Learning Portal: CPD Online

FAQs

Frequently Asked Questions

Learning Portal: Continuing Professional Development (CPD)

The Royal Australian and New Zealand College of Radiologists (RANZCR) Learning Portal is a platform for all things 'learning' with the College.

CPD online is one of the systems contained within the Learning Portal.

The introduction of CPD online means that you can enjoy the convenience of an online CPD portfolio management, with 24/7 access to online learning, online entry and management of activities.

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Access and Computer Requirements

1. How do I access the Learning Portal?

Go to the RANZCR website at http://www.ranzcr.com, log in and then click the Member Login button at the top right corner of the website. You will need to be logged in as a member in order to access the RANZCR Learning Portal as this portal is for active financial members only.

You will then be taken to the Learning Portal Home page. If you do not see this page, then you are not in the Learning Portal.

2. What are my login details?

You need your email address and password to enter the RANZCR Learning Portal. If you do not have one please click on 'reset/forget password' and follow the instructions.

3. What can I do if I have forgotten my RANZCR Member ID and password?

If you do not have a password or have forgotten your password, click on '*Forgot Your Password*?' and then insert your email address on the **Forgot your password page**. You will be sent an email to the email address you have lodged with the College, with a link to a page where you can reset your password. If you do not receive the email, please contact the College

4. I did not receive the email with details on how to reset my password, what should I do?

The email will be sent to the email address we have on file for you. Please also check your email Junk Mail folder. If you still have not received the email, then please contact the College on +61 2 9268 9777 to ask for your password to be reset and to check that the email address we have on file for you is correct.

5. How do I access CPD online?

You can access CPD online after you have logged into the Learning Portal. Once you are logged in, and have been directed to the Learning Portal Home page, click the CPD tab on the black menu bar.

6. When can I access CPD online?

You can access CPD online anytime from anywhere such as your workplace or your home. The College encourages you to record your CPD activities as soon as you complete them.

7. Who has access to CPD online?

All Fellows and Educational Affiliates who are involved in clinical care of patients are expected to participate and complete the CPD requirements. When a participant holds a Fellowship of more than one Australasian College, he/she should participate in the CPD program of the College that

represents the specialty of active professional practice for the participant. For practising radiologists and radiation oncologists in Australia and New Zealand, the College is the RANZCR.

8. I have just become a Fellow/Educational Affiliate. When do I commence participating in the CPD program?

Once you become a Fellow or an Educational Affiliate you are eligible to participate in the CPD program and you can commence recording your CPD activities the following month after you become a Fellow or an Educational Affiliate. For example, if you became a Fellow in April then you would commence CPD in May the same year.

More information regarding the CPD program and accessing CPD online in the RANZCR Learning Portal will be emailed to you.

9. I'm not a Fellow/Educational Affiliate, how can I participate in the RANZCR CPD Program?

If you are an International Medical Graduate, you can apply to become an Educational Affiliate member of the College. The application form is available at: https://www.ranzcr.com/search/educational-affiliate-application-form

If you are a student member of the College, you will be eligible to participate in the CPD Program once you become a Fellow of the College.

10. I am currently completing a Fellowship; how does this affect my participation in CPD?

Once you become a Fellow you are automatically enrolled into the CPD program. If you have decided to undertake a Fellowship (post FRANZCR), then you may be expected to participate in the CPD program as participation in CPD is mandatory in Australia (AHPRA) and New Zealand (MCNZ). You may wish to check with the relevant regulatory body whether you are required to participate in CPD.

Completion of a Fellowship is an eligible CPD activity however and you may be able to meet the annual CPD requirement. Fellowships can be claimed as follows:
Radiologists can claim Fellowships under Category 3.5 – Post RANZCR Fellowship Training for 1 point per hour. Research sabbaticals can be claimed under Category 4.3 – Sabbatical by Research for 1 point per hour.

Radiation Oncologists can claim Fellowships under Category 3.5 – Post RANZCR Fellowship Training for 1 point per hour. Research sabbaticals can be claimed under Category 4.3 – Sabbatical by Research for 1 point per hour.

Please refer to the Radiology CPD Handbook or the Radiation Oncology CPD Handbook available in the Help section of CPD online for more information.

