

## Joining and Cancellation Policy and Procedure

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](http://www.cpdhome.org.au). It is not limited to members of the AMA.

### Background

CPD Home provides Australian registered medical specialists, international medical graduates, PGY2+ trainees and non-vocationally registered medical practitioners a CPD Program of Learning. The CPD Home aims to provide a program that address a wide range of learning to meet the continuing professional development needs of its subscribers.

CPD Home is committed to supporting its subscribers:

- to undertake meaningful professional development;
- to meet their Continuing Professional Development (CPD) requirements under the Medical Board of Australia (MBA) *Registration Standard: Continuing Professional Development* (the Standard); and
- to easily demonstrate that they have done so should they be audited by the MBA.

### Purpose

The purpose of this policy is to outline eligibility and joining requirements for medical practitioners choosing to subscribe to CPD Home. The policy also outlines the requirements for subscribers who cancel their subscription.

### Objective

To inform subscribers how to subscribe to CPD Home or cancel their subscription.

### Scope

This policy applies to all registered medical specialists, international medical graduates, PGY2+ trainees and non-vocationally registered medical practitioners considering or planning to subscribe to CPD Home or who are CPD Home subscribers.

### Definitions

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

Term	Definition
Cooling off period	A 14-day period in which the subscriber can change their mind about subscribing without penalty.
CPD Requirements	Means CPD requirements against the Standard, as follows: <ul style="list-style-type: none"> <li>• develop a written annual professional development plan;</li> <li>• complete a minimum of 50 hours per year of CPD activities that are relevant to your scope of practice and individual professional development needs;</li> <li>• allocate your minimum 50 hours per year between the following types of CPD activities:               <ul style="list-style-type: none"> <li>○ at least 12.5 hours (25 percent of the minimum) in educational activities;</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ 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</li> <li>○ 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;</li> <li>● self-evaluate your CPD activity at the end of the year as you prepare your professional development plan for the next year; and</li> <li>● 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;</li> <li>● including program-level requirements, and any relevant specialist high-level requirements.</li> </ul>
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 CPD activities to be undertaken concurrently with the current CPD Year requirements.
Exit Poll	A series of questions to ascertain reasons for subscription cancellation and identify areas for improvement.
the Standard	MBA <i>Registration Standard: Continuing Professional Development</i>

## Policy

### General Principles

CPD Home subscriptions are open to all registered medical specialists, international medical graduates, PGY2+ trainees and non-vocationally registered medical practitioners.

The CPD Home aims to provide a CPD program that address a wide range of learning to meet the continuing professional development needs of its subscribers.

All medical practitioners engaging with CPD Home will be treated fairly, without discrimination or prejudice. CPD Home subscribers will need to actively participate in the CPD Home Program of Learning to meet their CPD requirements for the CPD Year (see our Participation and Compliance Policy).

### Subscription process

Before subscribing to CPD Home you are encouraged to familiarise yourself with our Privacy Policy and User Terms. Proceeding to sign up as a subscriber is a recognition that you have agreed to the User Terms.

When you first subscribe to CPD Home you will be required to:

- Login to cpdhome.org.au with either your AMA Federal login or sign up by providing your:
  - Title
  - First and Last Name
  - Mobile number
  - Email address
  - Ahpra MED Registration Number

- Complete your learning profile
- Enter your payment details to ensure secure and seamless payment of your annual subscription renewal, new learning registration or other purchased CPD Home services

### **Subscriber Cooling off period**

CPD Home provide a 14-day cooling off period for any subscriber joining CPD Home or renewing their subscription. Should you change your mind about subscribing or decide to cancel your subscription within this period you must let us know by emailing [enquires@cpdhome.org.au](mailto:enquires@cpdhome.org.au). Subscription payments will not be scheduled until the cooling off period has expired. Should you advise us before the expiration of the cooling off period, but we are unable to cancel a scheduled payment, the payment will be refunded as soon as possible to credit or debit card provided in the subscriber's payment details.

### **Existing Subscriber Cancellation**

Existing subscribers not intending to renew their subscription for the next CPD Year must advise CPD Home prior to 1 December of the current CPD year. This will ensure we have time to amend your subscription status for the following year. Notification of intent to cancel should be emailed to [enquiries@cpdhome.org.au](mailto:enquiries@cpdhome.org.au). Cancelling subscribers will be asked to participate in an Exit Poll to help us with improving our service offerings.

