



STAFF CREDENTIALLING | User Guide

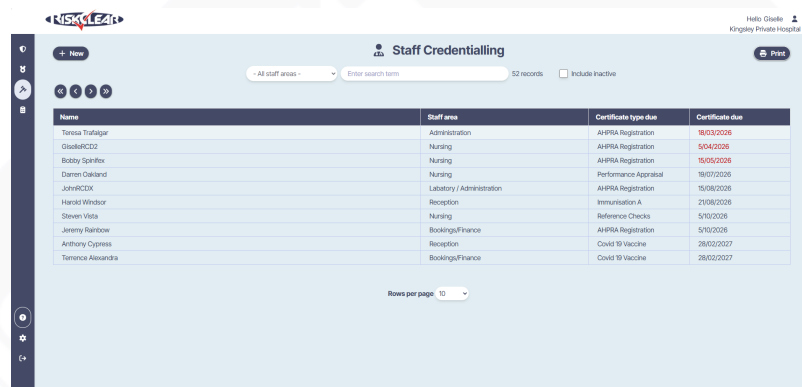
2026

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INTRODUCTION

Staff credentialling is the process of verifying and maintaining a healthcare worker's qualifications, registrations, certifications, experience, and other professional credentials to ensure they are qualified and authorised to perform their role. It helps organisations confirm that staff meet regulatory, organisational, and professional requirements, supporting patient safety, quality care, compliance, and workforce governance. Credentialling is typically completed when a staff member commences employment and is reviewed regularly throughout their employment to ensure credentials remain current.

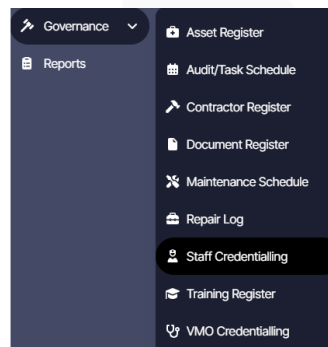
Staff can be administered from the Staff Credentialling Register in RiskClear.



Name	Staff area	Certificate type due	Certificate due
Teresa Trafalgar	Administration	AI/PSA Registration	18/03/2026
Gisela RCD2	Nursing	AI/PSA Registration	04/04/2026
Boddy Spiller	Nursing	AI/PSA Registration	18/05/2026
Darren Oakland	Nursing	Performance Appraisal	18/07/2026
John RCDX	Laboratory / Administration	AI/PSA Registration	15/08/2026
Harold Windsor	Reception	Immunisation A	21/08/2026
Steven Vista	Nursing	Reference Checks	07/10/2026
Jeremy Rainbow	Bookings/Finance	AI/PSA Registration	07/10/2026
Anthony Cypress	Reception	Covid 19 Vaccine	28/03/2027
Terence Alexandra	Bookings/Finance	Covid 19 Vaccine	28/03/2027

HELPFUL NAVIGATION TIPS

The **Staff Credentialling Register** is found via Side Navigation Panel > **Governance** > **Staff Credentialling** of Risk Clear.



Throughout RiskClear the **Floating Navigation Bar** provides quick access to common functions within that module including:

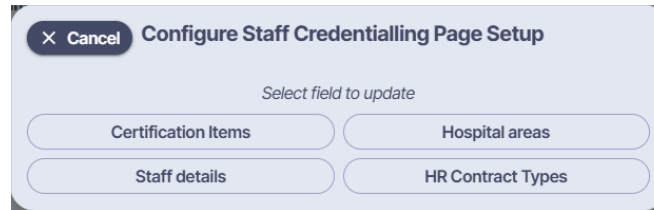


- Cancel
- Settings (where available)
- Update & Close

SETUP FUNCTIONS

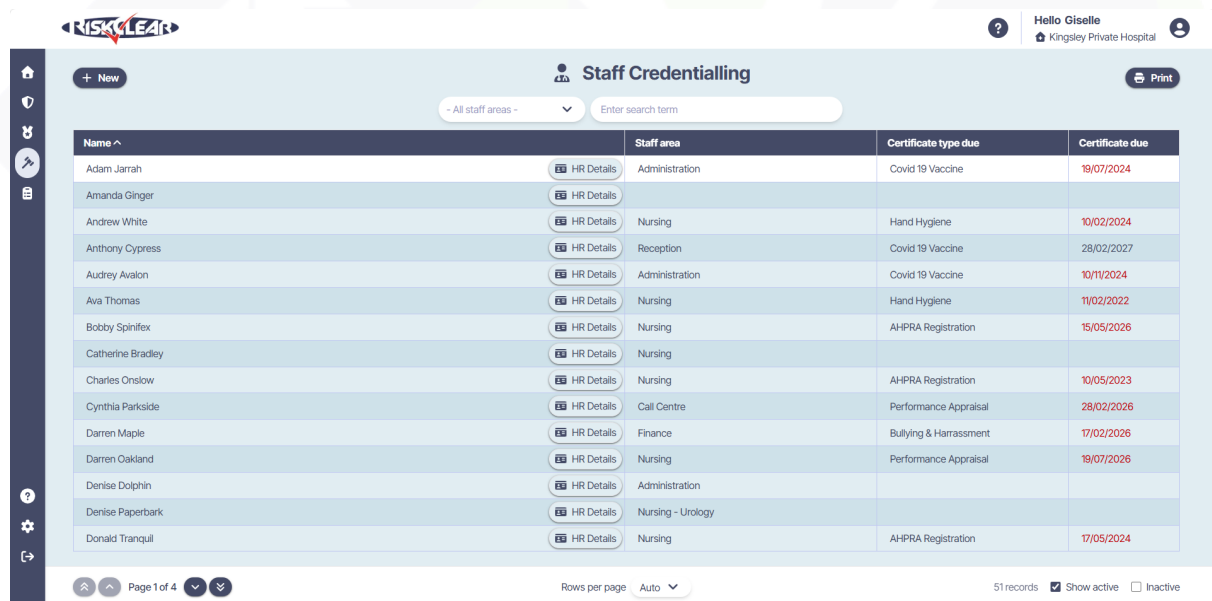
Setup can be completed via **Settings** in RiskClear via the **Side Navigation Panel** or from within the **Staff Credentialling screen** by clicking the **Settings symbol** > .

Certification Items, Staff Details, Hospital Area's and **HR Contract Types** can be customised here.



NAVIGATING THE STAFF CREDENTIALLING REGISTER

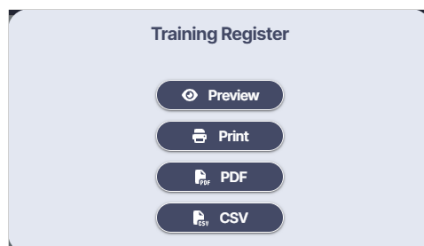
The **Staff Credentialling Register** has various functions and filters to assist in navigating credentialling records and details.



Name	Staff area	Certificate type due	Certificate due
Adam Jarrah	Administration	Covid 19 Vaccine	19/07/2024
Amanda Ginger			
Andrew White	Nursing	Hand Hygiene	10/02/2024
Anthony Cypress	Reception	Covid 19 Vaccine	28/02/2027
Audrey Avalon	Administration	Covid 19 Vaccine	10/11/2024
Ava Thomas	Nursing	Hand Hygiene	11/02/2022
Bobby Spinifex	Nursing	AHPRA Registration	15/05/2026
Catherine Bradley	Nursing		
Charles Onslow	Nursing	AHPRA Registration	10/05/2023
Cynthia Parkside	Call Centre	Performance Appraisal	28/02/2026
Darren Maple	Finance	Bullying & Harrassment	17/02/2026
Darren Oakland	Nursing	Performance Appraisal	19/07/2026
Denise Dolphin	Administration		
Denise Paperbark	Nursing - Urology		
Donald Tranquil	Nursing	AHPRA Registration	17/05/2024

Use the **+New scheduled** button to add credentialling details.