11. **I am a new Fellow of the College and I am completing additional training in nuclear medicine; do I have to participate in the CPD program?**

No, Fellows who are completing additional training in nuclear medicine are not required to participate in the CPD program unless they wish to. If they wish to participate in the CPD program, their nuclear medicine training can be claimed under Category 3.5 – Post RANZCR Fellowship Training for 1 point per hour.

12. **I do not wish to participate in the CPD program as I am overseas or participating in another CPD program. What should I do?**

Please contact the CPD team by emailing cpd@ranzcr.edu.au or by telephoning +61 2 9268 9777 and request an exemption on the grounds that you are participating in the CPD Program of the country you are practising in. Please refer to the CPD Compliance Policy for further information.

13. **Is it possible for me to continue participating in the CPD program once I retire?**

Only active members of the College can participate in the CPD program. Retired members do not have access to the CPD program as it is assumed that they no longer need to submit CPD activities to the College to meet regulatory requirements.

If you intend to undertake part time work or locums and are required to participate in the CPD program for registration purposes, you will need to remain a financial member of the College in order to have access to the CPD program.

Retired members who are out of practice may wish to return to practice should be aware of the external regulatory requirements which have been identified in the Colleges' Recency of Practice Guidelines.

14. **I am currently retired and intend to return to work part-time or as a locum, how can I recommence participation in the CPD program?**

Firstly you need to re-activate your membership of the College as either a full time or part-time member by contacting the Membership Administrator by emailing members@ranzcr.edu.au or by telephoning +61 2 9268 9738.

Once your subscription fees have been paid and your membership is re-activated, you can begin participating in the CPD program.

To arrange for access to the RANZCR Learning Portal and CPD online, please contact the CPD team by emailing cpd@ranzcr.edu.au or by telephoning +61 2 9268 9777.

15. **What are the minimum computer requirements to use CPD online?**

- Operating System: Windows XP or Windows 7 (32 bit only), Mac OS X
- Internet Browser (free to download): Internet Explorer 8, Mozilla Firefox 6, Google Chrome13 or Apple Safari 5
- Internet connection

16. **What should I do about the popup blocker message?**

When you access the "Members Login" page, a message will appear which says the following:
"The system has detected that the popup blocker is enabled on your browser. Please be aware that the popup blocker must be disabled in order to launch RANZCR e-Learning courses in the LMS (Learning Management System). Click OK to continue".

To use CPD online, you are not required to disable your popup blocker.

*Please note that you may continue to see this message after you have disabled your popup blocker. Should this occur, click OK and login to the Learning Portal as normal.

17. **How secure is CPD online?**

The College has designed CPD online to comprise of multiple layers of security to ensure that your activities are not accessible to others. Please also keep your login details secure and do not give them out to others.

18. **What if I forgot to log out?**

For security purposes, we advise that you always log out of the system after you finish your session. If you have forgotten to log out, the system will automatically log you out after 45 minutes of inactivity.

19. **Does CPD online provide access in a language other than English?**

No.

Using CPD online

20. **What is available on CPD online?**

- An overview of your completed activities for the given year in both text and graphics.
- Reduced data entry time using the CPD Event calendar to automatically populate selected CPD activities.
- Automatic transfer of points upon completion of RANZCR e-Learning courses in the LMS.
- Enter/edit/deletion of any CPD activities and evidence at any time throughout the calendar year.
- Ability to print out your CPD statements and Activity Summaries at any time.
- Entry/edit/deletion of reflective 'diary 'entries, which are secure (not accessible by College staff or any other party) and can be printed at any time.

21. **What is the difference between CPD online and the paper-based system?**

There is no difference in the content between the two systems. The category and sub-category descriptions and number of points claimable outlined in the 2019-2021 CPD program are the same as the paper-based system.

22. **Can I still submit my activities once a year via the paper-based CPD Annual Return Form?**

The College is encouraging you to record your activities online as you complete them. CPD online has been designed to be intuitive and friendly to its users.

If you are unable to complete your CPD activities online, an Annual Return form may be requested from the CPD team by emailing cpd@ranzcr.edu.au or by telephoning +61 2 9268 9777.

