ACAM CPD Home Review and Continuous Improvement Policy

POLICY NUMBER/ REFERENCE:	3-250723
POLICY TITLE:	ACAM CPD Home Review and Continuous Improvement Policy

POLICY STATEMENT:

ACAM CPD Home membership is available to non-exempt medical practitioners in Australia at www.acam.org.au. It is not limited to members and fellows of ACAM but is open to those whose academic and clinical practice are aligned with the Australasian College of Aesthetic Medicine.

Objective

To guide ACAM's pathway for continuous improvement in its delivery of educational activities.

DEFINITIONS:

Background

ACAM CPD Home aims to:

- provide a high-quality, accredited learning program that supports the vertical integration of education, training, and career-long professional development of all medical practitioners
- direct subscribers to a vast pool of accredited CPD activities delivered by approved medical learning providers that meets a repertoire of learning needs
- measure subscriber CPD completion, tracking and compliance
- audit and reporting subscriber CPD compliance to the MBA to meet the new CPD standards framework.

ACAM understands that in order to achieve the college aims ACAM needs to regularly review and update what the college does and how that process is conducted to ensure ACAM continues to deliver its services to the standard required and expected of the college.

ACAM CPD Home is committed to operating efficiently and effectively in order to meet the needs of its subscribers and certified course merchant providers as well as our obligations as an accredited CPD Home. ACAM sees continuous improvement in the way it operates as essential to the success and sustainability of the college's operations.

Purpose

To demonstrate ACAM's commitment to continuous quality improvement, and the mechanisms which will be implemented dot ensure delivery.

Scope

This policy applies to all aspects of ACAM CPD Home operations.

PROCEDURES:

Policy

ACAM CPD Home continually monitors all aspects of its business operations to identify and implement improvements aimed at ensuring the provision of efficient, effective and high-quality services.

ACAM CPD Home recognises that through review and continuous improvement we can:

- provide an account of our operations;
- assess our achievements against our aims;
- identify opportunities for improvement; and
- continue to respond to the requirements and expectations placed on us.

ACAM CPD Home is committed to:

- maintaining good governance processes;
- maintaining a quality management system;
- ensuring our CPD education program and support services are responsive to changing needs;
- ensuring the satisfaction of our subscribers, members and fellows, course merchant providers and regulators;
- creating a lifelong learning culture that welcomes input and feedback from across ACAM's operations; and
- strengthening operational sustainability through informed innovation.

Roles and Responsibilities

All CPD Home representatives will be responsible for monitoring the efficiency and effectiveness of our policies, processes, procedures, service offerings and provision; identifying matters requiring improvement and contributing to their resolution.

ACAM CPD Advisory Panel

In relation to this policy, the ACAM CPD Advisory Panel will be responsible for:
providing guidance in the development of the CPD Program to support subscribers, members and fellows by specialty or non-specialty; and provide advice in the development of policies and procedures supporting participation in the service.

CPD Home Medical Education/Support Officer

In relation to this policy, the ACAM CPD Home Medical Education/Support Officer will be responsible for:

- monitoring the outcomes for the ACAM CPD Home in supporting subscribers to meet their CPD requirements;
- monitoring the subscribers experience of the functionality of the ACMA CPD Dashboard and ACAM CPD Home 'Course Merchant Catalogue' systems;
- monitoring the ability of ACAM CPD Home to meet the learning needs of its subscribers, members and fellows; and
- informing ACAM's CPD Home management of areas/issues for refinement and improvement.

Association Manager CPD Home

In relation to this policy, the Association Manager CPD Home will be responsible for:
- monitoring and evaluating the appropriateness of the ACAM CPD Home Program of Learning;
- monitoring the capacity of ACAM CPD Home to deliver a range of comprehensive learning;
- monitoring subscriber, member and fellow learning provider satisfaction with ACAM CPD Home services; and
- developing improvement options for consultation, refinement, and consideration.

CPD Home Manager

In relation to this policy, the ACAM CPD Home Association Manager will be responsible for:
- monitoring and assessing the external environment for potential risks to or opportunities for ACAM CPD Home;
- monitoring ACAM CPD Home regulatory compliance; and
- appropriately resourcing ACAM CPD Home processes and operations.

Action

ACAM CPD Home will regularly review and measure for the quality and effectiveness of its:
- policies, processes and procedures and effectiveness;
- service offerings and applicability; and
- performance deliverance concerning stated ACAM CPD objectives.

ACAM CPD Home will assess review findings to identify opportunities for improvement and make informed considerations when deciding on enhancements or modifications.
When making improvements, CPD Home will utilise the principles of the Deming Plan, Do, Check, Act framework for continuous improvement.

CPD Home will:
Plan the improvement – having
- reviewed and analysed the current situation;
- identified options for achieving a desired improvement;
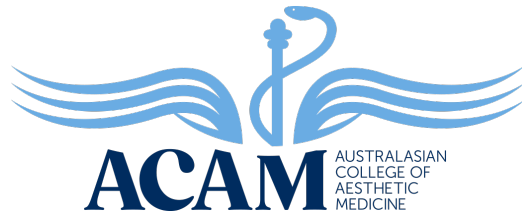
- consulted with representatives, CPD Advisory Panel, subscribers, course merchant providers or other stakeholders as required; and
- established achievable goals and actions required to implement the plan.

Implement the improvement – by
- test/consideration alternative options to identify a preferred option;
- allocate appropriate resources;
- communicate with the stakeholders the rationale for and/or benefit to be realised;
- document the implementation decisions.

Check the improvement – by
- measuring the impact/benefit of the improvement
- assess improvements are delivering the intended outcome;
- document evaluation and outcomes.

Act – to
- review and make any necessary modifications.
- plan to complete implementation and standardisation any improvements put in place.

AMENDMENTS/REVIEW:

'Review or Amended by the Management Committee (23 July 2023)'
'Endorsed by Management Committee (31 July 2023)'

RELATED DOCUMENTS

The following documents are related to this policy.
1. Privacy Policy
2. User Terms
3. Fees and Refund Policy
4. Data Management Policy
5. Complaints Policy
6. Glossary of Terminology

REFERENCES:

File: ACAM Policy and Procedural Manual/Policy Manual Complete/Updated Policies/ACAM CPD Home Review and Continuous Improvement Policy 3-250723

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