

Attendant Care Industry Association Attendant Care Industry Standard (ACIS) Service Provider Training

Sample Course Outline – 2 day minimum

Note that information shown below is a sample course outline. Training can be further tailored to the specific needs of the provider organisation. Training can be delivered in house or at ACIA. See [ACIA Fees and Prices](#) for approximate training costs. To register your interest in a training session, please email contact@acia.net.au or phone 02 9264 7197.

Topic	Areas Covered
Background	Attendant Care and ACIA
	Background to ACIA Scheme and Standard
	Roles of JAS-ANZ and ACIA
The Attendant Care Industry Standard (ACIS: 2013)	Outline of ACIS
	Guiding principles
	The auditor's perspective
	New requirements ACIS: 2013 vs ACIMSS: 2008 (if appropriate)
Detailed requirements for each ACIS component	Part 1 – Service user rights and responsibilities
	Part 2 – Organisational management
	Part 3 – Service provision
	Part 4 – Work environment
Exploring Some Key Elements	Corporate governance
	Clinical governance
	Quality management

Topic	Areas Covered
Planning for certification	Scope of certification
	Applying for enrolment in ACIS
	Competing your self-assessment
	Consider other standards you may need to meet
Certification Process	Overview of the certification process
	Sampling of a provider's sites
	Initial auditors report
	Responding to Corrective Actions
	Final report and certification recommendation
	Competence of auditors
	Other ACIA requirements
Preparing and managing onsite audits	What to expect
	Preparing staff, service users and families for interviews
	Gathering evidence
	Surveillance audits