

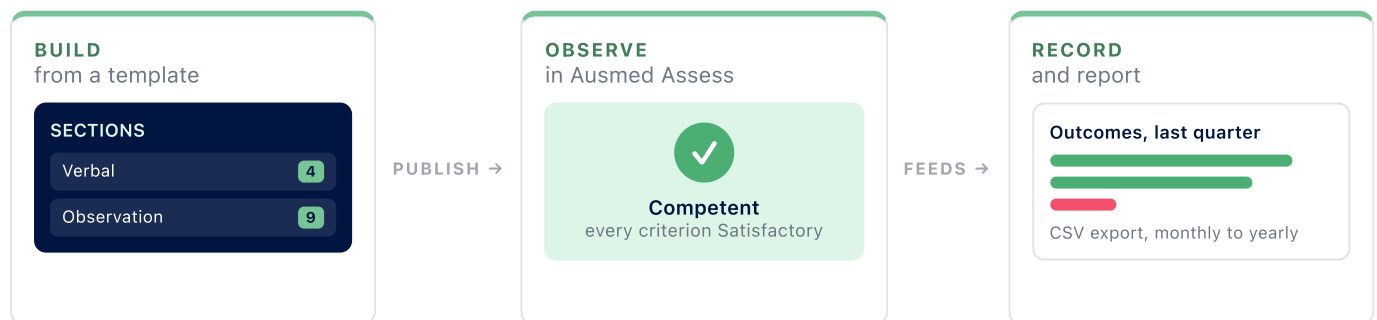
Getting started with Ausmed Competency™

A six step guide for Organisation Managers: configure competency assessments, then get your assessors set up to run them

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The competency assessment cycle



Ausmed Competency™ is built for **direct observation competency assessment**. An Assessor observes a staff member perform a skill in practice and records what they see in **Ausmed Assess**, the assessor app, as they go.

An assessment is a list of **criteria** grouped into sections, usually Verbal questions and Observation. The Assessor rates each criterion as they go.

S

Satisfactory. The candidate met the criterion.

NYS

Not yet satisfactory. The candidate did not meet it.

N/A

Not applicable. Not relevant here, and does not count against the candidate.

—

Not assessed. The Assessor ended the assessment early.

When the Assessor submits, those ratings resolve into one overall outcome.

Competent

Every criterion was assessed Satisfactory, or Not Applicable.

Not Yet Competent

One or more criteria were assessed Not Yet Satisfactory. The outcome is flagged for follow-up.

Perform Hand Hygiene

1. Verbal Questions

2. Observation

2.1	Identifies the five moments for hand hygiene.	-
2.2	Removes hand and wrist jewellery before commencing.	-
2.3	Selects the correct product for the situation.	-
2.4	Applies enough product to cover all surfaces of the hands.	-
2.5	Rubs palm to palm, then each palm over the back of the other hand.	-
2.6	Rubs palm to palm with fingers interlaced.	-
2.7	Cleans the backs of the fingers, thumbs and fingertips.	-
2.8	Continues rubbing for the full recommended duration.	-
2.9	Dries hands thoroughly without recontaminating them.	-
2.10	Performs hand hygiene at the correct moments during care.	-

Save and Quit

Discard and Close

1. Decide what to assess

Work out which assessments your staff need based on clinical risk and the standards you report against.

2. Start building: copy a template or start from scratch

The **Competency Builder** is the tool you will use to create and edit your competency assessments. There are two ways to get started in it.

Copy a template

Ausmed provides 60+ quality-assured templates for residential aged care and home care. Copying one into your library is the fastest route to start, and the copy becomes yours to manage from that point.

 [Watch: Copy a template](#)

Start from scratch

No suitable template? Build one from scratch. It is easiest if you use one of your organisation's existing assessments as your starting point.

 [Watch: Build from scratch](#)

3. Work across the four tabs

Whichever path you take, you will work across four tabs in the builder.

- Details** Captures information about the assessment that assessors and candidates need up front, such as the estimated time to complete the assessment, resources needed and related learning.
- Criteria** Where the content of the assessment takes shape, organised into three levels.
 - Sections**, the broad topic areas
 - Criteria groups**, bundles of related criteria within a section
 - Criteria**, the specific things an assessor evaluates

Each criterion can also carry optional settings: assessor notes (prompts only the assessor sees), a checklist of predefined responses, or a Not Applicable option.

How the outcome is decided

A candidate is only marked **Competent** if every criterion is Satisfactory, or Not Applicable. A single Not Yet Satisfactory makes the whole outcome **Not Yet Competent**.
- Preview** Check this tab while you build, not just at the end, especially on longer assessments. It shows exactly what an assessor will see in Ausmed Assess, so you can catch issues early.
- References** Cite the standards, guidelines or policies the assessment is based on.