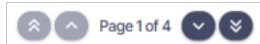
Use the **Print** button to choose from the following functions:



Use the **All Staff areas**, and **Search bar** to display and filter relevant information. The record count is displayed to the right of these filters.

The **Include inactive** box can be ticked or unticked to further filter data.

Use the arrows to navigate through the register page by page or to the end or beginning of the pages.



Clicking the headers across the top of the Staff Credentialling Register will sort data alpha or numerically depending on the nature of the data.

Name ▾	Staff area	Certificate type due	Certificate due
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The Rows per page is set to 10, however can be adjusted to your preference

Rows per page

10

10
20
30
40
50

ADDING CREDENTIALLING DETAILS TO YOUR STAFF

All enabled staff whether they have a RiskClear login or not will appear in the Staff Credentialling Register. If any staff don't appear on the list, click the **+New** button. If you have access, this will open the Personnel Update screen where the new staff member can be added.

- To open the register go to the **Side Navigation Panel** > **click Governance** > **Staff Credentialling**



Hello Giselle
Kingsley Private Hospital

+ New

Staff Credentialling

Print

- All staff areas -

Enter search term

Name ▾		Staff area	Certificate type due	Certificate due
Adam Jarrah		Administration	Covid 19 Vaccine	19/07/2024
Amanda Ginger				
Andrew White		Nursing	Hand Hygiene	10/02/2024
Anthony Cypress		Reception	Covid 19 Vaccine	28/02/2027
Audrey Avalon		Administration	Covid 19 Vaccine	10/11/2024
Ava Thomas		Nursing	Hand Hygiene	11/02/2022
Bobby Spinflex		Nursing	AHPRA Registration	15/05/2026
Catherine Bradley		Nursing		
Charles Onslow		Nursing	AHPRA Registration	10/05/2023
Cynthia Parkside		Call Centre	Performance Appraisal	28/02/2026
Darren Maple		Finance	Bullying & Harassment	17/02/2026
Darren Oakland		Nursing	Performance Appraisal	19/07/2026
Denise Dolphin		Administration		
Denise Paperbark		Nursing - Urology		
Donald Tranquil		Nursing	AHPRA Registration	17/05/2024

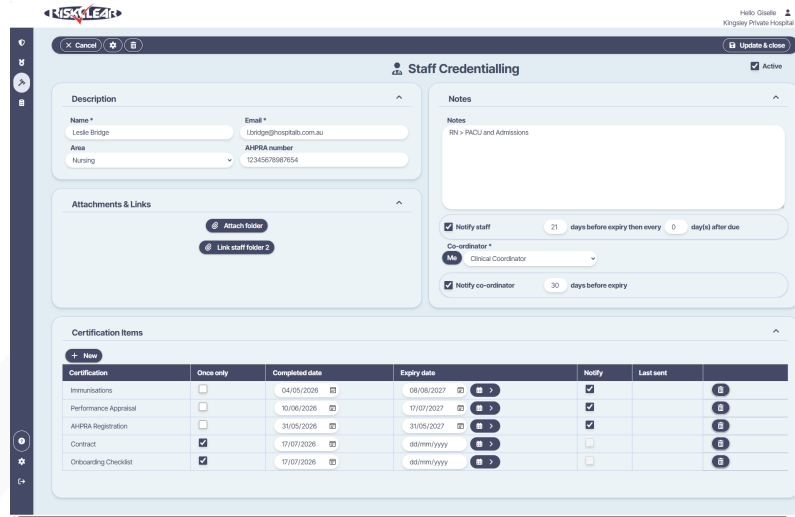
Page 1 of 4

Rows per page Auto ▾

51 records ☒ Show active ☐ Inactive

- Click the **staff members name** from the list, if it is not listed click **+New**. The following window (below) appears.
The screen is organised into **cards** which group related information together (e.g., **Details, Notes, Certification Items**).

