support this.
- A documented program of performance assessment. Documentation should indicate how, when and by whom performance assessment processes are undertaken.
- Appropriate information technology support. This would generally be expected to include not only direct access to a personal computer and any required information networks, but also adequate IT support in accessing and using workplace software and organisational information networks.
- Support the Candidate's participation in the College Fellowship Training Program, including a commitment to release the Candidate for compulsory RACMA activities.
- An established medical management structure and positions in a health service organisation.
- An organisational commitment to, and understanding of, training for the RACMA Fellowship Training Program.
- Commitment to regular contact between the RACMA Preceptor, Candidate and Supervisor.
- Nominate a RACMA Supervisor on site (preferably in same work unit) or suitably experienced supervisor to support ongoing education, progressing to examination, for the Candidate.
- Stable medical administration and supervisory support staffing to allow continuity and stability in the Candidate's training.
- Support the supervisor in the appropriate training of the candidate.
- Ability to negotiate job roles for the Candidate within the organisational context mapped against the College competencies to maximise learning opportunities.
- Diversity of responsibility, with a degree of organisational flexibility to allow supervised exposure to areas of identified competency limitations so that these competencies may be further developed.
- Minimum office conditions including, desk, computer, Internet and library access.
- Access to training opportunities, in terms of courses, on line material and video/audio conferencing as required.
- If the training post has insufficient supervision or no supervisor for a maximum period of 4 weeks, or if it is deemed that insufficient supervision is creating unstable training environment for the Candidate, accreditation of the training



post can be reviewed or withdrawn on the basis that appropriate training and supervision cannot be provided.

- Participate in the accreditation site visit and any reviews that may be applicable throughout the accreditation process
- If a training post does not comply with RACMA requirements, RACMA reserves the right to review or withdraw accreditation of the training post

### 3.3 The RACMA National Office will:

- Receive, review and assess the *Application for RACMA Accreditation of Training Post* documentation. For training posts that complete the *Application for RACMA Accreditation of Training Post* form and the information supplied is deemed acceptable, provisional accreditation may be granted prior to an accreditation site visit. Provisional accreditation may be granted for a maximum of 6 months.
- In some circumstances the College may conduct teleconferences with the employer and Candidate for training posts that require reaccreditation and have completed the *Application for RACMA Accreditation of Training Post* form. The RACMA National Office will review the applications and make a decision regarding the appropriateness of a teleconference.
- Some training posts that have been accredited already may go through a change in supervision or a position description in the Candidate's role. In these cases, the National Office, in consultation with the Accreditation Review panel, will conduct a review via a tele-conference and may also determine to schedule a site-visit if the post is no longer the same for which the application for accreditation was submitted.
- Coordinate the accreditation site visit schedule, accreditation site visit panels and attend visits where required, particularly where training issues have been identified
- Coordinate meetings of the Accreditation Review Panel by teleconference at least 3 times per year, and/or schedule extra-ordinary meetings of the Panel when/if required where extenuating Candidate –related circumstances arise within training posts
- Notify the Training Organisations of their training post accreditation outcomes within 6 weeks of the accreditation site visit
- Where deficiencies are identified, once an application has been submitted, via a teleconference discussion or once a site visit has been conducted and the site



visit report completed, the accreditation outcomes procedure will be implemented

- The National Office will communicate the relevant accreditation outcomes procedure with the training setting (see appendix 1-6 for procedures). In consultation with the Accreditation Site Visit Panel, the College may assign provisional accreditation or accreditation with recommendations that must be adhered to by the training organisation until the training setting satisfactorily meets these recommendations and fulfils the College accreditation requirements.
- Maintain a record of accreditation site-visits, reports and outcomes
- Maintain a register of training posts identifying the accreditation status of each training post.
- Provide the accreditation site-visit report to the Preceptor of the Candidate in the training post, the training setting and the JCT.
- Will advise the JCT on any information relating to the training post and/or Candidates welfare, progression through the FTP and any other matters particularly those relating to supervision.

#### 3.4 The Supervisor will:

- Provide appropriate support to the Candidate around their performance and their welfare.
- Provide Candidates with training opportunities to meet the FTP requirements and competency development
- Address any concerns arising in the candidate's assessment/training and conduct through using the health setting's policies and procedures (complaints and disputes), about, discrimination, harassment, bullying and victimisation; and/or comply with the RACMA Policy for DHBV if the relevant training setting does not have such a policy
- Inform the College if there has been a complaint received about DHBV
- Complete the required RACMA supervisor and faculty training programs
- Engage in the development and evaluation of Candidates' assessment tasks in the workplace and those required for submission to the College
- Participate in the accreditation site visits and any other activities related to the accreditation and assessment of a training post



- If the supervisor does not comply with the above requirements RACMA reserves the right to review or withdraw accreditation of a training post

