



MEDICAL COUNCIL OF ZAMBIA

# **Certification Guidelines**

## **For ART - Providers.**

P.O. Box 32554 Lusaka, Zambia.  
June 2009.



This publication was made possible through support provided by USAID. The opinions expressed herein are those of the authors and do not necessarily reflect the views of those of the USAID.

## FOREWORD

The Medical Council of Zambia is a Statutory Body established under an Act of Parliament – CAP. 297 of the Laws of Zambia. It is a regulatory body with statutory obligations to regulate the registration of health care facilities and health practitioners, as well as to maintain optimal standards of competence, care and professional conduct. Its mission is to set, promote and regulate ethical and professional conduct of practice amongst health care professionals so as to ensure the provision of quality health care for the public.

In line with this statutory mandate, the Council has developed certification guidelines for all health care providers working in the public or private sector, who are providing ART Services.

The advent of the HIV/AIDS pandemic together with its opportunistic infections has proved to be of great concern not only to the Government, but to the general public as well. The pandemic has drastically affected the country's life expectancy, labour productivity and economic growth potential. The pandemic has further caused a severe strain on the national health care delivery system.

In order to address this situation, the Government took the decision to introduce ART services in public health facilities. ART Services have proved to be one of the most important interventions to be included in the basic health care package for mitigation against HIV and AIDS. It is against this background, that it was decided to invest time and resources to develop certification guidelines for ART providers.

The Certification Guidelines have been developed to provide guidance for recognizing ART trainers, training institutions /organizations, ensuring usage of MOH approved training packages and the requirements involved to have an ART health care provider certified.

It is the Council's hope that these guidelines for certification of ART health care providers will be useful in enhancing quality in the provision of ART and health care in general.



Professor Yak Mulla,  
**Chairman**

## ABBREVIATIONS/ACRONYMS

|       |   |
|-------|---|
| AIDS  | Acquired Immune Deficiency Syndrome           |
| ART   | Antiretroviral Therapy                        |
| ARVs  | Antiretroviral drugs                          |
| CHAMP | Comprehensive HIV and AIDS Management Program |

|        |   |
|--------|---|
| CIDRZ  | Centre for Infectious Disease Research in Zambia            |
| CPD    | Continuing Professional Development                         |
| CRS    | Catholic Relief Services                                    |
| CT     | Counseling and Testing                                      |
| DHIS   | District Health Information System                          |
| DHO    | District Health Office                                      |
| DMO    | District Medical Officer                                    |
| GNC    | General Nursing Council                                     |
| GRZ    | Government of the Republic of Zambia                        |
| HIV    | Human Immunodeficiency Virus                                |
| HMIS   | Health Management Information System                        |
| HSSP   | Health Services and Systems Program                         |
| JSI    | John Snow Inc.  |
| MCZ    | Medical Council of Zambia                                   |
| ML     | Medical Licentiate  |
| MO     | Medical Officer   |
| MoH    | Ministry of Health  |
| NAC    | National AIDS Council                                       |
| OI     | Opportunistic Infections                                    |
| PHO    | Provincial Health Office                                    |
| PMTC   | Prevention of Mother To Child Transmission of HIV           |
| QA     | Quality Assurance   |
| SOP    | Standard Operating Procedures                               |
| STIs   | Sexually Transmitted Infections                             |
| TB     | Tuberculosis  |
| TOT    | Training of Trainers  |
| UNICEF | United Nations Children Emergency Fund                      |
| USAID  | United States Agency for International Development          |
| UNZA   | University of Zambia  |
| WHO    | World Health Organization                                   |
| ZPCT   | Zambia HI V/AIDS Prevention, Care and Treatment Partnership |

## **PREAMBLE**

The Certification Guidelines have been developed to regulate and unite all ART providers in order to ensure uniformity in basic knowledge, skills and attitudes and to standardize the quality of care.

