ACHSM | Australasian College of Health Service Management

Certification Policy



Elevate your leadership. Advance your career. Get Certified

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ACHSM Certification Policy

1. Purpose

The purpose of this Policy is to establish the principles, eligibility requirements, governance arrangements and requirements for the administration of the Australasian College of Health Service Management (ACHSM) Certification Program. At ACHSM, we believe better leadership leads to healthier communities. Our Certification Program is an opportunity for health leaders to showcase capability, leadership, and commitment to continuous learning.

ACHSM is the professional association for health, community, aged and social care services management with a membership base that embraces a welcome diversity of backgrounds and pathways into leadership and management. Most importantly, though, the College, whilst supporting members from the diversity of clinical and other professional backgrounds, has as its sole focus the specific support and enhancement of health leadership and management skills.

The Certification Program provides professional credentialling for health managers and leaders and supports ACHSM's commitment to developing, equipping and supporting high-performing health, community and aged care leaders. The program is aligned to the *Health Service Management Competency Framework*, ensuring that health service managers across Australasia are aligned with contemporary, ethical, and strategic leadership practice. It is a tool to help benchmark progress, identify areas for growth, and gain well-earned recognition from peers and employers.

Certification is not compulsory but is a pre-requisite to undertake ACHSM Fellowship and is a powerful way to demonstrate commitment to health service management as a profession.

The profession of health management and leadership is global. At its core, a Certification system inherently relies on the professionalism of the individuals who choose to differentiate their own personal career path with a commitment to Certification. It cannot replace experience, and actual performance, but it undeniably signals an individual's commitment to growth and maintenance of current competence, skills and knowledge.

Health leadership and management are closely related and the terminology used in this policy is intended to be inclusive to leaders and managers.

2. Scope

This Policy applies to:

- health leaders and managers seeking entry to the ACHSM Certification Program;
- candidates undertaking Certification;
- members holding an ACHSM certification credential;
- ACHSM-appointed mentors, assessors and other people involved in assessment or administration of the Program; and
- ACHSM staff responsible for administering the Certification Program.

3. Certification Credentials

There are two distinct levels of Certification, Certified Health Manager (CHM) and Certified Health Executive (CHE). These are aligned with the highest two ACHSM membership categories: Associate Fellow and Fellow.

ACHSM may award these credentials to applicants who satisfactorily meet the applicable requirements of the Certification Program.

3.1 Certified Health Manager (CHM)

The CHM credential recognises eligible ACHSM Associate Fellows who successfully complete the ACHSM Certification Program requirements.

3.2 Certified Health Executive (CHE)

The CHE credential recognises eligible ACHSM Fellows who successfully complete the Certification Program requirements.

4. Eligibility

The ACHSM Certification Program recognises and validates the competence and professionalism of health leaders and managers. ACHSM Associate Fellows and Fellows who are financial members are eligible for Certification.

Applicants must satisfy the eligibility requirements established by ACHSM at the time of application.
As a general requirement, applicants must be an eligible ACHSM financial member and demonstrate relevant health management or leadership experience.
Applicants entering the Certification Program are required to:

- hold the applicable ACHSM membership category (Associate Fellow or Fellow);
- demonstrate the required period and level of health management or leadership experience;
- provide evidence supporting their eligibility;
- satisfy the requirements of the applicable entry pathway; and
- comply with any additional requirements determined by ACHSM.

Applicants who do not yet satisfy the Certification eligibility requirements may be required to undertake further ACHSM activities, professional development or membership progression before applying.

Since 2025, Certification has been a requirement for Fellowship. Fellowship also serves as a strong indicator of professional credibility to both employers and peers and represents the highest level of recognition and membership within ACHSM. Achieving Fellowship demonstrates the attainment of significant leadership and management competencies within the health sector.

5. Entry Pathways

ACHSM provides three different entry pathways, recognising differences in an applicant’s experience, qualifications and professional achievements.

5.1 General Entry

General Entry is available to Associate Fellows with 3+ years’ experience and one education point.

5.2 General Entry + Recognition of Experience (RoE)

Entry by this pathway requires at least 5 years' experience in health management leadership.

5.3 Advanced Standing

Professionals with at least 10 years' health management experience, you may be eligible for Advanced Standing entry to the Certification Program.

6. Certification Program Completion Requirements

6.1 General Entry

The following components must be successfully completed to attain certification by General Entry.

- Completion of a competency self-assessment against the ACHSM Master Health Service Management Competency Framework.
- Develop a Career Development Plan with mentor support and signoff.
- Complete the ACHSM Online Learning Program: Professional and Social Responsibility (PSR)
- Submit a workplace project report with support and approval from an assigned mentor.
- Candidate has 18 months to satisfactorily complete all the above requirements.

