



# Foundations of delegation Training Package

## Facilitator guide

***Access the training package at:***

<https://www.health.qld.gov.au/ahwac/html/ahassist/training-package>

In Partnership:



Office of the Chief Allied Health Officer

Clinical Excellence Queensland

<https://www.health.qld.gov.au/ahwac>

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## Contents

<b>Foundations of delegation training package facilitator guide .....</b>	<b>4</b>
Using this facilitator guide .....	4
<b>Planning the facilitated workshops: .....</b>	<b>5</b>
Checklist 1: Facilitator preparation .....	5
Checklist 2: Workshop preparation .....	6
Checklist 3: Workshop.....	9
Checklist 4: Post workshop.....	10
<b>Assessment suite.....</b>	<b>11</b>
For the participants .....	11
For the facilitator.....	11
Questions/Contact:.....	11
<b>Conducting the sessions .....</b>	<b>12</b>
Run sheet: Topic 1 'Understanding delegation' (approximately 60 min).....	12
Run sheet: Topic 2 'The delegation process' (approximately 70 minutes) .....	13
Run sheet: Topic 3 'Delegation and the healthcare team' (approximately 70 minutes).....	14
Run sheet: Topic 4 'Critical success factors for delegation – Part 1' (45-60 minutes) ...	15
Run sheet: Topic 5 'Critical success factors for delegation – Part 2' (45-60 minutes) ...	16
<b>Appendices.....</b>	<b>17</b>
Appendix 1: Suggested workshop plan for face-to-face learning approach.....	17
Appendix 2: Example learning plan for peer/small group or a blended learning approach .....	18
Appendix 3: Sample flyer template to advertise course.....	20
Appendix 4: Resources for printing .....	21
Appendix 5: Workshop feedback form (for facilitated workshops) .....	22
Appendix 6: Example attendance record .....	23
Appendix 7: Example self or peer reflection on facilitation .....	24

# Foundations of delegation training package

## facilitator guide

*Foundations of delegation* is a training package for Queensland Health staff that has been developed in partnership between the Office of the Chief Allied Health Officer and Griffith University. It can be delivered as self-paced online learning, peer or small group learning, face-to-face facilitated workshop, or a blended approach, which combines some self-paced online learning with some face-to-face facilitated learning. For more information on the learning modalities, refer to [Foundations of delegation – Summary of learning approaches](#).

*Foundations of delegation* training program consists of:

- Training package overview
- Topic 1: Understanding delegation
- Topic 2: The delegation process
- Topic 3: Delegation and the healthcare team
- Topic 4: Critical success factors for delegation – Part 1
- Topic 5: Critical success factors for delegation – Part 2
- Conclusion and assessment

### Using this facilitator guide

This facilitator guide supports Queensland Health staff to deliver the training package consists of two sections:

1. Planning the facilitated workshops: a series of checklists to assist facilitators prepare for, deliver, and evaluate the learning requirements.
2. Conducting the sessions: a series of run sheets that provide a guideline for session content aligned to the PowerPoint slides.

# Planning the facilitated workshops:

Three checklists have been provided to guide you:

1. Facilitator preparation
2. Workshop preparation
3. Workshop
4. Post workshop

## Checklist 1: Facilitator preparation

In Advance	Date Completed
<p><b>Facilitators should access the following resources:</b></p> <ul style="list-style-type: none"><li>• ‘<i>Foundations in delegation</i> – package overview’. Located at: <a href="https://www.health.qld.gov.au/ahwac/html/ahassist/training-package">https://www.health.qld.gov.au/ahwac/html/ahassist/training-package</a></li><li>• Please note, this overview contains useful information and/or access to:<ul style="list-style-type: none"><li>○ The training package glossary</li><li>○ The training package learning outcomes</li><li>○ The training package Queensland Health reference document roadmap</li><li>○ The structure of formative and summative assessment activities</li></ul></li><li>• Supporting documents:<ul style="list-style-type: none"><li>○ The <a href="#">Allied Health Assistant Framework</a></li><li>○ The <a href="#">Delegation Framework – Allied Health</a></li><li>○ These and other relevant resources are located at: <a href="https://www.health.qld.gov.au/ahwac/html/ahassist">https://www.health.qld.gov.au/ahwac/html/ahassist</a></li></ul></li></ul> <p><b>Facilitators should then consider if there is a need to:</b></p> <ul style="list-style-type: none"><li>• buddy with an experienced facilitator,</li><li>• draw on skills and experiences using local relevant examples to enhance/replace some work activities, and/or</li><li>• attend a facilitated workshop on the topics planned for delivery.</li></ul>	

