



**Manual for
Policy and Procedures**

to Administer

**The New Zealand Dietitians Board
Continuing Competency Programme**

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Glossary of Terms

Explanation of terms used in this document.

<p>Scope of practice</p>	<p>Scope of Practice is defined in the Health Practitioners Competence Assurance legislation as meaning any health service that a practitioner is permitted to perform, subject to conditions imposed by the Dietitians Board.</p>
<p>Full registration</p>	<p>Registration to practise dietetics in any position in New Zealand.</p>
<p>Restricted Registration</p>	<p>Overseas trained dietitians who have been assessed as eligible and are waiting to sit the Board's Overseas Candidates Registration Examination (OCRE) may be registered by the Board and issued an Interim Practising Certificate, with specific conditions. The period of issue will be in accordance with the Health Practitioners Competence Assurance Act 2003.¹</p> <p>Subsequently an Annual Practising Certificate will be issued when the Board is satisfied that he/she has demonstrated entry level competency by successfully completing the Overseas Candidate's Registration Examination.</p>
<p>Dietitians Board</p>	<p>The Dietitians Board is appointed by the Minister of Health to enact the Health Practitioners Competence Assurance Act. Its primary purpose is to protect the public through the registration of dietitians. The Board sets standards of education and training, grants registration and issues annual practising certificates.</p> <p>The Board comprises seven or eight members, including two laypersons</p>
<p>Registrar</p>	<p>Manages and administers the Dietitians Board on behalf of the appointed Board members.</p>
<p>Code of Ethics</p>	<p>A Code of Ethics has been developed by the Dietitians Board in association with the New Zealand Dietetic Association.</p>

¹ Health Practitioners Competency Act Section 31 Interim Practising Certificate (1), (2), (3)

New Zealand Dietetic Association (NZDA)	This is the professional organisation for registered dietitians. It provides professional development for dietitians.
Health Practitioners Competence Assurance Act (HPCA)	The Act provides a framework for the regulation of health practitioners in order to protect the public where there is a risk of harm from the practice of the profession. It includes mechanisms to assure the public that a health practitioner who is registered under the Act is competent to practise.
Mentor	A trusted and wise counsellor, someone selected by an individual to assist, be a friend, to guide, advise and counsel.
Reflective practice	Uses self reflection and feedback from a variety of sources to evaluate and implement professional change.
Continuing Education	Timely and appropriate education and training to keep dietetic knowledge up to date.
Practice Review	An independent review of aspects of one's dietetic practice with the aim of improving performance. This is compulsory for the five yearly audit.
Supervision	Supervision is an agreement between supervisee and supervisor, wherein the dietitian can reflect upon practice with a view to consolidating competence and identifying areas for development early, through feedback and guidance of the supervisor.

Introduction

This manual sets out policies and procedures for the administration of the New Zealand Dietitians Board Continuing Competency Programme. This programme is one mechanism the Dietitians Board uses to assure public safety under the Health Practitioners Competency Act (Sept 2003).

This manual is in three major sections:

- Section One:** Annual Credit Reporting System
- Section Two:** Five Yearly Audit Systems
- Section Three:** Policy and Procedures for dietitians working under new circumstances

Purpose of Continuing Competency Programme

The purpose of the Continuing Competency Programme (CCP) is to assist dietitians maintain and enhance their practice by:

- § the maintenance of their professional standards,
- § their commitment to quality improvement in their work,
- § their commitment to lifelong learning,

and as a consequence, enable them to maintain their vocational registration by meeting the Annual Practising Certificate (APC) requirements of the Dietitians Board. This programme is the responsibility of the Dietitians Board and its administration is funded from Annual Practising Certificate revenue.

The Continuing Competency programme is for all registered dietitians. It includes those who work part time or full time, in paid or voluntary roles.

Two mechanisms are used by dietitians to provide evidence that they are actively engaged in the Continuing Competence Programme.

1. The **annual credit reporting system**, where credit numbers are returned annually and a self declaration is made that the practitioner is engaged in the competency programme, indicating the dietitian is an active participant in the Dietitians Board Continuing Competence Programme. (Signed:Date:.....)
2. A **five yearly audit** where evidence is submitted to support the five year self assigned competence credit rating. Recency of Practice must be signed on the CCP Credit Summary for Audit.

Administration of the Continuing Competency Programme

Administration of the CCP is managed by the Registrar with the Continuing Competency Committee providing overall governance of the CCP on behalf of the Board. Correspondence regarding the CCP and the issue of Annual Practising Certificates should be addressed to the Registrar, who then seeks input from the committee and / or the Lead Auditor.

SECTION ONE: Annual Credit Reporting System

1.1 Policy for Annual Credit Report Declarations

1.1.0 Purpose

- § To assure the Dietitians Board that dietitians are engaged in the Continuing Competency Programme when renewing their Annual Practising Certificate.
- § To identify trends or issues arising from the Continuing Competency Programme process.
- § To support the practice of those who have not achieved minimum points.