6.2 General Entry + Recognition of Experience (RoE)

- Completion of a competency self-assessment against the ACHSM Master Health Service Management Competency Framework
- Complete the ACHSM Online Learning Program: Professional and Social Responsibility (PSR)
- Develop a Career Development Plan with mentor support and signoff
- Submit a workplace project report with support and approval from an assigned mentor
- Complete Recognition of Experience (RoE) assessment
- Candidate has 18 months to satisfactorily complete all the above requirements.

6.3 Advanced Standing

- Completion of a competency self-assessment against the ACHSM Master Health Service Management Competency Framework.
- Complete the ACHSM Online Learning Program: Professional and Social Responsibility (PSR)
- Complete Recognition of Experience (RoE) assessment

7. Certification Components

7.1 Competency self-assessment

Competency self-assessment is a tool utilising the ACHSM Master Health Service Competency Framework. This identifies your strengths and areas for improvement you might want to address in future and is also useful for the next steps.

7.2 Professional and Social Responsibility (PSR) Online Learning Module

This online program demonstrates how and why professional and social responsibility is important for health service managers and leaders. We know that self-awareness can lead to better leadership and those who lead have social responsibilities to their organisation, the community, consumers, and funders.

In this online program, participants learn about developing self-awareness, how to practice and make decisions ethically, the role of reflection and how to develop resilience, which are all factors which are necessary to survive in the rapidly changing health environments where health service managers work.

The PSR is available to be undertaken independently of the certification program but is a compulsory component for all certification pathways. Candidates who have already completed the course will have the cost deducted from their certification fee.

7.3 Workplace Project

The Workplace Project is a requirement of the certification program for General Entry and General Entry+ Recognition of Experience (RoE). Its purpose is to demonstrate how the ACHSM core competencies are applied in a

project setting as a leader/manager.

The project is developed with the support of an assigned mentor and is for a project completed within the past three years OR will be completed within the next 18 months. The project must have a clear scope, deliverables and outcomes defined; a minimum duration of 3 months and the candidate must have played a lead role in the project. A report must be submitted on the project.

7.4 Career Planner

The Career Planner helps align goals with the ACHSM competency domains. A self-guided Career Planner workbook is provided using the ACHSM competency framework and self-reflection tools, which is completed with the support of an assigned mentor.

7.5 Recognition of Experience (RoE)

The Recognition of Experience (ROE) documentation is a reflective narrative of experience and contributions aligned with the ACHSM Master Health Service Competency Framework. Completed Advanced Standing RoE documents are reviewed and assessed confidentially.

8. ACHSM Health Service Management Competency Framework

The ACHSM Competency Framework underpins the certification program. It is a guide to tracking development as a healthcare manager to be well rounded in all areas of health management. Developed by healthcare industry experts for healthcare managers and leaders, it comprises two overarching competency domains:

- Enabling Competency Domains
- Action Competency Domains – for Health Management and Leadership.

9. Mentoring

Mentors are assigned to candidates undertaking certification by the General Entry and General Entry + RoE pathways. The key part of their role is to guide and assess progress of the program participant.

It is a requirement of the ACHSM Certification program that all CHE/CHMs participate either as a Mentor or Mentee in the College Mentoring program at least once every two (2) trienniums (i.e. once every 6 years). Participation in this annual program will earn 10 MOC points for the Mentor. Mentoring is limited to 10 points per annum and 30 points per triennium.

10. Ongoing Requirements - Maintenance of Certification (MOC)

Maintenance of Certification (MOC) is mandatory for members holding the CHM or CHE Credential.

Certified members must achieve 75 MOC points during each three-year Certification cycle, including a minimum of 30 points from education activities.

MOC activities may include recognised:

- education and professional development;
- mentoring and coaching;
- professional networking;
- health leadership activities;
- contribution to the profession; and
- other activities approved by ACHSM.

Points are accumulated throughout the applicable three-year period.

Certified members are responsible for maintaining an accurate record of their MOC activities through the ACHSM

member portal or other system specified by ACHSM.

More information can be found on the ACHSM website including the Maintenance of Certification (MOC) Policy.

11. Application for Certification

An application form is available on the ACHSM website under the Education tab: Certification. A current CV is required, which will be assessed and the applicants will be advised on their eligibility, pathway and applicable fees.

12. Postnominals on completion

On the successful completion of certification, by any of the three pathways, the following postnominals will be assigned as a testament to dedication, capability, and ethical standards as a leader in health service management.

CHM – Certified Health Manager (for Associate Fellows) ie: AFCHSM CHM
CHE – Certified Health Executive (for Fellows) ie: FCHSM CHE

On successful completion of the ACHSM Fellowship Program, postnominals are automatically upgraded to Certified Health Executive (CHE).

13. Membership Categories

Certification is available to ACHSM Associate Fellows and Fellows only. ACHSM offers the following membership categories. Application for membership is assessed for eligibility.