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## **ACKNOWLEDGEMENTS**

The Medical Council of Zambia acknowledges, with profound gratitude, the immense work of individuals and organizations who contributed to the development of these guidelines for ART Providers. Equally, the Council is indebted to the Ministry of Health and the Health Services and Systems Programmed (HSSP) under the USAID, for the financial and technical support and facilitation during the several consultative meetings and workshops in the development of these guidelines. The guidelines would not have been developed without the support, commitment and input from the following individuals:

Dr. A. Mwango – Ministry of Health



Dr. M. M. Zulu – MCZ  
Dr. Elijah Sinyinza - HSSP  
Dr. Peter Mumba – HSSP  
Dr. Patrick Katayamoyo -ZPCT  
Dr. Jonas Mwale – Livingstone PHO  
Dr. G.Shakankale – Lusaka Trust Hospital  
Dr. Nauluta Seneadzo – Kitwe DHO  
Dr. Omega Chituwo – Copperbelt PHO  
Dr. I. Gashongole - Ndola DHO  
Dr. F. Liwali - Mongu DHO  
Dr. Joyce Banda - Lusaka DHMT  
Dr. Gabriel Lunkamba – Chikankata Mission Hospital  
Dr. Nguni Harrisson – Solwezi DHO  
Dr. Lungu Martha – Solwezi PHO  
Mr. Handson Manda - CIDRZ  
Dr. Dhally M. Menda - CHAZ  
Dr. Eric Sattin - NAC  
Dr. Mike Bush - Corpmed  
Dr. Chama Chanda –NAC  
Dr. Makungu Kabaso – Lusaka DHMT  
Dr. Joseph Nikisi - ZMA/JHPIEGO  
Dr. Micky Ndlovu - Chainama College Of Health Sciences  
Col. Dr. Lawson Simapuka – Defense Force Medical Services  
Dr. Martine Malama - Medical Directorate (Zambia Police)  
Dr. Mwangala Mubiana Mbewe – CIDRZ  
Dr. Douglas M. Singini - Yuka Mission  
Mr. Siwo Sunduzwayo - Mopani Copper Mines  
Mr. Davy Nanduba – MOH  
Mr. Wilmont Phiri – Chipata DHO  
Captain Z. T. Nyirenda – Defense Force Medical Services  
Ms Rosey A. Mwansa – Livingstone DHO  
Ms Susan Mwansa – Chilonga Mission Hospital  
Mr. Yapoma Nkhoma – USAID/JSI  
Mr. Fred Mulenga - Medical Directorate (Zambia Police)  
Mr. David Ndhlovu – Evelyn Hone College  
Mr. Ivin Chibanda – Evelyn Hone College  
Major .S. Mucheleka - Kasama PHO  
Mr. Daniel Tembo – Kara Counseling and Training Trust  
Mr. E. Hussein - Pearl of Health

Mr. Chibenga Chibeka – Medical Directorate (Zambia Police)  
Mr. Modern Chola - Medical Directorate (Zambia Police)  
Mr. Lawrence Miti – Medical Directorate (Zambia Police)  
Mr. S. T. Chisanga – MCZ  
Mr. B. Bwalya – MCZ  
Mr. J.G. Banda - MCZ

Lastly, the Council expresses its appreciation to all those who advised or helped in any other way towards the development and final production of the guidelines. In particular, the Council thanks the Editorial Committee consisting of Dr. Peter Mumba, Dr. Patrick Katayamoyo and Mr. Griffen Banda who worked tirelessly to edit the document. The input from all these individuals and organizations has made the development and final production of these guidelines a reality.



Dr. M.M. Zulu  
**Registrar.**



## BACKGROUND

In the early 1990s, the Government of the Republic of Zambia (GRZ) embarked on health reforms with the vision “to provide equity of access to cost-effective, quality health care as close to the family as possible”. To achieve this vision, Zambia needed a health system that was robust enough to embrace all the key elements of health care delivery, such as a strong health system structure and the availability of necessary inputs to ensure effective delivery of services.