 [Learn more How to build a competency assessment](#)

REMEMBER Save as you go. Hit **Save changes** in the top right periodically while you work across the four tabs.

4. Publish the assessment

- ✓ Publish when you are ready for Assessors to start using the assessment. See [How to publish a competency assessment](#).
- ✓ Link the competency to an existing **Practical Activity (PA)** in **Ausmed Learn™** or create a new one. See [Should I link an existing practical activity or create a new one?](#)

Assign the competency to staff

A competency does not need to be assigned for an Assessor to log an assessment result. However, if staff need to **complete the competency as a requirement**, it needs to be assigned through **Ausmed Learn™**.

When you publish a competency, it is linked to a **Practical Activity (PA)** in Ausmed Learn™. You can then assign the PA in two ways:

Through a Training Plan

Assign the linked PA to staff automatically, based on rules such as their role, team or location. Training Plans can also be used for recurring requirements, such as an annual assessment.

Manually

Assign the linked PA directly to specific staff, for example when you need to make a one-off assignment.

[!\[\]\(05be7c7a8995decd503647c99211f7c2_img.jpg\) Learn more Assign competency assessments to staff](#)

What staff see

Before the assessment

Staff can open the assigned competency and preview it, including the criteria they will be assessed against, what the assessment involves and how long it usually takes. There are no surprises on the day, and they can prepare.

[!\[\]\(fe3aebe81acea8d45108cd2768939da7_img.jpg\) How to prepare for a competency assessment](#)

After the assessment

Staff are notified of their result and can view their outcome, how they were rated against each criterion and any feedback the Assessor recorded.

[!\[\]\(248b91fcdac4810ffd15cf33fb6aec6f_img.jpg\) How to view your competency assessment results and feedback](#)

Decide who gets notified about Not Yet Competent outcomes

Set your Not Yet Competent notification recipient

Not Yet Competent outcomes are flagged on your **Competency Dashboard**, but the **Not Yet Competent outcome** notification is what alerts the people responsible for following them up. It emails a chosen recipient every time an Assessor records that outcome.

See [Understand notifications in Ausmed Competency™](#) for what it sends, then [Update your organisation's notification settings](#) before your Assessors begin.

CHOOSE ONE RECIPIENT TYPE

- ✓ The candidate's **Team Manager**
- ✓ The candidate's **Location Manager**
- ✓ The candidate's **Direct Manager**
- ✓ A **specific person** in your organisation

Important

Assessors need the clinical knowledge and skills to judge the competency they are assessing, and should be inducted in line with your organisation's policies for competency assessment. Ausmed Competency™ controls who has access, not who is qualified to assess, so that judgement stays with you.

1. Grant Assessor permission

- 1 **Check the Assessor** has an account. If they do not, [add them as a user](#) first.
- 2 Check they are assigned to a permission role with **Perform Assessments** turned on. This is on by default for the **Assessor**, **Organisation Manager** and **Team or Location Manager** roles. To check or update someone's permissions, see [how to configure Permissions for your Organisation](#).

2. Add Assessors to competencies

Assessors must be added to each competency they are allowed to assess before they can initiate assessments for it in Ausmed Assess. Locate the competency in your **Competency Library** and add each person you want to be able to assess it.

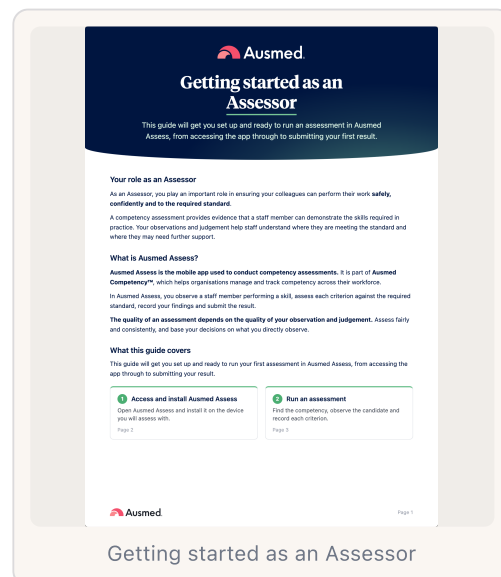
Access is granted per competency, so repeat this for every competency that person assesses. If an Assessor cannot find a competency in Ausmed Assess, they have not been added to it.

