

Training of administrative staff

Administrative staff play a vital role in providing quality general practice care, and require training appropriate to their roles in the practice.

RACGP 4th Edition Standards

3.2.3A *Our administrative staff can provide evidence of training relevant to their role in the practice.*

3.2.3B *Our administrative staff members have CPR training at least every 3 years.*

Assessment methods

Evidence of ongoing staff training relevant to their roles, including CPR training.

Surveyors will require evidence of ongoing training, including CPR training, in the last three years, for each member of the administrative team.

Meeting the Standards

An administrative staff person's file will contain copies of certificates of attendance from relevant training events, including CPR training. Training can be provided internally, or can be external, such as workshops and seminars hosted by other organisations. Evidence should include:

- certificates of attendance at courses / seminars / workshops
- a recent CPR training certificate

It is very much recommended that administrative staff training specifically include triage procedures and infection control processes. These topics should be a part of the staff induction programs when new employees first join the practice team.