

Fees and Refund Policy

Effective: January 2023

Introduction

doctorportal Learning Pty Ltd, trading as CPD Home is a wholly owned subsidiary of the Australian Medical Association (WA) Inc.

CPD Home is available to non-exempt medical practitioners in Australia at www.cpdhome.org.au. It is not limited to members of the AMA.

Purpose

To outline the circumstances in which fees are payable for CPD Home subscription, learning activities, and procedural matters, such as a decision, review or appeal, and our refund policy.

Objective

To provide information and clarity to CPD Home subscribers in relation to fees and refunds.

Scope

This policy applies to all CPD Home subscribers.

Definitions

The following definition(s) apply to this policy and where applicable, its procedures.

Term	Definition
CPD Home Executive	Includes the AMA (WA) CEO, Chief Operating Officer and Chief Financial Officer
CPD Learning catalogue	This is the catalogue of CPD activities available to CPD Home subscribers.
Procedural matters	Refers to an application for a Review or Appeal of a CPD Home decision.
Subscribers	Subscribers to CPD Home may be members of the AMA or non-member medical practitioners who have selected us as their CPD Home.

Policy

CPD Home subscribers are required to pay a yearly subscription (of the full amount) to access CPD Home services.

Subscribers who have opted for a discounted subscription will be required to provide evidence of eligibility when requested by CPD Home within the required timeframe. Failure to provide evidence or agreement to reconciliation may result in immediate cancellation of the CPD Home subscription.

Fees and Charges

2023 annual subscription fee

AMA members receive a discount on the full annual subscription fee of CPD Home.

Subscription	AMA Member	Full Subscription (working full time) <small>Working on average more than 20 hours per week.</small>	Full Subscription (working part time) <small>Working on average 20 hours or less per week.</small>
Annual fee (inc GST)	\$440	\$880	\$660
Annual fee (inc GST) Junior Doctor	\$220	\$440	\$330

Subscriptions will be automatically renewed each year in December for the following CPD Year, unless the subscriber, advises by emailing enquiries@cpdhome.org.au they no longer wish to subscribe prior to the renewal date.

Certified Learning Provider fees

Accredited CPD activities offered by Certified Learning Providers (CLP) that are listed in the CPD Home catalogue may incur a pay-per-use fee.

The pricing of CPD activities is solely determined by the CLP. CPD Home will always encourage CLPs to offer a discount for AMA members, but this decision lies solely with the provider.

Upon log in to CPD Home, the CPD activity web tile in the catalogue and information page will reflect relevant pricing.

Where a fee is payable, this will be clearly indicated on the catalogue CPD activity information page. Where a discount is applicable this will also be clearly indicated on the catalogue CPD activity information page.

Procedural Matters

Subscribers who are directly affected and dissatisfied with a CPD Home decision where there are grounds on which to contest the decision, can make an application for the decision to be reconsidered, reviewed, or appealed. See our Reconsideration, Review and Appeals Policy.

The Procedural Matters Fee Schedule (inc GST) is as follows.

Fee	Action
\$0	Reconsideration
\$550	Review
\$4400	Appeal

Refunds

Subscription

Subject to the Cooling Off period (see our Joining and Cancellation Policy) subscribers before signing up to CPD Home or paying their annual subscription renewal fee need to be aware that there are no refunds for a CPD Home subscription. Should a subscriber choose to move to another CPD home, any subscription fee paid after the cooling off period to CPD Home will be forfeited. However, CPD Home, for no additional charge, will prepare learner records saved to their subscriber portal for transfer to their alternate CPD home.

CPD activities

Once a paid CPD activity has commenced, there is no refund, regardless of whether the activity was completed or not.

Application for Review or Appeal

Should an application not be progressed, any fees paid will be refunded in full.

Should an appeal be successful, the fee paid will be refunded in full.

Financial Hardship

Should a subscriber be experiencing financial hardship, they can apply for recognition of financial hardship. The matter will be considered on a case-by-case basis. See *Financial Hardship Policy*.

Where granted, subscription payments may be split into six monthly instalments, or fees for procedural matters may be waived.

Fee review

CPD Home will review their fees annually and may increase them in line with market rates. Fees for the following CPD Year will be promoted on the website from 1 July the preceding year.

Action

Subscriptions to CPD Home are payable (subject to CPD Home's 14-day cooling-off period) on sign up and at 1 January every year after that the subscriber remains with CPD Home.

