



Regulatory Bulletin

Quality assessor registration

RB 2020-10

This Regulatory Bulletin covers the registration requirements and process for quality assessors, including information on why registration may be cancelled by the Commission.

Key points

- Registered quality assessors undertake performance assessment of residential services and home services.
- A person may apply to the Commissioner to be registered as a quality assessor, and if successful will be registered for a period of one year.
- A quality assessor may apply to the Commissioner to be registered as a quality assessor for a further period (re-registration) and if successful will be registered for a further period of one year.
- Quality assessors must comply with the Quality Assessor Obligations at all times. This includes complying with the Quality Assessor Code of Conduct, undertaking professional development, conducting a minimum number of performance assessments, complying with the Commission's Vaccination Policy and declaring any parallel engagement or conflicts of interest.
- The Commissioner may cancel a person's registration as a quality assessor if they do not comply with the Quality Assessor Obligations.
- The Commission publishes a register of quality assessors on the Commission website.



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Notes: This Regulatory Bulletin has been updated to include:

- revisions to the quality assessor obligations relating to the Commission's Vaccinations Policy and parallel engagement
 - a link to the Commission's glossary which replaces the list of defined key terms.
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To be reviewed: 22 October 2021



Quality assessor registration

Registered quality assessors undertake performance assessments for the Commission under the Aged Care Quality and Safety Commission Rules 2018 (Rules). A performance assessment consists of obtaining and evaluating evidence to determine performance against the Aged Care Quality Standards 2018 (Quality Standards).

The Commission employs registered quality assessors and there are other registered quality assessors who are contracted to undertake performance assessments for the Commission.

In this Bulletin:

- **Comprehensive performance assessment** means either a site audit, review audit or a quality audit.
- **Quality assessor obligations** means the obligations as determined by the Commissioner or delegate that quality assessors must comply with to maintain registration.
- **Re-registration** means registration of quality assessors for a further period of one year.
- **Serious offence conviction** refers to the same definition under the Rules.

Refer to the [Commission's glossary](#) for definitions of key terms.

Aged Care Quality and Safety Commission Rules 2018

The Aged Care Quality and Safety Commission Rules 2018 (Rules) outline the quality assessor application and registration or re-registration process. This ensures that assessments are undertaken by people who are qualified and competent in assessing aged care services against the Quality Standards.

The Rules require a person's registration as a quality assessor to be cancelled if the Commissioner is satisfied that the person has a serious offence conviction recorded against the person in Australia or another country. A person's registration as a quality assessor must also be cancelled if requested by the quality assessor.

The Rules allow for quality assessor registration to be cancelled if the Commissioner is satisfied the person's performance of the functions, and exercise of the powers, as a quality assessor has not been satisfactory, or the person has failed to comply with their obligations.



Frequently asked questions

1. Are quality assessors required to undertake training?

A person applying to be registered as a quality assessor must successfully complete the Quality Assessor Training Program.

A quality assessor must undertake ongoing professional development including any mandatory training specified by the Commissioner, if they wish to retain their registration.

1.1 Quality Assessor Training Program

The Quality Assessor Training Program covers the assessment methodology used by quality assessors when undertaking performance assessments under the Quality Standards. The program also emphasises the strategic role of quality assessors as representatives of the Commission, in establishing and maintaining professional, effective and sustainable working relationships with the sector.

The Quality Assessor Training Program is currently accredited with ISQua against the *Guidelines and Standards for Surveyor Training Programmes 3rd edition v1.1* until 2024.

1.2 Professional development and mandatory training

A quality assessor must undertake a minimum of 15 hours of professional development during their current registration period, as well as any mandatory training required by the Commissioner if they are to apply for quality assessor re-registration.

Professional development is expected to be completed by quality assessors as per the Commission's Continuing Professional Development for Quality Assessor Guidelines. This may include face to face workshops through the Commission's Continuous Professional Development program or other e-learning activities or online webinars that are relevant to the role of the quality assessor.

A quality assessor's registration may be refused or cancelled if a quality assessor does not meet the professional development requirements.



2. What are the quality assessor obligations?

Quality assessor obligations means the obligations as determined by the Commissioner or delegate that quality assessors must comply with to maintain registration.

A quality assessor is notified of their obligations when they are initially registered as a quality assessor and then again following every re-registration.

Quality assessors must comply with the obligations in order to retain their quality assessor registration. The quality assessor obligations may be amended periodically to reflect operational or regulatory requirements. The current quality assessor obligations are:

- adhere to the Quality Assessor Code of Conduct
- complete any mandatory training required by the Commissioner
- complete not less than 15 hours professional development annually as approved by the Commissioner, including any mandatory training
- conduct a minimum of two comprehensive performance assessments as a quality assessor in the 12 months prior to the expiration of the registration
- inform the Commissioner if convicted of a serious offence (murder or sexual assault or convicted of and sentenced to imprisonment for any other form of assault)

- comply with the Commission's Vaccination Policy
- complete a Conflict of Interest declaration and comply with the Quality Assessor Conflict of Interest Policy
- not have any current parallel engagement with the aged care or health care industry unless otherwise approved due to circumstances specified by the Commissioner.