Subscribers, including those who have been granted a deferral (see our Exceptional Circumstances and Special Considerations Policy), who cancel their subscription for the following year will still enjoy all the benefits of CPD Home pertaining to the CPD Year of subscription. For example, if a subscriber advises on 1 December they will be cancelling their subscription and has or goes on to complete their CPD requirements for the current CPD year, they will receive a CPD Home Statement of Completion and be included in the CPD Home's compliance report to the Medical Board of Australia (MBA).

### **Acceptable conduct**

Just as CPD Home is committed to treating our subscribers with dignity, courtesy, and respect (see our Bullying, Harassment and Discrimination Policy), our subscribers are also expected to behave in the same manner when engaging with CPD Home staff. Should you need to contact us, or we need to contact you, to discuss your CPD we ask that you:

- accept that we are trying to assist you to meet your CPD requirements; and
- do not engage in the following behaviour:
  - sarcasm and other forms of demeaning language;
  - threats, abuse or shouting;
  - inappropriate blaming; or
  - constant unconstructive criticism.

Should you ever have need to make a complaint (see our Complaint Policy) you can do so by completing the CPD Home Complaint Form and submitting it.

### **Benefits of Subscribing to CPD Home**

Medical practitioners who subscribe to CPD Home will enjoy the following benefits:

- *Easy to use CPD Tracker:* The CPD Tracker can record, collate and report on the completion of CPD requirements as mandated by the MBA.
- *CPD tracking against multiple CPD requirements:* CPD Home provides a bespoke tracker that can track against a single or multiple scopes of practice.

- *Guidance:* For those who are just starting, or established in, their medical career, CPD Home will provide guidance on how to meet CPD registration requirements, whilst delivering a wide range of learning activities, curated for their individual learning needs.
- *Education content from a broad range of providers and disciplines:* The CPD Home provides an opportunity to enhance practitioners' knowledge and expertise across a broad range of topics that address the CPD Home Program of Learning. Doctors may complete CPD Home accredited learning activities specific to their scope of practice that meet their CPD plan goals. This is particularly helpful for practitioners who are still considering speciality training.

## Related Documents / Legislation

The following documents are related to this policy.

1. Privacy Policy
2. User Terms
3. Fees and Refund Policy
4. Data Management Policy
5. Exceptional Circumstances and Special Considerations Policy
6. Participation and Compliance Policy
7. Complaints Policy

## Appendices

1. Glossary

## Version Tracking

Version	Date	Comments
1.0	December 2022	

## 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.
Aphra	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	<p>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.</p> <p>Conflict of interests may be:</p> <ul style="list-style-type: none"> <li>• Real – where a direct conflict exists between the decision maker and their duty to act in the best interests of CPD Home.</li> <li>• 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.</li> <li>• Potential – where personal interests are not currently but could come into conflict with their duty to act in the best interests of CPD Home.</li> </ul>
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.
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	<p>Means CPD requirements against the Standard, as follows:</p> <ul style="list-style-type: none"> <li>• develop a written annual professional development plan;</li> <li>• complete a minimum of 50 hours per year of CPD activities that are relevant to your scope of practice and individual professional development needs;</li> </ul>

	<ul style="list-style-type: none"> <li>• allocate your minimum 50 hours per year between the following types of CPD activities:             <ul style="list-style-type: none"> <li>◦ at least 12.5 hours (25 percent of the minimum) in educational activities;</li> <li>◦ 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</li> <li>◦ 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;</li> </ul> </li> <li>• self-evaluate your CPD activity at the end of the year as you prepare your professional development plan for the next year; and</li> <li>• 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.</li> </ul>
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"> <li>• Subscriber to CPD Home services;</li> <li>• CPD Home Education or Service Provider; or</li> <li>• Member of an CPD Home decision making or advisory entity.</li> </ul>
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 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"> <li>• racial or ethnic origin</li> <li>• political opinions or associations</li> <li>• religious or philosophical beliefs</li> <li>• trade union membership or associations</li> <li>• sexual orientation or practices</li> <li>• criminal record</li> <li>• health or genetic information</li> <li>• some aspects of biometric information</li> </ul>
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 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	MBA <i>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.