Complete the **Description** and **Notes** cards.

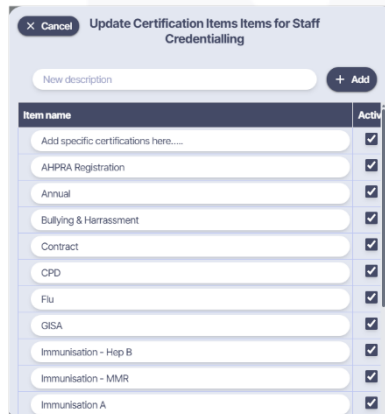


The screenshot shows the 'Staff Credentialling' form. It has a sidebar with navigation icons. The main form is divided into several sections:

- Description:** Fields for Name (Linda Bridge), Email (LindaB@hospitals.com.au), Area (Nursing), and AHPRA number (12345678901234).
- Attachments & Links:** Buttons for 'Attach folder' and 'Link staff folder 2'.
- Notes:** A text area for notes, currently containing 'RN - PACU and Admissions'. Below it are checkboxes for 'Notify staff' (checked) and 'Notify co-ordinator' (checked), with dropdown menus for frequency and days before expiry.
- Certification Items:** A table with columns: Certification, Once only, Completed date, Expiry date, Notify, and Last sent.

Certification	Once only	Completed date	Expiry date	Notify	Last sent
Immunisations	☐	04/05/2026	08/08/2027	☒	
Performance Appraisal	☐	10/06/2026	17/07/2027	☒	
AHPRA Registration	☐	30/06/2026	31/06/2027	☒	
Contract	☒	17/07/2026	admin/yyyy	☐	
Onboarding Checklist	☒	17/07/2026	admin/yyyy	☐	

- Attachments & Links** can be added to the Staff Members record using the attach and link buttons. These folders typically contain certification item evidence such as immunisation records, AHPRA certificates etc.
- Complete the **Certification Items card** by clicking **+New** button and the following panel appears >



The screenshot shows the 'Update Certification Items Items for Staff Credentialling' panel. It has a 'New description' field and an '+ Add' button. Below is a list of certification items with checkboxes for 'Once only' and 'Repeat'.

Item name	Once only	Repeat	Active
Add specific certifications here.....	☒	☐	☒
AHPRA Registration	☐	☒	☒
Annual	☐	☒	☒
Bullying & Harassment	☐	☒	☒
Contract	☒	☐	☒
CPD	☐	☒	☒
Flu	☐	☒	☒
GISA	☐	☒	☒
Immunisation - Hep B	☐	☒	☒
Immunisation - MMR	☐	☒	☒
Immunisation A	☐	☒	☒

Select the relevant certification items (once off or repeat items) for that staff member. If you have access you can also **+Add** additional items to the list.

Then enter the completion &/or expiry date for each certification items. The **Once-only** option alongside certification items in the Staff credentialling are for items such as Contract, Reference Checks, Onboarding Checklist that are done once only at commencement of employment. Other **repeating Certification Items** such as AHPRA, Performance Appraisals and Immunisations have an **Expiry date** which can be updated accordingly.

You can also **de-activate staff** by removing the tick from the **Active** box at the top right of the screen. As the training and staff credentialling registers are linked, this will also retire the staff member from the training register, and vice-versa.

HR DETAILS FUNCTION

- is available via Permissions to those staff (DON, HR Manager) that need access to the Staff Members HR details for legitimate reasons
- This button is visible on the Staff Credentialling screen only to those with HR Detail access
- Clicking HR details opens the HR Panel where you can add details around their contact details, NOK, contract hours and type
- You can also link their HR folder on your network to their HR record on RiskClear.

×

Cancel

HR Details - Adam Jarrah

Name

Adam Jarrah

Email

a.jarrah@hospitalb.com.au

Name and email are changed in Personnel Update.

