

## Compulsory Professional Development (CPD) Eligibility Policy

### POLICY STATEMENT

This document provides a consistent set of principles under which REIWA Training will provide for the late arrivals, or non-compliance, conduct of students undertaking mandatory or elective compulsory professional development training.

### Background

The Department of Mines, Industry Regulation and Safety operates the Compulsory Professional Development (CPD) program for all licensed real estate and business agents, and registered sales representatives including those with restricted registrations (property managers).

The CPD program forms part of the licensing regime for the real estate and business broking industries and licensees and registrants are accountable for completing their CPD requirements to the Commissioner for Consumer Protection as the licensing authority.

### Guide to the CPD program

The Department of Mines, Industry Regulation and Safety publishes a guide to the CPD program which includes a section on late arrivals. The current publication states:

*‘Any participant who is late to a mandatory training session by 30 minutes or more will not be eligible to claim CPD points for that session.*

*If a participant arrives more than 30 minutes late and stays for the remainder of the activity, the participant will only be eligible for the CPD points when they re-schedule the same activity with the same training provider to complete the part of the activity which they missed.*

*Consumer Protection will only subsidise the participant's attendance when they have completed the period of the session they initially did not attend. Participants are responsible for withdrawing or re-scheduling the activity prior to the arranged attendance if they cannot make it on time.’*

### Compliance with the CPD program Guide

#### Enrolment confirmation letters

All enrolment confirmation emails will contain the following text:

*\* Please note that, as per DMIRS guidelines and our CPD Eligibility Policy, you must be in attendance for the full duration of the course in order to be issued with CPD points. If you are unable to attend on the day, or think you will be late, please contact us so we can advise you of your options.*

#### Course reminder emails

All enrolled students will receive a reminder email generated from VETtrak the week before the course. The email will contain the following text:

*\*Please note that, as per DMIRS guidelines and our CPD Eligibility Policy, you must be in attendance for the full duration of the course in order to be issued with CPD points. If you are unable to attend on the day, or think you will be late, please contact us so we can advise you of your options.*

*We ask that you refrain from leaving the classroom during training to deal with phone calls and business matters, as this may also be deemed non-compliance with the CPD program rules.*

*It is expected that you respectfully acknowledge these rules in the event that you are deemed ineligible for CPD points.*

### **Website information**

The CPD points drop down will display the same information as above.

### **Session information**

A PowerPoint slideshow will be facilitated by the trainer at each session prior to commencing the mandatory session content.

The PowerPoint slides will contain information relating to:

- Emergency evacuation procedures including location of emergency exits
- Location of facilities
- No smoking policy
- Use of mobile phones and laptops to conduct business while in training session
- Leaving room should be for comfort or emergency but not to conduct business
- The requirement to remain until the end of the session to complete the training and be awarded the full CPD points.

### **Absence from classroom and/or leaving early**

Attendees must be in attendance for the full duration of the course. Leaving early, or being absent from the classroom for extended periods of time, may deem the attendee non-compliant with the CPD program rules and ineligible for CPD points for that course.

In the event of an emergency attendees must ensure that they explain their circumstances to a training team member who will advise of their options.

*\*A note is to be made on the attendance sheet and recorded in the SMS, should a non-compliance occur.*

## **Late arrival - Mandatory CPD Sessions**

### **Conduct of enrollees at onsite mandatory sessions**

The sign-in sheet for mandatory session attendees will be moved to the reception desk after the session has commenced. As per DMIRS request, all attendees arriving after the course commencement time must have their arrival time recorded on the sign-in sheet.

Signs will be placed on entry doors to training conference rooms requesting late arrivals to report to reception.

The session trainer will greet late arrivals briefly and inquire whether they have signed in and if not, refer them to reception.

DMIRS provides attendees with a 30-minute grace period. All arrivals after this time will be informed that they have not met the compliance requirements of the CPD program and offered the following options:

- Stay for the session and rebook for the portion of time missed
- Select not to stay for the session and rebook for a future date

CPD points will not be awarded in either of the above circumstances until the full session has been completed.