1.1.1 Policy

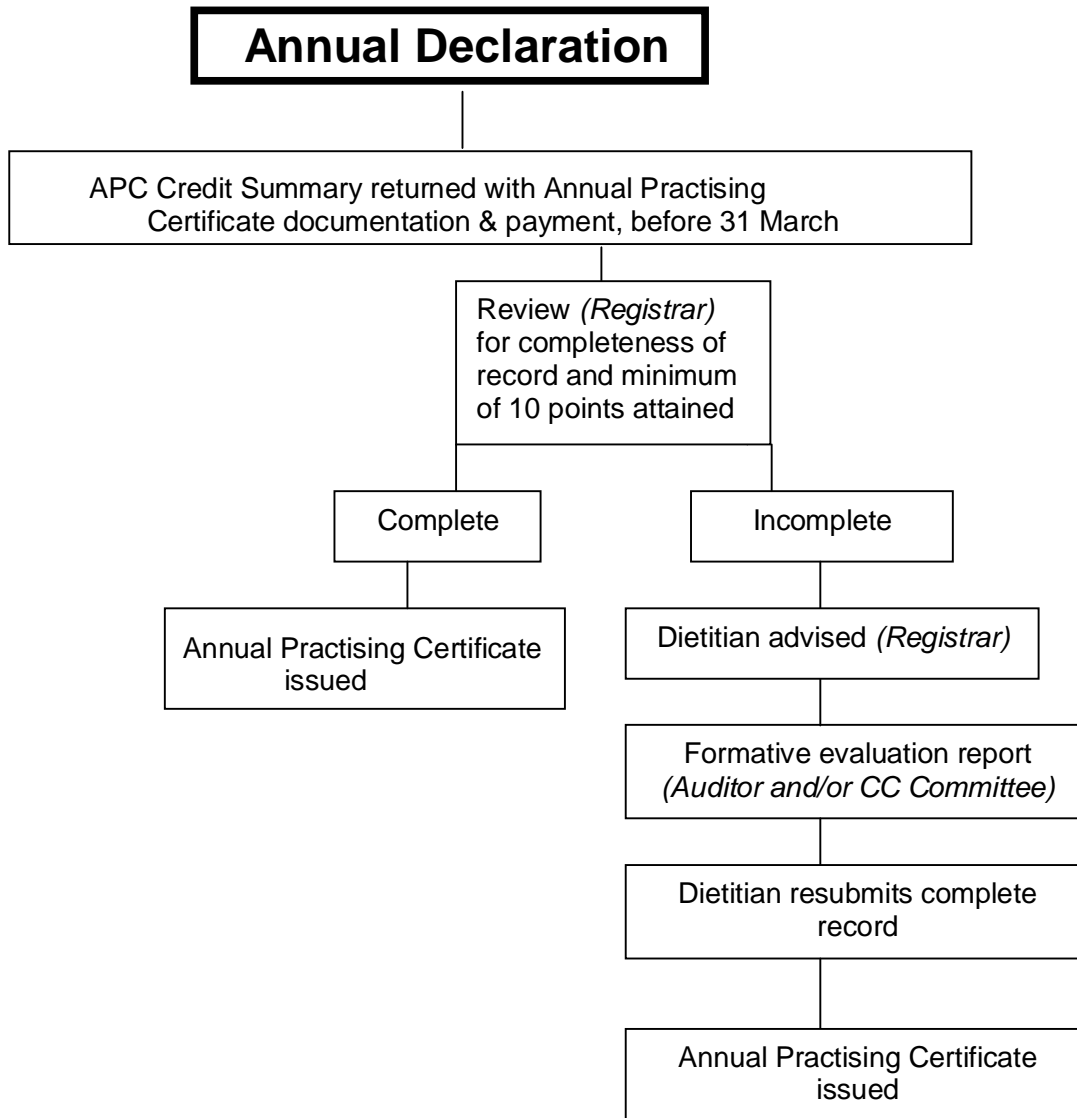
- § An APC Credit Summary must be received by the Dietitians Board, with the renewal application / payment for an Annual Practising Certificate before 31 March.
- § The APC Credit Summary must meet all the reporting requirements, (ref Section 9, CCP), and documentation must be complete.
- § Annual credit points must achieve a minimum total of 10 points.

1.1.2 Procedure

- § APC renewal documentation, including the APC Credit Summary and Declaration of CCP participation are sent out to all Dietitians by the Registrar by the end of January.
- § APC documentation is returned to the Registrar before 31 March.

Activity	Actioned by
A. Documentation completed and signed and annual credits 10 or above 1. Annual Practising Certificate issued.	→ Registrar
B. If APC Credit Summary/Signature/Mentor's signature (for new graduates) is missing, or the Declaration is incomplete, or if annual credits are less than 10, 1. Letter or email is sent to dietitian (see Appendix 2-6) - Missing information supplied, then - Annual Practising Certificate issued.	→ Registrar → Registrar
C. If one of these actions is unresolved, then a new letter is sent to the dietitian (see Appendix 7) 1. Forward a letter to the Lead Auditor with a copy of the incomplete APC renewal application form and APC Credit Summary and copy to the Convenor of Continuing Competency Committee. 2. Formative written advice prepared and Dietitian advised by Registrar. 3. Missing information requires negotiation - Further information regarding circumstances - Time extension - Assistance provided, e.g. mentor - Annual Practising Certificate pending until complete information is provided.	→ Registrar → Lead Auditor → Lead Auditor & CCP Committee
Refer Flow Chart 1: APC Credit Summary Process, page 3	

Flow Chart 1: APC Credit Summary Reporting Process Flow Chart



SECTION TWO: Five Yearly Audit System

A key component of Continuing Competency Programme is the audit of records.

An audit is defined as an official examination of records from which an opinion is gained. It is an audit of process. As well, the audit sets out to support the achievement of competence and enhance an individual's practice. It is not a punitive process. Auditors appointed by the Dietitians Board will be experienced New Zealand Registered Dietitians. (See appointment of auditors, pg17)

2.1 Criteria for Continuing Competency Programme Audit:

2.1.1 A congruent (fair) presentation of the circumstances relevant to the dietitian.

Current work experience, length of time in this work and level of experience are congruent with the learning activities and credits assigned to them.

The content of an individual's Learning Plan should apply to the area(s) of nutrition and dietetics in which they currently practise, or intend to practise.

2.1.2 Core Dietetic competency requirements are met. (ref Section 5.2 of the CCP)

The practice of dietetics is the application of human nutritional science to individuals and groups in states of health and disease. This application may take place in many ways in many different workplaces and learning environments. The core competence of dietetics is entry-level knowledge of human nutritional science and its current application. These competencies are achieved at graduation from the Post-Graduate Diploma of Dietetics in New Zealand. All dietitians are expected to retain up to date knowledge of human nutritional science and be able to demonstrate its current application.

2.1.3 The principles of the Continuing Competency Programme must be evident.

The dimensions of quality learning must be evident (ref Section 5.1 of the CCP). Activities from the Continuing Competency Programme (along with the written statement in column E of the CCP Audit Template), or a short self reflective summary, should allow the Auditors to assess the demonstration of the four quality learning dimensions:

Continuing competence is achieved by a commitment to learning. Effective quality learning encourages the intellectual, emotional and social growth of learners over time. Four dimensions establish the essential elements of quality learning. These are:

- § Constant acquisition and maintenance of knowledge, skills and attitudes.
- § An understanding at a conceptual level.
- § An understanding of the legal, ethical, social and cultural implications of dietetic practice.
- § A lifelong process.

2.1.4 Recency of practice must be demonstrated (ref Section 6.2 of the CCP)

Demonstrate recency of practice; that is, have worked a minimum of 100 working days or 750 hours in the last five years in an area of dietetic practice.

This will be declared by signed statement at the end of the five year period and submitted with audit material.

2.1.5 Categories of Learning

Learning activities must be undertaken in the categories detailed at the levels specified (ref Table 1, pg 6 below).

2.1.6 Evidence

Reporting must demonstrate consistency with the previous reporting period. Inconsistency must be justified.

2.1.7 Cultural Competency

Cultural competency learning activities must be undertaken every year within any of the three categories of learning.

One activity related to Treaty of Waitangi should be done every five years, and can be within any of the three categories of learning.

2.1.8 Future Expectations

There is an expectation of increased rigour in the reporting process as the Continuing Competency Programme matures and participants become more familiar with its use and value to them. Likewise, increased rigour will be applied to the audit process.

This manual is a working document that will be reviewed regularly.

2.1.9 Appeals

An **Appeals procedure** is available (refer to section four of this manual).