## Checklist 2: Workshop preparation

In Advance	Date Completed
<p><b>Prepare a schedule for the learning modality required:</b></p> <p>Facilitated workshop:</p> <ul style="list-style-type: none"> <li>Decide on the number of workshops and the dates they will be held (<a href="#">Appendix 1</a>).</li> </ul> <p>Blended (combination of self-paced online learning and facilitated workshops)</p> <ul style="list-style-type: none"> <li>Map each topic and activity to determine the mode for content delivery - independent learning (online) or as a facilitated session (face-to-face). (See an example learning plan for a blended learning approach in <a href="#">Appendix 2</a>).</li> <li>Schedule dates and deadlines for the online and facilitator led learning elements.</li> </ul>	
<p><b>Consider the venue and IT requirements:</b></p> <p>Facilitated workshop:</p> <ul style="list-style-type: none"> <li>Venue is sufficiently large for intended participant numbers <ul style="list-style-type: none"> <li>Break-out areas for small group work is sufficient (workshops only)</li> </ul> </li> <li>Laptop</li> <li>Data projector</li> <li>Whiteboard and pens</li> <li>Internet connectivity</li> <li>Video conferencing unit (if people are joining remotely)</li> </ul> <p>For inclusion of an online element, also consider access to:</p> <ul style="list-style-type: none"> <li>IT resources for each participant (e.g., tablet/phone/laptop, for completion of the independent online learning and/or assessment components),</li> <li>suitable workspace and time for completion of online learning content (e.g. timetabling sessions, efficient use of downtime), and</li> <li>required printed resources during delivery of session.</li> </ul>	
<p>Advertise the training to targeted participants / units. See <a href="#">Appendix 3</a> for a template of a flyer advertising the course.</p>	
<p>Email learners confirming training package requirements at least 14 days before commencement.</p> <p>Include:</p> <ul style="list-style-type: none"> <li>Training package overview link,</li> <li>reminder to complete pre-evaluation survey,</li> <li>pre reading link: Delegation framework – allied health, and</li> </ul>	

In Advance	Date Completed
<ul style="list-style-type: none"> <li>• pre reading link: Allied health assistant framework.</li> <li>• Participant instructions: Inform participants what will be provided, and what they will need to bring to the face-to-face workshop/s (e.g., if you need the participants to print a copy of the framework, or if you will supply copies)</li> </ul> <p>Facilitated workshops, provide information on:</p> <ul style="list-style-type: none"> <li>• Venue location (map) and parking</li> <li>• Date and time (set the registration time minimum 15 minutes before intended start)</li> </ul> <p>For <b>blended</b> including the <b>online</b> approach also provide information on:</p> <ul style="list-style-type: none"> <li>• venue location (map) and parking information for the face-to-face sessions and online access (if required).</li> <li>• explanation of the relationship between the face-to-face and online content.</li> <li>• date and times for online learning content completion.</li> <li>• date and times for face-to-face sessions.</li> <li>• resources/ materials required e.g. headset, laptop, internet connection, workbook and handouts for printing.</li> </ul>	
<p>Access and become familiar with the facilitator training materials, including:</p> <ul style="list-style-type: none"> <li>• Facilitator guide and session run sheets</li> <li>• PowerPoint presentation files which include session plans</li> </ul>	
<p>Save presentation slides onto memory stick (optional depending on IT setup)</p>	
<p>Print learner resources – 1 per learner</p> <ul style="list-style-type: none"> <li>• <a href="#">Participant workbook</a> (indicate if participant is to print or if it will be provided during their face –to-face workshops)</li> <li>• Items for printing are located in <a href="#">Appendix 4</a> and include: <ul style="list-style-type: none"> <li>Topic 2: The delegation process <ul style="list-style-type: none"> <li>○ Copies of (1 copy for each small group) <ul style="list-style-type: none"> <li>▪ Figure 2 Delegation decision making for allied health professionals</li> <li>▪ Task review form</li> <li>▪ Figure Decision making by allied health assistant to accept the task, Delegation framework</li> </ul> </li> </ul> </li> <li>Topic 3: Delegation and the health care team <ul style="list-style-type: none"> <li>○ Copy of Tidytown completed Task Review Form (will be provided in participant workbooks also)</li> <li>○ Blank task review form</li> </ul> </li> <li>Topic 4: Critical success factors for delegation – Part 1 <ul style="list-style-type: none"> <li>○ Appendix 2 and 3 from the Delegation framework – allied health</li> </ul> </li> </ul> </li> </ul>	