23. **For CPD online, what is the final date for CPD entries to be completed each year?**

For the 2019-2021 CPD Triennium, the closing date for submissions each year is 31 January. This means that all 2019 CPD activities must be completed by 31 January 2020. After this date, you will not be able to enter your CPD activities via CPD online unless the CPD team have granted your access.

24. **Can I add activities into CPD online before the activity has occurred?**

No, you are only allowed to enter activities after they have been completed (no future activities can be recorded).

New Fellows and Educational Affiliates cannot claim CPD activities before they commence becoming a member.

25. **I just entered an activity and I got an error message when I tried to save it. Why isn't it saving?**

Generally if you receive an error message when saving a CPD activity it is because some of the information entered is incorrect or there is information missing. These errors are often indicated by a red symbol or a field is shaded red. If you receive an error message please check the following items:

- Category – has a CPD category been selected?
- Completion Date – has this been selected using the calendar? Is it a date in the current CPD year? Dates in the future or the previous CPD year cannot be saved.
- Has the disclaimer at the bottom of the "add an activity" box been ticked?
- Have you been timed out/logged out of the Learning Portal?

If you are still experiencing the same error message after checking the above issues, please contact the CPD team for assistance by emailing cpd@ranzcr.edu.au or by telephoning +61 2 9268 9777.

26. **Can I edit an activity which is listed as "View" only?**

No, you cannot edit details of an activity which is listed as "View" only. Once the annual submission deadline has closed, you will not be able to add or edit any CPD activities for that year.

27. **I have not recorded my CPD activities for a previous year and CPD online will not let me add an activity. What should I do?**

Once the submission deadline for a CPD year has closed, the system will not allow any CPD activities to be entered; i.e. if you try to enter 2019 CPD activities after 31 January 2020 you will not be able to save these activities.

If you would like to submit your CPD activities for a previous year, please contact the CPD team for assistance by emailing cpd@ranzcr.edu.au or by telephoning +61 2 9268 9777.

28. **How do I know if I have met the CPD point requirements in a given year or a given triennium?**

You will be able to see how you are progressing for both the year and the triennium on the sidebar under "My Progress".

Orange bar = you are **not** meeting the requirements.

Green bar = you are meeting requirements. If one or both of the bars are orange, please click on the "Progress details" button to check what you need to do to meet the requirements.

29. **What happens if I don't meet the yearly minimum point requirements?**

You will be notified by email and reminded to enter additional CPD points. You will need to enter all CPD activities before the final submission date unless you have an extension.

30. **What happens if I enter activities above the maximum yearly points?**

Your CPD points will automatically be capped. You may still continue to enter activities to ensure a complete record of your CPD activities for the year if you wish to. The point summary on the CPD overview page will indicate when the capped points have been reached as the number of points listed will be coloured green and bolded for both category and per year entries.

For Radiologists, the yearly maximum CPD points which will be credited to a CPD year is 90 points.

For Radiation Oncologists, the yearly maximum CPD points which will be credited to a CPD year is 90 points.

31. **How do I access my records for the 2019-2021 CPD triennium?**

To access your CPD records for 2019, 2020 and 2021, you need to change the triennium on the blue menu bar. The triennium is listed in the white box on the left hand side of the blue menu bar of CPD online. It can be changed either by clicking on the down arrow next to the white triennium box or by clicking on the white triennium box and clicking the down arrow ↓ on your keyboard to select the 2019-2021 triennium.

Your CPD records for this triennium should then appear on the Overview screen and you can click on the Certificates tab to download your triennium certificate (if you have met the requirements) or a CPD Statement of Participation.

32. **How do I know if I have submitted by CPD activities for a particular year?**

You can check your CPD activities by accessing the Overview page of CPD online. Any CPD points you have recorded will appear in this section, under the specific year they have been recorded for.

If you have any questions regarding your CPD activities, please the CPD team for assistance by emailing cpd@ranzcr.edu.au or by telephoning +61 2 9268 9777.

