



HumanAbility

Title: Pathology
Collection Qualification
Review Project

Consultation Strategy
September 2024

Table of Contents

1. Introduction.....	3
1.2 Purpose of the Consultation Strategy.....	3
1.3 Audience.....	3
2. Background	3
2.1 Project overview	3
2.2 Importance of stakeholder engagement for project success	3
3. Stakeholder engagement objectives and scope.....	4
3.1 Stakeholder engagement objectives.....	4
3.2 Scope of stakeholder engagement activities	4
4. Stakeholder identification and analysis	4
4.1 Stakeholder identification.....	4
4.2 Stakeholder categories and analysis	5
5. Strategic approach.....	7
5.1 Engagement methods	7
5.2 Timing	9
5.3 Consultation questions.....	10
6. Communications	10
6.1 Communications objectives	10
6.2 Communications methods.....	11
7. Evaluation and feedback	12

1. Introduction

1.1 Project details

Project full name and code:	HLT Pathology Collection: Qualification Review
Project shortform name:	HLT Pathology
Project Manager:	Evan Cooper
Consultation Manager	Lisa Lawton

1.2 Purpose of the Consultation Strategy

The purpose of the Consultation Strategy is to support the review of the Pathology Collection qualifications *HLT37215 Certificate III in Pathology Collection* and *HLT37415 Certificate III in Pathology Assistance*. The strategy includes identification and mapping of key stakeholder groups, and outlines consultation objectives, methods and timing of consultation activities. It also includes communication objectives, methods and an action plan for each stage of the project.

The strategy is underpinned by the HumanAbility Stakeholder Engagement Plan and Engagement Principles.

1.3 Audience

The audience for this strategy is the Project Manager, Technical Committee, Consultation Manager, Project Team, Department of Employment and Workplace Relations (DEWR) and key stakeholder groups.

2. Background

2.1 Project overview

The aim of this project is to review and update two pathology qualifications: *HLT37215 Certificate III in Pathology Collection* and *HLT37415 Certificate III in Pathology Assistance* to reflect changes in skill and knowledge requirements and changes in job roles.

The courses have not been reviewed since 2015. The review will explore common skills gaps identified specifically for pathology and across Health and Social Assistance industries including employability and digital literacy skills.

2.2 Importance of stakeholder engagement for project success

Successful stakeholder engagement is critical to the project. It is important to hear from a diverse range of voices including training providers, employers, industry bodies, unions, government agencies, people working in the Pathology Collection/Assistance roles, and students.

HumanAbility will engage with key stakeholders through consultation activities to gather insights and feedback that will play an important role in shaping the project and inform changes to the Pathology Collection qualification.

3. Stakeholder engagement objectives and scope

3.1 Stakeholder engagement objectives

- Establish and coordinate a Technical Committee with representatives from key stakeholder groups including training providers, pathology/health sector employers, unions, industry bodies, and government agencies.
- Foster collaboration and dialogue among stakeholders from diverse sectors including training providers, pathology/health sector employers and workers, unions, industry bodies, government agencies and students.
- Gather diverse perspectives and insights to inform changes to the pathology collection qualification.
- Provide effective, timely and transparent communication with stakeholders about consultation opportunities, progress and outcomes of the project.
- Ensure stakeholders feel valued, included and heard throughout the project.
- Monitor and review the impact of the project.

3.2 Scope of stakeholder engagement activities

In Scope

- Consultation with key stakeholders across the pathology/social assistance sector to review and update two qualifications: *HLT37215 Certificate III in Pathology Collection* and *HLT37415 Certificate III in Pathology Assistance*, to reflect current skills, knowledge and practice requirements as well as job roles and units of competency.
- Engagement methods and schedule of activities as outlined in Section 5.

Out of Scope

- Engagement methods and activities outside of the project lifecycle and/or not listed under Section 5.

4. Stakeholder identification and analysis

4.1 Stakeholder identification

Stakeholder groups have been identified and mapped in accordance with the International Association of Public Participation (IAP2) principles and practices of engagement.

The table below outlines the key stakeholders, the benefits of their involvement, the level of interest/influence or expertise they hold, and level of participation they have in the decision-making process.