Address

Address

Date of birth

Date of birth

Format: 01/06/1980

Phone number

Phone number

Contract type

- Select -

🔗

Link to Staff HR Folder

Next of Kin

Type

- Select -

Name

Name

Phone

Phone

Email

Email

Contract hours

Hours

Comments

Comments

📄

Update & Close

EXAMPLE: STAFF CREDENTIALLING CERTIFICATION AUTO REMINDER

Subject: Certification Reminder from Scarborough Private Hospital

*Dear *****,*

Listed below are the certification items needed for your continued employment and nursing practice at Bondi Junction Private Hospital:

** AHPRA Registration was due on 5/10/2020*

** Working With Children Check is due on 23/11/2020*

Please email certification for the above at your earliest convenience. You can reply and attach certification to this email.

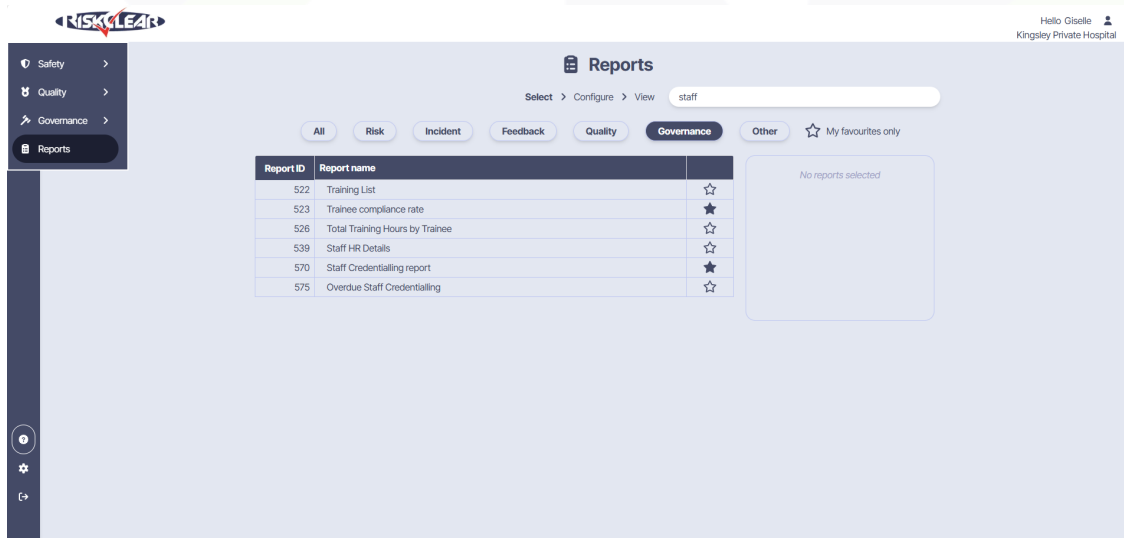
Should you have any further queries, please contact Jan Jackson at jan@hospital.com.au.

Sincerely

Jan Jackson Quality Manager Scarborough Private Hospital

STAFF CREDENTIALLING REPORTS

Reporting on Staff Credentialling is available via the **Side Navigation Panel > Reports**.



The screenshot shows the RiskClear Reports interface. On the left is a side navigation panel with options: Safety, Quality, Governance, and Reports (selected). The main area is titled 'Reports' and has a search bar with 'staff' entered. Below the search bar are tabs for All, Risk, Incident, Feedback, Quality, Governance (selected), and Other. A 'My favourites only' link is also present. A table lists reports with columns for Report ID and Report name. The table contains the following data:

Report ID	Report name
522	Training List
523	Trainee compliance rate
526	Total Training Hours by Trainee
539	Staff HR Details
570	Staff Credentialling report
575	Overdue Staff Credentialling

Each row in the table has a star icon in the rightmost column. To the right of the table, there is a message: 'No reports selected'.

Various **Staff Credentialling reports** can be configured in RiskClear.

Click **Governance** or use the **Search All reports** function. Each report provides a **description** of what it generates, and you can "star" any reports that you use frequently as a favourite also.