Competency Pilot Guide

Purpose of the Pilot Program

The purpose of Ausmed's Competency Management System Pilot Program is to test how well the system meets the real-world needs of aged care and community care organisations.

By partnering with organisations like yours, we aim to understand how effectively the system supports everyday assessment workflows, identify what feels intuitive, and uncover where improvements are needed before a wider release.

About This Guide

This guide is intended for Pilot Leads — the primary contact person responsible for coordinating pilot activities on behalf of partner organisations.

It's designed to help you gain an understanding of the key phases, responsibilities, and activities involved in your organisation's participation in the pilot.

This is a working guide. What's outlined here is indicative only and may evolve as we move through the pilot. We'll adapt and refine together as we learn what works best in real settings.

Table of Contents

📌 Preparation Phase

The purpose of this phase is to lay the groundwork so your team is informed, aligned, and ready to begin piloting the system.

🧭 Activities

Pilot Lead:

- Start thinking about which competencies would make sense to test.
- Identify potential assessors who could participate.
- Consider which staff are best suited to be assessed during the pilot.
- Ensure assessors and staff are aware of the upcoming pilot — what it's for, what's involved, and when it's happening.
- Book an onboarding session with Ausmed.

Ausmed:

- Provide guidance and context to support partner organisations to prepare for the pilot.

🗓️ Weeks 1–2 — Setup Phase

This phase focuses on preparing your organisation to begin testing.

🧭 Activities

Pilot Lead:

1. Finalise which competencies to test.
2. Confirm assessors and identify staff to be assessed.
3. Attend an onboarding session with Ausmed to learn how to use the new system.
4. Ensure assessors are briefed and ready to use the Assessor App.

Ausmed:

1. Run onboarding session for Pilot Lead.
2. Provide training materials and respond to early questions or feedback.

🚀 Weeks 3–11 — Pilot Phase

This phase involves running and monitoring assessments in real-world settings to test workflows and gather meaningful feedback.

🧭 Activities

Pilot Lead:

1. Ensure the organisation runs a manageable number of assessments (target: 15–20 total).
2. Collate feedback on usability, process, and any friction points.
3. Attend check-in sessions with Ausmed as needed.

Assessors:

1. Assess staff using the app and share feedback with Pilot Lead.

Ausmed:

1. Provide support and troubleshooting assistance.
2. Collate and respond to feedback from Pilot Leads.
3. Keep Pilot Leads informed of any user experience or system changes.
4. Run check-in sessions with Pilot Leads as needed.

📆 Weeks 10–12 — Wrap-up Phase

The focus of this phase is to reflect on key learnings and determine next steps.

🧭 Activities

Pilot Lead:

1. Participate in a wrap-up discussion with Ausmed.
2. Support planning for a broader rollout, if that's the agreed next step.

Ausmed:

1. Facilitate wrap-up discussion and support rollout planning as needed.

❓ Frequently Asked Questions

1. How will Ausmed communicate with my organisation during the pilot?

- We'll use a combination of email and scheduled check-ins with Pilot Leads throughout the pilot to share updates, respond to questions, and flag any changes.

2. **How can my organisation provide feedback during the pilot?**

- Please share feedback on behalf of your organisation by email or raise it during check-in calls.

- We also expect to introduce in-product feedback options during the pilot, so you can provide quick, real-time input as you, your assessors and staff use the system.

3. **How many competencies should we test with during the pilot?**

- Focus on completing **15–20 total assessments** during the pilot period — not on the number of competencies themselves.

- One well-chosen competency may be enough if it allows you to reach that assessment target.

4. What types of competencies is Ausmed looking to test with during the pilot?

- Choose competencies that make sense for your organisation. As a guide, we recommend selecting competencies that are:

    - Already familiar to staff, so the focus stays on testing the experience rather than learning new content.
    - Aligned with upcoming renewal dates, to make the pilot meaningful and timely.
    - A mix of simple and more complex assessments (e.g. multi-section), to explore a range of user experiences.
    - Suitable for both individual and group assessments, to test different workflows.

5. Who can assess competence during the pilot?

- That depends on your organisation's policy. Generally, assessors can include anyone who normally conducts or signs off on competency assessments — such as clinical educators, team leaders, or senior clinicians.

6. How many assessors should we involve?

- Aim for **2–4 assessors**. This keeps training and coordination simple while allowing you to capture feedback from different roles, sites, or experience levels.

7. What training will assessors need?

- Ausmed will support you in training assessors to use the Assessor App and provide general guidance on how to assess competence during the pilot.

- Any additional or role-specific training — such as organisation-specific assessment policies — should be arranged internally to align with your existing procedures.

8. How many staff should we engage to be assessed?

- Rather than setting a fixed number of staff, aim for around **15–20 total assessments** across the pilot period, ideally within **1–2 sites or teams**.

- This balance ensures a meaningful range of real scenarios without overcomplicating coordination. For example, this could look like:
  - 10 staff members completing 2 assessments each, or
  - 20 staff members completing 1 assessment each, or
  - Any combination that fits your context.

9. Will staff require any training to use the system?

- No formal training is required. The process should feel very similar to how assessments are currently completed — the main changes are on the assessor's side.

- A simple heads-up about the pilot (what's happening and why) should be enough to keep staff informed and comfortable.