

## HETI CPD HOME

### CPD REMEDIATION: PROCEDURE

#### 1 INTRODUCTION

HETI CPD Home is committed to providing a supportive environment for its members. At times, doctors may need specific training to address an area of underperformance. This may occur:

- During a self-reflection exercise where specific skills are identified as needing improvement
- During a workplace performance review, where specific areas of underperformance may need to be addressed and re-assessed at an agreed later date
- Where a regulator has imposed conditions on practice as part of registration

Remediation may be required in clinical or non-clinical areas of practice, for example:

- Specific clinical or procedural skills
- Education in professional boundaries
- Upskilling in team leadership

#### 2 SCOPE AND PURPOSE

This process outlines how HETI CPD Home may assist members who require remediation and seek help from HETI CPD Home.

The primary scope for HETI involvement in remediation is to identify and help members who are at risk of non-compliance with the CPD registration standard. Remediation in this sense means:

- Helping to develop or review a Professional Development Plan
- Assistance to find resources that may help a member complete the requisite CPD hours across the CPD domains
- Providing advice about the potential relevance of resources to a member's scope of practice  
Assistance completing CPD returns

Whilst the HETI CPD Home may be able to help where members are the subject of remediation requirements by a regulator or employer, members should be aware that advice given by HETI staff or clinical advisors is general in nature and intended to help as far as possible towards remediation goals. It is the member's responsibility to discuss remediation plans, training or resources with their employer or regulator. Ultimately it is their decision, and not HETI's responsibility, to decide whether a resource, training or a remediation plan is sufficient to address the member's remediation needs.

Providing a specific plan for clinical upskilling in order to meet regulatory or employer requirements is out of scope for HETI CPD Home. Members should contact their employer or the regulator concerned for guidance.

### 3 REMEDIAL TRAINING

#### 3.1 SOURCES OF REQUESTS FOR REMEDIAL TRAINING

HETI CPD Home recognises that some doctors may have to undertake remedial training. Requirements for remedial training may come from:

- Self-reporting reflection on professional practice or other aspect of performance. This may inform their annual Professional Development Plan.
- Conditions placed on their registration by the Medical Board of Australia/ AHPRA which require remedial training
- Workplace performance reviews resulting in remedial training to address underperformance

Members of HETI CPD Home are encouraged to be proactive and seek help from HETI CPD Home if they require help to complete their CPD activities.

HETI CPD Home will generally not be directly informed by regulators or employers about identifying a member who requires remediation. Therefore, members are strongly encouraged to engage with their employer or the regulator about identifying training needs.

#### 3.2. HETI CPD HOME SUPPORT PROCESS

Members are welcome to contact HETI CPD Home for assistance.

Operational staff will discuss the issue with the member. They may ask for more details about the nature of the remediation required. Members may be directed to online or other resources that meet the member's specific requirements. This may be internal HETI resources or appropriate external resources that may be useful to the member.

Where more detailed advice is required, operational staff will put members in touch with an appropriate advisor, using HETI's broad network of state-wide and local clinicians. This may include the HETI CPD Home Clinical Chair or another senior clinician who is best placed to help, according to the individual's circumstances.

The member may also, on request, receive advice on building or amending their annual Professional Development Plan.

Further support will be offered as the member tracks their CPD hours throughout the year.

At certain points throughout the year, HETI CPD Home will contact members who have either not yet uploaded their Professional Development Plan or have not logged sufficient CPD activities to progress towards meeting registration requirements for that CPD cycle year. Modes of contact may include via email or telephone. See the *HETI CPD Home Compliance and Audit Policy* for more details.

A log of attempts to contact members to make them aware of a lack of progress in logging CPD activities will constitute evidence that may be submitted to the AMC/MBA to demonstrate attempts to initiate the remediation process with members at risk of non-compliance.



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## 5 CONTACTING HETI CPD HOME

### 5.1 CONTACT DETAILS

Telephone: TBC

Email: [HETI-CPDHome@health.nsw.gov.au](mailto:HETI-CPDHome@health.nsw.gov.au)

Version 1 approved	
This version	
Approved by Council	
Revision date	