In Advance	Date Completed
<p>For facilitated workshops also print the:</p> <ul style="list-style-type: none"> <li>• Workshop feedback form (optional) (<a href="#">Appendix 5</a>)</li> <li>• Workshop/s Program (1 page)</li> </ul> <p>Note: Useful additional resources to have in the workshop room include:</p> <ul style="list-style-type: none"> <li>• copies of the Delegation framework – allied health,</li> <li>• copies of the Allied health assistant framework,</li> <li>• local examples of completed Task Review Forms,</li> <li>• Clinical task instructions (CTIs), protocols or workplace instructions (WPIs) that have been implemented by the team, and/or</li> <li>• templates – if planning of developing new resources e.g. CTIs, WPIs, procedures.</li> </ul>	
<p>Organise co-facilitation (if required):</p> <ul style="list-style-type: none"> <li>• Finalise co-facilitator arrangements (if relevant)</li> </ul>	



## Checklist 3: Workshop

On the day of the first workshop	Tick as completed
Ensure that venue set-up is appropriate: <ul style="list-style-type: none"> <li>• Small group work (consider number of smaller tables and arrangement)</li> <li>• Laptop and data projector connected and working</li> <li>• Water on tables or in room (if available)</li> </ul>	<input type="checkbox"/>
Provide learners with housekeeping arrangements <ul style="list-style-type: none"> <li>• Exits and emergency procedures</li> <li>• Toilets</li> <li>• Kitchen / service area or food purchase location (as relevant)</li> <li>• Catering times confirmed with host / organiser (if relevant)</li> <li>• Optional: Attendance/ sign in sheet (if relevant) (sample provided in <a href="#">Appendix 6</a>).</li> </ul>	<input type="checkbox"/>
Table set-up <ul style="list-style-type: none"> <li>• Participant workbook (1 per participant)</li> <li>• Pens</li> </ul>	<input type="checkbox"/>
Name badges or stickers (if relevant)	<input type="checkbox"/>
Printed resources (see above) White board and pens <ul style="list-style-type: none"> <li>• Topic 3:               <ul style="list-style-type: none"> <li>○ Step 1: Identify allied health tasks performed in the service – methods</li> <li>○ Step 4: Evaluate risk: Examples of clinical and non-clinical tasks</li> </ul> </li> <li>• Topic 4:               <ul style="list-style-type: none"> <li>○ Critical success factors integrating the local delegation model</li> </ul> </li> <li>• Topic 5:               <ul style="list-style-type: none"> <li>○ Mapping training requirements</li> </ul> </li> </ul>	<input type="checkbox"/>
Facilitator guide, run sheets and session outlines	<input type="checkbox"/>
Optional: Workshop feedback form to be completed by learners at the end of the session	

Note: If the learning is to be delivered in multiple workshops, it may be useful to review this checklist for each workshop occasion

## Checklist 4: Post workshop

After the final workshop	Tick as completed
<ul style="list-style-type: none"> <li>Email learners to provide them with the link to the training package conclusion and assessment, and to ask them to complete the evaluation (post evaluation) and the end of package assessment, the <a href="#">iLearn</a> quiz, to be eligible to receive a certificate of completion. Include timeframe expectations for completion.</li> <li>If required, provide instruction for participants to obtain a copy of their completion certificate (the iLearn 'Award') to the facilitator or sponsor of the workshop</li> </ul>	<input type="checkbox"/>
<p>Optional:</p> <ul style="list-style-type: none"> <li>Self or peer review of facilitator feedback (if initiated) to support own development as a facilitator (<a href="#">Appendix 7</a>)</li> <li>Completion of implementation log of run sheets (to inform future changes to face-to-face delivery of content) (See section: Providing your learning)</li> <li>Review of workshop feedback form on facilitated session/s</li> </ul>	<input type="checkbox"/>
<p>Other follow-up activities relevant to site:</p> <ul style="list-style-type: none"> <li></li> <li></li> <li></li> <li></li> </ul>	<input type="checkbox"/>

# Assessment suite

## For the participants

### *Self-reflection and knowledge check activities*

The training package topics provide a variety of multiple-choice question knowledge checks and scenario-based self-reflection activities. In these guided activities, learners are asked to consider a scenario and either select an answer or reflect on a question. They are then provided with feedback that allows them to compare and consolidate their reflections and learning. These self-assessment activities are not formally assessed and have been incorporated into the online, blended, and face-to-face learning approaches.

It is recommended that facilitators encourage workshop participants to complete these knowledge checks and self-assessment activities, as they not only assist to consolidate and apply learning but also familiarise participants with the type of questions that will be presented in the end of package iLearn assessment quiz.

Participants have access to a workbook should they wish to record their reflections as they progress through the training package. Access at:

[https://www.health.qld.gov.au/\\_data/assets/pdf\\_file/0028/1171486/Workbook.pdf](https://www.health.qld.gov.au/_data/assets/pdf_file/0028/1171486/Workbook.pdf).

### *End of package assessment quiz*

The end of package assessment quiz is accessed via the [iLearn](#) platform. This quiz contains 10 questions and covers the content from all topics contained in the training package. On successful completion of the assessment quiz (≥80% pass mark), iLearn will generate a certificate of completion. The completion certificate will be available in iLearn for 12 months.