33. **How do I make sure I am entering my CPD activities into the correct triennium and year?**

Before you commence entering your CPD activities, please check which triennium is listed in the white triennium box on the left hand side of the blue menu bar. When you "add an activity" please also ensure that the completion date for the activity is for the current CPD year. Please be careful when entering CPD activities in the overlap period (January each year) and make sure you record the completion date as the year the activity was completed in.

You have until 31 January to record all CPD activities for the previous year; i.e. the submission deadline for 2019 CPD activities is 31 January 2021.

34. **How will I be notified of important key dates or information?**

You will be notified of important CPD information by email and sent to the email address recorded in the College database.

If you have changed your email address and have not informed the College, you may not receive any information regarding the CPD program.

35. **How long will the College hold my CPD records in CPD online?**

CPD online will hold CPD triennium details for 2 trienniums only. This means that the CPD records for the 2016-2018 triennium will be archived from your profile in 2018.

36. **What should I do if I need to take extended leave (for example, parental leave)?**

You need to contact the CPD team at cpd@ranzcr.edu.au prior to taking leave, and advise the type of leave you are considering and the expected duration of this leave.

37. **I have advised the College that I am taking extended leave and my CPD points are pro-rata for that time, where can I check my CPD points and requirements in CPD online?**

If you have been approved for pro-rata CPD points for extended leave, then your CPD points for that period will be uploaded by the CPD team.

These points will not be visible in the Annual Points-based Summary on the Overview page however they will be visible in the triennium progress bar on the right hand side of the page. A confirmation email will also be sent to confirm the number of pro-rata CPD points that have been uploaded.

To check your requirements for the triennium, please click on the Progress Details button for a list of what needs to be completed for the triennium.

Please also note that you will not be able to download a CPD Statement of Participation of the year in which pro-rata CPD points have been uploaded; for example, when 30 pro-rata points are uploaded to your profile for 2019, you will get an error message when you try to download a CPD Statement of Participation. Please contact the CPD team at cpd@ranzcr.edu.au to request a CPD Statement.

38. **If I complete a RANZCR e-learning course or a face-to-face RANZCR workshop administered through the LMS, do I have to enter these points into CPD online?**

Points will automatically be transferred to CPD online. A short delay may occur with the processing of data from the LMS to CPD online.

Please note that only the RANZCR e-learning courses and workshops will automatically be transferred to CPD online, use of any other resource accessed through the LMS will not be recorded and members who wish to claim it as a CPD activity must record the activity themselves in CPD online.

If you experience any problems with a RANZCR e-learning course or it is not automatically transferred to CPD online, please contact the LMS Administrator for assistance by emailing lms@ranzcr.edu.au or by telephoning +61 2 9268 9748.

39. **How do I record any web-based learning as a CPD activity in CPD online?**

Web-based learning which is relevant to your practice can be claimed as a CPD activity. Please note that only RANZCR e-Learning courses available on the Learning Management System (LMS) will automatically be transferred to CPD online, all other activities completed on the LMS and on other websites will need to be recorded manually in CPD online.

For **Radiologists** it can be claimed in the following categories (2019-2021 triennium):

- Category 3.2A – Web-based Learning – 1 point per hour (annual cap of 60 points)
- Category 3.2B – RANZCR e-learning Modules – 1 point per hour (annual cap of 60 points)

For **Radiation Oncologists** it can be claimed in the following categories (2019-2021 triennium):

- Category 3.2A – Web-based Learning – 1 point per hour (annual cap of 60 points)
- Category 3.2B – RANZCR e-learning Modules – 1 point per hour (annual cap of 60 points)

Refer to the Radiology CPD Handbook and the Radiation Oncology CPD Handbook for more information regarding the correct evidence of web-based learning activities. These documents are available from the CPD online Help page or from the College website at: http://www.ranzcr.edu.au/cpd/forms.

40. **I have just been to a conference but I cannot find it on the Event Calendar within CPD online. What should I do?**

Send an email to the CPD team at cpd@ranzcr.edu.au and request it to be added to the Event Calendar within CPD online by providing this information:

- The full name of the event
- The date/dates of the event
- The website address
- A copy of the program (if not available online).

Please be aware this process may take up to 5 working days.