 [Watch: How to add or remove an Assessor](#)

3. Help Assessors get started

Share the [Getting started guide for Assessors](#) with your Assessors to help them get started.

The guide walks them through accessing and installing Ausmed Assess on their own device, running an assessment, and what happens once they submit an outcome.



[Learn more](#) [How to manage Assessors](#)

Once Assessors start completing assessments, the outcomes will be either **Competent** or **Not Yet Competent**. What happens next depends on the outcome.

Competent

- ✓ A **competency outcome record** is created in **Ausmed Competency™**, capturing the assessment date, Assessor comments and the result for each assessment criterion.
- ✓ A learning record is created in **Ausmed Learn™**.
- ✓ Both the competency outcome record and learning recorded are added to the candidate's profile.
- ✓ If the competency is assigned to a staff member in **Ausmed Learn™**, their requirement is automatically marked as complete.
- ✓ The candidate is notified and can view their result and any assessor feedback.

🔗 [What happens when a Candidate is assessed as Competent](#)

Not Yet Competent

- ✓ A **competency outcome record** is created in **Ausmed Competency™**, capturing the assessment date, Assessor comments and the result for each assessment criterion.
- ✓ The competency outcome record is added to the candidate's profile.
- ✓ The outcome appears on your **Competency Dashboard** so you can follow up where needed.
- ✓ Your organisation can choose to receive notifications when a Not Yet Competent outcome is recorded.
- ✓ The candidate is notified and can view their result and any assessor feedback.
- ✓ **Record what you do next in the Action Log**, covered below.

🔗 [What happens when a Candidate is assessed as Not Yet Competent](#)

Recording action taken on a Not Yet Competent outcome

The **Action Log** sits on the outcome record and is where you record what was done in response, whether that is additional support, supervised practice or arranging another assessment. Each entry is date-stamped against the outcome, so the follow-up is part of the evidence trail rather than sitting in someone's inbox.

🔗 [Learn more Record action taken in response to an NYC outcome](#)

Report on outcomes

Generate reports for a monthly, quarterly or yearly period and download them as a CSV for further analysis, reporting or sharing with your board.

You can use the report to monitor assessment activity, review **Competent** and **Not Yet Competent** outcomes, and identify trends over time.

Outcomes Report

Category

Account Status

Category Type

Outcomes

Competency

Assessors

Date Range

✓ Done

Save Filter

By Assessment 17

By Candidate 5

By Job Role 4

By Team 3

By Location 2

Actions

Competency Title ↓	Version ↓	Candidate ↓	Outcome ↓	Assessment Date ↓	Assessor ↓
Medication administration, oral and topical	2.0	Amara Okafor	Competent	12 Aug 2026	J. Whitcombe
Manual handling and safe transfers	1.3	Daniel Reyes	NYC	12 Aug 2026	J. Whitcombe
Subcutaneous injection	1.1	Priya Raman	Competent	11 Aug 2026	J. Whitcombe
Blood glucose monitoring	1.0	Hannah Boyd	Competent	07 Aug 2026	M. Tuiletufuga
Percutaneous endoscopic gastrostomy feeding	1.2	Daniel Reyes	Competent	05 Aug 2026	M. Tuiletufuga
Wound care and dressing change	2.1	Amara Okafor	NYC	29 Jul 2026	L. Fitzgerald
Responding to changed behaviour	1.0	Sofia Marchetti	Competent	24 Jul 2026	L. Fitzgerald
Hand hygiene and standard precautions	1.4	Hannah Boyd	Competent	18 Jul 2026	L. Fitzgerald

[Learn more](#) [Understand the Outcomes Report](#)

Frequently asked questions

Question	Answer
Does the system track actual time spent on an assessment?	No. Estimated completion time is for planning only, not a live timer.
If I copy a template, does it stay in sync with Ausmed's base version?	No. Copies are not synced. Your organisation manages all future updates. See How does version control work in Ausmed Competency? for more information.
Can staff preview a competency prior to being assessed?	Yes. Staff can view the assessment criteria before their assessment so they know what their Assessor will expect. See How to prepare for a competency assessment for step-by-step instructions.
Is assessor access a global permission?	No. It is granted per competency.
How do we document follow-up for a Not Yet Competent outcome?	Record the action taken against the action log. See Record action taken in response to an NYC outcome for more information.
Can we import historical records of staff competence into Ausmed Competency™?	Yes. If your staff have already been directly observed as competent, that history can be imported. Our support team handles this, so you cannot upload historical records yourself. See Can we import historical records of staff competence? for more information.

Need more information?

Explore the full collection of help materials in the [Knowledge Base for Managers](#)