Please note this assessment has been designed for online completion only and is not to be modified. Note: the online topics can be accessed at any time to facilitate professional development without the need to complete the quiz.

## For the facilitator

### *Workshop evaluation*

For facilitated workshops, three process evaluation tools are available:

- Implementation log (see next page)
- Participant workshop evaluation ([Appendix 6](#))
- Facilitator self-reflection ([Appendix 8](#))

## Questions/Contact:

For support or questions relating to delegation and training in Queensland Health please contact your local site lead/champion. This may include a team member, Workforce Development Officer or Calderdale Framework Facilitator.

[https://qheps.health.qld.gov.au/\\_data/assets/excel\\_doc/0029/459614/cf-facilitators.xlsx](https://qheps.health.qld.gov.au/_data/assets/excel_doc/0029/459614/cf-facilitators.xlsx)

For problems or concerns relating to the resources please email

[allied\\_health\\_advisory@health.qld.gov.au](mailto:allied_health_advisory@health.qld.gov.au)

# Conducting the sessions

Note: Prior to attending the first workshop, participants have been asked to:

- access the training package overview link, complete pre-evaluation survey (embedded in the training package overview) and read:
  - *Delegation Framework – Allied Health*
  - *Allied Health Assistant Framework*

Note: The facilitator speaking notes are presented in the PowerPoint slide 'Notes' section

## Run sheet: Topic 1 'Understanding delegation' (approximately 60 min)

<i>Estimated duration* (mins)</i>	<i>Topic</i>	<i>Resources</i>	<i>Implementation log (add your reflections here) (e.g. Actual time taken, participant engagement)</i>
5-10	Welcome <ul style="list-style-type: none"> <li>Presentation slides 1-5</li> <li>Acknowledgement of Country</li> <li>Introductions/ ice breaker</li> <li>Housekeeping</li> <li>Workshop outline</li> <li>Learning outcomes</li> </ul>	PowerPoint	
5-7	What is delegation <ul style="list-style-type: none"> <li>Presentation Slides 6-7</li> </ul>	PowerPoint	
<10	Core concepts of delegation: scope of practice <ul style="list-style-type: none"> <li>Presentation slides 8 – 11</li> <li>Optional video – Developing scope of practice: Vimeo link in slide 10 (2:32 mins)</li> </ul>	PowerPoint	
<10 mins	Core concepts of delegation: roles, accountability and responsibility <ul style="list-style-type: none"> <li>Presentation Slides 12-15</li> <li>Activity 1: Scope of practice and delegation facilitated discussion</li> <li>Activity 2: Core concepts facilitated discussions</li> </ul>	PowerPoint  Participant workbook (Pages 3 – 5)	
10mins	The value of delegation <ul style="list-style-type: none"> <li>Presentation Slides 16-17</li> <li>Optional video – Benefits of delegation: Vimeo link in slide 17 (4:18 mins)</li> </ul>	PowerPoint	
5 mins	Knowledge check questions <ul style="list-style-type: none"> <li>Presentation slides 18-21</li> </ul>	PowerPoint  Participant workbook (Pages 6-7)	
	Workshop closure – Topic 1 completed		
	BREAK SLIDE		For groups presenting consecutive Topics

\*These times are estimates. Please adjust the time according to the experience and skill level of the group and using your reflections in the implementation log.

## Run sheet: Topic 2 'The delegation process' (approximately 70 minutes)

<i>Estimated duration*# (mins)</i>	<i>Topic</i>	<i>Resources</i>	<i>Implementation log (add your reflections here) (e.g. Actual time taken, participant engagement)</i>
5-10	Welcome <ul style="list-style-type: none"> <li>• Presentation slides 1-5</li> <li>• Acknowledgement of Country</li> <li>• Introductions</li> <li>• Housekeeping</li> <li>• Workshop outline</li> <li>• Learning outcomes</li> </ul>	PowerPoint	
25	The delegation process in action: Steps 1-3 <ul style="list-style-type: none"> <li>• Presentation Slides 6-21</li> <li>• Activity 1: Decision to delegate a task (10 mins, with 5 min feedback)</li> <li>• Activity 2: Allied health assistant accepts the task (10 mins)</li> </ul>	PowerPoint Participant workbook (Activity 1: pages 8-10) Copies of (1 copy for each group): <ul style="list-style-type: none"> <li>• Figure 2 Delegation decision making for allied health professionals</li> <li>• Task review form</li> <li>• Figure 3: Decision making by allied health assistant to accept the task, Delegation framework</li> </ul>	
25 mins	The delegation process in action – Steps 4-6 <ul style="list-style-type: none"> <li>• Presentation Slides 22-32</li> <li>• Activity 3: Intensity of monitoring required</li> <li>• Activity 4: The delegation process</li> </ul>	PowerPoint Participant workbook (Activity 3: page 12) Participant workbook (Activity 4: page 13)	
10 mins	Protocol driven delegation <ul style="list-style-type: none"> <li>• Presentation slides 33-34</li> </ul>	PowerPoint	
5 mins	Knowledge check questions <ul style="list-style-type: none"> <li>• Presentation slides 35 - 41</li> </ul>	PowerPoint Participant workbook (Pages 14-15)	
-	Workshop closure – Topic 2 completed		
	BREAK SLIDE		For groups presenting consecutive Topics