Note: There is no option to complete the missed portion of the session by distance learning provided by the Department at this time.

#### **Conduct of enrollees at offsite mandatory sessions**

The sign-in sheet for mandatory session attendees will be removed 30 minutes after the session has commenced by the attending training team member, in metropolitan areas, or by the trainer in regional centres. As per DMIRS request, all attendees arriving after the course commencement time must have their arrival time recorded on the sign-in sheet.

Late arrivals after this time will be provided with a copy of the Late Arrival Procedure by the trainer, and provided the following options:

- Stay for the session and rebook for the portion of time missed through REIWA Training
- Select not to stay for the session and rebook for a future date

CPD points will not be awarded in either of the above circumstances until the full session has been completed. Certificates will be removed by the attending administration support person prior to leaving a metropolitan venue, or by the trainer in regional centres.

Note: There is no option to complete the missed portion of the session by distance learning provided by the Department at this time.

#### **Late arrival - Elective CPD Sessions**

##### **Conduct of enrollees at onsite elective sessions**

The sign-in sheet for elective session attendees will be moved to reception after the session has commenced. Signs will be placed on entry doors to training conference rooms requesting late arrivals to report to reception. As per DMIRS request, all attendees arriving after the course commencement time must have their arrival time recorded on the sign-in sheet.

The session trainer will greet the late arrival briefly and inquire whether they have signed in and if not, refer them to reception.

DMIRS provides attendees with a 30-minute grace period. All arrivals after this time will be informed that they have not met the compliance requirements of the CPD program and offered the following options:

- Stay for the session and rebook for the portion of time missed, if available.

- Stay for the remainder of the session (you will not receive CPD points) and receive access to an equivalent CPD point online course, free of charge, to obtain the CPD points for the online course.
- Select not to stay for the session and receive access to an equivalent CPD point online course, free of charge, to obtain the CPD points for the online course.

CPD points will only be awarded when the full session, or online course, has been completed.

Note: There is no option to award pro rata CPD points provided by the Department at the present time.

#### **Conduct of enrollees at offsite elective sessions**

The sign-in sheet for attendees will be removed 30 minutes after the session has commenced by the attending training team member, in metropolitan areas, or by the trainer in regional centres. As per DMIRS request, all attendees arriving after the course commencement time must have their arrival time recorded on the sign-in sheet.

Late arrivals after this time will be provided with a copy of the Late Arrival Procedure by the trainer, and provided the following options:

- Stay for the session and rebook for the portion of time missed, if available.
- Stay for the remainder of the session (you will not receive CPD points) and receive access to an equivalent CPD point online course, free of charge, to obtain the CPD points for the online course.
- Select not to stay for the session and receive access to an equivalent CPD point online course, free of charge, to obtain the CPD points for the online course.

CPD points will only be awarded when the full session, or online course, has been completed. Certificates will be removed by the attending administration support person prior to leaving a metropolitan venue, or by the trainer in regional centres.

Note: There is no option to award pro rata CPD points provided by the Department at the present time.

#### **ASSOCIATED DOCUMENTS**

- Late arrival policy – DMIRS: <http://www.commerce.wa.gov.au/consumer-protection/mandatory-cpd-real-estate>
- Attendance sign-in forms
- Course confirmation email
- Course reminder email
- Late Arrival Procedure

**REVIEW OF THE POLICY**

This is a controlled document. It may only be changed on the authority of the Executive Manager Training.

**AUTHOR OF POLICY:** Lesley Reagon - Executive Manager Training

**DATE REVIEWED:** December 2019

**DATE TO BE REVIEWED:** December 2021

**VERSION CONTROL**

Version	Page	Revision Details	Changed by	Date
1.0	All	New policy	Liz McIlhone	2.02.2017
2.0	All	Updates by DMIRS and title changes Changed name from Late arrival policy to CPD eligibility policy	Lesley Reagon	23.12.2019