Table 1: Continuing Competency Programme Activities

Categories of Learning	Learning activities
<p>Total credits to be submitted i.e. <i>Minimum of 75 credits over 5 yrs or pro rata.</i> <i>Maximum of 150 credits over 5 yrs or pro rata</i> Annual average of 15 credits and a minimum of 10 credits or pro rata. NB: Credits submitted on the APC credit summary form DO NOT need to equate with the credits submitted for the audit.</p>	<p>Those activities that enhance practice by a change in knowledge, skill or attitude.</p> <p>They include any activity that contributes to professional learning or growth.</p>
<p>1. Continuing Education Purpose – § to keep your dietetic knowledge up to date through the provision of timely and appropriate education and training. § to retain up to date knowledge of core nutritional science and its application <i>50% of 75 credits,</i> i.e.: A minimum of 37 credits of the total credits must come from this category or approximately 8 credits annually</p>	<ul style="list-style-type: none"> § Courses taken or taught § Independent study into a specific topic § Lectures or seminars attended or provided § Journal clubs § Grand rounds § Writing for publication § Study group activities § Special interest group activities
<p>2. Practice Review Purpose – to have an independent person review aspects of your dietetic practice with the aim of improving the level of your performance. This may include: § Clinical issues § Communication issues § Physical environment issues § Systems or processes for the delivery of services <i>20% of the 75 credits,</i> i.e.: A minimum of 15 credits of the total credits must come from this category.</p>	<ul style="list-style-type: none"> § Clinical audit § Job rotation § Peer review § Practice development § Practice systems reviews § Evaluating service performance § Business planning § Establishing new policies and procedures § Presentation with feedback <p>Include signed or evidence of, Practice Review, for all activities submitted where more than 3 credits are claimed. OR-If claiming less than 3 credits, you must include the name of the person who provided the review.</p>
<p>3. Additional Professional / Personal Development Purpose – To recognise other activities that add to your intellectual, emotional and social growth, and enhance your ability to improve your work performance. <i>Optional: 0-30 percent (maximum of 23 credits of the total credits can come from this category).</i></p>	<ul style="list-style-type: none"> § Visits to Centres of Excellence § Teaching, examining and supervising students § Community service § Courses such as public speaking § Conference organisation

2.2 Policy for Audit Procedure

2.2.0 Purpose

- § To assure the Dietitians Board that dietitians have met their Continuing Competency Programme obligations.
- § To ensure quality and consistency of the Continuing Competency Programme.
- § To provide opportunities for quality improvements.
- § To identify trends or issues arising from the Continuing Competency Programme.

2.2.1 Policy

Material submitted for audit will meet the audit criteria of the Continuing Competency Programme (see section 2.1 pg 4 and 2.2.3 pg 8)

- § Congruence
- § Core competency requirements met (Section 5.2, CCP)
- § Learning dimensions reflected
- § Recency of practice provisions (Section 6.2, CCP)
- § Total credits met in specified categories (Section 8, CCP)
- § Evidence/Reporting consistency

2.2.2 Procedure (Ref Flow chart 2, pg 10)

- § The Dietitian either accepts audit date, or requests deferment or cancellation.
 - § The Registrar has criteria to follow for accepting deferments. Other requests for deferment will be referred to the CC Committee. The dietitian presents their documents for audit by the assigned date.
- § Documentation follows the scheme outlined (Section 9 CCP), using the CCP Audit Template as a pro forma.
 - § The template can be downloaded from the website and is included in the CCP Manual as Appendix 4.
- § Documentation is checked for completeness, recency of practice declaration, mentor's or senior colleague's signature and supporting evidence attached.
 1. Completeness acknowledged (Appendix 10). —————▶ **Registrar**
 2. Documentation incomplete (Appendix 11) —————▶ **Registrar**
 3. Audit undertaken —————▶ **Auditor**

2.2.3 Audit Criteria

Congruence

- § Current work experience, length of time in this work and level of experience are congruent with the calibre of learning activities, evidence and credits assigned to them.

Core Competency

- § Application of current / appropriate, nutritional science to individuals and groups in states of health and disease.

The beginner practitioner will be enhancing their application skills in a broad way, consolidating their knowledge base, taking learning activities at every opportunity and seeking feedback.

The Dietitian who has a moderate level of experience, working in a non-specialist situation, will maintain knowledge across a broad range of issues, fostering excellence and professionalism.

The Dietitian who has considerable experience and works in a focused area will be expected to take on leadership/expert practitioner roles, contributing to the development of new knowledge and research.

Learning Dimensions

- § Constantly acquires and maintains knowledge, skills and attitudes.
- § Demonstrates understanding at a conceptual level (not just the ability to apply knowledge).
- § Demonstrates understanding of the legal, ethical, social and cultural implications of dietetic practice.
- § Engages in lifelong learning.

Recency of practice

- § 100 working days or 750 hours in the last 5 years.

Required credits in each specified category

- § Total number of credits is achieved – minimum of 75 or maximum of 150 credits over 5 years (or the minimum of 10 credits per year for audits within a five year cycle).
- § Learning activities fulfil the required number of credits for each specified category –
 - § Continuing education 50% of 75 credits, or a minimum of 37 of the total number of credits
 - § Practice review 20% of 75 credits, or a minimum of 15 of the total credits
 - § Additional professional/personal development 0-30%, or a maximum of 23 credits per 75 credits.

