



Policies and Processes

**Continuing Professional Development (CPD) and Practice Ready Program (PRP)
For Registered Migration Agents**

Participant's Copy

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Definitions

| | |
|-----------------------------------|---|
| RMA | Registered Migration Agents, participants of the program |
| CPD | Continuing Professional Development for continuing RMAs |
| PRP | Practice Ready Program for new RMAs |
| McKkr's Pty Ltd or McKkr's | The approved CPD and PRP provider offering the CPD Activities and PRP program |
| CPD Point(s) | Points allocated to RMAs after attending an approved Activity. Each Activity is allocated a certain number of points that counts toward an RMA's re-registration requirements |
| Activity / Activities | A session or set of sessions attended or participated by RMAs to improve their knowledge and gain relevant CPD points. |
| Delivery | The mode in which an activity is delivered to participants. |
| Assessment Task | A task to test a participant's knowledge of a particular topic or area of learning. |

1. Introduction

The Continuing Professional Development (CPD) Program has been designed to ensure that RMAs have the support they need to manage their practice successfully, professionally and ethically under the Code of Conduct, year after year.

The Practice Ready Program has been designed to enhance new RMAs' recently acquired knowledge and skills with a practical and interactive approach, addressing the readiness needs of such professionals.

The main purpose is to assist migration agents with practical tools to manage all aspects of their business, including making preliminary contact with clients and agreeing on a course of action based on their analysis. Preparing, reviewing and lodging applications or appeals, representing clients before DIBP and other bodies, monitoring progress of cases and finalising matters are some of the tasks which not only require ongoing learning but also good organisational, analytical and business management skills. Such work must be conducted as per the migration agents' Code of Conduct and ethical principles.

Undertaking initial and ongoing professional development activities helps ensure that migration agents can operate with these standards and successfully manage a compliant practice.

1.1 Mission Statement for Professional Development

To help professionals within the migration industry in:

- Developing their skills in providing migration advice and operating a compliant practice
- Gaining new knowledge and information about migration policies and legislation
- Contributing to the development of professional knowledge and practice

1.2 Purpose of this document

The purpose of this document is to set out the policies, procedures and governance for the implementation of Mckkr's CPD Program for Registered Migration Agents.

2. Activity Types and Schedule

McKkr's develops CPD and PRP Activities including study papers, workshop presentations, course modules, case studies and assessment activities to encourage enhancement of expected underpinning knowledge of relevant legislation and government policy and are directly related to the Occupational Competency Standards.

McKkr's delivers continuing professional development to RMAs through the following CPD Activity types. All the activities are designed with highly intellectual and practical content.

2.1 Distance learning without a facilitator (Private Study)

The Private Study option under distance learning is delivered through the McKkr's CPD web portal. This option is for those who would like to study their chosen CPD activity material during their free time. After registering for the online option, participants will be able to download the materials from the web portal and study in their own time.

It requires successful completion of an assessment to demonstrate completion of the activity. Each activity has an assessment task in the form of 25 multiple choice questions and participants must get 19 questions out of 25 correct for a CPD activity to get 1 CPD point. Each activity is expected to have a learning time of 90 minutes.

2.2 Seminars (Face-to-face)

Seminars are face-to-face activities and participants are present with the facilitator. Seminars facilitate comprehensive study of specific subject areas. Usually, presentations are blended with discussion and an exchange of ideas between participants. Each seminar is expected to have a learning time of 90 minutes. Each 90-minute Seminar will award 1 CPD point.

2.3 Workshops (Face-to-face)

Workshops are face-to-face activities and participants are present with the facilitator. They are designed for intensive learning through discussions on case studies, brain storming activities, thorough presentations, and exchange of ideas.

Each hour of workshop is worth one CPD point and participants must complete a minimum of 5 points of a Category A activity which includes the options of Workshops and Programmes of Education. McKkr's offers the option of only Workshop in this category. The CPD activities will be delivered in either 2-hour or 3-hour blocks and will have a capacity of 30 participants per session.