\*These times are estimates. Please adjust the time according to the experience and skill level of the group and using your reflections in the implementation log.

#This section may not be required/ may be tailored if running multiple topics in one workshop.

## Run sheet: Topic 3 'Delegation and the healthcare team' (approximately 70 minutes)

<i>Estimated duration*# (mins)</i>	<i>Topic</i>	<i>Resources</i>	<i>Implementation log (add your reflections here) (e.g. Actual time taken, participant engagement)</i>
10	Welcome <ul style="list-style-type: none"> <li>• Presentation slides 1-5</li> <li>• Acknowledgement of Country</li> <li>• Introductions</li> <li>• Housekeeping</li> <li>• Workshop outline</li> <li>• Learning outcomes</li> </ul>	PowerPoint	
5	The healthcare team <ul style="list-style-type: none"> <li>• Presentation slides 6 – 11</li> </ul>	PowerPoint	
10	Steps 1-2 in team-based decision making in delegation: <ul style="list-style-type: none"> <li>• Presentation slides 12 – 13</li> <li>• Activity 1: Step 1 Identify allied health tasks performed in the service</li> <li>• Optional video – Identifying and prioritising tasks for delegation: Vimeo link in slide 12 (4:35 mins)</li> </ul>	PowerPoint Activity 1: Whiteboard and pens (or butcher paper and pens)	
35	Steps in team-based decision making in delegation - Steps 3-5: <ul style="list-style-type: none"> <li>• Presentation slides 14 – 25</li> <li>• Activity 2: Evaluating task descriptors</li> <li>• Activity 3: Evaluating risk</li> <li>• Optional video – Risk identification and management: Vimeo link in PowerPoint, slide 24 (3:52 mins)</li> <li>• Optional video – Service and quality improvement: Vimeo link in slide 25 (7:02 mins)</li> </ul>	PowerPoint Activity 2: Whiteboard and pens (or butcher paper and pens)  Activity 3: Participant workbook (Appendix 1, pages 29-31)  Additional copies of completed task review form for Tidy town (if desired)	
5	Knowledge check questions <ul style="list-style-type: none"> <li>• Presentation slides 26-31</li> </ul>	PowerPoint Participant workbook (pages 17-18)	
-	Workshop closure – Topic 3 completed		
	BREAK SLIDE		For groups presenting consecutive Topics

\*These times are estimates. Please adjust the time according to the experience and skill level of the group and using your reflections in the implementation log.

#This section may not be required/ may be tailored if running multiple topics in one workshop.

## Run sheet: Topic 4 'Critical success factors for delegation – Part 1' (45-60 minutes)

<i>Estimated duration*# (mins)</i>	<i>Topic</i>	<i>Resources</i>	<i>Implementation log (add your reflections here) (e.g. Actual time taken, participant engagement)</i>
5-10	Welcome <ul style="list-style-type: none"> <li>Presentation slides 1-5</li> </ul>	PowerPoint	
10	Managing quality and safety <ul style="list-style-type: none"> <li>Activity 1: Identifying risk management strategies</li> </ul>	PowerPoint Participant workbook (Activity 1: page 19)	
15-20	Critical success factors – role clarity <ul style="list-style-type: none"> <li>Presentation slides 7- 11</li> <li>Activity 2: Role clarity</li> <li>Activity 3: Orientation and onboarding</li> <li>Optional video – Orientation: Vimeo link in slide 7 (4:13 mins)</li> </ul>	PowerPoint Participant workbook (Activity 2: page 20) Participant workbook (Activity 3: pages 20-21)	
15	Communication and collaboration mechanisms <ul style="list-style-type: none"> <li>Presentation slides 12 – 15</li> <li>Activity 4: Work allocation</li> <li>Activity 5: Workload management</li> </ul>	PowerPoint Participant workbook (Activity 5: page 21)	
10	Integration processes for delegation <ul style="list-style-type: none"> <li>Presentation slides 16-19</li> <li>Activity 6: Integrating the local delegation model</li> <li>Optional video and activity – Diabetes management for allied health – foot screening and low risk foot care: Vimeo link in slide 18 (4:41 mins)</li> <li>Optional video – Integration of delegation and the allied health assistant role: Vimeo link in slide 19 (5:47 mins)</li> </ul>	PowerPoint Participant workbook (Activity 6: page 22) Whiteboard and pens (or butcher paper and pens)	
2	Knowledge check questions <ul style="list-style-type: none"> <li>Presentation slides 20-21</li> </ul>	PowerPoint Participant workbook (page 22)	
	Workshop closure – Topic 3 completed		
	BREAK SLIDE		For groups presenting consecutive Topics