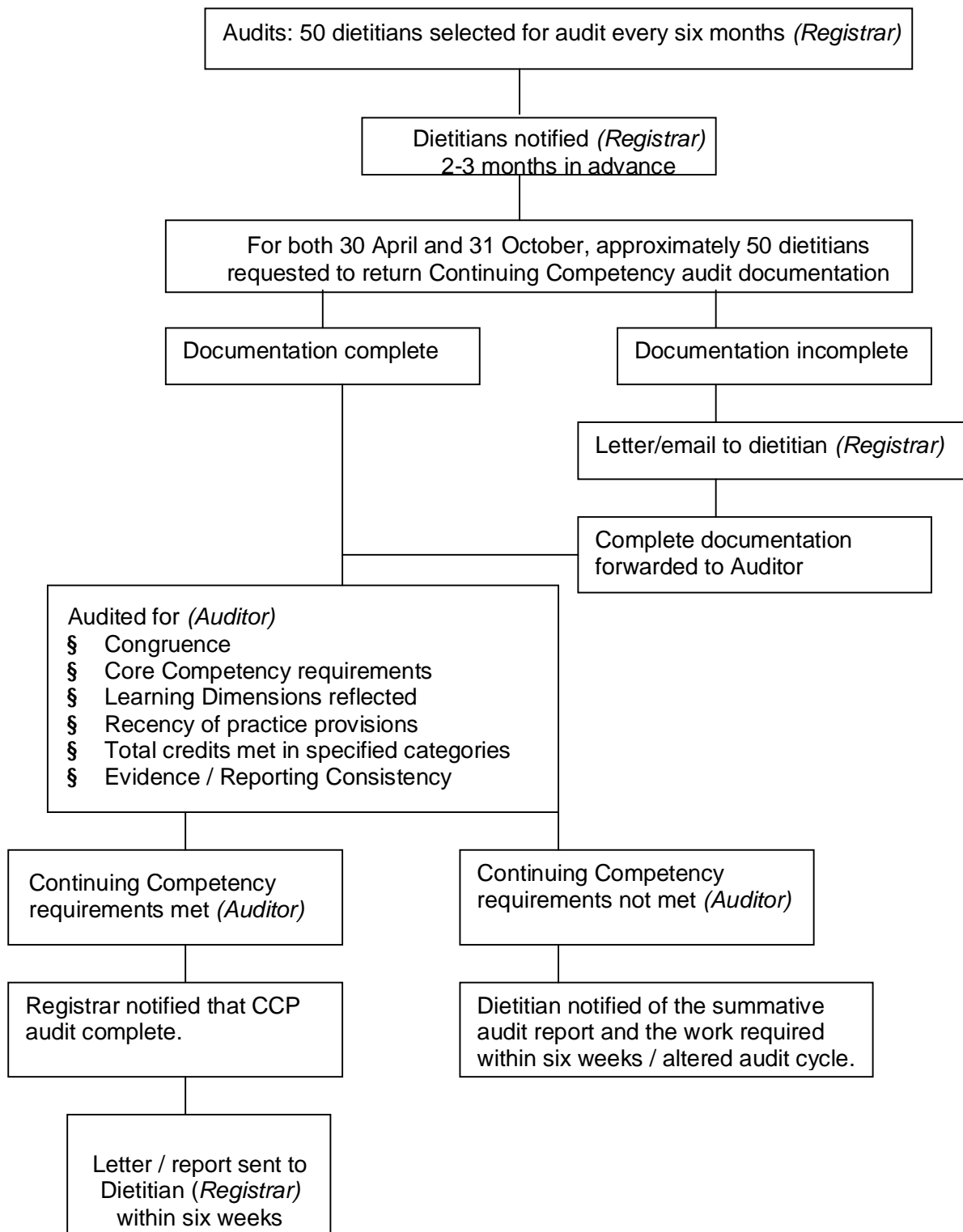
Evidence / Reporting Consistency

- § Records demonstrate a consistency of reporting across the years.
- § Where inconsistency is evident it is explained.
- § Audit documentation; evidence submitted to support level credit claimed. The auditors will expect summary documentation to be supplied to support learning credits claimed at the 3, 4 and 5 level.

2.2.4 Outcome

- § If requirements are met, provide summative audit report (Appendix 1) and letter to dietitian (see Appendix 13).
- § If requirements not met, provide summative audit report to the dietitian and details of individual remedial action required, which may include:
 - § Altered audit cycle
 - § Appointment/approval of mentor / supervisor
 - § The CC Committee to be informed

Flow Chart 2: Five Yearly Audit Process



2.3 Policy for Establishing the Five-Year Audit Cycle

2.3.0 Purpose

- § To phase in the five-year audit cycle for all registered dietitians.

2.3.1 Policy

- § To meet the key requirements of the Continuing Competency Programme (ref Section 6, CCP), dietitians will submit records for audit at least once in five years.
- § To organise two audits each year, one in April and one in October.
- § Approximately 40 audits to be completed at each audit point (from the 50 selected).

2.3.2 Procedure

- § Dietitians are selected sequentially according to their last registration number and whether they are currently practising.
- § This process is computerised and managed by the Registrar.

- § Advise dietitians in writing of their audit date – (ref Appendix 8 letter)
 1. 31 October 2004
 2. 30 April 2005
 3. 31 October 2005
 4. 30 April 2006
 5. 31 October 2006
 6. 30 April 2007
 7. 31 October 2007
 8. 30 April 2008
 9. 31 October 2008
 10. 30 April 2009

- § The dates above have a degree of flexibility and the exact audit date may be dependent on the number of dietitians previously audited and the number in each audit group

SECTION THREE: Dietitians Working in New Circumstances

3.1 Overview Policy and Procedures

A) Under Supervision-

- a) NZ Trained New Graduates / First Dietetic Position
- b) Overseas Trained Dietitians (Restricted Registration)
- c) Return to Practice (more than 3 years since practising)

B) Not Usually Under Supervision

- a) Return to Practice (those who have been practising overseas)
- b) Return to Practice (within three years)
- c) Significant Change in Area of Practice

3.1.0 Purpose

- § To assist the dietitian to meet their Continuing Competency Programme obligations.
- § To provide opportunities for quality improvements.
- § To identify trends or issues arising from the Continuing Competency Programme.

3.1.1 Policy

- § Section 6.3 Extenuating Circumstances (in the CCP Manual), identifies that a dietitian is required to complete a return to practice programme if a Dietitian has not worked for three years or more, or there is a significant change in area of practice.
- § An example of significant change to practice would be a change from food service management to clinical or public health dietetics, or from clinical or public health dietetics to food service management, but not a change within a speciality (See Section 3.3.3).

3.1.2 Procedure

- § Registrar notified by the dietitian that they:
 - § are returning to dietetic work after three years or more, or
 - § have made a significant change to the area of practice, or
 - § have obtained their first position, eg an overseas trained dietitian

- § Dietitian notified. (Letter, Appendix 12) —————▶ Registrar

- § The Committee/dietitian/auditor identify a mentor/expert in new area of practice.
- § The mentor and dietitian jointly develop a learning plan for the next year, which is submitted to the Registrar, on behalf of the Continuing Competency Committee, for approval. The Registrar is to document receipt of learning plans and note the mentor's name. The Learning Plan must be signed and dated by the Dietitian and the Mentor.
- § In the case of overseas trained dietitians, the Registrar is to check these, document receipt of completed learning plans, and to consult with the R & A Convenor as needed.

3.2 NZ Trained Dietitians Required to Work under Supervision/Learning Plans

The following categories of people should contact their local Resource Person (whose contact details are on the Website) for further advice as needed.

3.2.1. New Graduates / First Dietetic Position

- § The entry level dietitian will actively engage in the Continuing Competency Programme.
- § They are strongly recommended to use an experienced dietitian as their mentor. The mentor will help identify the entry level Dietitian's developmental supervisory requirements. This mentor could be a workplace supervisor.
- § Newly qualified dietitians working in their first professional position are strongly encouraged to be supervised for the first year of their practice.
- § New graduates are strongly encouraged to develop a Learning Plan within their first year, but this does not need to be sent to the Board for approval.