The mapping exercise identifies how we will engage with each stakeholder group and what methods will be applied - as outlined in Section 5.

Further stakeholder analysis, in consultation with the Technical Committee, will identify key stakeholder organisations and individuals to consult throughout the project lifecycle, including the methods of engagement.

A consultation log will be developed and made available at the end of the project.

4.2 Stakeholder categories and analysis

Stakeholder group	Organisations	Benefits of involvement
Consultation with Health Industry Advisory Committee		<p>Direct experience and understanding of the pathology collection and pathology assistance qualifications</p> <p>Provide advice to HumanAbility via expert representatives across the sector</p>
Technical Committee with expert representatives from across the sector	<i>Note: See Terms of Reference on the website for full Technical Committee list</i>	<p>Direct experience and understanding of the pathology collection and pathology assistance qualifications and related occupations</p> <p>Provide advice to HumanAbility as expert representatives from across the sector</p>
Training providers, including public and private providers – TAFEs, private RTOs, and employers/organisations that provide on-the-job training or traineeships	<p>Including, but not limited to:</p> <ul style="list-style-type: none"> • Lab Tech Training – LTT (National) • TAFE NSW (NSW) • Blue Stone Medical and Professional (QLD) • EQUALS International (SA) • The Gordon TAFE (VIC) • North Metropolitan TAFE (WA) • Douglas Hanly Moir (Enterprise) 	<p>Direct experience and understanding of the qualifications/needs of the industry</p>
Assurance and regulatory bodies for pathology, health and social assistance sectors	<ul style="list-style-type: none"> • Royal College of Pathologists of Australia – RPCA • NATA – National Association of Testing Authorities • NPAAC – National Pathology Accreditation Advisory Council 	<p>Have direct influence on the pathology, health and training systems</p>
Industry peak body:	<ul style="list-style-type: none"> • Pathology Australia • Phlebotomists Council of Australia 	<p>Advocate for improved training and pathway opportunities for pathology collection/assistance roles</p>
Unions	<ul style="list-style-type: none"> • Health Services Union 	<p>Advocate for improved training and pathway opportunities for pathology collection/assistance roles</p>

Stakeholder group	Organisations	Benefits of involvement
Government agencies - state	Including, but not limited to: <ul style="list-style-type: none"> • NSW Health Pathology • PathWest • Pathology Queensland • SA Pathology • Territory Pathology • ACT Pathology 	Develop state-based pathology collection/health strategies, have high impact through funding models and place-based initiatives
Government agencies - national		Develop national pathology assistance/health strategies
Employers across the pathology private and public providers/ collection centres	Employers including, but not limited to: <ul style="list-style-type: none"> • Melbourne Pathology • Dorevitch Pathology • Australian Clinical Labs • 4cyte Pathology • Healius Pathology • Lavery Pathology • Douglas Hanly Moir • QML Pathology • Pathology South • Western Diagnostics • Healis • Sullivan Nicolaidis Pathology • Clinpath Pathology • Sonic Healthcare Australia 	Direct experience in attracting, recruiting, and retaining the workforce
Subject matter experts (SMEs)	SMEs from across the pathology sector including private and public providers/collection centres.	Direct experience in attracting, recruiting, and retaining the workforce. Direct experience and understanding of the pathology collection and pathology assistance qualifications and related occupations
Priority cohort - Aboriginal and Torres Strait Islanders	<ul style="list-style-type: none"> • Queensland Aboriginal and Islander Health Council • National Aboriginal Community Controlled Health Organisation (NACCHO) • Aboriginal Community Controlled Health Organisations (ACCHO) network 	Provides First Nations people with the opportunity to actively contribute to project outcomes. Consultation designed in partnership with National Aboriginal Community Controlled Health Organisation (NACCHO)
Jobs and Skills Councils (JSC)	<ul style="list-style-type: none"> • Manufacturing Industry Skills Alliance • Public Skills Australia 	This review will impact the following Training Packages: Manufacturing Alliance (MSL Laboratory Operations) and Public Skills Australia (CSC Correctional Services)