\*These times are estimates. Please adjust the time according to the experience and skill level of the group and using your reflections in the implementation log. #This section may not be required/ may be tailored if running multiple topics in one workshop.

## Run sheet: Topic 5 'Critical success factors for delegation – Part 2' (45-60 minutes)

<i>Estimated duration*# (mins)</i>	<i>Topic</i>	<i>Resources</i>	<i>Implementation log (add your reflections here) (e.g. Actual time taken, participant engagement)</i>
5-10	Welcome <ul style="list-style-type: none"> <li>Presentation slides 1-5</li> </ul>	PowerPoint	
30	Training <ul style="list-style-type: none"> <li>Presentation slides 6 – 14</li> <li>Activity 1: Planning and implementing task training</li> <li>Activity 2: Training and When to Stop</li> <li>Activity 3: Maintaining competence</li> <li>Optional video – Training to support delegation: Vimeo link in slide 14, (4:14) mins)</li> </ul>	PowerPoint  Participant workbook (Activity 1: pages 24 – 25)  Participant workbook (Activity 2: page 25)	
<10	Performance development and planning <ul style="list-style-type: none"> <li>Presentations slides 15-16</li> <li>Activity 4: Performance development and planning</li> </ul>	PowerPoint Participant workbook (Activity 4: page 26)	
10	Supervision <ul style="list-style-type: none"> <li>Presentation slides 17-20</li> <li>Activity 5: Supervision vs monitoring</li> <li>Optional video – Supervision: Vimeo link in slide 20(3:31 mins)</li> </ul>	PowerPoint Participant workbook (Activity 5: page 27)	
5	Continuing education and development <ul style="list-style-type: none"> <li>Presentation slide 21</li> <li>Optional video – Continuing education and development: Vimeo link in PowerPoint, slide 21 (4:15 mins)</li> </ul>	PowerPoint	
5	Knowledge check questions <ul style="list-style-type: none"> <li>Presentation slides 22-23</li> </ul> Summing up and iLearn assessment <ul style="list-style-type: none"> <li>Presentation slides 24-26</li> </ul>	Participant workbook (page 27)	
	Workshop closure – Topic 5 completed		

\*These times are estimates. Please adjust the time according to the experience and skill level of the group and using your reflections in the implementation log. #This section may not be required/ may be tailored if running multiple topics in one workshop.



## Appendices

### Appendix 1: Suggested workshop plan for face-to-face learning approach

Topic	Outline	Date scheduled	Any pre -reading or online work required?	Deadline for pre reading (if relevant)
Topic 1 Understanding delegation	<ul style="list-style-type: none"> <li>• Acknowledge pre workshop tasks</li> <li>• What is delegation</li> <li>• Core concepts in delegation</li> <li>• The value of delegation</li> <li>• Summary</li> </ul>		Package overview and pre-package assessment Allied health assistant framework Delegation framework	
Topic 2 The delegation process	<ul style="list-style-type: none"> <li>• The delegation process</li> <li>• Protocol driven delegation</li> <li>• Summary</li> </ul>		Delegation framework – Part A Delegation practice: The process of delegation	
Topic 3 Delegation in the healthcare team	<ul style="list-style-type: none"> <li>• The healthcare team</li> <li>• Team based decision making in delegation</li> <li>• Summary</li> </ul>		Delegation framework – Part B: <ul style="list-style-type: none"> <li>• Principles to support team-based decision-making on delegation model</li> <li>• Section 1: Determining tasks for team-based delegation</li> </ul> Allied health assistant framework – Component 3: Governance	
Topic 4 Critical success factors for delegation – Part 1	<ul style="list-style-type: none"> <li>• Managing quality and safety</li> <li>• Critical success factors: role clarity, communication and integration</li> </ul>		Delegation framework – Part B: Section 2: Processes that operationally support delegation practice  Allied health assistant framework – Component 8	
Topic 5 Critical success factors for delegation – Part 2	<ul style="list-style-type: none"> <li>• Training</li> <li>• Performance development planning</li> <li>• Supervision</li> <li>• Continuing education and development</li> </ul>		Allied health assistant framework – Component 5,6,7	