3.2.2 Return to Practice (more than 3 years since practising)

(For NZ dietitians who have not practised dietetics in NZ or overseas, for over three years)

- § A dietitian who decides to return to work **after three years or more**, must first inform the Registrar of his/her intention to practise.
- § He/she will be required to write to the Continuing Competence committee to identify a mentor in the area he/she intends to practise in.
- § When the Committee has approved this mentor, the mentor will need to help the dietitian submit a Learning Plan for approval.
- § The Learning Plan should include some self-study, maybe some voluntary work, joining a SIG group if appropriate (ask the local NZDA branch for help), and ultimately probably some re-training through the employer.
- § The dietitian needs to locate a job and a supervisor.
- § The dietitian needs to complete and send in a signed "Application for an APC" form. He/she should either download the form from Section B of the APC Renewals page on the website, or email the Registrar if it is to be posted. The APC payment of \$400 (or \$240 if after 1 December) must be sent in with the application.
- § The dietitian will need to engage in the Continuing Competence Programme as soon as possible, regardless of when he/she starts work.
- § Every case is different. When the Board is satisfied that there will be adequate supervision in place and the application is approved, he/she may be granted an Interim Practising Certificate with conditions and asked to participate in the next Audit. He/she will very likely have to do some re-training, whilst working.
- § Dietitians who have been out of the workforce for a long time, may need to re-train.

3.3. NZ Trained Dietitians Not Usually Required To Work Under Supervision, But Who May Require Learning Plans:

3.3.1 Return to Work - Those who have been practising overseas:

A Dietitian who has recently practised dietetics overseas will need to:

- § Complete and send in a signed “Application for an APC” form. Either download the application form from Section B on the APC Renewals page on the website, or email the Registrar if it is to be posted. The APC payment of \$400 (or \$240 if after 1 December) must be sent in with the application, and:
 - § Send in ‘Proof of practice’ - at least two documents, e.g. a Certificate of Good Standing from overseas (if applicable), Certificate of Health Professions Council registration, and any Performance Appraisals, summary of work experience, references and/or any information about continuing competence programmes he/she has participated in.
 - § He/she will need to sign the declaration to say he/she will be participating in the CCP from this time onwards.
 - § The committee may ask for a Mentor/Learning Plan to be approved, if insufficient documentation is supplied.

3.3.2 Return to Practice (within three years of practising dietetics in NZ)

A Dietitian returning to work within three years of practising will need to:

- § Complete and send in a signed “Application for an APC” form. Either download the application form from Section B of the APC Renewals page on the website, or contact the Registrar if it is to be posted. The APC payment of \$400 (or \$240 if after 1 December) must be sent in with the application, and:
 - § Send in the APC credit summary form, noting the Continuing Competence he/she has done over the past year, or if this is not possible,
 - § Send in a learning plan. This will need to be approved by the Continuing Competence Committee.
 - § The Dietitian will need to sign the declaration to say he/she will be participating in the CCP from this time onwards.

NB: It is possible to ask for a break from doing Continuing Competence-see 6.3, page 5 in CCP Manual – ‘Extenuating Circumstances’.

3.3.3 Significant Change in Area of Practice

The dietitian will advise the Registrar in writing of their intention to significantly change their area of practice. An example of significant change to practice would be a change from food service management to clinical or public health dietetics, or from clinical or public health dietetics to food service management, but not a change within a speciality. This will be confirmed by the committee convenor.

- § The dietitian will be asked to identify a mentor / expert in their new area of practice, to be approved by the Continuing Competency Committee.
- § The mentor and dietitian will jointly develop a learning plan for the next year, which is to be submitted to the Continuing Competency Committee for approval.

3.4. Overseas Trained Dietitians (Restricted Registration)

Overseas trained dietitians should contact their local Resource Person (whose contact details are on the Website) for further advice as needed. They are required to work under Supervision / Learning Plans.

3.4.1 Overseas Trained Dietitians who are In New Zealand for Less Than One Year

Dietitians holding overseas registration, who are in NZ for less than one year, will be required to work under supervision/direct supervision by an experienced NZ Registered Dietitian.

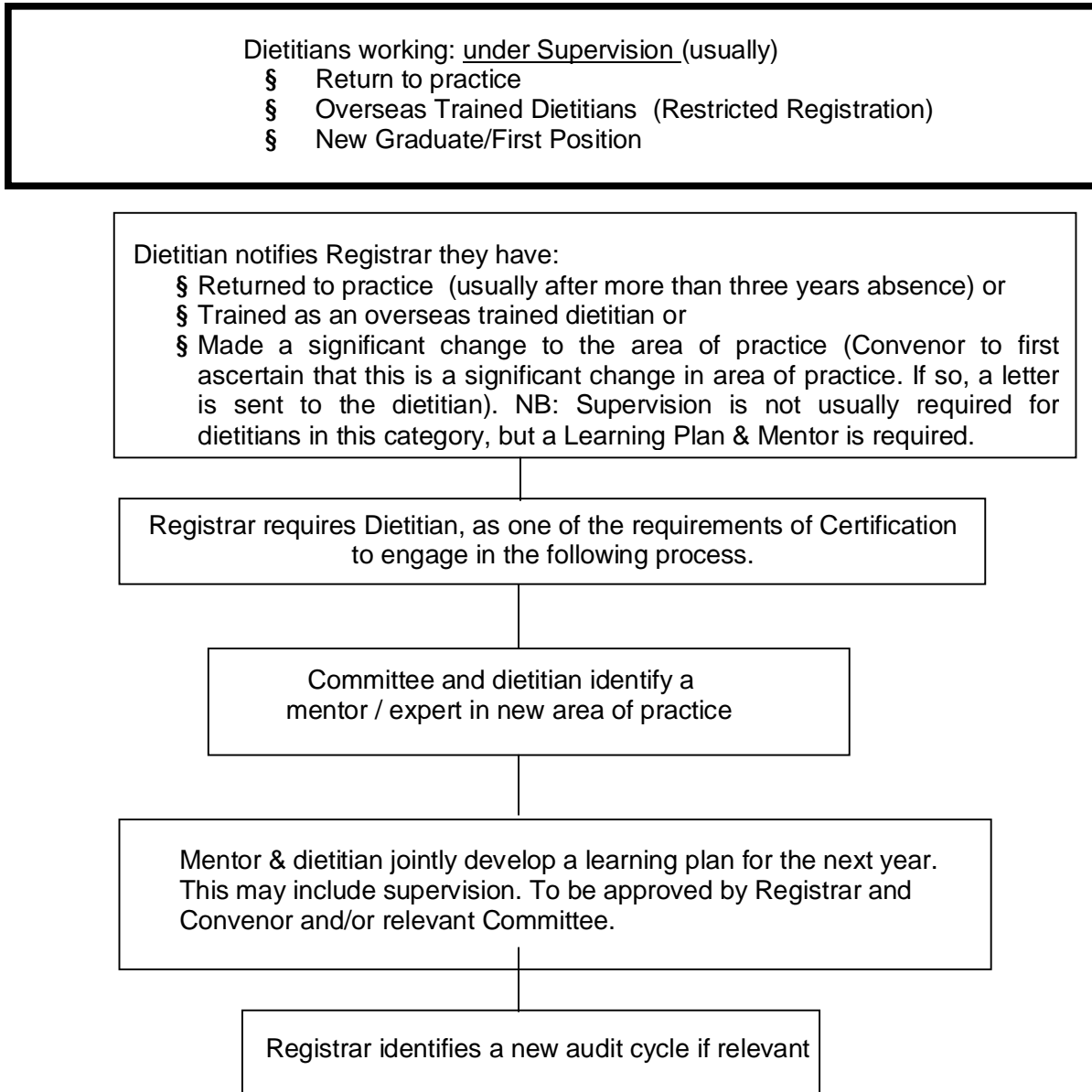
- § They will need to confirm the name of the supervisor and the supervisor needs to confirm the arrangements to the Board.
- § They will need to develop an understanding of the obligations of the Treaty of Waitangi in respect of dietitians practising in New Zealand.
- § They should become familiar with all sections of the New Zealand Dietetic Association's Clinical Handbook.
- § If they are in NZ for nearly one year, they are encouraged to participate locally in the Continuing Competency Programme and provide a Learning Plan.