With the emerging challenges of HIV/AIDS and the introduction of Antiretroviral Therapy (ART), the Government through Ministry of Health (MoH) is committed to improving the quality of health care in both the private and public health facilities. Therefore the medical council has developed systems for supervision, monitoring and evaluating standards for health care providers and training institutions.

The Medical Council of Zambia (MCZ) provides services and an institutional framework that directs its efforts towards the provision of quality health care through an effective monitoring of the medical practice and improvement of health facilities in both the public and private sector. As a consequence of this, and mindful of the need to scale up HIV/AIDS interventions in the country, the MCZ in collaboration and consultation with all the relevant stake-holders, has come up with certification system.

The provision of antiretroviral therapy is an essential step in the continuum of care and support for persons living with HIV and AIDS. Since, it is important to bring this service as close to all Persons Living with HIV/AIDS (PLWHA) as possible in order to ensure that the best quality of care is provided by adequately trained providers. This assures uniformity of quality of care. In order to ensure the attainment of the above, all individuals who provide or wish to provide antiretroviral therapy shall be subjected to a certification process.

## RECOGNITION OF TRAININGS

There are various training programs that are being offered in ART by Training institutions and Organizations. For purposes of ART Accreditation the training programs shall be streamlined to ensure focus on Domains of the ART Accreditation guidelines. Emphasis shall be on training programs recommended in the ART Accreditation Guidelines.

The following are the essential training programs that will be considered and recognized for Certification of ART Providers:

- 1) Management of HIV with Antiretroviral Therapy-Advanced Course
- 2) Paediatric HIV Care Training Course
- 3) Prevention of Mother to Child Transmission of HIV
- 4) SmartCare
- 5) Management of National ARV Logistics System
- 6) HIV Test Logistics System
- 7) Pharmacovigilance
- 8) Psycho-Social Counseling Course

### ***Description of Trainings***

#### **(1) Management of HIV with Antiretroviral Therapy and Management of Opportunistic Infections:**

##### **a) Cadres Targeted**

This training is targeted at the following members of the clinical team:

- Medical Practitioner
- Medical Licentiate
- Clinical Officer
- Pharmacy Personnel
- Nursing staff
- Laboratory Personnel

##### **b) Package**

During this training the following materials will be required:

- Management of HIV with Antiretroviral Therapy -Trainers Notebook
- Management of HIV with Antiretroviral Therapy - Reference Manual
- Management of HIV with Antiretroviral Therapy -Presentation Graphics
- Management of HIV with Antiretroviral Therapy - Participants Handbook
- Management of Opportunistic Infections - Trainers Notebook
- Management of Opportunistic Infections – Reference Manual
- Management of Opportunistic Infections - Graphic Presentation
- Management of Opportunistic Infections – Participants Handbook

### **c) Duration of the Training**

The training has a standardized duration of eight (8) full days.

- Five days allocated for ART
- Three days for opportunistic infections

### **d) Certificates**

The certificates to be used will be in uniformity with the Ministry of Health certificates signed by two signatories one from Ministry of Health and the other by the Lead Trainer. The Ministry of Health Signatories may be:

- The Permanent Secretary (MOH)
- The Director Clinical Care and Diagnostic Services
- The ARV Coordinator (MOH)
- Provincial Health Director
- District Director of Health

## **(2) Management of Paediatric HIV Care**

### **a) Cadres Targeted**

This training is targeted at the following members of the clinical team:

- Medical Practitioner
- Medical Licentiate
- Clinical Officer
- Pharmacy Personnel
- Nursing staff
- Laboratory Personnel

### **b) Package**

During this training the following materials will be required:

- Paediatric ART Participants Manual
- Paediatric ART Facilitators Guide
- Paediatric ART Training Graphics
- Paediatric ART Training Tools and other Resources

**c) Duration of the Training**

The training has a standardized duration of five (5) full days.