## Appendix 2: Example learning plan for peer/small group or a blended learning approach

Topic	Content	Approach	Date scheduled	Deadline for online learning
<b>Foundations of delegation – package overview</b>	Orientation to training package	Participants access online in their own time		
<b>Topic 1 Understanding delegation</b>	Welcome What is delegation The value of delegation (Note: You will need to instruct the learner to scroll down to this content)	Participants access online in their own time		
	Core concepts in delegation <ul style="list-style-type: none"> <li>• Scope of practice</li> <li>• ACTIVITY: Scope of practice</li> <li>• OPTIONAL VIDEO: Developing scope of practice</li> <li>• Roles, accountability and responsibility</li> <li>• ACTIVITY: Core concepts of delegation</li> </ul>	Face-to-face in workshop session for XX minutes		
	Topic 1 knowledge check and summary (Scheduling note: You may like to group this online session with the online content for Topic 2)	Participants access online in their own time		
<b>Topic 2 The delegation process</b>	Welcome The delegation process – overview <ul style="list-style-type: none"> <li>• IMAGE - Anatomy of delegation image</li> <li>• VIDEO – The 6 steps of delegation</li> </ul>	Participants access online in their own time		
	Delegation process in action (Steps 1-6)	Face-to-face in workshop session for XX minutes		
	Protocol driven delegation Topic 2 knowledge check and summary	Participants access online in their own time		
<b>Topic 3 Delegation in the healthcare team</b>	Welcome The healthcare team <ul style="list-style-type: none"> <li>• Step 1 Identify allied health professional tasks performed by the service</li> <li>• Step 2 Determine which tasks will be included as a delegated task</li> </ul>	Participants access online in their own time		

	<ul style="list-style-type: none"> <li>• Step 3 Develop task descriptor</li> <li>• Step 4 Evaluate risk</li> </ul>			
	<ul style="list-style-type: none"> <li>• Scenario based learning for Steps 1-4</li> <li>• Step 4 – Evaluate risk (continued)</li> <li>• Step 5 – Evaluate net benefit</li> </ul>	Face-to-face in workshop session for XX minutes		
	Topic 3 knowledge check and summary	Participants access online in their own time		
<b>Topic 4 Critical success factors for delegation</b>	Welcome <ul style="list-style-type: none"> <li>• Managing quality and safety</li> <li>• Critical success factors – role clarity</li> <li>• Critical success factors – communication and collaboration mechanisms</li> </ul>	Participants access online in their own time		
	<ul style="list-style-type: none"> <li>• Critical success factors – integration processes for delegation</li> </ul>	Face-to-face in workshop session for XX minutes		
	Topic 4 knowledge check and summary	Participants access online in their own time		
<b>Topic 5 Sustainable delegation</b>	Welcome <ul style="list-style-type: none"> <li>• Training</li> <li>• Supervision</li> </ul>	Face-to-face in workshop session for XX minutes		
	Performance development and planning Continuing education and development Topic 5 knowledge check and summary	Participants access online in their own time		
<b>Foundations of delegation package close</b>	Package close and link to iLearn assessment	Participants access online in their own time		

## Appendix 3: Sample flyer template to advertise course

### Foundations of delegation - workshop details

Training date/s and times: xxxx – xxxx (Registration is 15 mins before commencement)

Location:

CMR Details (if relevant):

Facilities: e.g. Workshops are not catered. A shared kitchen area & fridge are available

Cost: The workshop is provided at no cost to the participants

### Program

Participants come to the program with varying levels of previous experience with delegation. The indicative program is shown below but may be varied by the presenters to meet the learning needs of the participants.

DATE/ TIME
Registration / settling in / site orientation / videoconference link established
Workshop opening and overview
Topic xxx ( <i>includes morning/ afternoon tea break</i> )
Wrap up, evaluation and close

To register:

For further information contact: XXX

## Appendix 4: Resources for printing

### Topic 2

- Figure 2: Delegation decision-making for allied health professionals (Delegation Framework – Allied Health)  
[https://www.health.qld.gov.au/\\_data/assets/pdf\\_file/0017/1170503/Delegation-Framework.pdf](https://www.health.qld.gov.au/_data/assets/pdf_file/0017/1170503/Delegation-Framework.pdf)
- Task review form:  
[https://www.health.qld.gov.au/\\_data/assets/pdf\\_file/0019/1170505/Task-Review-Form.pdf](https://www.health.qld.gov.au/_data/assets/pdf_file/0019/1170505/Task-Review-Form.pdf)
- Figure 3: Decision making by allied health assistant to accept the task (Delegation Framework – Allied Health)  
[https://www.health.qld.gov.au/\\_data/assets/pdf\\_file/0017/1170503/Delegation-Framework.pdf](https://www.health.qld.gov.au/_data/assets/pdf_file/0017/1170503/Delegation-Framework.pdf)

