



COSMETIC PHYSICIANS
COLLEGE
OF AUSTRALASIA

Policy - Responding to Requests for Advice

Policy Domain:	
Policy Area:	
Policy Author:	
Contact:	
Version:	
Approval Details:	
Effective Date:	
Review Date:	
Related Documents:	

1. Purpose

To ensure that the CPD Home is available to provide guidance to individuals seeking advice on appropriate CPD activities that can meet their needs, including for those who are wanting to complete further training and those who are needing to complete remediation activities in underperformance areas.

2. Policy statement

The CPCA is committed to responding to requests for advice on CPD activities to support further training and CPD activities and to support remediation of practitioners who have been identified as underperforming in a particular area in a timely and transparent manner while maintaining the privacy of all members. This will include advice for those who are at risk of not meeting requirements, re-training for those who are returning to the CPD Program either from an exemption period, due to an adjustment, or as a returning member.

All processes to access and receive advice will be made publicly available, including contact details.

3. Responsibility

Implementation of this policy is the responsibility of the CPD Home Committee. Activities as outlined in the procedure may be conducted by authorised representatives with all outcomes and actions reported through to the CPD Home Committee and CPCA Board (if required).

4. Scope

This policy applies to all requests for advice on available / appropriate CPD activities from any source including individuals and / or groups.

5. Procedure

1. Contact details, required steps, and forms to be completed, will be made available on the CPD Home website.

2. On receipt of a request for advice, the CPD Home Administrator will respond to the requester confirming receipt and advising the expected time frame for response.
 - a. The standard timeframe for response is 7 – 14 working days, however, if this is unable to be met, information is to be provided to the requestor with rationale.
3. On receipt of a request for advice, the CPD Home Administrator will forward to the CPD Home Committee for response.
4. The CPD Home Committee will determine the appropriate individual to provide advice to the requesting party.
 - a. Where the appropriate individual is not part of the CPD Home Committee they can:
 - i. Remove all identifying information from the request to protect the confidentiality of the requester and
 - ii. Consider individuals from within the wider fellowship with the intent to provide the best quality and most reliable advice available.
 - b. Once appropriate supporting activities and plans are determined, the Committee will draft a written response which includes:
 - i. any advice on available CPD activities that might support the practitioner or
 - ii. details of potential
 - iii. If the CPD Home does not currently have any available activities it can advise about, the written response shall include reference to other CPD Homes which may assist.
 - c. The written response is forwarded to the CPD Home Administrator for distribution to the requester.
5. The CPD Home Administrator will retain a copy of the request, and response provided for future reference and ease of providing advice to others.
 - a. All retained records will be redacted to remove identifying features to ensure privacy for all parties can be maintained.
 - b. All agreed plans and support will be included, where relevant, into the practitioners CPD program requirements.
 - c. Ongoing support will be provided to the individual as identified and agreed in the plan.
6. The CPD Home Administrator may also identify areas that practitioners need support through various means, including internal review, direct communication, and feedback. The above steps will also be completed in those circumstances to ensure that practitioners have full advice available to ensure all their needs are met. This is also in alignment with the Policy - Identifying Practitioners at Risk.
7. Practitioners who are returning to the CPD Program will receive the welcome information, including the expectations of the CPD Home with regards to the program and review of any supplied evidence of previously completed CPD activities to provide guidance on how to meet the remaining or ongoing requirements.

6. Supporting Documents / Systems

- CPD Home Website
- Privacy Policy
- CPD Home Committee
- Request for Information Form (See further in policy)

7. Review

This policy will be reviewed no less than annually at the time of use to ensure it remains fit for purpose.

8. Version Control

Version	Date	Changes Made	Approved By
DRAFT	25/08/2022	New document created	Dr Michael Molton
V2	15/05/2023	HT - Updated to include maintaining confidentiality and expanding to the fellowship where required.	