Stakeholder group	Organisations	Benefits of involvement
Industry Training Advisory Boards		Understanding of the qualification

5. Strategic approach

5.1 Engagement methods

Method	Purpose	Who	Timing
Consultation with the Health Industry Advisory Committee (IAC)	To provide advice on the establishment of Technical Committee, suggestions for engagement and feedback on project deliverables	HumanAbility Health Industry Advisory Committee	At scheduled IAC meetings (during the lifecycle of the project)
Consultation with the Technical Committee	To support development and provide advice on project deliverables. The Committee will include subject matter experts from key stakeholder groups and national coverage.	As listed in section 4.2	As needed throughout the project lifecycle
1:1 interviews	16 virtual interviews - two interviews in each state/territory, metro, regional and remote settings This will include interviews with employers to discuss settings, current roles, functions and tasks for the industry, ensuring that nuances between different jurisdictions and regulatory requirements are identified	Employers and SMEs as listed in section 4.2 <i>Note: some of the listed stakeholders provide pathology services nationally - SMEs from state-based services will be interviewed to ensure national coverage.</i>	September – October 2024
Functional Analysis workshop online	One virtual functional analysis workshop will be undertaken with participants being drawn from across all states and including	Employers and SMEs as listed in section 4.2	September 2024 – October 2024 <i>Note: see the website for details</i>

Method	Purpose	Who	Timing
	metropolitan, regional and remote settings.		
Consultation workshops – in person	<p>To facilitate group discussions to understand challenges and workshop possible solutions</p> <p>12 face-to-face workshops – including 1-2 workshops in each state/territory, metro and regional area</p>	All interested stakeholders	<p>November – December 2024</p> <p>Proposed workshop locations/dates Perth - 5/11/24 Adelaide - 7/11/24 Alice Springs - 8/11/24* Darwin - 12/11/24 Cairns - 13/11/24* Brisbane - 15/11/24 Newcastle – 25/11/24* Sydney - 27/11/24 Albury – 28/11/24* Melbourne - 3/12/24 Canberra - 5/12/24 Hobart - 11/12/24</p> <p><i>* Denotes a combined workshop with Audiometry and Optical Dispensing Projects</i></p> <p><i>Note: dates and times subject to change – see website for full details</i></p>
Consultation workshops – online	<p>To facilitate group discussions that will help to understand needs, challenges, gaps, solutions and improvements for the qualifications</p> <p>Three virtual workshops will be offered for all stakeholders</p>	All interested stakeholders	<p>November – December 2024</p> <p>Proposed online workshop dates 20/11/24 12/12/24 16/12/24</p> <p><i>Note: dates subject to change – see website for full details</i></p>
Online portal (consultation tool) on the HumanAbility website	<p>To engage all participants.</p> <p>This is a two-way channel that enables project documents, including a</p>	All interested stakeholders	Open throughout consultation period

Method	Purpose	Who	Timing
	consultation paper to be publicly available and capture stakeholder feedback, comments, and submissions		
External meetings and events	To leverage opportunities to promote the project, gain buy-in and encourage participation	All stakeholders	As required
Cross Jobs and Skills Council (JSC) Consultation	To undertake information session/s with JSCs that have carriage of programs that intersect with this qualification review. The relevant Jobs and Skills Councils will be kept informed of the progress of review and provided with opportunities to provide feedback.	Jobs and Skills Councils	Throughout the consultation period
Professional development workshops	3 virtual sessions To conduct professional development workshops on the new qualification and good practice for delivery and assessment.	Targeting trainers and assessors	July 2025

5.2 Timing

Project stage	Timing	Engagement methods
Project set up and initial drafting	Jul-October '24	<p>Consultation with Health IAC – to gather insights on Technical Committee membership and stakeholder identification</p> <p>Consultation with Technical Committee to gather advice on Consultation Strategy and initial draft products/deliverables</p> <p>Written communications/publications</p> <p>Functional analysis report finalised</p>

Public and government consultation and incorporating feedback	Nov '24 – Jan '25	All methods as above Technical Committee to gather advice on incorporating feedback Written communications/publications
Final submissions and reporting	Mar '25	Technical Committee to gather advice on final draft products/deliverables Consultation with IAC Written communications/publications
Endorsement and release	Jun '25	Written communications/publications Professional development workshops

5.3 Consultation questions

Consultation questions will be developed by the project team and refined by the Technical Committee.

