

## Remediation 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 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.

Similarly, CPD Home is committed to supporting those subscribers who have been identified for remediation with identifying, sourcing, and acquiring the required competencies for the provision of safe health care.

### Purpose

The purpose of this policy is to outline the steps to be followed by CPD Home when subscribers have self-identified or been identified as poorly performing and/or require remedial management, or up-skilling to comply with their relevant standard for continued medical registration.

### Objective

To support those subscribers, seeking or requiring remediation, to develop and undertake a learning program tailored to their individual learning and performance review needs that address the issue(s) identified by any regulatory authority and encourage the development of required knowledge, skills and attitudes.

### Scope

The policy covers all CPD Home subscribers who are identified as requiring remediation for not performing to expected standards or who are formally required by a regulatory body for performance improvement or upskilling.

### Definitions

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

### Policy

Wherever a subscriber self-identifies or is identified by a regulatory body or employer as needing remediation CPD Home will, upon a request from the subscriber, with advice from CPD Advisory Panel as required, work with the subscriber, and, if required, any relevant specialty college, to identify remedial activities and implement a plan to address the reasons for the remediation.

Remediation activities may involve:

- clinical upskilling
- education on ethical and professional behaviour
- training and/or mentoring to enhance decision making, teamwork, leadership and supervisory skills
- any other aspects as identified by either the regulatory body or the CPD Advisory Panel.

Any remediation plan agreed to by the subscriber will be incorporated by CPD Home into the subscriber's professional development plan for that CPD year.

Should CPD Home not be able to provide the subscriber with required remedial activities, they will refer the subscriber to learning providers who may be able to assist. This may require the subscriber and CPD Home to work with another CPD home provider. Should a subscriber choose to move CPD homes, CPD Home does not provide a refund to outgoing subscriber's but will facilitate any required transfer of a subscriber's details and CPD records from one CPD home provider to another.

Where a subscriber is required to undertake remedial activities, the costs involved in undertaking those activities are at the subscriber's expense.

If the subscriber remains with CPD Home, we will continue to monitor the subscriber's progress and completion of remedial activities against their amended professional development plan.

The amended professional development plan should include:

- a reflection on learning needs
- learning goals
- specified activities for addressing the learning need
- the timeframe for completion
- any supervisory arrangements where required.

Provided all activities in the amended professional development plan are completed by the cut-off date for the end of the CPD year, CPD Home will issue the subscriber a CPD Statement of Completion. Should the subscriber not complete the activities required they will still be able to download a record of their CPD activities for a CPD year.

## Action

Upon a request from a subscriber for advice on CPD activities to address required remediation, CPD Home will:

- acknowledge receipt of request
- seek any further clarification from the Subscriber required
- prepare information relevant to the request for the review
- counsel the subscriber on relevant CPD activities for inclusion in their CPD Plan
- when agreed with the subscriber, amend the professional development plan as required
- liaise with relevant specialty college/s or professional association should remedial activities, external to the CPD Home Program of Learning (CPD Program), or supervision or mentorship of the subscriber, be required
- provide any transfer of data that may be required on request
- monitor the subscriber's progress towards completion of required CPD activities as per their revised professional development plan, and provide support when required
- issue a CPD Statement of Completion when CPD requirements are met
- archive (and retain for seven years after the reporting period for each CPD year) the subscriber's record of CPD activity for the relevant CPD year.

## Related Documents / Legislation

1. Participation and Compliance Policy
2. Data Management Policy

## Appendices

1. Glossary

## Version Tracking

Version	Date	Comments
1.0	December 2022	
1.1	February 2022	Amendment to reflect General Manager, CPD Home job title.
1.2	September 2024	Updated Introduction to reflect the joint ownership of CPD Home. Amended CPD Home Program of Learning start year from 2023 to 2024. Replaced AMA (WA) CEO with Executive Lead, and General Manager CPD Home with Compliance and Policy Lead to reflect current SOP. Removed unrelated glossary terms.
1.3	October 2024	Added Definitions statement and edited glossary. Transferred roles and responsibilities to SOP. Updated minor amendments.

## Appendix 1 Glossary

Term	Definition
CPD Advisory Panel	Panel of medical advisers who provide advice regarding the CPD Home Program of Learning.
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	Means CPD requirements against the Standard, as follows: <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.
Decision maker	Any person or persons making decisions for or on behalf of CPD Home.
Remedial activities	Activities to address the under-performance of a subscriber, which may include clinical up-skilling, further training, supervision or mentoring.
Remediation	Action to overcome a situation of deficiency.
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 Executive Lead or their delegate for the 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.
the Standard	The Medical Board of Australia's (MBA)'s revised <i>Registration Standard: Continuing professional development</i> .