### Topic 3

- Task review form:  
[https://www.health.qld.gov.au/\\_data/assets/pdf\\_file/0019/1170505/Task-Review-Form.pdf](https://www.health.qld.gov.au/_data/assets/pdf_file/0019/1170505/Task-Review-Form.pdf)
- Completed Task Review Form – Tidytown:  
[https://www.health.qld.gov.au/\\_data/assets/pdf\\_file/0016/1171015/T3-Task-Review-Form.pdf](https://www.health.qld.gov.au/_data/assets/pdf_file/0016/1171015/T3-Task-Review-Form.pdf)

### Topic 4

- Appendix 2 and 3 from the Delegation framework – allied health: [Delegation Framework – Allied Health](#)

### General references for printing (all topics)

- [Delegation Framework – Allied Health](#)
- [Allied Health Assistant Framework](#)
- [Guidelines for writing Clinical task instructions](#)
- [CTI-When to stop-01](#)

## Appendix 5: Workshop feedback form (for facilitated workshops)

Thank you for attending the *Foundations in delegation* workshop. Your feedback on today's workshop will be used to further tailor the package to the Queensland Health allied health workforce, to ensure that the intended learning outcomes are met and to support the use of delegation in practice.

Workshop title:	
Workshop date:	
Workshop facilitator:	

Please indicate your level of agreement with the following statements:

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
The facilitator was prepared for the workshop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The facilitator was professional	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The facilitator was knowledgeable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The facilitator was able to answer questions appropriately	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The facilitator responded to questions and feedback	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The workshop content was presented in a clear and concise manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The group discussions were useful for my learning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The activities were useful for my learning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The audio-visual resources were useful for my learning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The participant workbook was useful for my learning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Everyone had opportunity to participate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The venue was suitable for the workshop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The scheduling of the workshop was suitable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The workshop met my expectations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Name a feature/s of the workshop you liked best: \_\_\_\_\_

Name a feature/s of the workshop you think could be improved: \_\_\_\_\_

\_\_\_\_\_

Please provide comments to support your responses:

\_\_\_\_\_

Any other comments: \_\_\_\_\_

## Appendix 6: Example attendance record

	Program title:	<i>Foundations in delegation</i>					
	Facilitator 1: Name, position, HHS						
	Facilitator 2: Name, position, HHS						
	Location:						
	Date:						
	Name	Profession/Title	Position	HHS	Mode of attendance (Videoconference, in person)	Signature	Notes on attendance
1							
2							
3							
4							
5							
6							
7							
8							
9							

## Appendix 7: Example self or peer reflection on facilitation

Two opportunities exist for reflection on facilitator led sessions:

1. Completion of the implementation log (contained in the run sheet for each topic)
2. Completion of the following reflection tool

Facilitator reflection tool

<b>Facilitator:</b>	
<b>Date:</b>	
<b>Session:</b>	
<b>Learners / Participants:</b>	
<b>Location:</b>	
<b>Review method:</b>	<input type="checkbox"/> Self-review:
	<input type="checkbox"/> Peer review:

The following statements relate to your preparation before the workshop commenced.  
Please indicate your level of agreement with the following statements:

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
I accessed the <i>Foundations in delegation</i> overview, Allied health assistant framework and Delegation framework- allied health to prepare to facilitate this session	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I understood the administrative tasks that were required for the facilitation of the workshop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I felt confident sending communications to the workshop participants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I had access to the necessary teaching materials to help me prepare for the workshop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was able to contact support staff with any questions I had	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was able to follow and complete the facilitator checklist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Overall, what worked well:

---

Overall, what would I change for next time:

---



Record ideas/thoughts for continuing education and development:

---

The following statements relate to your delivery of the workshop. You might like to review the participant workshop feedback forms and implementation log (if used) prior to completing this section. Please indicate your level of agreement with the following statements:

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
The workshop timing aligned with the topic run sheets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The flow of the workshop was satisfactory	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was able to follow and complete the facilitator checklist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I had access to the teaching resources I required	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I felt confident providing the learning content	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The participants were engaged in group discussions and activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I felt confident responding to participant feedback and questions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I felt confident facilitating the group discussions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I felt confident leading the scenario and other learning activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Overall, what worked well:

---

Overall, what would I change for next time:

---

Record ideas/thoughts for continuing education and development:

---

The following statements relate to the workshop completion. Please indicate your level of agreement with the following statements:

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
I understood what was required following the conclusion of the workshop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was able to follow and complete the facilitator checklist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was able to contact support staff with any questions I had	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I received adequate feedback on my role as a facilitator	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

In Partnership:



Office of the Chief Allied Health Officer  
Clinical Excellence Queensland  
<https://www.health.qld.gov.au/ahwac>