2.4 Conference (Face-to-face)

McKkr's offers 6-hour conferences, designed around sharing information on topics directly relevant to Australian immigration. Participants will be awarded CPD points for the 'Conference Day' they attend. Participants will be given an opportunity to network with other agents and guest speakers. 1 CPD point is awarded for every 1.5 hours of conference time.

McKkr's conferences are designed to help migration agents to identify new business opportunities, network with industry professionals and add value to their professional practice. It will be organised in different cities and will have set activities and outcomes to be achieved. McKkr's will invite range of speakers to ensure the 'Conference Day' is productive and value adding to participating RMAs.

Note: *If participants attending face-to-face Activities need special assistance, requirements must be requested at least 3 days prior to the session.*

2.5 Webinars (Online Workshops)

Webinars are face-to-face online activities and participants are present with the facilitator in a virtual environment and through McKkr's webinar platform they can see each other, participate in discussions orally and in writing (through chats and messages) and see the computer screen of the presenter. Each Webinar is expected to have a learning time of 90 minutes. Each 90-minute Webinar will award 1 CPD point. McKkr's Webinar Platform has the ability to generate attendance and participation rate of each participant which is generated electronically at the end of each Webinar and can be saved. The Webinar Platform also saves all these records for future reference.

Attendees will be required to:

- Read the terms and conditions before enrolling in the training session. These will be available from the McKkr's website and will also be sent to participants with the booking confirmation.
- Have minimum computer requirements. Details will be sent at the time of enrolment and is also available on the McKkr's website.
- Provide their full name, MARN, phone details and email addresses
- Download available training materials from the website before online session starts
- Join the online training session on time
- Attend the session with attendance monitored through the online platform

2.6 Practice Ready Program (Face-to-face)

McKkr's delivers Practice Ready Program (PRP) to new RMAs in their first year of registration through an Intensive 4-day Workshop conducted face-to-face. All the Activities are designed with highly intellectual and practical content.

McKkr's PRP course includes 9 PRP Activities worth 1 CPD point each and 1 mandatory Activity worth 1 CPD point. Each Activity is expected to have a learning time of 3 hours. It requires successful completion of all the 10 CPD Activities over the duration of 4 days in addition to the competency based assessment tasks to be completed by participants in their own time.

The topics covered in McKkr's 9 PRP activities towards a total of 9 CPD points are as follows:

1. Client Management
2. Knowledge Management and Client Engagement
3. Information and Documents Management
4. Representing Clients
5. Organisational and Communication Skills
6. Ongoing Professional Practice
7. Establishing a Compliant Practice
8. Risks and Opportunities Management
9. Business Management

The tenth point is achieved by completing the following Activity:

10. Ethics and Professional Practice and Understanding Code of Conduct

For each Activity, participants will have assessment tasks that may involve group discussions and will require the fulfillment of a written task that may include essays, written reports, case studies, short projects, short answer questions, multiple choice questions, presentations, interviews and mock trials, that will be later assessed to ensure the successful completion of the activity.

Successful completion of assessment tasks for each Activity will require at least 75% accuracy in the answers provided. Participants who fail to achieve 75% score in any of the PRP Activities will not be considered as having completed the Activity. They will be notified to re-submit the Activity. McKkr's will provide additional support to ensure better understanding of the materials covered in the Activity.

All the assessments will be assessed by a qualified assessor with feedback given to participants within 7 days of the completion of an assessment task. Upon successful completion of the PRP by an RMA, McKkr's will notify the Office of MARA.

The physical learning environment for delivery of face-to-face Activities will have:

- Adequate seating
- Minimal or no external noise
- Adequate lighting
- Appropriate acoustics
- Air-conditioning

Materials/ resources to be used in face-to-face Activities include:

- Training manuals given to all participants attending the session
- Handout of instructions and special notes including relevant news / cases
- PowerPoint slides
- Laptop
- Projector screen
- White Board
- White Board Markers
- Butcher Paper stand
- Butcher Papers
- Note Pads
- Writing Pens for participants
- Water
- Refreshments (Coffee/ Tea)

3. Enrolment

3.1 Enrolment Options

Migration Agents will be able to enrol for the CPD activities via:

- Online through Mckkr's website www.mckkrs.com.au/cpd (Recommended)
- Phone on (02) 4626 1002
- Email to cpd@mckkrs.com.au

3.1.1 Booking online

All available courses and their corresponding schedule can be found on the CPD section of our website. To book a course, participants need to do the following:

1. Access the website www.mckkrs.com.au/cpd
2. Select the course and schedule
3. Click 'Book Now'
4. Complete the booking form
5. Click 'Submit'
6. Keep or print confirmation page

Participants should receive an invoice from Mckkr's via email. Once the invoice is paid, booking confirmation / instructions will be sent.

3.1.2 Booking by phone or email

When booking by phone or email, participants must provide the following details:

- Name
- MARN
- Contact details
- Activity name / schedule preferred

Enrolment enquiries are managed by the CPD Officer who is fully aware of policies and procedures of Mckkr's and as required by the Office of MARA. At the time of enrolment, fair and reasonable written refund and cancellation policies are clearly explained to participants.

4. Fees and Charges

McKkr's offers competitive pricing based on current market prices. However, these fees may change at any time. McKkr's reserves the right to change pricing from time to time.

4.1 Fee Structure

| Delivery | CPD Points | Price (incl. GST) |
|---------------------------------------|---|---|
| Seminar | 1 Activity = 1 CPD point (90 minutes) | <ul style="list-style-type: none">• Please refer to our website |
| Private Study with an Assessment Task | 1 Activity = 1 CPD point (90 minutes) | <ul style="list-style-type: none">• Please refer to our website |
| Workshop (Face-to-face) | <u>1 Hour = 1 CPD point</u> 2 Hour Workshops = 2 CPD points 3 Hour Workshops = 3 CPD points | <ul style="list-style-type: none">• Please refer to our website |
| Online Workshop (with Facilitator) | <u>1 Hour = 1 CPD point</u> 2 Hour Workshops = 2 CPD points | <ul style="list-style-type: none">• Please refer to our website |
| PRP Course | 10 Activities of 3 hours each = 10 CPD Points (Total Course Duration = 30 hours) | <ul style="list-style-type: none">• Please refer to our website |

4.2 Discounts

McKkr's offers 50% discount on the above prices to authorised Voluntary Organisations – RMAs providing Fee-free services and not-for-profit organisations.

4.3 Payment Options and Registration

McKkr's continues to offer the following payment options to RMAs:

- Credit / debit card payment. Credit card surcharge applies.
- Bank transfer to McKkr's account:
Name: McKkr's Pty Ltd
Bank: Westpac
BSB: 032135
A/c No: 382583

Instalment option for PRP:

Instalment option is available for PRP Workshop only. Payments may be accepted in two instalments of \$900 each. The first instalment shall be paid at the time of registration in McKkr's PRP with the second instalment due after 3 months of the delivery of PRP by McKkr's.

4.4 Client Account

McKkr's has an ongoing policy that all client monies must first go to the client account. After delivery of the CPD/ PRP, McKkr's transfers funds from the client account to the business account.

4.5 Refund Policy

McKkr's continues to adhere with the current refund policy for face-to-face Activities, which is:

If the scheduled program is postponed or cancelled by McKkr's for any reason, participants are entitled to a full refund.

Fees for rescheduling or postponing by participants

***PRP- Booking Fee is not refundable.**

| If a participant reschedules in... | The participant will incur... |
|---|--------------------------------------|
| 7 days or more prior to delivery date | No additional fee |
| Less than 7 days prior to delivery date | 25% of the Activity fee per Activity |

Cancellations by participants

| If a participant cancels... | The participant is entitled to... |
|--|-----------------------------------|
| In 7 days or more prior to delivery date | 100% refund |
| Between 4-7 days prior to delivery date | 50% refund |
| In 3 days or less prior to delivery date | No refund |

For Private Study, access to resources is provided after payment and no refunds are applicable after the access to McKkr's CPD portal has been provided to RMAs.