**d) Certificates**

The certificates to be used will be in uniformity with the Ministry of Health certificates signed by two signatories one from Ministry of Health and the other by the Lead Trainer. The Ministry of Health Signatories may be:

- The Permanent Secretary (MOH)
- The Director Clinical Care and Diagnostic Services
- The Paediatric ART Coordinator (MOH)
- Provincial Health Director
- District Director of Health

**(3) Prevention of Mother to Child Transmission of HIV (PMTCT)**

**a) Cadres Targeted**

This training is targeted at the following members of the clinical team:

- Medical Practitioner
- Medical Licentiate
- Clinical Officer
- Pharmacy Personnel
- Nursing staff
- Laboratory Personnel

**b) Package**

During this training the following materials will be required:

- PMTCT Trainers Manual
- PMTCT Participants Manual
- PMTCT Graphics Presentation
- PMTCT Reference Manual

### **c) Duration of the Training**

The training has a standardized duration of six (6) full days.

### **d) Certificates**

The certificates to be used will be in uniformity with the Ministry of Health certificates signed by two signatories one from Ministry of Health and the other by the Lead Trainer. The Ministry of Health Signatories may be:

- The Permanent Secretary (MOH)
- The Director Public Health (MOH)
- The PMTCT Coordinator (MOH)
- Provincial Medical Officer
- District Medical Officer

## **(4) SmartCare (HMIS)**

### **a) Cadres Targeted**

This training is targeted at the following members of the clinical team:

- Data Clerk
- Medical Practitioner
- Medical Licentiate
- Clinical Officer
- Pharmacy Personnel
- Nursing staff
- Adherence Counselor

### **b) Package**

The package has two components the software and hard copy

#### **(i) Software Component**

During the software training the following materials will be required:

- SmartCare Trainers Manual
- SmartCare Participants Manual
- SmartCare Graphics Presentation
- SmartCare Users Manual
- SmartCare Procedures Manual
- SmartCare Video Promo

## **(ii) Hard copy Component**

During the software training the following materials will be required:

- SmartCare Standard Operating Procedure Manual
- SmartCare Graphics Presentation

## **c) Duration of the Training**

The training has a standardized duration of six (6) full days.

- Four(4) days for software training
- Two (2) days for Hard copy training

## **d) Certificates**

The certificates to be used will be in uniformity with the Ministry of Health certificates signed by two signatories one from Ministry of Health and the other by the Lead Trainer. The Ministry of Health Signatories may be:

- The Permanent Secretary (MOH)
- The Clinical Care and Diagnostic Services (MOH)
- The ARV Coordinator (MOH)
- Provincial Medical Officer
- District Medical Officer

## **(5) Management of National ARV Logistics System Training Course**

### **a) Cadres Targeted**

This training is targeted at the following members of the clinical team:

- Medical Practitioner
- Medical Licentiate
- Clinical Officer
- Pharmacy Personnel
- Nursing staff
- Laboratory Personnel

### **b) Package**

During this training the following materials will be required:

- The National ARV Logistics System Trainers Manual

- Standard Operating Procedures Manual for the Management of National ARV Logistics System
- National ARV Logistics System Participants workbook

**c) Duration of the Training**

The training has a standardized duration of five (5) full days.

**d) Certificates**

The certificates to be used will be in uniformity with the Ministry of Health certificates signed by two signatories one from Ministry of Health and the other by the Lead Trainer. The Ministry of Health Signatories may be:

- The Permanent Secretary (MOH)
- The Director Clinical Care and Diagnostic Services
- The ARV Coordinator (MOH)
- Provincial Medical Officer
- District Medical Officer

**(6) HIV Test Logistics System**

**a) Cadres Targeted**

This training is targeted at the following members of the clinical team:

- Biomedical Scientific Officers
- Laboratory Technologists
- Laboratory Technician

**b) Package**

During this training the following materials will be required:

- HIV Test Logistics System - Trainers Guide
- Standard Operating Procedures Manual for Management of National HIV Test Logistics System
- HIV Test Logistics System – Participants Workbook

**c) Duration of the Training**

The training has a standardized duration of five (5) full days.

