



### 3.10 Staff Education and Training

The Education Team needs to be located onsite and lead by nurses with additional qualifications in public health and education and training. This team are situated to represent the facility goals, strategic plans, policies and processes to prepare new staff with the skills and knowledge they require to safely carry out their roles.

The Education Team core functional goals include:

- Prepare and support a (COVID-19) safe workforce.
- Provide professional development opportunities.
- Assist and monitor staff to meet mandatory training expectations.
- Review education and training provision for a quality assurance cycle and evidence of professional development outcomes.

This section of the pandemic quarantine facility guide will present recommendations for IPC education and training, professional development and mandatory training for staff.

The Education Team provide orientation, education, training and staff support as directed by the site Health Leadership Team, under the direct management of the Director of Nursing. The Education Teams duties will additionally incorporate leading or assisting with core activities for staff preparation and maintenance of practice including viral screening, conducting audits, intakes or discharges of residents, health checks of residents, general staff support (debriefing, interpreting role requirements, supervising, and assessing in reports of poor practice).

### 3.10.1 Education Portfolios

The Education Team hold a number of portfolios focussed on core activities to assist with site functions and staff management. These portfolios are designed to support staff whilst ensuring practice maps to the Chief Health Officers Directions, Department of Health expectations and the Standard Operations of Practice. An additional focus is to oversee mandatory (essential) training requirements (specific to the government department and quarantine facility) and provide opportunity for staff to pursue their professional development and assist with career advancement.

Section 3: Table 13: Education Team Portfolios	
Portfolio focus	Description
Orientation	<p>Orientation for all staff working onsite.</p> <p>Development of induction packages.</p> <p>Orientation Aims:</p> <ul style="list-style-type: none"> <li>• Prepare and support a disease (COVID-19) safe workforce.</li> <li>• Provide a structured orientation program which ensures new staff are safe to work in a quarantine environment.</li> <li>• Focus on PPE, infection control, standard precautions and disease transmission to facilitate safe practice.</li> <li>• Introduce site and Department of Health expectations of practice, policy and mandatory training requirements.</li> </ul>
Development of education and training portfolios and resources	<p>Prepare education resources by accessing available resources and adapting this to the sites requirements or by preparing new resources.</p> <p>Access innovative methods for staff education and training such as use of online kahoot quizzes.</p> <p>Becoming competent with the Department of Health’s online learning platform and merging site mandatory training or programs onto this site.</p>
Mandatory/essential training	<p>Link staff with the mandatory training required for the facility and for the government department. For example, manual handling, Cultural Competence and Safety and cyber security.</p> <p>Link staff with essential training associated to their specific role</p> <p>For example, nursing staff to have completed medication management training.</p> <p>Provide mandatory training reports of staff training completion/progress and follow up with staff who have the training to complete.</p> <p>Develop training packages specific to site requirements to meet mandatory training needs.</p> <p>For example, viral swabbing training or buggy driving.</p>
IPC & PPE Refresher sessions	<p>Develop and deliver IPC and PPE sessions to ensure staff currency and competency with IPC practices.</p> <p>Conduct staff and site IPC &amp; PPE audits.</p>

Professional development	Provide and link staff with professional development opportunities. Collaborate with local education providers. Source opportunities for additional training First aid certificates Mental health first aid
IPC & PPE training for contractors and site visitors	Defence Force, Police (Local & Federal) & other departmental onsite training requirements. Site cleaning and catering staff.
Education & training evaluations	Provide feedback cycles for education and training sessions. Identify and deliver staff training priorities
Nursing programs	Transition to practice program New to practice nurse coaching Assistant in Nurse Program New Graduate Nurse support
Health student placement	Work with local tertiary education providers to support health student placement on-site when possible.

The Education Team ensured all training and education was safe in respect to standard precautions and disease transmission, culturally safe and inclusive. Sessions were delivered noting different health literacy levels across staff and ensuring a solid understanding of professional and personal responsibilities to ensure there was no chain of infection on site. The Education Team requires accurate record keeping as part of the site's quality and assurance activities and they need to be reactive to site priorities.



The facility needs to allocate a budget to the education and training of staff to ensure there is access to appropriate equipment and resources. It is recommended that PPE and IPC resources for training are included in consideration of site needs. Although this can be difficult at times when equipment is short of supply it is vital staff understand how to use this equipment safely, they need to don and doff with the same PPE they will be required to wear in the resident zones.

Suggestions to manage short supplies of PPE and maintain training include:

- Allocate resources which are near or past expiration for training
- Allocate staff one full set of PPE to re-use for training, this can be replaced as needed.

Staff training primarily focussed on site specific infection control and disease transmission.

- COVID-19, CHO Directions & PPE training
- Infection prevention and control
- Quarantine specific basic life support
- Viral screening
- Hand hygiene\*
- Transmission-based Precaution Cleaning

\*Hand hygiene training was both face to face and online directing staff to the Hand Hygiene Australia online course.<sup>9</sup>

### 3.10.2 Undergraduate Student Placement Facilitation and Support

Aims:

- Provide structured orientation and ongoing placement assistance to ensure students are supported and safe to work in a quarantine environment.
- Develop students' skills and knowledge in relation to their area of practice under the guidance of registered nurses.
- Work with students to assist with the successful completion of placement course requirements.
- Evaluate student experience and placement progress and present outcome reports as required by the Director of Nursing & Midwifery.

Students attending placement at the quarantine facility require a dedicated nurse educator to support and facilitate their placement. All students will be provided with an induction letter prior to commencement outlining core requirements for placement and placement expectations. Students are recommended to be recruited in groups of 10 or more to be allocated across repatriation, international and domestic pod areas for a placement of 4 weeks and will be working under the supervision of registered nurses.

Student placement recruitment facilitates relationships with tertiary institutions and for a quarantine facility can be carried out with undergraduate public health, registered nursing, humanitarian, and health services management students. On commencement of placement, students will attend the standard 2-day orientation with all other new staff, this will include a session with the Education team member who will be coordinating their placement.

### 3.10.3 Mandatory training and professional development

The mandatory/essential training in a quarantine facility has consistent focus to develop staff professional portfolios, meet site and Department of Health mandatory and essential training expectations, provide additional support where required and facilitate opportunity for all staff to develop their knowledge and skills.

The Education Team led training and professional development with a multidisciplinary approach across administration, allied health and nursing staff. It is recommended that Education Team staff have completed BLS/AED and aseptic technique assessor training so they are able to assess staff onsite for these essential training requirements.

In feedback from the staff survey presented to the staff at CNR, there was great importance placed on the professional development opportunities for staff. One of the Education Team's core portfolios was to ensure staff were informed and had access to the required essential/mandatory training as well as opportunity to develop their own professional portfolios.

Aims:

- Facilitate, record and evaluate ongoing professional development for all staff.
- Ensure all staff meet site and Department of Health mandatory training requirements

If possible, the site can invest in additional training for staff external to what is offered onsite and through the Department of Health. This may include courses such as mental health first aid, first aid certificates or specific nurse focussed training such as emergency response courses. Noting that all these courses will contribute to the skills and knowledge staff will implement onsite.

Other options involve targeting Massive Open Online Courses (MOOCs) and free online learning opportunities. The Education Team dedicated time and resources to assist staff to develop their curriculum vitae and resumes as the quarantine facility services' closer date was set.