Fellow (FCHSM)

Experienced manager/senior leader. Highest membership category awarded by the College.

Associate Fellow (AFCHSM)

Established manager.

Member

Emerging manager.

Student

Emerging Manager. Free to students studying ACHSM accredited university courses.

Life Member (LMCHSM)

Awarded by the Board for conspicuous service to the College.

Retired

Existing members no longer in employment. Note: Retired members are not required to undertake Maintenance of Certification. More information can be found on the ACHSM Website – Membership Categories.

14. Certification Support

ACHSM has worked to ensure that several important facets of a professional Certification are developed, including the:

- Capacity for our members to record their professional development activities with ACHSM online in the member portal. Information on how to log Maintenance of Certification points (MOC) on this portal form part of the CHM/CHE Maintenance of Certification Policy.
- Development of thoroughly researched and internationally benchmarked ACHSM Health Service Management Competency Framework to effectively capture and articulate the skills and knowledge required of a health leader.
- Introduction of a fair and balanced points-based system for assessing membership levels that attributes points to management experience, board experience, educational achievements and contributions to the profession itself. This system underpins being able to join the College at Associate Fellow level, advance to undertake Fellowship by examination and in very rare circumstances, to be recognized as a Fellow without examination.

- Introduction of free or low-cost professional development in the form of national webcasts available to everyone with an internet connection.

15. Candidate responsibilities

Applicants and candidates are responsible for:

- providing complete and accurate information;
- supplying evidence requested by ACHSM;
- completing Certification requirements within required timeframes;
- participating appropriately in mentoring and assessment processes;
- maintaining professional and ethical standards;
- paying applicable fees;
- complying with Maintenance of Certification (MOC) requirements
- notifying ACHSM of circumstances that may materially affect their eligibility or Certification; and
- complying with this Policy and related ACHSM requirements.

16. Academic and Professional Integrity

All work and evidence submitted as part of Certification must represent the candidate's own professional experience and contribution.

False, misleading, fabricated or improperly attributed information may result in:

- rejection of an application;
- failure of an assessment;
- removal from the Certification Program;
- suspension or withdrawal of Certification; and/or
- action under other applicable ACHSM policies.

17. Confidentiality and Privacy

Information obtained through Certification applications, portfolios, competency assessments, workplace projects, mentoring and assessment processes will be managed in accordance with applicable ACHSM privacy requirements.

Candidates must ensure that workplace project material does not improperly disclose confidential, commercially sensitive or personally identifiable information. Where necessary, candidates must obtain appropriate organisational approval before submitting workplace information to ACHSM.

18. Fees, Withdrawal and Refunds

Fees applicable to the Certification Program will be determined and published by ACHSM.

Applicants and candidates are responsible for payment of applicable fees by the required dates.
Any withdrawal, cancellation, transfer or refund will be managed in accordance with the applicable ACHSM terms, published fee arrangements and refund requirements in effect at the relevant time.

19. Review and Appeals

An applicant or candidate may request review of a Certification decision in accordance with the review or appeals process established by ACHSM. Requests must:

- Be submitted within the applicable timeframe;
- Identify the decision being challenged;

- State the grounds for review; and
- Include any relevant supporting evidence.

A person who was materially involved in the original disputed decision should not determine the final review or appeal wherever practicable.

20. Keeping Your Certification Current

To maintain your CHM or CHE status:

1. Remain active as a financial ACHSM member.
2. Log Maintenance of Certification (MOC) points each year via the Member Portal and meet the required number of points.

21. Program Governance

The ACHSM Board has ultimate oversight of the Certification Program.

Operational responsibility may be delegated to the Chief Executive Officer, relevant committee, ACHSM staff or other authorised people in accordance with ACHSM governance arrangements and delegations.
ACHSM may establish procedures, guidelines, assessment requirements and administrative rules supporting this Policy.

22. Policy Review

This Policy will be reviewed periodically to ensure that the Certification Program remains:

- Aligned with the ACHSM Health Service Management Competency Framework;
- Responsive to contemporary health management and leadership practice;
- Consistent with ACHSM's strategic objectives; and
- Supported by appropriate governance and quality assurance arrangements.

ACHSM may amend Certification requirements following an approved review. Appropriate transitional arrangements should be established where changes materially affect existing candidates or certified members.

23. Related Documents

This Policy should be read in conjunction with, where applicable:

- ACHSM Health Service Management Competency Framework;
- Certification Workplace Project Guidelines;
- Career plan guidelines;
- Maintenance of Certification requirements;
- ACHSM membership requirements;
- ACHSM privacy requirements;

24. Contact

For assistance regarding the ACHSM Certification Program, please contact the Education Programs Manager:
certification@achsm.org.au
www.achsm.org.au/certification
Ph: +61 2 8753 5100


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