The College will attempt to ensure the Event Calendar within CPD online is as comprehensive as possible however due to the large number of events held each year both in Australia and New Zealand as well as overseas, not all the events that you have attended may appear in the Event Calendar.

41. **I only attended part of a conference but when I select it from the Event Calendar, I can only record the days not sessions.**

    If you would like to record the sessions you attended at a conference, please use the 'Self Record an Activity' option and record the total hours you attended the sessions at the meeting.

42. **I have completed multiple-choice questions and answers on JMIRO CPD+. Does it add to my CPD activities on the RANZCR Learning Portal?**

    No. JMIRO CPD+ is a completely separate website to the RANZCR Learning Porta. The MCQs that you are completing on the CPD+ website are not being uploaded to the Learning Portal. You will need to enter the activity in the Leaning Portal under Category 3.1 – Journal Reading at 1 point per hour (annual cap of 60 points).

43. **How do I relate my Diary entries to the CPD activity?**

    Entering items in the Diary section of CPD online does NOT automatically transfer to your CPD activities points.

    In order to claim Reflective Diary points, you need to enter them as activities using "Self Record an activity" on the My Activities section of CPD online, and selecting the Reflective Diary category as listed below:

    For **Radiologists** it can be claimed under Category 3.3 – Reflective Diary – 1 point per hour (annual cap of 60 points).

    For **Radiation Oncologists** it can be claimed under Category 3.3 – Reflective Diary – 1 point per hour (annual cap of 60 points).

    You can either enter individual Reflective Diary activities or a single Reflective Diary for the year by totalling the number of hours you have spent.

44. **I am a radiologist who needs to record MRI and/or Mammography CPD points, how do I do this?**

    To claim MRI and/or Mammography points in CPD online, select MRI radiologist and/or Mammography radiologist in Preferences on the black menu bar. When entering a CPD activity, if the CPD category is eligible for MRI and/or Mammography CPD points, then an additional field will appear to allow you to enter these points.

    Please also note that not all CPD categories will allow you to record these points. A Progress bar for each specialty selected will also appear on the CPD online Overview page. More information on how to select MRI and/or Mammography preferences can be found in the CPD User Guide and the MRI Frequently Asked Questions document

45. **How do I track whether I am meeting the triennium requirements for MRI and/or Mammography?**

    (Also refer to previous question about recording MRI and/or Mammography)

    You will be able to see how many MRI and/or Mammography-specific CPD points you have recorded in the progress bars on the right hand side of the CPD online Overview screen. Please note that MRI and Mammography-specific CPD points do not appear automatically. You will need to record the MRI and/or Mammography points yourself when you record your CPD activities.

Please also note that you will need to calculate the number of MRI and/or Mammography-specific points for your CPD activities as RANZCR staff are not able to calculate MRI or Mammography points.

Orange bar = you are **not** meeting the requirements.

Green bar = you are meeting requirements.

MRI radiologists are required to complete 30 MRI-specific CPD points for the 2019-2021 CPD triennium.

Mammography radiologists are required to complete 15 Mammography-specific CPD points for the 2019-2021 CPD triennium.

46. **I have checked my CPD points for the 2019-2021 CPD triennium and I cannot see the MRI and/or Mammography-specific points I recorded for this triennium. Where are these points recorded?**

    MRI and/or Mammography-specific CPD points for the 2019-2021 triennium are not available on CPD online if you have completed a hard copy Annual Return Form, however they are stored in a database at the College.

    If you would like to check how many MRI and/or Mammography-specific CPD points you have submitted for the 2019-2021 triennium, please email the CPD team at cpd@ranzcr.edu.au.

47. **Where can I find more information on the MRI Quality and Accreditation Program and MRI-specific CPD points?**

    More information can be found in the MRI Frequently Asked Questions (FAQs) document in the Help section of CPD online. This document also includes a list of CPD categories which are eligible for MRI-specific CPD points and how these can be recorded on CPD online.

48. **I need a letter confirming the number of MRI-specific CPD points that I have accrued for the current CPD triennium, how can I obtain this?**

    Please contact the CPD team by emailing cpd@ranzcr.edu.au or by telephoning +61 2 9268 9777 and request a letter confirming your MRI-specific CPD points. You can also download a MRI-specific CPD Points Report from the Certificates tab on the RANZCR Learning Portal.