**d) Certificates**



The certificates to be used will be in uniformity with the Ministry of Health certificates signed by two signatories one from Ministry of Health and the other by the Lead Trainer. The Ministry of Health Signatories may be:

- The Permanent Secretary (MOH)
- The Director Clinical Care and Diagnostic Services
- The Chief Biomedical Scientific Officer (MOH)
- Provincial Medical Officer
- District Medical Officer

## **(7) Pharmacovigilance**

### **a) Cadres Targeted**

This training is targeted at the following members of the clinical team:

- Medical Practitioner
- Medical Licentiate
- Clinical Officer
- Pharmacy Personnel
- Nursing staff

### **b) Package**

During this training the following materials will be required:

- Pharmacovigilance Trainers Manual Supplement
- Pharmacovigilance Facilitators Guide
- Pharmacovigilance Graphics Presentation
- Pharmacovigilance Reference Manual

### **c) Duration of the Training**

The training has a standardized duration of three (3) full days.

### **d) Certificates**

The certificates to be used will be in uniformity with the Ministry of Health certificates signed by two signatories one from Ministry of Health and the other by the Lead Trainer. The Ministry of Health Signatories may be:

- The Permanent Secretary (MOH)
- The Director Clinical Care and Diagnostic Services
- The Director Pharmaceutical Regulatory Authority

- Provincial Health Director
- District Director of Health

## **(8) Psychosocial Counseling**

### **a) Cadres Targeted**

This training is targeted at the following members:

- Medical Practitioner
- Medical Licentiate
- Clinical Officer
- Pharmacy Personnel
- Nursing staff
- Laboratory Personnel
- Lay Counselors

### **b) Package**

During this training the following materials will be required:

- Trainers Guide for Basic Counselors Training Course
- Student's Reader for Training of Counselors
- Generic Training Manual for HIV/AIDS counseling course
- Handbook for psychosocial counseling course
- Code of Ethics for counselors in Zambia
- Counseling Guidelines for counseling in Zambia
- CTC Training Manual for care providers
- Couple Counseling Reader Manual

### **c) Duration of the Training**

The training has a standardized duration of six (6) full weeks.

- Two(2) weeks theory
- Four(4) weeks practical

### **d) Certificates**

The certificates to be used will be in uniformity with the Ministry of Health certificates Signed by two signatories one from Ministry of Health and one by the Lead Trainer. The Ministry of Health Signatories may be:

- The Permanent Secretary (MOH)

- The Director Public Health (MOH)
- Provincial Medical Officer
- District Medical Officer

## **RECOGNIZING TRAINING PROGRAMS FOR CONTINUING PROFESSIONAL DEVELOPMENT**

Besides mandatory training programs, there are other training programs which are desirable but important for Continuing Professional Development. These training programs will be helpful under Domain 6 ( Human Resource and Continuing Professional Development ) for purposes of ART Accreditation . The same training programs might be useful for annual renewal of practitioners' registration licenses at the Medical Council of Zambia:

The following training programs are recognised for Continuing Professional Development and are relevant for the listed cadres. These are as follows:

### **(1) For Medical Practitioner, Medical Licentiate, Clinical Officers, Nurses**

- Prophylaxis and Management of OI's
- Management of Tuberculosis
- Rational Drug Use
- Management of Sexually Transmitted Infections
- Nutritional Counseling
- Family Planning Counseling
- Performance improvement approach(PIA)
- Diagnostic Counseling and Testing(DCT)
- Adherence Counseling
- Child Counseling
- ART/O.I Online training
- Any training related specifically to patient treatment and care

### **(2) For Biomedical Scientific Officer, Laboratory Technologist, Laboratory Technician**

- Quality Control
- Quality Assurance
- Diagnostic Counseling and Testing
- Any training related specifically to Lab improvement