Consultation with stakeholders will be structured to:

- Understand the current pathology collection industry changes and the skills, knowledge, practice and requirements needed for the pathology collection and pathology assistance qualifications.
- Understand the current challenges, skills gaps, opportunities and potential solutions
- Identify and inform any changes for the qualification and units of competency and skill sets.
- Provide advice on the development of resources, guidance on delivery and pathways information.
- Sensitive: Pending on the outcomes of the functional analysis – examine whether the two Certificate III qualifications are required and if additional skill sets are needed. A further option mentioned in the activity submission is to test with industry whether the introduction of a Certificate IV qualification is warranted.

6. Communications

6.1 Communications objectives

- Raise awareness of the project and its objectives among pathology industry stakeholders.
- Promote consultation opportunities, key dates, project progress and outcomes to stakeholders through a variety of communications channels.
- Foster the involvement of a diverse range of stakeholders to gather rich and valuable industry insights, experience and expertise to inform the project.
- Build trust and credibility with stakeholders through effective, timely, transparent and accessible communications.

6.2 Communications methods

Communications channel / tool	Purpose / Details
Internal communication (meetings/email)	To keep internal stakeholders informed of project updates
Key messages	To outline the key details of the project, timelines, activities in preparation for consultation and communication across all channels
Frequently asked questions	To outline the potential questions and answers that might come up during consultation (preparation)
Information sheet or postcard	To outline the key details of the project, timelines, consultation activities and how to participate. Include QR Code and link to website/project page.
HumanAbility website	To provide a dedicated webpage where all project information and activities can be accessed easily. This webpage will include an engagement portal for stakeholders to register interest, provide submissions and feedback, and access project updates.
Email/email template or campaign/mail merge	To send emails/email template letters, information and updates to stakeholders to participate in consultation / share consultation opportunities.
News alerts	To provide project participants and other key stakeholders with branded news alerts via email when there is a project update.
HumanAbility newsletter articles	To provide project updates in HumanAbility's general newsletter.
Social media	To publish project consultation opportunities, updates, and other activities on HumanAbility's social media channels including LinkedIn, Facebook to reach as many and diverse stakeholders as possible. Social media posts will link to the HumanAbility webpage to encourage engagement on the project. Stakeholders can increase HumanAbility's social media reach by sharing content on their social media channels.
Industry news media	To leverage relationships with key stakeholder organisations with newsletters to share HumanAbility project consultation opportunities and other activities.
Connect and communicate with networks	To contact and link in with industry networks, peak bodies, existing workforce committees/groups and IAC networks to promote the opportunity to participate in the project consultation. Identify and connect with communications departments of industry stakeholders to encourage promotion of consultation activities <ul style="list-style-type: none"> • Email key messages about the project, image/s, information sheet • Tag organisations in social media where relevant – link to website consultation page • Link in with industry events/meetings and hand out material (e.g. info sheet)

Communications channel / tool	Purpose / Details
Events/speaking engagements	To host regular HumanAbility events/speaking engagements e.g. via webinar or in person – providing updates to industry and project stakeholders
Resources	To publish resources - the companion volume will be updated to reflect the new qualifications, skill sets and units of competency, along with guidance on delivery, pathways and mapping information.

7. Evaluation and feedback

Stakeholder feedback will be gathered during the consultation workshops, interviews and via the dedicated project page, for analysis and reporting.

Measures that can also be used to evaluate the consultation strategy and project, include:

- Attendance and participation in workshops and interviews
- Number of dedicated website page visits and submissions made in the portal
- Social media posts, engagement and reach (on HumanAbility social media pages and other social media pages)
- Newsletter articles / news items published by stakeholders
- Meetings held / attendance / topics
- An increase in enrolments and completions of the relevant qualifications.

The Technical Committee and Industry Advisory Committee will also provide advice relating to the effectiveness of the consultation in driving project outcomes.