49. **Where can I find information about the correct type of documentation to upload as evidence of CPD activities?**

    More information can be found in the 2019-2021 CPD Accepted Evidence Documents list in the Help section of CPD online. Each category has a list of the accepted document types; for example certificate of attendance. However we ask that you please do not submit sensitive or confidential information as evidence (patient details must be de-identified). For the 2019-2021 triennium, please refer to the CPD Handbook for evidence required.

50. **Can I use the same document as evidence of multiple CPD activities?**

    Yes. If you have a document that is proof for one or more CPD activities you can attach it to multiple CPD activities for a given year. More information regarding how to upload evidence documents can be found in the CPD User Guide.

51. **Do I have to upload evidence of my CPD activities?**

We recommend that you upload evidence of your CPD activities to make it easier for you to find evidence of your CPD activities required; however please note that you do not have to do this automatically when you enter your CPD activity. You can upload evidence anytime in the calendar year.

If you are randomly selected for audit, you will be contacted and given time to upload evidence of your CPD activities.

52. **What are the CanMEDS roles and what is the significance of this in relation to CPD?**

The CanMEDS model has been adapted by the College for its learning and development framework, its training programs and workforce planning. The College encourages you to develop capability both in your medical expert role as well as non-medical expert roles such as communicator, collaborator, health advocate, manager, professional and scholar.

The College acknowledges substantial overlap between these roles, and in the case of the CPD program, all activities would include an emphasis on the medical expert role.

53. **How will I know what CanMEDS role I can apply to my CPD activity?**

Refer to the **2019 CanMEDS Framework** document in the Help section of CPD online. If multiple roles apply to your activity, please select the one that is the most relevant. If none of the non-medical expert roles apply to your CPD activity, please leave the field blank and it automatically record the activity as medical expert.

54. **What certificates will I be able to download?**

You will be able to download the following certificates and reports:

- **CPD Triennium Certificate** – only available for 2019-2021 Triennium and can be accessed when the triennium has been changed in the blue menu bar.

- **CPD Activities Report** – for any year of the triennium in which you have entered CPD activities. Provides a list of all CPD activities recorded for that year.

- **CPD Summary Report** – for any year of the triennium in which you have entered CPD activities. Provides a list of CPD activities by category.

- **CPD Statement of Participation** – for any year of the triennium in which you have entered CPD activities. This statement confirms that you are currently participating in the CPD program.

- **Review of Credentials and Privileges Letter** – for any year of the triennium in which you have entered CPD activities. This statement confirms that you are a current financial member of the College and are currently participating in the CPD program.

- **MRI and Mammography-specific CPD Points Report** – for any year of the triennium in which you have entered MRI/ Mammography-specific CPD Points. This statement confirms the number of MRI or Mammography-specific points you have claimed in each year.

Please note that the above documents can only be downloaded if you have recorded CPD activities for the time period you are selecting, for example if you have not recorded any CPD activities for 2019 and you wish to download a CPD Statement of Participation for 2019, then the system will prevent you from downloading this document.

55. **Why can't I download my certificates?**

If you have not met the requirements for the year or triennium and try to print a certificate or report, a message will appear stating that "No Activity found for the selected time period" and no document will be generated.

Please refer to the progress bars on the sidebar of the Overview page for more information regarding what requirements you need to meet.

56. **Why can't I open/save my certificates?**

Some computers may prevent a PDF document from being able to be downloaded and opened without permission from the user. Please check for any messages regarding documents being blocked and check that your internet browser is not blocking the PDF from downloading.

If you are unable to open or save your certificates, please contact the CPD team at cpd@ranzcer.edu.au.

Support

57. **What other support document is available to help me use CPD online?**

In addition to this document, a number of documents can be found in the Help section of CPD online, including the CPD Online User Guide, the Radiology CPD Handbook and the Radiation Oncology CPD Program Guide.

58. **Who should I contact if I have questions about CPD online?**

If you have questions or need assistance in using CPD online, please contact:

CPD Team:
Ph: +61 2 9268 9777
E: cpd@ranzcr.edu.au