### **(3) For Data Management Personnel**

- Monitoring and Evaluation(M&E)
- Health Management Information System

- Quality Assurance
- Or any training specifically related to data improvement

#### **(4) Pharmacist, Pharmacy Technologist, Dispenser**

- Personnel Trained in Drug Safety Monitoring (Pharmacovigilance)
- Rational Drug use ( Drug utilization patterns)
- Any training specifically related to pharmacy improvement
- Adherence Counseling

### **RECOGNIZING TRAINING INSTITUTIONS AND OTHER ORGANIZATIONS OFFERINGS TRAINING PROGRAMS RELATED TO HIV**

There are a number institutions and organisations offering trainings related to HIV. In this document, for purposes of recognition and regulation the institutions have been categorized into two these are:

#### **(a) Formal Training institutions**

These are institutions whose core business is training and are recognised by the Government of Zambia as such. These are:

- UNZA School of Medicine
- Chainama College of Health Sciences
- Evelyn Hone College
- Registered and Enrolled Nursing Schools
- Ndola School of Biomedical Sciences
- Chikankata School of Laboratory Technologists
- Zambia Defense Force School of Health Sciences

#### **(b) Other Organizations Offering HIV Related Trainings**

These are organisations that are supplementing Government efforts with an interest to build capacity to health care delivery. These are:

- Kara Counseling and Training Trust
- CIDRZ
- JHIPIEGO
- CHAMP
- ZPCT
- AFYA MUZHURI
- AIDS Relief
- CHAZ
- UNICEF
- HSSP

**Note:** That training of ART providers is not limited to the organisations mentioned above.

## REGULATION

Regulation of all formal training institutions shall be done by Medical Council of Zambia with an exception of Nursing Schools which shall be regulated by General Nursing Council. The institutions categorized as 'Other organizations offering HIV related trainings' shall be regulated by Ministry of Health.

## Approval of Training Institutions

Institutions or organizations intending to commence training programs related to HIV should send the request to an appropriate regulator. If they are formal training institutions they should send the request to Medical Council of Zambia, while nursing related institutions should go through General Nursing Council.

Organizations which fall under institutions categorized as 'Other organizations' offering HIV related training programs shall be required to go through the Ministry of Health.

The request should include the following details:

- Name or Title of the course
- Curriculum
- Duration of the course

- Annual training plan
- Cadres Targeted
- Qualifications of Trainers
- Budget Estimates

## **RECOGNIZING TRAINERS**

The Ministry of Health undertakes different ART related training programs in order to ensure uniformity in basic knowledge, skills, attitudes and the quality of teaching. The trainers shall be required to undertake the same type of Training of Trainers course which shall be recognised by the Medical Council of Zambia and General Nursing Council.

### **The Training of Trainers (TOT)**

The training of trainers shall be the responsibility of the Ministry of Health in order to co-ordinate and for easy dissemination of any changes to the national guidelines. For the trainers to be recognized by MCZ they should have undergone a TOT organised by MOH .These trainers must be in good standing and duly registered by MCZ or GNC. If an organisation wishes to have its staff trained as TOT's they should contact appropriate directorates at the Ministry of Health.

### **Validity of Certificate for Trainers**

The Medical Council shall issue Certificates to trainers valid for two (2) years. Renewal of Certificate as trainers shall be based on the production of evidence of relevant Continuing Professional Development.

## **Mentorship**

Evidence of mentorship and support supervision to the trainees is an added advantage for renewal of trainers' certificates.

### **CERTIFICATION OF ART PROVIDERS**

The members of the clinical team (as stipulated in the revised ART Accreditation guidelines, May 2009) should attend the training courses relevant to their responsibilities in the clinical team. The required training courses are categorized into two Mandatory and Desirable. A member of the clinical team shall be deemed Certified as an ART Provider upon attendance of a mandatory training.