3.4.2 Overseas Trained Dietitians who are In New Zealand for More Than One Year

Dietitians holding overseas registration, who are in NZ for more than one year will be required to work under supervision/direct supervision by an experienced NZ Registered Dietitian.

- § They will need to confirm the name of the supervisor and the supervisor needs to confirm the arrangements to the Board.
- § They will need to develop an understanding of the obligations of the Treaty of Waitangi in respect for dietitians practising in New Zealand.
- § They should become familiar with all sections of the New Zealand Dietetic Association's Clinical Handbook.
- § The dietitian will need to identify a mentor / expert in their position in NZ.
- § The mentor and dietitian will jointly develop a learning plan, which is to be submitted to the Registrar for approval. This Learning Plan is to incorporate the requirements and recommendations of the Board.
- § They will need to be involved in the Continuing Competency Programme.

Flow Chart 3: Dietitians Working in New Circumstances Flow chart



SECTION FOUR: Appeal Process

Following the receipt of an audit report, a dietitian has 10 working days to lodge an appeal in writing with the Registrar of the Dietitians Board.

- § The dietitian must cite specific issues or points of disagreement.
- § The Registrar will pass the appeal to the Continuing Competency Programme Committee for consideration and notify the dietitian that they will be advised of the outcome as soon as possible.

SECTION FIVE: Appointment of Auditors

- § Dietitians Board will call for expressions of interest from New Zealand Registered Dietitians to contract for audit and reviewing work.
- § List of interested dietitians given to Continuing Competency Programme Committee to review and make recommendations to the Board.
- § Every three years the Dietitians Board will appoint a panel of two auditors to be available to review the bi-annual audits. The lead auditor will review incomplete APC Credit Summaries.
- § A Moderator will be appointed to moderate the audit process.

5.1. Appointment of Auditors

The CCP Committee will recommend to the Dietitians Board the appointment of a lead auditor and one auditor (experienced New Zealand Registered Dietitians) to contract for a period of three years.

- § Auditors will prepare a summative audit report and letter for each dietitian whose audit meets requirements.
- § Auditors will prepare a summative audit report, which includes the required remedial work for each dietitian who does not meet the requirements.
- § The lead auditor will prepare a report for the Dietitians Board. This may include the numbers of audits undertaken, appropriateness of evidence received, the process of the Audit, outcome of Audits and recommendations to the Board for changes.

5.2. Auditor's Role for Renewals of Annual Practising Certificate

The Lead Auditor, as part of his/her contract with the Dietitians Board, will review incomplete APC Credit Summaries as necessary:

- § If summary report shows insufficient points, the Registrar will forward the APC renewal application forms and the APC Credit Summary to the Auditor, with a copy to the Convenor. The Auditor will prepare a formative review report and return it to the Registrar for the dietitian.

5.3 Job Description for Auditors

Lead and/or Assistant Auditor

Report to	Convenor, CCP Committee
Relationships	Registrar Continuing Competency Committee members Dietitian Board members Individual dietitians via the Registrar Other auditor
Duties and Responsibilities	<p>Prepare summative letter and audit report to assist dietitians meet their CCP obligations.</p> <p>At the conclusion of each audit cycle, Lead Auditor prepares a written report for the Convenor, CCP Committee and the Board.</p> <p>Meet the required time frames.</p> <p>Participate in teleconference meetings.</p> <p>Work independently and maintain confidentiality.</p> <p>Lead Auditor also to assist with APC Renewal process as necessary.</p>
Required Competencies	<p>Technical New Zealand Registered Dietitian.</p> <p>Interpersonal Excellent communication skills. Written skills, able to communicate constructive evaluations. Has confidence of peers.</p> <p>Personal Committed to principles of Continuing Competency Programme and professional excellence. Excellent analytical skills. High degree of integrity. Successful practitioner with a positive attitude. Ability to work under pressure. Reliable and flexible. Demonstrates critical thinking ability. Expert in reviewing / auditing dietetic performance.</p>

SECTION SIX: Responsibilities of Continuing Competency Committee

1. To provide overall governance of the CCP on behalf of the Board.
2. To appoint at 3 yearly intervals a panel of two auditors.
3. To organise a teleconference with auditors at the end of each audit cycle.
4. To negotiate missing or inadequate APC credit summaries with individual dietitians, with the assistance of the lead auditor.
5. To approve a mentor for dietitians working under supervision.
6. To resolve missing or inadequate five-year audits with individual dietitians and their mentors.
7. To resolve return to practice / significant change in area of practice / restricted registration requirements with individual dietitians.
8. To approve the Dietitian's "return to work" or "change in practice" Learning Plan.
9. To consider all appeals lodged with the Registrar.
10. To ensure quality and consistency of the CCP.
11. To make recommendations to the Board for quality improvements.
12. To report to the Board, trends or issues arising from the CCP, based on written reports from auditors.
13. To appoint a moderator.
14. To ensure there is a CC Resource group, with a geographical spread.

SECTION SEVEN: Appendices

APPENDIX 1: Dietitians Board Continuing Competency Audit Report

Audit Period: September 2004 – Audit date

Name:

	C*	A	IC	Comments / Recommendations
Congruent presentation <ul style="list-style-type: none"> activities accurately match level of experience and job description appropriate number of 3-5 credits 				
Core competency Entry level knowledge of nutritional science and its current application.				
Quality of learning Continuing Competency activities (Column E) OR additional reflective summary reveals: <ul style="list-style-type: none"> New knowledge /skill maintenance Conceptual understanding Legal, ethical & social implications Lifetime process Cultural – general Cultural – T of W 				
Recency of practice demonstrated				
Categories of learning <ul style="list-style-type: none"> <i>Continuing education</i> Minimum of 37 credits over 5 years or pro rata <i>Practice review</i> Minimum of 15 credits over 5 years or pro rata <i>Additional activities</i> Maximum of 23 credits per 75 credits over 5 years or pro rata 				

	C*	A	IC	Comments / Recommendations
Evidence provided <ul style="list-style-type: none"> • Quality of evidence supports the credits assigned relative to experience • Appropriate evidence • Presentation and ease of use 				
* Overall Measure of Assessment:				

- * C = Complete – met requirements
A = Advice to improve in future
IC = Incomplete - requirements not been met - remedial work required and date to re-submit

Appendix 2: Sample Letter - APC Renewal, credit summary missing

Date

Dear Dietitian

Thank you for your request to renew your Annual Practising Certificate. Unfortunately we cannot proceed with the renewal as your APC Credit Summary is missing.

