

SUPPORTING PRACTITIONERS POLICY

CPD Australia



At CPD Australia, we uphold values of inclusivity, diversity, and respect for all individuals, paying homage to the rich cultural heritage of Aboriginal and Torres Strait Islander peoples, as well as honouring the diverse backgrounds and experiences of every member of our community. With a commitment to fostering a culturally safe and inclusive learning environment, our CPD Home embraces the principles of equity and cultural responsiveness, ensuring that every participant feels valued and supported on their educational path.

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PURPOSE AND SCOPE

The purpose of this policy is to outline the resources provided by CPD Australia to support practitioners in meeting the requirements of their CPD Program. While meeting CPD Program requirements is ultimately the responsibility of the practitioner, this policy aims to ensure that practitioners have access to guidance, learning resources, and support mechanisms to facilitate their professional development.

Scope

This policy applies to all practitioners fulfilling their requirements of the CPD Program. It relates to guidance, learning resources, identification of practitioners at risk, communication with practitioners, and responding to requests for advice on CPD activities.

SUPPORTING PRACTITIONERS

Support for practitioners is raised and addressed by CPD Australia in a variety of ways. Some key processes for offering support are outlined below.

Email Updates

- Newsletters will be distributed via email to practitioners to provide information about the CPD Program and relevant updates within the field of healthcare.
- CPD Australia sends reminder emails to practitioners to remind them of their expected progress. These emails encourage practitioners to frequently address their CPD requirements throughout the course of the year.

Targeted Support

- Automated reminders/updates for all users throughout the year
- Personalised email contact in December for practitioners identified as non-compliant at two key checkpoints.
- Additional personalised follow-up emails in January for those still non-compliant at three checkpoints, including clear guidance on how to upload eligible activities completed within the applicable CPD year.
- Follow-up phone calls with practitioners who requested additional support or clarification.

Learning Resources

- CPD Australia provides a recommended list of learning resource categories as well as exemplars for content that are publicly available on the website, under *Recommended Content*.
- Guidance on how to select learning resources is outlined in *Program Requirements*, including scoping questions to clearly define the requirements of each major CPD category.

Web Portal

- Progress dashboard alerts to display real-time progress toward individual requirements, including visual alerts (colour-coded indicators) highlighting incomplete requirements.
- User instructions and guidelines on how to navigate the portal, view, upload, and export activities, troubleshoot problems along with FAQ responses are readily available online.
- Practitioners are provided a grace period until 31st January to upload activities/evidence from the previous CPD Year. Practitioners cannot complete activities during this period. It is intended only as an opportunity for record keeping.

Practitioners Reaching Out

- Practitioners may also contact CPD Australia with questions, queries, or concerns at any time. Links to the contact form are made available on our website. In addition, we have a dedicated support email, support@cpdaustralia.org.

Support Requests from Employers and Other Stakeholders

- CPD Australia recognises that employers, medical workforce teams, supervisors, training providers, professional bodies, and other stakeholders may play an important role in supporting practitioners to meet their CPD obligations and broader professional development goals. With the practitioner's consent, these stakeholders may contact CPD Australia via support@cpdaustralia.org to discuss ways in which a practitioner can be supported within the CPD Program.
- Examples of enquiries may include requests for clarification regarding CPD Program requirements, discussion of strategies to support practitioners who may be experiencing difficulty meeting requirements, guidance regarding additional professional development expectations, or requests for information relating to a practitioner's historical participation or compliance status within the CPD Program. CPD Australia may also work collaboratively with employers and other stakeholders to identify appropriate educational opportunities, remediation activities, or support mechanisms where this is in the practitioner's interests.
- CPD Australia is committed to protecting practitioner privacy and handling personal information in accordance with its Privacy Policy. Information relating to a practitioner's participation, progress, compliance status, or other personal information will not be disclosed to employers, affiliated organisations, or other third parties unless the practitioner has provided appropriate consent, or where disclosure is otherwise required or authorised by law. Where consent has been provided, CPD Australia will share only the information reasonably necessary to support the practitioner and facilitate their ongoing professional development.

FURTHER TRAINING, CHANGING SCOPE OF PRACTICE, OR RE-ENTERING PRACTICE

Practitioners re-entering practice from a period of leave, or those wishing to change or extend their scope of practice are expected to be familiar with the requirements set by the relevant regulatory authority to which they are engaged. It will not be CPD Australia's role to identify these for the practitioner. However, CPD Australia is committed to supporting the practitioner in meeting those requirements.

Further Training or Changing Scope of Practice

Practitioners who are seeking further training outside the requirements of the Program, including additional courses and qualifications are encouraged to do so, and can document these on the online portal for their records. These activities should be of high quality as assessed against our *CPD Activity Evaluation Framework*.