Failure to comply with the Quality Assessor Obligations may result in refusal to be re-registered as a quality assessor, or cancellation of registration as a quality assessor.

3. Why are there minimum assessment requirements?

To re-register, quality assessors are required to undertake a minimum two comprehensive performance assessments for the Commission against all Quality Standards during their current registration period. Comprehensive performance assessment means either a site audit, review audit or a quality audit.

This ensures that quality assessors maintain the currency of their skills and knowledge of assessing the performance of services against the Quality Standards. It also ensures the delegate has sufficient information to determine whether the person's performance and exercise of powers as a quality assessor have been satisfactory.



4. What is the Quality Assessor Code of Conduct?

Quality assessors must observe the Quality Assessor Code of Conduct at all times given the high standards of performance and integrity that are required in all interactions with providers, carers, consumers and their representatives.

The [Quality Assessor Code of Conduct](#) is located on the Commission website.

5. What are the quality assessor obligations regarding flu vaccination?

The Commission's Vaccination Policy requires all field staff, including quality assessors, to be vaccinated against the seasonal flu where it is available (unless medically exempt).

6. What conflicts of interest are quality assessors required to declare?

Quality assessors must take reasonable steps to avoid any conflict of interest, real or apparent, and disclose details of any material personal interests which could influence, or could reasonably be seen to influence, the decisions they take or the advice they give.

The Commission's [Quality Assessor Conflict of Interest Policy](#) outlines the requirements for quality assessors to disclose any real or apparent conflicts of interest to protect the integrity of the Commission.

In appointing an assessment team to conduct an assessment with a service, the Commission will not appoint a quality assessor that has conflicts of interest with that service or the provider of that service.

If a provider believes a conflict of interest exists with a member of the assessment team, the provider can immediately report the conflict to the Commission via their local regional office and speaking to the Regional Director.



7. Are registered quality assessors able to also work in the aged care industry?

From 16 September 2019, persons re-registering as quality assessors have been notified of an additional obligation to not have any current parallel aged care or health care industry engagement. This provides the Commission greater assurance surrounding actual and perceived conflicts of interest of assessors working within the industry, whilst maintaining quality assessor registration.

If a quality assessor has a parallel aged care or health care industry engagement, their quality assessor registration may be cancelled, or re-registration may be refused.

‘Parallel engagement’ or ‘parallel aged care or health care industry engagement’ means current:

- ongoing, non-ongoing, temporary or casual employment in the aged care industry;
- provision of consultancy, advice, coaching, expertise or training within the aged care industry;
- ongoing, non-ongoing, temporary or casual employment in the health care industry where the predominant focus is on supporting aged care;
- ongoing, non-ongoing, temporary or casual employment in another industry where the predominant focus is on supporting aged care;

- ongoing, non-ongoing, temporary or casual employment with a state/territory government in a role which supports or is related to aged care;
- occupancy of a position on a board or governing body of an aged care provider;
- holding individual membership of an aged care peak or representative body.

8. What circumstances can a person’s registration as a quality assessor be refused or cancelled?

An application for registration or re-registration as a quality assessor is refused if an application does not meet the requirements set out in the Rules.

A person’s registration as a quality assessor **must** be cancelled if:

- the person has a serious offence conviction recorded against them in Australia or another country
- the person requests, in writing, the Commissioner to do so.

The Commissioner or delegate **may** cancel the registration of a person as a quality assessor if the person’s performance of the functions, and exercise of the powers, as a quality assessor has not been satisfactory. This includes where a quality assessor has not complied with the Quality Assessor Obligations.



9. How do I know if an assessor is registered?

The Commission publishes a [register of quality assessors](#) on the Commission website. The register contains a list of all currently registered quality assessors.

A quality assessor is removed from the register upon their registration expiring or being cancelled.

The register is updated monthly and as required.

Quality assessors are also issued an identity card which they are required to carry at all times when performing functions or exercising powers as a quality assessor.

The identity card displays the quality assessor's name, photo, registration identification number and registration expiry date.

10. How can I make a complaint or provide feedback about a quality assessor?

The Commission welcomes all feedback and actively seeks and uses the feedback we receive to improve how the Commission works.

Following every on-site performance assessment to a service, the person in charge at the service is given *The Aged Care Quality and Safety Commission assessment visit confidential feedback form* to complete. This form requests feedback about the visit, including the assessment team's performance.

Providers and consumers can also contact their local regional office and provide the Regional Director with feedback about any quality assessor.

Should a provider or consumer feel it necessary to lodge a formal complaint about a quality assessor, they are able to do so by phone, email or post. Please visit the Commission's [Complaints about us](#) page for information about how to lodge a complaint.



Need to know more?

If you have any questions, contact the Commission's Regulatory policy Team by email on:

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