The following are mandatory and desirable training courses for each member of the clinical team:



## **Clinicians**

(Medical Practitioner, Medical Licentiate, Clinical Officer)

- Adult ART/OI (Mandatory)
- Paediatric ART (Mandatory)
- PMTCT (Desirable)
- Pharmacovigilance (Desirable)

## **Nurses/Nurse Practitioner**

- Adult ART/OI (Mandatory)
- Paediatric ART (Mandatory)
- PMTCT (Desirable)
- Psychosocial Counseling (Desirable)
- Pharmacovigilance (Desirable)

## **Pharmacy Personnel**

- Management of National ARV Logistics (Mandatory)
- Pharmacovigilance (Desirable)
- ART/OI (Desirable)

## **Laboratory Personnel**

- HIV Test Logistics System - (Mandatory)
- ART/O.I (Desirable)

## **Data Personnel:**

- SmartCare/HMIS- (Mandatory)

## **THE CERTIFICATION PROCESS**

For a clinical team member to be Certified he/she should be in good standing with the Medical Council of Zambia or the General Nursing School. The Mandatory training courses are required for a member of the team to be certified as an ART provider.

The process shall be as follows:

- Immediately after training, the training institutions shall forward names of all trainees to MCZ , except nurses whose names shall be sent to GNC
- Other organizations offering training programs shall forward names of trainees to the Ministry of Health and MCZ
- Once these names have been submitted to the appropriate regulatory body they are automatically certified as ART providers.

However, trainees are required to practice after the training to sharpen their competencies.

The pre-service ART trained students should be certified as such if their curriculum is in line according to the Ministry of Health approved packages.

## **STREAMLINING THE CURRENT SITUATION**

### **Data Capture**

There will be a central data base at the Medical Council of Zambia where all trained clinical team members will be captured nationwide, except nurses whose data base shall be based at the General Nursing Council.

All formal training institutions will be required to send the names of all trainees to MCZ or GNC while 'other organizations offering trainings will be required to send the names of all trainees to MOH and MCZ.

All training programs which were conducted before these guidelines were developed and were using the MOH approved packages shall also be required to forward the names of trainees to the appropriate regulatory body.

### **Training Institutions**

- Those training institutions and Other Organisation offering training programs but not using the MOH approved package should ensure that they begin using the MOH approved training packages for respective training programs.
- If the training being offered is new and not in the MOH package the training institution shall seek approval of the appropriate regulator.

### **Trainers**

- All trainers who wish to provide training programs shall undergo the MOH approved package for TOT.

### **Trainees**

- All trainees who were trained using MOH approved package shall automatically become certified
- Those who never used the MOH approved trainings shall be re-trained using the MOH approved package
- Those who were trained using MOH approved package but not given certificates shall be given certificates

## **ART PROVIDERS TRAINED OUTSIDE ZAMBIA**

All ART Providers trained outside Zambia shall be required to under go an orientation training course according to the MOH approved package for ART providers.

### **Contact Persons**

- The ARV Coordinator Ministry of Health
- The ART Accreditation Officer at the Medical Council of Zambia
- The Monitoring and Evaluation Specialist at General Nursing Council of Zambia.
- The ART-Accreditation Focal Point Person at Provincial Health Office

## **IMPLEMENTATION PLAN FOR CERTIFICATION**

- (1) Dissemination of Certification Guidelines 3<sup>rd</sup> July, 2009
- (2) Medical Council of Zambia to ensure that all ART Providers who were trained using the Ministry of Health package but not given certificates to be given certificates - 6<sup>th</sup> July, 2009.
- (3) Installation of Data base at the Medical Council of Zambia – 15<sup>th</sup> July, 2009.
- (4) Request all Training Institutions to provide names of those who have been trained in courses relevant to ART Accreditation. - 15<sup>th</sup> July, 2009.
- (5) Request the Ministry of Health to provide names of all trainers who have undergone Trainer of Trainers Course – 15<sup>th</sup> July, 2009.
- (6) Come up with the aggregated list of known Certified ART Providers – 14<sup>th</sup> August, 2009.
- (7) Come up with the list of providers, who need re-training – 14<sup>th</sup> August, 2009.

(8) Training institutions will be required to submit names to MCZ within a week after training.