5. Program Administration

5.1 Monitoring and Tracking Attendance

For all face-to-face Activities except webinars, the attendance is monitored by the presenter/facilitator to ensure accurate identification of the participants. The evidence of written attendance (signed by each participant) is collected at the beginning and end of each Activity.

For Private Study, electronic assessment completion results are kept for records as an evidence of completing an Activity.

For webinars, the attendance including the time a Participant was present during the Webinar is generated by the electronic platform McKkr's uses.

Where CPD points are awarded for attendance, McKkr's ensures that participants were present for the required duration for each Activity which is minimum 75% of the total duration of an Activity.

5.2 Reporting Points

McKkr's reports CPD points on the basis of attendance or completion of an Activity to the OMARA electronically within 1 working day of the completion of an Activity eligible for the award of CPD points

5.3 Participant Feedback

McKkr's will ensure that participants' feedback is captured at the end of each activity and evaluated for improvement opportunities on a regular basis.

6. Other Policies

6.1 Policy Administration

McKkr's ensure compliance with the relevant Commonwealth, State and Territory legislation and any regulatory requirements in relation to Workplace harassment and Anti-discrimination, Privacy, Australian consumer law, Consumer rights, Occupational health and safety, Intellectual property and other such legislation and requirements expected of a compliant workplace.

McKkr's ensures that all policies and procedures required by the Office of MARA to be an approved provider are circulated and implemented consistently throughout the organisation.

6.2 Conflicts of Interest

McKkr's takes, at all times, all reasonable steps to avoid any conflicts of interest (real or perceived) in connection with its dealings with the OMARA, DIBP, RMAs, Clients, Government bodies and other authorities.

6.3 Transparency

Learning outcomes, fees, charges and policies regarding complaints and refunds are be available to participants prior to starting any approved activity. McKkr's insists on being fair and transparent about fees, payments and refund policies of the program.

6.4 Feedback and Complaints policy

Participants can contact McKkr's by any means such as telephone, email, written document or face-to-face contact to make a complaint or provide any feedback. Complaints are addressed by the CPD Manager and responded to within 48 hours of receipt. Complaints are handled in a fair and reasonable way. Each complaint is reviewed by the management and dealt with, in confidence. Solutions are suggested to address the issue in the most effective way by keeping a focus on high customer service standards. McKkr's ensures that all complaints are resolved as quickly as possible. All complaints and solution provided are recorded.

6.5 Records Management

Documents such as feedback sheets from participants, original documents relating to activity completion, signed statements from participants and electronic notifications sent to and from the Office of MARA will be kept for at least two years.

McKkr's keeps records of the learning and assessment materials of a CPD and PRP Activity delivered by having a version control of the documents related to the CPD Activity to reflect dates those materials were used.

6.6 Privacy Policy

McKkr's adheres to the Australian Privacy Policy and following principles are regularly reviewed by McKkr's:

- Information collected by McKkr's are solely used for CPD/ PRP-related activities only
- Any information collected from participants are kept in a secured manner
- No information will be provided or sold to any third party
- Personal details and any sensitive information will not be distributed to anyone outside McKkr's
- Participants' financial information is used with care and only with the participants' written authorisation

6.7 Workplace Health and Safety (WHS)

McKkr's is committed to providing an environment that protects the safety and health of migration agents, other attendees, facilitators and involved staff. McKkr's is committed to ensure that accidents are prevented, employees and clients are protected from injury, health is preserved and promoted, hazards are removed or controlled, and the training environment is clean and uncluttered at all times. This policy will be reviewed on a regular basis to ensure it meets all legislative requirements. Accident and injury procedure and Reporting procedures are documented and are strictly adhere to.

McKkr's facilitators are aware of their duty of care in regard to WHS policies and procedures. They are informed of the Occupational Health and Safety Act and relevant legislation.

McKkr's conducts staff training to ensure trainers can identify risks in the training environment. This includes inspection of the training environment prior to the delivery of training and report any hazards immediately.

Note:

If you have any concerns or queries with respect to any of the policy matters above, please email CPD Manager at corporateservices@mckkrs.com.au

Proposed Review Date: 01 December 2018