I attach the form for you to fill in, sign and post to:

The Dietitians Board
P O Box 10-140
Wellington.

Would you please supply the missing information, or contact me, as soon as possible.

Yours sincerely

Jane de Lisle
Registrar, Dietitians Board

Appendix 3: Sample Letter - APC Renewal, signature missing

Date

Dear Dietitian

Thank you for your application to renew your APC form. However, as you have used the old Credit Summary form, rather than the one sent out with the APC Renewal package, there wasn't a place for your signature.

I attach the correct form now. Please fill this in and sign it.

You had noted **'Continuing Education'** as ... credits, **'Practice Review'** as ... credits- and **'Additional'** as ... credits = total credits. Please sign and fax the form to 04 472 2350, Attention: Jane.

I would then attach the form to your other one. *If you have a Mentor, it would be good to add that in too.*

If I get this back by I will still be able to send out your APC onMarch with the next bulk mail out.

Yours sincerely
etc

Appendix 4: Sample Letter - APC Renewal, incomplete declaration

Date

Dear Dietitian

Thank you for your request to renew your Annual Practising Certificate.

Unfortunately we cannot yet proceed with the renewal as your Declaration is incomplete. You are required to fill **in every phrase** on the **Declaration**.

You have not confirmed phrase 2 (or other):

No.2:

"For the period 1/4/05 to 31/3/06, I was / was not, practising dietetics whilst holding an APC. If not, please explain why not."

I would appreciate confirmation of your status, by return email to dietitians@regboards.co.nz so that your APC can be sent out.

Yours sincerely
etc

Appendix 5: Sample Letter - APC Renewal, credit card details missing

Date

Dear Dietitian

Thank you for your request to renew your Annual Practising Certificate.

Unfortunately we cannot yet proceed with the renewal, as we need the **expiry date** (or Credit card numbers) of the Credit card please.

I would appreciate confirmation of the expiry date, by return email to dietitians@regboards.co.nz so that your APC can be actioned.

Yours sincerely
etc

Appendix 6: Sample Letter - APC Renewal, no mentor/supervisor signature

Date

Dear Dietitian

Thank you for your request to renew your Annual Practising Certificate.

Unfortunately we cannot **yet** proceed with the renewal as you seem to have missed your mentor's/supervisor signature on the APC Credit Summary form.

As noted on the APC Credit Summary form and in the 'Statement of Registration Competency Requirements', "new graduates are required to have a mentor in their first year of practice, who may or may not be the supervisor."

The credits noted on your form were ... for '*Continuing Education*', ... for '*Practice Review*', ... for '*Additional*', total credits.

Please get this person to sign the form then fax it back to me. I would appreciate this signed form (signed by both yourself again and your mentor/supervisor) faxed to 04 472 2350 so that your APC can be sent out.

Thank you.
Yours sincerely
etc

Appendix 7: Sample Letter - APC Renewal, minimum credits not achieved

Date

Dear Dietitian

Thank you for your request to renew your Annual Practising Certificate. Unfortunately the documentation for renewal of your Annual Practising Certificate is incomplete.

You have not achieved the minimum credit points required.

Your application and APC Credit Summary has been forwarded to the Auditor who will provide you with written guidance on steps you will need to take to meet the requirements of the Continuing Competency Programme.

You will be required to re-submit the APC Credit Summary in order to renew your Annual Practising Certificate.

Yours sincerely
etc

Appendix 8: Sample Letter - Notification of Audit

Date

Registration No: 20-0
(please quote this number in all communications with the Board)

To:

Dear

The Dietitians Board Continuing Competency programme operates on a five-year cycle. This means that in ordinary circumstances you will be expected to submit your records for **audit** once in this time frame. In this beginning phase, the time period that you are audited over may be less than five years.

Your audit date is If you have any difficulties with this audit date, or wish to request a deferment, please contact the Registrar by the end of March/September..... at the latest. Please confirm by..... that you have received this notice and that you are able to participate - see below.

Records need to be submitted dating back to September 2004 until the time of your audit, although if you have worked for less than this time, you can submit these on a pro-rata basis.

Please note that the objective of the audit process 'is to gain an opinion on the extent to which dietitians are engaging in learning activities that maintain and enhance their practice to protect the health and safety of the public.' An audit is **not** a form of performance appraisal.

For this audit you are required to submit records to the Board by the above date, of the learning activities that you have undertaken as part of your Continuing Competency Programme, together with any additional information that supports these activities.

The website: www.dietitiansboard.org.nz gives further information, as does Appendix 4 of the Continuing Competence Programme Manual.

Yours sincerely

Jane de Lisle (Registrar)

Encl: Additional Information
Contact details of CC Resource People
Sample CCP Audit Template form

.....
(Please either e-mail your confirmation to dietitians@regboards.co.nz, or send to P O Box 10-140, Wellington)

I.....have received notice of my audit and will be able to participate. My email contact is.....

Appendix 9: Additional information to accompany notification of audit

Continuing Competency Audit - Additional Information

A. What shall I send in for audit?

We suggest you send the Board:

- **CCP Audit Template forms** with all sections completed-download these from the website www.dietitiansboard.org.nz or ask the Registrar to email these. If possible, please type these so they are easier for the Auditors to read.
- **Copies of all your documents / evidence** (keep the originals yourself).
- **Evidence submitted for all activities where you claim 3, 4 and 5 credits** (evidence is not required for activities where 1 or 2 credits are claimed).
- **A self addressed and pre-paid courier bag**, preferably from Courier Post, if you would like your documentation back. The Board will not be returning your documents otherwise - these are stored safely in the office.
- **Present these in a lightweight plastic or manila folders** that can fit in A4 size envelopes.
- **Mentor's signature.**
Please ensure that you have your mentor sign your documentation if your mentor's name is noted.

B. What will the auditors be reviewing to make an assessment of my CC documentation?

Each of the following areas will be assessed:

- p Congruent (fair) representation** of your area of work and level of experience is provided, by the range and calibre of activities you have undertaken.
Credit ratings will be reviewed for their consistency with your experience & level of supporting evidence.
- p Core competency** -you will need to show maintenance of general nutrition updates as well as specialised topics.
- p Quality of learning** - your choice of activities from your Continuing Competency Programme (along with your written statement in E), or a short self reflective summary, should allow the Auditors to assess that you have demonstrated the following four quality learning dimensions:
 - Constant acquisition and maintenance of knowledge, skills and attitudes
 - Understanding at a conceptual level
 - Understanding of legal, ethical, social and cultural implications of dietetic practice
 - Lifelong process
- p Recency of practice** – this is part of the 'CCP Credit Summary for Audit' form and must be signed.
- p Categories of learning**

Adequate total credits are submitted i.e.

