

## Joining and Cancellation Policy

### Introduction

doctorportal Learning Pty Ltd, trading as 'CPD Home' is a jointly owned subsidiary of the Australian Medical Association (WA) Inc, and Australian Society of Anaesthetists.

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 (CPD Program). 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
- meet their Continuing Professional Development (CPD) requirements under the Medical Board of Australia's (MBA)'s *Registration Standard: Continuing professional development* (the Standard)
- 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

Please refer to the Glossary for definition(s) of terms that apply to this policy.

### Policy

#### General Principles

CPD Home subscriptions are open to all registered medical specialists, international medical graduates, PGY2+ trainees and non-vocationally registered medical practitioners. 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 Program to meet their CPD requirements for the CPD year (see our Participation and Compliance Policy).

A CPD Home subscription is an ongoing recurring service. By default, CPD Home subscription payments are also auto-renewing and auto-charged unless otherwise confirmed in writing.

## 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:

- sign up by providing your:
  - Title
  - First and Last Name
  - Mobile number
  - Email address
  - Ahpra MED Registration Number
- complete your professional 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 offers 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 in writing 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 the credit or debit card provided in your 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 may be asked to participate in an Exit Poll to help us with improving our service offerings.

By default, accounts are automatically charged and subscribers must opt-out in writing to CPD Home. Subscribers who wish to cancel the recurring auto-charge or update a payment method must provide written notification to CPD Home prior to the renewal date. For further details on payments and refunds, please refer to the Refunds and Fees Policy.

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 that 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 Statement of Completion and be included in the CPD Home's compliance report to Ahpra for that year.

## 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, we ask that you:

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

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

## 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
8. Complaint Form

## Appendices

1. Glossary

## Version Tracking

Version	Date	Comments
1.0	December 2022	
1.1	September 2024	Updated Introduction to reflect the joint ownership of CPD Home. Removed 'Benefits of subscribing to CPD Home' – no relevance to the Policy, and unrelated glossary terms. Amended Australian Health Practitioner Regulation Authority to Australian Health Practitioner Regulation Agency, CPD Home Program of Learning start year from 2023 to 2024.
1.2	October 2024	Updated policy title. Corrected minor grammatical errors and updated terminology. Added Definitions statement and edited glossary.
1.3	January 2025	Added description of subscription service and auto-charge information.

## Appendix 1

### Glossary

Term	Definition
Ahpra	Australian Health Practitioner Regulation Agency
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> </ul>

	<ul style="list-style-type: none"> <li>• CPD Home Education or Service Provider, or</li> <li>• member of an CPD Home decision making or advisory entity.</li> </ul>
Cooling-off period	A 14-day period in which the subscriber can change their mind about subscribing without penalty.
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 2024, the CPD Program is a mandatory program for subscribers to the CPD Home service.
CPD requirements	<p>Means CPD requirements against the Standard, as follows:</p> <ul style="list-style-type: none"> <li>• develop a written annual CPD 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</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 activities, including any relevant specialist high-level CPD requirements</li> </ul> </li> <li>• reflect on your CPD goals at the end of the year in preparation for your next CPD Plan</li> <li>• retain records of your annual CPD compliance for auditing purposes by your CPD home and the MBA for three years after the end of each one-year cycle.</li> </ul>
CPD year	CPD year commences 1 January and concludes 31 December.
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 are to be undertaken concurrently with the current CPD year requirements.
Exit Poll	A series of questions to ascertain reasons for subscription cancellation and identify potential areas for improvement.
the Standard	The Medical Board of Australia's (MBA)'s revised <i>Registration Standard: Continuing professional development</i> .