

## Frequently Asked Questions

### Competency Assessment Program

#### What is Competency Assessment Program?

Competency Assessment Program from CAP is a comprehensive, customizable, and convenient program to help you manage competency of your testing personnel. The program can be tailored to your laboratory and enable you to meet CLIA and CAP accreditation requirements.

#### Who runs the program in the lab?

The laboratory subscribes to the program and allows employees to enroll. The education administrator(s) assigned by the laboratory manages the program for the laboratory. To do this, the education administrator enrolls employees, assigns courses, and reviews results. An organization can have an unlimited number of education administrators.

#### What are the courses like?

There are two types of courses in the program: "Assessment" courses and additional training courses, called "Pro" courses, which are for training and education. Assessment courses evaluate the student's current knowledge and skills. Because the courses are assessing someone's *current* abilities, they have questions first—followed by customized training based on the student's response to the questions. On the other hand, Pro courses reinforce learning by providing educational content that is interspersed with ungraded questions. Pro Courses are valuable as supplemental refreshers for current employees; introductions to new areas for experienced staff; training for new hires; or just for additional CE. Both types of courses include high-resolution color images, interactive exercises, and state-of-the-art education techniques.

#### How many courses are available?

Every six months, Competency Assessment Program publishes a new set of assessment courses in 11 disciplines. We offer over 75 courses each year: 44 new releases and up to 33 Pro courses carried over from the previous year and a half.

#### Why does the CAP program run on the calendar year?

The CAP program runs on the calendar year because we introduce 22 new courses every six months. The topics repeat every 3 to 4 years. Many program participants use the CourseBuilder tool to save their favorite courses for years. Labs can enroll in the program at any time of the year.

#### What is CourseBuilder?

Our CourseBuilder feature makes it easy for education administrators to rapidly create courses and observation checklists or to modify a CAP-provided course. Competency Assessment Program includes a generous library of pre-loaded courses and checklists.

You can use the courses that come with the program as a starting point for building courses. Just save any Competency Assessment Program assessment course, Pro Course, or observation checklist with a different name, then add important information for your organization or remove unrelated data. You can also start from scratch and use the program to create a course with all your own content. CourseBuilder is

## Frequently Asked Questions

### Competency Assessment Program

easy to use, with standard formatting toolbars similar to Microsoft Word. You easily can set up typical assessment scenarios like matching or multiple-choice. Upload high-resolution digital images for use within your courses as well as Word, PowerPoint, and PDF files.

#### **Can I use the program to measure competency on instruments?**

Competency Assessment Program gives you immediate access to a printable inventory of instrument-specific observation checklists with information from the manufacturer of that instrument. After you observe your employee, the checklist completion feature makes it easy to record the results online. List of current [Instrument-Specific Observation Checklists](#) (PDF, 36 KB) provided in Competency Assessment Program.

#### **What is ChecklistBuilder?**

This feature allows you to quickly create your own checklists or modify CAP-provided checklists. Use ChecklistBuilder to update the provided checklists so that they meet your laboratory's Standard Operating Procedures (SOPs). If your instruments are not among those we currently offer checklists for, you can create your own with the ChecklistBuilder tool.

#### **What management information is available?**

Education administrators can enter or upload student data, assign courses, and track enrollment. For added convenience, Competency Assessment Program allows you to assign sub-administrators to manage specific courses or groups of students. Administrators and sub-administrators can group students into a variety of categories — for example, by laboratory section (chemistry), shift (day or night shift), experience level (trainees), or hiring date (new hires this year).

You can monitor course completion status as well as assignment progress for your students. Competency Assessment Program also provides reports on how each user answered assessment questions as well as how your laboratory as a whole performed on each question and each course. This information can provide you with some insights on possible in-service topics or areas in which your staff may need retraining.

#### **What are the computer requirements to participate in the program?**

Competency Assessment Program from CAP is entirely online. Courses are taken and records are stored on our web site. Therefore, Internet access is required for all users of the program. Additionally, we recommend that our site be viewed at a resolution of 1024 x 768. The CAP web site is best viewed using the following browsers:

Internet Explorer 7.x and higher - Windows, Internet Explorer 5 - Mac, Firefox 2.0 - Windows, Firefox 2.0 - Mac and Linux, Safari - Windows, or Safari - Mac. The following programs provide access to features of the site, including downloadable documents: Adobe Acrobat Reader - Windows and Mac; Adobe Flash Player - Windows and Mac; RealOne Player - Windows; RealOne Player - Macintosh; Windows Media Player 9 - Windows 98 (second edition), ME, and 2000; Windows Media Player 10 - Windows XP; Windows Media Player 7.1 - Macintosh OS 8.1 to 9.x; or Windows Media Player - Macintosh OS X.

## Frequently Asked Questions

### Competency Assessment Program

#### **What are the security levels for users of the system, e.g. manager, supervisor, student?**

There are four levels of permissions for the Competency Assessment Program:

1. *Site Administrator*: A site administrator is a laboratory director or designee. The site administrator is responsible for

- a) "opting in" to activate the laboratory for online services,
- b) designating appropriate laboratory staff to register and request access, assigning additional site administrators,
- c) assigning education administrators,
- d) and managing permissions for laboratory staff.

The CAP recommends that each institution designate at least two site administrators.

2. *Education administrator*: Education administrator permission is granted by a site administrator. An education administrator

- a) designates appropriate laboratory staff to participate in the Competency Assessment Program,
- b) manages lists of students participating in the program,
- c) makes assignments,
- d) tracks progress,
- e) and views reports showing student progress through courses and checklists.

3. *Sub-administrators*: An education administrator grants sub-administrator permission to a student who already has access to the program. A sub-administrator

- a) performs administrative tasks
- b) views information normally reserved for the education administrator,
- c) may be assigned to specific groups of students, to specific courses, or to edit/create a custom course or checklist.

4. *Student*: A student is any individual assigned to a Competency Assessment Program activity. This would include any employee required to participate in competency assessment activities including

- a) clinical laboratory scientists,
- b) medical laboratory technologists or technicians,
- c) physicians,
- d) nurses,
- e) respiratory therapists,
- f) point-of-care testing personnel,
- g) phlebotomists,
- h) specimen processors.

## **Frequently Asked Questions**

### **Competency Assessment Program**

#### **What are Safety & Compliance courses?**

Laboratories annually review safety and compliance. Unlike other safety and compliance courses, you can pull these “off the shelf” for your employees because they are designed for clinical laboratories. The illustrations and examples in the courses are lab-specific.

#### **Can I purchase the Safety and Compliance courses separately?**

The Safety & Compliance course package must be purchased in conjunction with a Competency Assessment Program subscription. Not available for purchase separately.

#### **Can I enroll some employees in Competency Assessment Program and others in Safety and Compliance courses?**

Yes, though the total number of employees must be within your subscription level. You can raise the level by calling CAP for an expanded subscription.

#### **Why don't Safety and Compliance courses offer CE credit?**

Typically the information is reviewed yearly so it's not new information for the student. The Safety & Compliance courses are periodically updated when there are changes to regulations or best practices.