A subscriber experiencing financial hardship has **up to 30 days before their subscription is due** to apply for recognition of financial hardship using the online *Application for Recognition of Financial Hardship* form available from the CPD Home website.

Subscribers, whether or not they have been granted recognition of financial hardship, who are in arrears at 60 days of any due date for payment, and who have not contacted CPD Home for an extension, risk being declared non-subscribers and having their record deleted as per our *Data Management Policy*.

Where a fee for a procedural matter is refunded, CPD Home will contact the subscriber to arrange payment of the refund via electronic funds transfer.

Compliance

The CPD Home Executive will oversee the implementation and administration of this policy.

Related Documents / Legislation

The following documents are related to this policy.

1. CPD Home Reconsideration, Review and Appeals Policy
2. CPD Home Financial Hardship Policy
3. CPD Home Data Management Policy
4. CPD Home Participation and Compliance Policy

Version Tracking

Version	Date	Comments
1.0	December 2022	
1.1	February 2023	Fee amendments and renewals clarifying statement.
1.2	May 2023	Fee amendments – inclusion of part time rate.
1.2.1	May 2023	Subscriber definition clarification
1.3	August 2023	Fee amendments – inclusion of Junior Doctor rate. Update to policy to include evidence of eligibility for discounted rates.

Appendices

1. Glossary

Appendix 1

Glossary

Term	Definition
Appeal	Of a decision, to be undertaken by an Appeals Committee, an ad-hoc committee of the AMA (WA) Board.
Applicant	Any Subscriber or Education Provider directly affected and unsatisfied with an CPD Home decision who applies to have the decision reviewed, reconsidered or appealed.
Ahpra	Australian Health Practitioner Regulation Authority
Certified Learning Provider	A learning provider who is certified by CPD Home, and can apply for accreditation of a CPD activity for listing in the CPD Learning catalogue.
Conflict of Interest	A conflict of interest occurs when a person's personal interests' conflict, or could be perceived to conflict, with their responsibility to act in the best interests of CPD Home. Conflict of interests may be: <ul style="list-style-type: none"> • Real – where a direct conflict exists between the decision maker and their duty to act in the best interests of CPD Home. • Apparent – where it appears or could be perceived that personal interests are influencing the decision maker to not act in the best interests of CPD Home. • Potential – where personal interests are not currently but could come into conflict with their duty to act in the best interests of CPD Home.
CPD Advisory Panel	Panel of medical advisers which provides advice to the AMA (WA) CEO and senior leadership team regarding the CPD Home Program.
CPD Home 'Catalogue'	This is the catalogue of learning modules and readings available to CPD Home subscribers.
CPD services	Carrying out 'CPD Home' related functions or activities offered to subscribers.
CPD Tracker	Online tracking tool enabling subscribers to record courses, events and other completed CPD activities. Each CPD activity record includes the length of time, area for self-reflection and optional storage of learning evidence.
Learning Providers	Entities who deliver education or learning to doctors.

Term	Definition
CPD Home Executive	Includes the AMA (WA) CEO, Chief Operating Officer and Chief Financial Officer
CPD Home Managers	Line managers responsible for a particular area of the CPD Home business.
CPD Home Program of Learning	The CPD Home Program of Learning (CPD Program) provides a pathway for Australian registered medical specialists, international medical graduates, PGY2+ trainees and non-vocationally registered doctors to engage in an accredited CPD program. From 1 January 2023, the CPD Program is a mandatory program for subscribers to the CPD Home service.
CPD Home Staff	Includes employees or contracted consultants, legal or financial professionals acting for CPD Home
CPD requirements	Means CPD requirements against the Standard, as follows: <ul style="list-style-type: none"> • develop a written annual professional development plan; • complete a minimum of 50 hours per year of CPD activities that are relevant to your scope of practice and individual professional development needs; • allocate your minimum 50 hours per year between the following types of CPD activities: <ul style="list-style-type: none"> ◦ at least 12.5 hours (25 percent of the minimum) in educational activities; ◦ at least 25 hours (50 per cent of the minimum) in activities focused on reviewing performance and measuring outcomes, with a minimum of five hours for each category; and ◦ the remaining 12.5 hours (25 percent of the minimum), and any CPD activities over the 50-hour minimum across any of these types of CPD activity, including any relevant specialty high-level requirements; • self-evaluate your CPD activity at the end of the year as you prepare your professional development plan for the next year; and • retain records of your annual CPD activity for audit by your CPD home and the Board for three years after the end of each one-year cycle.
CPD Year	The CPD Year is 1 January to 31 December.
Complaint	Dissatisfaction or concern about the conduct or actions of CPD Home expressed in a written complaint submitted via the CPD Home Complaint Form by a: <ul style="list-style-type: none"> • Subscriber to CPD Home services; • CPD Home Education or Service Provider; or • Member of an CPD Home decision making or advisory entity.
Complaints Officer	A CPD Home staff member trained in complaints handling and delegated the responsibility for managing a complaint.
Cooling off period	A 14 day period in which the subscriber can change their mind about subscribing without penalty.
CSV File	Comma Separated Value - A electronic file in which the data in each data field is separated by a comma.
Decision maker	Any person or persons making decisions for or on behalf of CPD Home.
Deferral	An extension of time, up to three months from the end of the CPD Year, in which to complete the CPD requirements for that CPD Year. The deferred

