

Part A

This section is to be completed by all CPD Provider Groups.

1. CPD Provider Name

2. A.B.N

RTO Number

3. Telephone Number

Fax Number

4. Mobile Number

Email

5. Website

6. Street Address

7. Suburb

State

Postcode

8. Postal Address (if different to above)

9. Suburb

State

Postcode

10. Surname

First Name

Person signing the Memorandum of Understanding (if different to Contact Name)

11. Position Title

Contact Number

12. CPD Providers are classified by Provider groups and Provider numbers. Please indicate the CPD Provider you represent.

CPD Number	CPD Provider Group	CPD Provider Description	Tick
CPD 1	Accredited CPD Provider	Registered Training Organisations delivering CPD activities	<input type="checkbox"/>
CPD 2	Accredited CPD Provider	Registered Training Organisations delivering customised CPD activities	<input type="checkbox"/>
CPD 3	Approved CPD Provider	CPD Providers delivering CPD activities	<input type="checkbox"/>
CPD 4	CPD Manager	Organisations managing CPD for registered building practitioners	<input type="checkbox"/>
CPD 5	Recognised CPD Scheme	Current industry association/professional institutes providing CPD in Victoria or nationally	<input type="checkbox"/>
CPD 6	Recognised Registration Bodies	Recognition of interstate registration bodies CPD schemes	<input type="checkbox"/>

13. CPD Providers are to identify which practitioner category/s their CPD courses are targeting. Please tick relevant practitioner category.

Registered Building Practitioner Group	Tick
Building Inspector	<input type="checkbox"/>
Building Surveyor	<input type="checkbox"/>
Commercial Builder	<input type="checkbox"/>
Demolishers	<input type="checkbox"/>
Domestic Builder	<input type="checkbox"/>
Draftsperson	<input type="checkbox"/>
Engineer	<input type="checkbox"/>
Erectors of Temporary Structures	<input type="checkbox"/>
Quantity Surveyor	<input type="checkbox"/>

14. Do you have an electronic or manual practitioner records management system?

	Tick
Electronic	<input type="checkbox"/>
Manual	<input type="checkbox"/>
Both	<input type="checkbox"/>

15. Does your records management system include the following fields?

	Tick		Tick
Practitioner Name	<input type="checkbox"/>	Type of Activity	<input type="checkbox"/>
Practitioner Registration Information	<input type="checkbox"/>	Duration of course	<input type="checkbox"/>
Title of Course completed or undertaken	<input type="checkbox"/>	Date of course	<input type="checkbox"/>
CPD Points	<input type="checkbox"/>	Locations/Venue	<input type="checkbox"/>

16. Do you have a website that you would like hyperlinked from the Building Commissions website.

	Tick
Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

If Yes please add the web address

This section is to be completed by CPD Provider 1, 2, 3, 5 & 6 only

Part B

17. Provide a copy of the CPD Program or CPD Calendar. This may be a period of 12 months or less. If this is not available please supply the Building Commission with an update regularly.

CPD Calendar attached	Tick
Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

CPD Program attached	Tick
Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

Checklist to be completed by CPD Provider 3 only. Please tick relevant box.

Part C

Do you have the following systems and processes established in your organisation?	Yes	No	N/A	Comments
Systems for quality training and assessment				
1. The CPD Provider must keep written policies and procedures for ensuring quality training and assessment. These policies and procedures must be circulated, and implemented consistently throughout the organisation. It is acknowledged that assessments may not be applied in relation to seminars/workshops, information and trade sessions and conferences.				
2. The CPD Provider must designate a person to ensure that the CPD Provider complies with Schedule D and to report to the CEO/Director/Manager on compliance of this schedule.				
3. The CPD Provider must conduct an internal audit of its compliance of Schedule D and its policies and procedures at least annually.				
4. The CPD Provider must document and implement their organisations policies and procedures for dealing with customer complaints, grievances and appeals in a constructive and timely manner.				
5. The CPD Provider must document and implement procedures to identify and manage risks concerned with compliance of Schedule D, correct and use their best endeavours to prevent any failure to comply with this schedule and the CPD Provider's quality system, policies and procedures.				
6. The CPD Provider must collect and analyse stakeholder and client feedback on the training services provided. The CPD Provider is to use this information to review its policies and procedures. Compliance with Commonwealth and State legislation and regulatory requirements.				

Do you have the following systems and processes established in your organisation?	Yes	No	N/A	Comments
Compliance with Commonwealth and State legislation and regulatory requirements				
7. The CPD Provider must identify and comply with relevant State laws including Commonwealth or State legislation on: <ul style="list-style-type: none"> • occupational health and safety • workplace harassment, victimisation and bullying • anti-discrimination, including equal opportunity, racial vilification, and disability discrimination • vocational education and training • apprenticeships and traineeships. 				
8. The CPD Provider must ensure its policies and procedures meet the requirements of Commonwealth or State Legislation relevant to the CPD Providers' operations				
9. The CPD Provider must ensure it has all the insurance cover necessary to carry out its business, including insurance for workers compensation, public liability, professional indemnity, building and contents.				
Effective financial management procedures				
10. The CPD Provider must designate a person with direct access to the CPD Provider's CEO/Director/Manager who has the defined responsibility and authority to monitor and report on compliance with its financial management policies and procedures.				
11. The CPD Provider's accounts must be certified, at least annually, by a qualified accountant with membership of CPA Aust. or ICA Aust. and, on request, the report must be made available to the Building Commission.				

