

Maintaining competency – Support for competent assessors

Information for assessors

Support available to competent assessors

Common issues	Where to seek support	Timeframe for providing support
Internet connection or computer problem	Contact your organisation's IT support as this is a local issue rather than specific to interRAI	Depending on availability of local IT service
interRAI password : Expired or forgotten	Call the interRAI IT Service Desk Central (Taranaki host): <ul style="list-style-type: none"> • (06) 753 7766 North & South (Canterbury host): <ul style="list-style-type: none"> • (03) 378 6555 	Usual response time from interRAI (Momentum) IT Service Desk (8am to 5pm Monday to Friday except NZ public holidays Password resets 8am to 11pm 7 days a week On call service available for password resets and category 1 incidents outside these times)
interRAI software problem	Call the interRAI IT Service Desk Central (Taranaki host): (06) 753 7766 North & South (Canterbury host): (03) 378 6555	Usual response time from interRAI Service Desk
Any URGENT <ul style="list-style-type: none"> • Assessment methodology query • AIS (online evaluations, e-learning) query • interRAI/Momentum software system use: how to query 	Call 0800 10 80 44 Select option 3 The Education Support Coordinator will triage the issue, assess the level of urgency, resolve or arrange further input . (normal business hours)	Response is within one business day

<p>Any LESS URGENT (can at least wait 24 hours)</p> <ul style="list-style-type: none"> • Assessment Methodology query • AIS (on line e-learning) query 	<p>Call 0800 10 80 44</p> <ul style="list-style-type: none"> • Select option 3 • You will be provided with a timeslot for discussion of your query with an Educator within the next 24 hours. • The Educator can view and discuss assessments online or arrange a local Educator to follow up 	<p>Depends on timeslot provided, but usually within 24 hours.</p>
<p>Any ROUTINE (within 48 hours)</p> <ul style="list-style-type: none"> • Methodology query • AIS query 	<ul style="list-style-type: none"> • Call 0800 10 80 44 • Select option 3 • You will be provided with a timeslot for discussion of your query with an Educator within the next 24 hours. • The Educator can view and discuss assessments online or arrange a local Educator to follow up 	<p>Depends on timeslot provided, but usually within 48 hours.</p>
<p>Any NON-URGENT (within 5 days)</p> <ul style="list-style-type: none"> • Methodology query • AIS query 	<ul style="list-style-type: none"> • Send your query via the website 'Help & Contact' section, or email your query directly to the interRAI team. • You will receive a response on the website, or via email. • For complex queries, an Educator can be allocated to view and discuss assessments directly with the assessor or arrange 	<p>Usually within 5 working days.</p>

	<p>a local Educator to follow up</p> <ul style="list-style-type: none"> You may also be offered a site visit or skills booster session. 	
You need an interRAI refresher or skills booster	<p>Go to 'Book Training' on the interRAI website.</p> <ul style="list-style-type: none"> You will be given a list of options about different courses available and when these are being run. Use the interactive tool to book the training you need. If you need further assistance, send an email to the interRAI team. 	Self help
You need your local Educator to provide a site visit and/or you are having difficulty maintaining your competency and need further support	<p>Contact your local Educator.</p> <p>The Educator may initiate a Quality Review to highlight areas where you need particular support and will be able to offer additional training and other assistance.</p>	Self help
General queries, suggestions for change or systems problems.	<p>The interRAI website addresses a range of commonly asked questions that we anticipate will provide answers for you.</p> <p>If you are having trouble navigating your way around the website, or you can't find what you are looking for, send an email to the interRAI team</p>	Self help