Practitioners may encounter scenarios where their professional development requirements fall outside of the minimum registration standard. These requirements may be self-identified or mandated by affiliated

organisations. Practitioners can document these extra requirements in the 'Additional Requirements' section of their profile, which will be reflected on their dashboard to track progress.

While CPD Australia does not report compliance with these additional criteria to regulatory authorities (unless mandated by the Medical Board of Australia), we provide support and guidance to help practitioners meet these goals.

Practitioners should document the relevant expectations in their Annual Professional Development Plan. Should practitioners need further assistance, they are encouraged to initiate a support request as previously outlined. These requests are managed by administrative staff and escalated to the Organisational Leadership or specialists for tailored support as outline in *Internal Escalation Process – Section on Process For Escalation Advice On Further Training*.

Support for Meeting Specialist High-Level Requirements

CPD Australia is committed to supporting practitioners in understanding and meeting any specialist high-level requirements relevant to their scope of practice. Practitioners seeking assistance are encouraged to contact the Program Manager via the dedicated support email at support@cpdaustralia.org. Support is provided on a case-by-case basis and is tailored to the individual practitioner's circumstances, specialty requirements, and the nature of the enquiry.

Examples of support that may be provided include guidance in identifying appropriate education, training, professional development activities, or other learning opportunities that may assist in meeting a relevant high-level requirement; assistance in determining whether a completed or proposed activity is likely to align with a specialist high-level requirement; clarification of CPD Australia's processes for recording and documenting activities; and advice regarding the type of evidence that should be retained to demonstrate participation and completion. Practitioners may also be directed to relevant specialty college resources, accreditation standards, professional guidelines, training providers, or other authoritative sources where additional information or specialist requirements apply.

The level and nature of support provided will depend on the specific circumstances of each enquiry. While CPD Australia can provide guidance and support in interpreting and navigating specialist high-level requirements, responsibility for ensuring that applicable requirements have been met remains with the practitioner. Where an enquiry involves complex, specialty-specific, regulatory, or clinical matters beyond the scope of the Program Manager, the matter will be escalated in accordance with CPD Australia's Internal Escalation Process to ensure appropriate advice and support can be provided.

Re-entering Practice

Practitioners resuming their practice after a short period of leave are expected to fulfill the CPD requirements, as detailed in the Program Requirements document available on the CPD Australia website. For absences ranging from 6 to 12 months within the same calendar year, practitioners may be eligible for a special exemption under our *Eligibility, Exemptions, and Sign-Up Policy*.

Practitioners are encouraged to submit a request for support using the process outlined above if further assistance is required.

REMIEDIATION

A practitioner may approach CPD Australia requesting advice on remediation requirements set by a relevant regulatory authority. The following process may be applied:

Identification of Learning Needs

Once underperforming practitioners have been identified or a request made for advice on CPD activities, their specific learning needs should be assessed. This involves analysing their weaknesses and identifying the skills and knowledge gaps to be addressed, which should then be outlined in their annual Professional Development Plan. Practitioners can also enter their remediation strategies into the 'Additional Requirements' section of their profile, which will be reflected on their dashboard, showcasing their progress.

Practitioners are advised to establish collaborative networks with relevant stakeholders, including supervisors, mentors, or professional bodies, to gather necessary requirements and support for developing a comprehensive remediation plan.

Remediation Plan

Based on the learning needs assessment and relevant stakeholder consultations, the practitioner is expected to develop a remediation plan. This plan will detail the steps and CPD activities designed to rectify areas of underperformance and should form the basis of the Annual Professional Development Plan.

Selection of CPD Activities

The choice of CPD activities for remediation should directly address the learning needs. While remediation activities are not prescriptive and can vary, they should be relevant and of high quality. CPD Australia may offer recommendations, but practitioners are encouraged to select learning resources that best suit their needs. Potential activities include targeted training programs, workshops, courses, simulations, or mentorship opportunities aimed at enhancing skills and knowledge in the identified areas. The selection process is further detailed in our '*Recommended Content*' document and the '*CPD Activity Evaluation Framework*'.

Monitoring, Evaluation and Continuous Support

The practitioner bears the primary responsibility for meeting the remediation requirements. Continuous monitoring and evaluation of their progress is encouraged. If a practitioner requests advice on remediation they may contact support@cpdaustralia.org and this request will be escalated to the relevant member of the Organisational Leadership including the Chief Education Officer as outlined in the *Internal Escalation Process*. It is the role of the Chief Education Officer to support practitioners who have been identified as underperforming in a particular area, and this may be through assistance with CPD activity selection, support to revise an Annual Professional Development plan or other remediation action as appropriate.

SPECIAL EXEMPTIONS

If a practitioner has been absent from medical practice for greater than six months, up to and including 12 months, due to special circumstances, they may be eligible for an exemption or variations for the relevant CPD Year.

Refer directly to the publicly available *Eligibility, Exemptions, and Sign-Up Policy*.