Term	Definition
	CPD activities to be undertaken concurrently with the current CPD Year requirements.
eDM	Electronic Direct Mail
Exemption	CPD requirements for the CPD Year are waived.
Exit Poll	A series of questions to ascertain reasons for subscription cancellation and identify areas for improvement.
Frivolous report or complaint	The matter giving rise to the report or complaint is minor or trivial, vague or poorly explained inhibiting its investigation, or unable to be substantiated?
Learning Management System (LMS)	Online system used to deploy, track and report completion of learning activities measured against the CPD Program.
Malicious report or complaint	A report or complaint that appears to be motivated by a purpose that is dishonest and intended to cause harm.
Outgoing Subscribers	Subscribers who are moving to a different CPD home provider.
Parent Entity	doctorportal Learning Pty Ltd, trading as 'CPD Home' is a wholly-owned subsidiary of the Australian Medical Association (WA) Inc.
Participating Subscribers	Subscribers to CPD Home who do not have an exemption and who by default are participating in the 'CPD Program'
Personal information	Personal information includes a broad range of information such as name, gender, contact details, financial information and may also include other personal information (e.g. professional details) or an opinion, that could identify an individual. What is personal information will vary, depending on whether a person can be identified or is reasonably identifiable in the circumstances.
Personal interest	Personal interests include where the decision maker or a person or organisation affiliated with them would receive a benefit or incur a detriment because of the decision being made. That benefit or detriment could be financial or non-financial.
Point-in-Time Snapshot	A Point-in-Time snapshot is a copy of a storage volume, file or database as they appeared at a given point in time and is used as a method of data protection. In the event of a failure, data can be restored from the most recent snapshot before the failure.
Procedural matters	Refer to an application for a Review or Appeal of a CPD Home decision.
Professional details	Professional details include information such as qualifications, scope of practice, specialty or specialties, employment information (status, type, role), and educational/supervisory/research activities.
Sensitive information	Sensitive information is personal information that includes information or an opinion about an individual's: <ul style="list-style-type: none"> • racial or ethnic origin • political opinions or associations • religious or philosophical beliefs • trade union membership or associations • sexual orientation or practices • criminal record • health or genetic information • some aspects of biometric information
Subscribers	Subscribers to CPD Home may be members of the AMA or non-member medical practitioners who have selected us as their CPD Home.
Reconsideration	Of a decision, to be undertaken by the original decision maker
Review	Of a decision, to be undertaken by a Review Panel
Review Panel	A panel comprised of three people chosen at the discretion of the CEO or their delegate for purpose of reviewing a decision under the Review, Reconsideration and Appeals Policy. The Review Panel shall not include a

Term	Definition
	member who participated in the original decision or its reconsideration, or who otherwise has, or is perceived to have, a conflict of interest.
Register of Interests	A record of declared or identified conflicts of interests listing to whom they apply, the nature and extent of the conflict and any steps taken to address it.
the Standard	<i>MBA Registration Standard: Continuing Professional Development</i>
Variation	The hours for each domain of CPD activity as per the Standard for the CPD Year are proportionally reduced to reflect the period where the subscriber did not practise medicine.
Vexatious report or complaint	A report or complaint that is falsely made, unwarranted or made repetitively, or made for some other collateral purpose such as to cause delay or disruption, gain leverage or cause disadvantage or to harass or annoy.