### 3.5 The Jurisdictional Coordinator of Training will:

- Participate on Accreditation Panels and any other activity for the purpose of assessing a training post for accreditation where appropriate, or appoint a proxy, who must be a senior FRACMA.
- Lead the rotation process of RACMA accredited posts across jurisdictions
- Liaise with the training organisation through the Supervisor and/or Preceptor if there are issues relating to training, support etc. that are evident in the training post and/or the accreditation panel's report on the site visit. Ensure any accreditation deficiencies or gaps are fulfilled and managed appropriately throughout the candidate's rotation
- Manage areas of risk to ensure that all candidates have access to medical management workplace experiential opportunities to satisfy the RACMA competencies in the Fellowship Training Program (FTP)
- Provide appropriate support to Candidates, training organisations and Supervisors where the candidate or the post is under performing.
- In the event where changes have occurred in supervision of the training post, or the site-visit panel's recommendations have not been fulfilled, thereby affecting the accreditation of the post, Candidate's JCT may be required to be involved in the accreditation review and remediation.
- If the RACMA National Office has advised of any changes to training posts that may affect accreditation the JCT may be required to be involved in possible review and remediation options.
- Address any training post and supervision matters for Candidates in their jurisdiction as required in consultation with the National Office, Candidates Preceptor and/or Supervisor.

### 3.6 The Preceptor will:

- Liaise with the Candidate and Supervisor of the training post to develop a training plan. The In-Training Assessment (ITA) report may be used to reflect the development of the Annual Training Plan (ATP). The information from an accreditation site visit may also be used to strengthen the training plan if training/knowledge or support gaps had been identified in the accreditation process of the training post.



- Review the training plan with the Candidate and Supervisor if required, particularly after the ITA has been completed and if training gaps had been identified in the Accreditation site-visit of the post
- Assist and guide the Candidate with the continuity of access to and design of medical management experiential opportunities
- Provide input/feedback on Candidate's performance and competency to the Supervisor and Jurisdictional Coordinator of Training to discuss possible remediation and/or additional training opportunities
- If the RACMA National Office has advised of any changes or if recommendations are made by the site visit panel, to training posts that may affect accreditation the Preceptor may be required to be involved in possible review and remediation options.

### 3.7 The RACMA Accreditation Site Visit Panel will:

- Comprise of two Accreditation Review Panel Members and where possible, one from within the Jurisdiction, one external to the Jurisdiction. A member of the RACMA National Office will attend site visits if required, particularly where training issues have been identified
- Assess the training organisation via the information supplied by the applicant in the prescribed accreditation application form
- Visit the workplace to further evaluate if a workplace is an appropriate setting for training in the FTP and suitable for accreditation
- Complete a *RACMA Accreditation of Training Post Site Visit Report, clearly identifying any gaps and recommendations for accreditation*
- Provide where required or necessary to the Training post, supervisors and training organisations informal preliminary feedback during the accreditation site visits
- Conduct reviews of posts as necessary and in line with the review of accreditation process (see appendix 1-6 for procedures) for posts with specific recommendations and/or provisional accreditation to ensure that recommendations/conditions of accreditations are being met
- Make a recommendation to the Accreditation Review panel regarding the accreditation of a training post and any recommendations as set out in the report



- Review the policies of the health setting and determine if these are appropriate for a RACMA training post, so as to ensure that the College is satisfied with the policies relating to Discrimination, Harassment, Bullying and Victimisation (DHBV)
- Review what procedures have been put in place by the health setting for lodging complaints and grievances which trainees and supervisors are bound by.
- Conduct reviews of posts as necessary and in line with the review of accreditation process for posts with recommendations or provisional accreditation
- Be familiar with the College Policies in relation to Accreditation, BVHD and Supervised Practice
- Will advise the National Office and/or the JCT on any information relating to the training post and/or Candidates welfare, progression through the FTP and any other matters particularly those relating to supervision

### 3.8 The Accreditation Review Panel will:

- Review recommendations by the Education and Training Committee on the standards for the accreditation of training posts and recommend changes where applicable
- Review these standards periodically in the light of any changes to the RACMA curriculum, training or assessment requirements
- Receive site visit reports from the Accreditation Site Visit Panels
- Review site visit reports and make decisions regarding the accreditation status of training posts
- Accreditation will be granted by the accreditation review panel for a period they see fit for each post. This period will not exceed 4 years.
- If the post does not fulfil the requirements for accreditation the panel will refer to the accreditation outcomes procedure (see sections 8-11) and follow appropriate processes to inform the post of the outcome and remedy the issue(s).

### 3.9 The Education & Training Committee will:

- On the recommendations of the ARP, the ETC will endorse decisions regarding accreditation of training posts and forward these to the Board for final approval.





- Make recommendations to the ARP with regards to the accreditation standards and any improvements on the assessment requirements for the site-visits of training posts.

3.10 The RACMA Board will:

- On the recommendations of the Education and Training Committee, approve decisions regarding accreditation of training posts.