- Minimum credits of 75 credits over 5 years or pro rata
- Maximum of 150 credits over 5 years or pro rata
- Average of 15 credits each year with a minimum of 10 annual credits or pro rata
- Note: Credits submitted on your APC credit summary form **DO NOT** need to equate with the credits submitted for your audit.
- Note: We encourage you to plan for some activities worth 3 or more credits each year. These activities represent high level learning. The more credits you claim, the more robust your evidence provided must be. Evidence must reflect the level of your experience and the quality of learning that has taken place.
- Once audited, you will be required to begin your CCP again starting from zero credits.

Learning meets minimum credits in each area, or pro-rata.

- Continuing education
(50+ % of 75 credits = minimum 37 credits / five years)
- Practice review
(20+% of 75 credits = minimum of 15 credits / five years)
 - Activities must have a peer review component:
 - If claiming more than 3 credits: submit a signed practice review (or show evidence of another person's involvement,
 - If claiming less than 3 credits: you must include the name of the person who provided the review.
- Additional activities
(0-30% of 75 credits = 0-23 credits / five years)
You need to relate these to your dietetic practice.

p Evidence provided

- The quality and strength of evidence supports the credits assigned relative to the dietitian's experience.
- The evidence is appropriate i.e. outcome evidence?
- Presentation of evidence and ease of use of evidence. (To facilitate the auditors' assessment of your evidence, you should use a numbering system in Column H to link your evidence with each activity).

C. What type of evidence do the auditors want?

Please visit the Board's website www.dietitiansboard.org.nz - there is a link for 'evidence' (under Audit Process – FAQ no.3) showing what the Board wants.

Outcome evidence, such as power-point presentations you have prepared and delivered or a resource developed is the kind of evidence required. A personal summary of a course or conference you have attended or a short report using your own words to summarise a lecture and outlining new knowledge, skills and how this might influence your practice would also be suitable.

N.B: Certificates of attendance or photocopies of other people's power point presentations or a conference programme are not suitable forms of evidence, as they do not show evidence of learning.

Practice review - This could include feedback from colleagues on changes made to policies and procedures documentation, peer review of clinical case notes, clinical consultations or teaching sessions *or* audience feedback from presentations.

Cultural competency - The Board is required to set standards of cultural competence and to incorporate this into the CCP programme. The Board encourages Dietitians to start to incorporate evidence of cultural competency in their learning activities undertaken (under any of the 3 categories of learning). These activities will be assessed in the future as part of the Dietitians Board audit programme.

D. What happens once I have submitted my documentation for audit?

Within approximately six weeks, the Board will provide feedback using:

- An audit report form and
- a letter outlining:
 - feedback /suggestions to help improve your CC programme next time &
 - an overall measure of assessment, i.e. you have:
 - 'Met' the audit requirements or
 - 'Advice is given to help you improve next time' or that
 - 'Requirements not been met - remedial work required and date to re-submit'

E. Where can I go for help?

Please contact your local Continuing Competency Resource Person, listed on the enclosed page or on the website www.dietitiansboard.org.nz.

Appendix 10: Sample Letter - Audit documentation complete

Date

Dear

Five Yearly Audit Programme

The Dietitians Board has received material for auditing your Continuing Competency Programme. Thank you for being on time.

It appears that the documentation is complete.

This is being passed on to the Auditors for their scrutiny. The results of your audit will be sent to you in approximately six weeks.

As you are aware, we will not be returning your documentation, so trust you have kept a copy.

OR

I note that you have sent an envelope for your folder to be returned. Please contact me if you have not received this, two weeks after your results are sent out.

Thank you for your co-operation.

Yours sincerely
etc

Appendix 11: Sample Letter - Audit documentation incomplete e.g. no Recency of Practice

Dear

Five Yearly Audit Programme

The Dietitians Board has received material for auditing your Continuing Competency Programme. Thank you for being on time.

However, the CCP Credit Summary for Audit form does not have the "Recency of Practice" signed by you. I attach this: please sign the form and fax back to 04 472 2350, Attention Jane.

The documentation will then be passed on to the Auditors for their scrutiny. The results of your audit will be sent to you approximately six weeks after that time.

As you are aware, we will not be returning your documentation, so trust you have kept a copy.

OR

I note that you have sent an envelope for your folder to be returned. Please contact me if you have not received this two weeks after your results are sent out.

Thank you for your cooperation.

Yours sincerely
etc

Appendix 12: Sample Letter - requirements for working under supervision

Date

To:

Dear ,,,,,,

Thank you for your Annual Practising Certificate application to start dietetic practice (Overseas applicants) / OR letter / email to notify the Dietitians Board of your future plans to significantly change your area of dietetic practice, or to return to dietetic practice.

In order to meet the conditional requirements of the Dietitians Board Continuing Competency programme you are required to –

1. Engage with a mentor who is regarded as an expert in your new area of work; seek approval from the Board for use of this mentor.
2. Together with this mentor develop a learning plan for the next year (samples are attached).
3. Submit the learning plan to the Board for approval by.....
4. Carry out the learning plan, and have your records of these learning activities available for future audit.

If you have any difficulty with these requirements, please do not hesitate to contact the Registrar.

Yours sincerely

Jane de Lisle
Registrar

P.P. The Convenor
Continuing Competence Committee
(OR Registration & Assessment Committee)

Encl: Samples of Learning Plans

Appendix 13: Sample Audit Letter

Sample

Date

Dear

Thank you for submitting the Dietitians Board Continuing Competency records for audit. The audit panel appreciated the time and effort you put into providing information.

Thank you too for providing a quality of learning statement. It is helpful to have an appreciation of how you approach your continuing competency learning plans.

Practice review activities need to show evidence that your own practice was reviewed by colleagues or clients. Performance review, audit of clinical notes, feedback from colleagues are appropriate practice review activities.

Submitting appropriate evidence will continue to challenge us all. Outcome evidence needs to be consistent with the level of learning credit claimed. Short reports or summaries of work undertaken are suitable for 3 credits, but 5 credits need to be supported by evidence of impact on others.

The Dietitians Board Continuing Competency Programme requires dietitians to record at least 75 credits over five years. This is an average of 15 credits per year with a minimum of 10 credits annually. Your return shows that you have submitted the required credits.

Each year you will need to complete the Annual Practising Certificate Credit Summary detailing the annual number of credits you have gained in each category and signed by your mentor. You now begin a new five year audit cycle to obtain the minimum of 75 and a maximum of 150 credits. Your next audit will be due in five years.

Congratulations on successfully completing this audit.

Kind regards

Jane de Lisle
Registrar