

# Participation and Compliance 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](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

To outline provisions for subscriber participation, compliance and non-compliance with the CPD Home Program and the MBA *Registration Standard: Continuing Professional Development*.

## Objective

To make clear, that unless an exemption has been granted, participation in continuing professional development as set out in the CPD Home Program and the MBA *Registration Standard: Continuing Professional Development* is mandatory.

## Scope

This policy applies to all subscribers to CPD Home.

## Definitions

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

Term	Definition
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> <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> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>o 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.
Exemption	CPD requirements for the CPD Year are waived.
Exceptional Circumstances	Means circumstances that are not ordinarily encountered or anticipated, which are beyond the control of the individual concerned and which are of such severity or gravity that they may impact adversely on the individual's capacity to complete their CPD requirements.
Participating Subscribers	Subscribers to CPD Home who do not have an exemption and who by default are participating in the 'CPD Program'.
Special Consideration	Means the consideration of circumstances pertaining to an individual in order to enable variation from the requirements normally expected in relation to CPD requirements.
Subscribers	Subscribers to the 'CPD Home' may be members of the AMA or non-members who have selected us as the CPD Home.
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.

## Policy

Participation in the CPD Home Program is mandatory for subscribers of the CPD Home if they are to obtain a CPD Statement of Completion. Participating subscribers, whether working full-time or part-time, are expected to meet the minimum CPD requirements as per the MBA's *Registration Standard: Continuing Professional Development* within the CPD Year.

Subscribers at the start of each year are required to develop a written professional development and identify their scope of practice. This plan will then inform their CPD activities for that CPD Year.

Subscribers recognised in more than one specialty or field of specialty practice may be required to complete more than the minimum hours set out in the Standard to meet any high-level requirements of each of their specialties. CPD Home aims to deliver all the professional development content its subscribers need to be able to meet their CPD requirements. However, subscribers with multiple specialties or specialty fields of practice may need to access learning from an alternate provider. Subscribers will be able to print and save a My CPD Summary and My CPD Report as evidence of completed CPD activities during a reporting period to share with another provider, their employer, the AMC or MBA, or for their personal record as required.

Subscribers continuously absent from practice for at least 6 months and up to 12 months may be eligible under the CPD Home *Exceptional Circumstances and Special Considerations Policy* for special consideration for an exemption from, variation to, or deferral of their CPD requirements. Where a variation or deferral of their CPD Requirements is granted, the Subscriber is expected to meet the terms of the variation or deferral.

Hours of CPD undertaken in excess of the minimum CPD hours required apply only to the CPD year in which they are completed. Excess hours undertaken in a CPD year will not be held in credit for use in a subsequent CPD year.

CPD Home respects the professionalism of our subscribers and aims to facilitate self-help mechanisms to support them in meeting their requirements. However, CPD Home recognises that at times subscribers may need some additional support. Subscribers needing additional support should in the first instance contact the CPD Home by email at: [enquiries@cpdhome.org.au](mailto:enquiries@cpdhome.org.au).

CPD Home will monitor subscriber progress in meeting their CPD requirements throughout the CPD Year via quarterly audits. CPD will notify participating subscribers deemed to be at risk of not meeting their CPD Program requirements for the CPD year. Where no mitigation action is taken by the subscriber, the CPD Home Support Officer will reach out to offer individual support. See CPD Home *Audit Policy*.

In addition, CPD Home will conduct an audit of at least 5% of participating subscribers each year to confirm compliance with the CPD Home Program. Refer to the CPD Home *Audit Policy* for how compliance will be verified and supported.

Decisions about individual subscriber compliance with CPD requirements will be made in line with this policy and without bias or any conflict of interest that would impact the impartiality of the decision maker.

## **Roles and Responsibilities**

### **Subscribers**

Subscribers will be responsible for:

- keeping contact and payment details current
- ensuring subscription fees and any other fees payable to CPD Home are paid when due
- paying any third-party learning provider for their earning content when required
- logging in to [cpdhome.org.au](http://cpdhome.org.au) and:
  - completing their 'My Learning Profile'
  - writing their online 'CPD Plan' and saving it for later reference
  - entering their three learning focus areas in 'My Learning Profile' that reflect your learning goals
- completing the minimum hours of CPD as per the Standard
- meeting any applicable high-level requirements
- recording the CPD hours for completed CPD activities
- completing activities that align with the CPD Home Program of Learning
- uploading the documentary evidence for completed CPD activities
- reflecting on their learning goals at the end of the CPD Year
- seeking CPD Home guidance, if needed, including where applicable special consideration for exceptional circumstance or financial hardship.

### **CPD Home**

Will:

- aim to provide a high-quality CPD Home Program Guide to support subscribers to achieve their learning goals

- provide an online CPD Tracker, enabling subscribers to create their written CPD plan, identify relevant CPD activities, record their CPD activity completions, reflect on CPD activities undertaken, track their progress against requirements, store their documentary evidence, and report on their compliance status
- aim to provide a comprehensive learning catalogue of accredited CPD activities to support subscriber learning needs
- monitor and review subscriber CPD completion, tracking and compliance to support subscribers with meeting their minimum requirements and inform improvements to CPD Home services or learning offerings
- provide guidance to subscribers, where requested, on completing their learning profile and CPD plan; and meeting their CPD requirements
- prepare communications to encourage and support subscribers' engagement in meeting their CPD requirements
- issue to the record of subscribers meeting their CPD requirements a CPD Statement of Completion
- audit and report subscriber CPD compliance to the MBA.

### Compliance (where applicable)

Participating Subscribers who meet the CPD Home Program requirements will:

- be deemed compliant
- satisfy the *MBA Registration Standard: Continuing Professional Development*
- have their name and Ahpra Registration Number included in the CPD Home report to the MBA of compliant subscribers
- receive a CPD Home Statement of Completion.

Participating Subscribers who fail to meet their CPD requirements by 31 March of the following year will not receive a CPD Home Statement of Completion, nor will they be listed in the CPD Home report to the MBA advising subscriber compliance.

All subscribers may be audited by the MBA from time to time and should this occur, they will need to provide documentary evidence of the completion of CPD activities or any of any exemption granted. Subscribers are required to retain records of their annual CPD activity for three years after the end of each one-year cycle.

Subscribers should familiarise themselves with the CPD Home Reconsideration, Review and Appeals Policy should they be dissatisfied with any CPD Home determination regarding any aspect of their compliance with the CPD Home Program or the *MBA Registration Standard: Continuing Professional Development*.

### Recency of Practice

Retired or non-practising subscribers wishing to return to medical practice should:

- familiarise themselves with the *MBA Registration Standard: Recency of Practice*
- be prepared to undertake additional training
- reach out to the CPD Home Head of CPD for support on identifying relevant CPD activities
- be aware that if CPD Home does not provide the training required to support recency of practice or change of scope requirements, it will refer subscribers to one or more learning provider(s) who may be able to assist.

### Related Documents / Legislation

The following documents are related to this policy.

1. CPD Home Program Guide
2. *MBA Registration Standard: Continuing Professional Development*

3. CPD Home Audit Policy
4. CPD Home Exceptional Circumstances and Special Considerations Policy
5. CPD Home Reconsideration, Review and Appeals Policy

## Appendices

1. Glossary

## Version Tracking

Version	Date	Comments
1.0	December 2022	
1.1	January 2023	Inclusion of paragraph on auditing 5% of subscribers

## 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	<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.