Do you have the following systems and processes established in your organisation?	Yes	No	N/A	Comments
12. The CPD Provider, if requested by the Building Commission, must obtain and make available to the Building Commission a full audit report from a qualified independent accountant with membership of CPA Aust or ICA Aust.				
13. The CPD Provider must document and implement systems to protect fees paid in advance.				
14. The CPD Provider must have fair and reasonable refund policies.				
Effective administrative and records management				
15. The CPD Provider must document and implement procedures to assure the integrity, accuracy and currency of records that include but are not limited to: <ul style="list-style-type: none"> • secure storage, including backup of electronic records • retention archiving and retrieval of student results for a mutually agreeable period between the CPD Provider and the Building Commission, and transfer consistent with Building Commission requirements • safeguarding any confidential information obtained by the CPD Provider and committees, individuals or organisations acting on its behalf • ensuring that, except as required by law, information about a client is not disclosed to a third party without the written consent of the client • access by clients to their personal needs. 				
16. The CPD Provider must maintain up to date records of: <ul style="list-style-type: none"> • the verified qualifications and experience of all staff working on behalf of the CPD Provider as trainers and assessors 				

Do you have the following systems and processes established in your organisation?	Yes	No	N/A	Comments
<ul style="list-style-type: none"> • enrolments and participation • fees paid and refunds given. 				
17. The CPD Provider must develop and implement a version of control procedures for managing materials that relate to structured on-the-job training, industrybased education and short courses (including training packages, accredited course documents and learning/assessment materials) so that:				
18. Materials are reviewed for currency by authorised and competent staff prior to issue or reissue;				
19. A list of materials with the respective issue and /or amendment status identified is maintained.				
Access and equity and client service				
20. The CPD Providers' policies and procedures must incorporate access and equity principles that ensure fair and reasonable access by all categories of building practitioners to those activities provided by the CPD Provider and that such activities provided are available to both members and non-members of the CPD Provider. These principles must be set out in a code of practice or similar document, and provided to and adhered to by staff.				
21. The CPD Provider must provide information to each client, prior to enrolment for structured on-the-job training, industry-based education and short courses about each of the following: <ul style="list-style-type: none"> • client selection, enrolment and induction/orientation • course information, including content and vocational outcomes • fees and charges, including refund policy and exemptions (where applicable) 				

Do you have the following systems and processes established in your organisation?	Yes	No	N/A	Comments
<ul style="list-style-type: none"> flexible learning and assessment procedures welfare and guidance services appeals complaints and grievances procedures disciplinary procedures staff responsibilities. 				
The Competence of the CPD Providers staff				
22. The CPD Provider must develop and implement procedures to ensure that the training is delivered by a person has sufficient training/qualification and experience to be acknowledged as an expert in the particular area of training.				
23. Where assessments may be conducted, the CPD Provider must ensure that assessments are conducted by a person who has the appropriate competencies or has sufficient knowledge or is acknowledged as an expert in the particular area of training.				
CPD Provider Assessments				
24. The CPD Provider assessments relate to structured on-the-job training, industrybased education and short courses as well as other training courses.				
25. The CPD Provider must ensure that assessments: <ul style="list-style-type: none"> lead to the issuing of a Statement of CPD provide for applicants to be informed of the context and purpose of the assessment and the assessment process; where relevant, focus on the application of knowledge and skill to the standard of performance required in the workplace and cover all aspects of workplace performance. 				

Do you have the following systems and processes established in your organisation?	Yes	No	N/A	Comments
<ul style="list-style-type: none"> involve the evaluation of sufficient evidence to enable judgements to be made about where the competency has been obtained; provide for feedback to the applicant about the outcomes of the assessment process and guidance on future options provide for reassessment on appeal Learning and assessment strategies				
26. Where determined by agreement with the Building Commission, the CPD Provider must develop and implement strategies for training delivery and assessment for each training course provided. These delivery and assessment strategies should identify proposed target groups, delivery and assessment modes and strategies, assessment validation processes and pathways.				
27. The CPD Provider must ensure that in developing, adapting or delivering training and/or assessment products and services: <ul style="list-style-type: none"> methods are used to identify learning needs, and methods for designing training and assessment are documented where needed delivery modes and training, and assessment materials which meet the needs of a diverse range of clients (such as distance education) are identified where assessment or training is conducted in the workplace, the CPD Provider negotiates the delivery and assessment strategy with the employer and learners; works with the employer to integrate any on-the-job training and assessment; and schedules workplace visits to monitor/review the training and assessment 				

Do you have the following systems and processes established in your organisation?	Yes	No	N/A	Comments
<ul style="list-style-type: none"> • where an Apprenticeship/Traineeship Training Contract is in place or being negotiated, Individual Training Plans are developed, documented, implemented and monitored for each apprentice or trainee, encompassing all the relevant off-the-job training and structured workplace training • where assessment or training is conducted online or by distance, the CPD Provider has effective strategies for learner support, monitoring and assessment. 				
<p>28. The CPD Provider must have access to sufficient staff, facilities, equipment, training and assessment materials to provide the training and/or assessment services. This must also be sufficient to accommodate client numbers, client needs, delivery methods and assessment requirements (including off-campus and on-line delivery modes).</p>				
<p>Ethical marketing and advertising</p>				
<p>29. The CPD Provider's marketing material must be accurate and approved by a duly authorised member of the CPD Provider's staff</p>				
<p>30. The CPD Provider must obtain prior written permission from any person or organisation for use of any marketing or advertising material that refers to that person or organisation, and must abide by any conditions of that permission.</p>				
<p>31. The CPD Provider must accurately represent to prospective clients training products and services.</p>				