

OSLER CPD HOME: COMPLIANCE, REPORTING AND SUPPORTING MEMBERS

Introduction

As an accredited CPD Home, Osler provides a platform for members to record and monitor their CPD for each cycle. All requirements are listed in “Osler CPD: Program and Requirements”.

Compliance

As per the Registration Standards set out by the Australian Health Practitioners Regulation Authority; “Registered medical practitioners who are engaged in any form of practice are required to participate regularly in CPD that is relevant to their scope of practice to maintain professional currency, and support them to maintain, improve and broaden their knowledge, expertise and competence, and develop the personal and professional qualities required throughout their professional lives.”

Those participating in Osler’s CPD Program will be compliant if they:

1. Meet all basic, program level and specialty high level (if appropriate) requirements of the Osler CPD Program outlined in “Osler CPD: Program and Requirements”.
2. Comply with annual audit if selected (5% of members per year).

For all participating practitioners, CPD homes report to AHPRA on each element of their program to meet compliance with the standard.

Reporting

As an accredited CPD Home, Osler will comply with the reporting requirements set out by AHPRA.

At the conclusion of the CPD year (based on calendar year Jan 1 – Dec 31) Osler will conduct its mandatory audit, after which it will report to AHPRA the Name, AHPRA Number and compliance status (compliant, not compliant, exempt) of all subscribers to The Osler CPD Program for the CPD year.

For members granted an exemption, Osler will report completion of pro-rata adjusted CPD requirements as “Compliant” to AHPRA, if the pro-rated hours for all requirements are completed. Members who are granted extra-time adjustments will be reported as “Exempt”.

Members who have completed their CPD requirements, and not been selected for audit, will be informed by Osler of their outcome in February each CPD year. At which time they will be able to download a Certificate of Completion from the Dashboard page.

Supporting Members

Osler team members are available to support members with their CPD Requirements, however, they are unable to give formal advice regarding remediation or appropriate activities for re-training / re-entry to practice.

Osler staff will monitor member activities and assist with reminders regarding compliance. Reminders will be both generic and more personalised to help ensure members meet their requirements. Reminders will be shared by email and/or system notifications. Members are reminded that it is your responsibility to ensure your email address is up to date to receive compliance, operational and support correspondence from Osler

If a member has chosen Osler as their CPD Home and do find themselves struggling to meet the minimum requirements of the program, the following steps may be taken by the member:

1. Review the supporting documentation on Osler which provides guidance on activities and content available to meet their needs
2. Review onboarding and in-app support, including articles, FAQ, self-help materials and information found in the CPD Portfolio page
3. Review their CPD Plan to assess aims and goals, and what activities may assist them to meet the minimum requirements.
4. Discuss their CPD Plan with a peer who may assist to identify appropriate activities.
5. Discuss concerns with a supervisor or Mentor who can assist to review their CPD Plan and support them to reach your goals.
6. Seek advice from representative groups such as colleges or other professional societies relevant to their scope of practice.
7. If they do not believe they are able to complete their CPD requirements for the cycle, they are advised to contact the Medical Board of Australia to discuss concerns.

Osler support staff will be available to members to assist in this process. Osler encourages members to update their Personal Career Development Plans to reflect the advice provided and use this plan to guide their CPD efforts.

See CPD Home: Support and guidance policy for more information.

Further Training and Remediation

Osler's range of members are so varied that no organisation has the resources or specific training expertise to be able to advise all individual members on their specific requirements. Please see the Supporting Members section.

Feedback and Complaints

If a member wishes to provide feedback or has a complaint, they are encouraged to contact the CPD Manager. Osler may contact the member for further information as required and will continue to communicate outcomes with the member as appropriate.

If Osler receives anonymous feedback, the CPD Manager will investigate. If the complaint were able to be substantiated and a system problem identified, it will be reviewed and fixed by the relevant staff member or forwarded to the CPD Advisory Group for review.

If the complaint is unable to be substantiated and further information unable to be obtained, it will be recorded for future reference if any similar complaints are lodged.

Reassessment, Review and Appeals

If a member requests a reassessment, review or appeal of a decision regarding their CPD activities, Osler will consider such requests in line with the application processes, timeframes and possible outcomes as outlined in our CPD Home: Reassessment, review and appeal policy.

Communication

Osler maintains regular communication with members through the platform and app, email, newsletters, social media, and the website.

Osler's primary means of communication with members is via email. Osler recommends members do not unsubscribe from Osler emails. If you elect to opt-out of receiving correspondence from Osler, any responsibility for consequences for this decision is born solely by You.

Any changes to program requirements or regulatory changes will be emailed directly to CPD members and included in regular communications. Osler is committed to transparency and fairness; no changes will be made to the Osler CPD Home Program mid cycle unless explicitly required by the regulatory authority. Any changes to the Osler CPD Home Program will be communicated at least 6 months in advance.

Members will receive regular tailored communication regarding their progress toward meeting CPD requirements. This may include emails from our CPD home manager if your recorded hours are low through the year.

Revision History

Version	Date	Description/Comments
1.0	November 2023	New Document
1.1	August 2024	Grammatical changes
1.2	March 2025	Some grammatical updates, clarification on information reported to AHPRA, clearer referencing of our CPD Home: Reassessment, review and appeal policy and updates to our communication methods with members.
1.3	May 2026	Minor updates to compliance and reporting sections to provide more clarity and details.