



CPD Central: FAQs

Getting started

- **How do I save my plan?**
No action is required – CPD Central saves all activity in real time, ready for when you next log in.
- **Why do I need to build a CPD plan?**
A CPD plan is required by the Pharmacy Board of Australia to ensure pharmacy practitioners consider their scope of practice and development needs relevant to their current roles, every year.
For more information on CPD requirements, visit Pharmacy Board of Australia's [CPD FAQs](#).

Plan Details

- **What should I call my plan?**
Up to you – the CPD year will automatically be included in your plan title!
- **Can I do more than one plan per year?**
No. As only one CPD plan and record per CPD year are accepted by the Pharmacy Board of Australia for auditing purposes, you can only create one CPD plan per year in CPD Central.
- **Can I do a plan for previous years?**
Yes, but the 2018-19 year is the earliest CPD year available in CPD Central.
- **Can I use previous frameworks?**
No. The previous National Competency Standards Framework for Pharmacists in Australia (2010) is now outdated, only the 2016 standards can be selected in CPD Central.
- **What is a short scope of practice statement?**
The short scope of practice is a brief summary of your current role or role/s relevant to pharmacy for which you are accredited to work in Australia.
- **How do I move between sections?**
At any time you can move forward or backward in CPD Central by clicking on the six tiles in the top navigation bar.

Scope of Practice and Development Needs, Scope Summary

- **Do I have to respond to all enabling competencies?**
Yes, to confirm whether or not you have learning requirements for the enabling competencies that are compulsory, or the non-compulsory enabling competencies you have identified are relevant to your scope of practice.
- **Do I have to complete all Domains before adding activities?**
Yes. CPD Central will alert you to any enabling competencies you may have missed. You can't proceed to add activities if you haven't completed all domains.

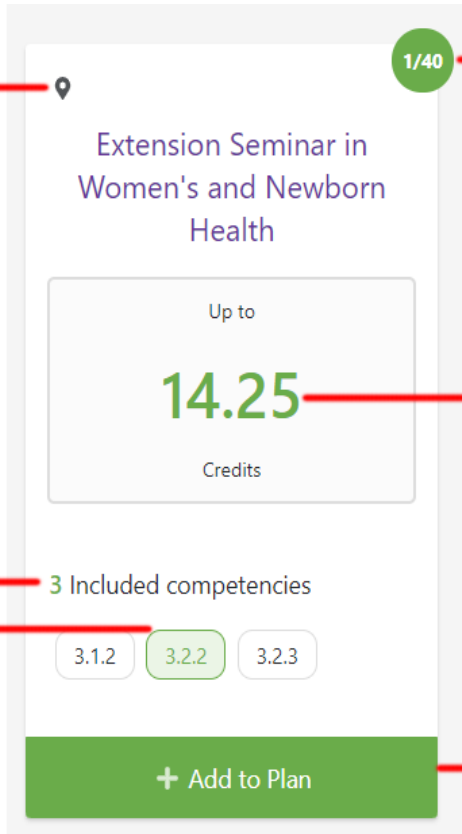


- **What is a learning intention?**
A learning intention is a 'thought bubble' for an activity you wish to undertake, which you can expand on later in CPD Central.
- **Do I have to add learning intentions?**
No, adding learning intentions is optional.
- **Can I add multiple learning intentions?**
Yes, you can add as many as you like while in each Domain.
- **I have entered a learning intention, where has it gone?**
Once you click 'submit', the learning intention has been sent to your Learning Plan, for you to expand on later.
- **What does the exclamation mark mean?**
When outlining your scope of practice and development needs, the exclamation mark means you have missed an enabling competency.
- **How do I print my Scope of Practice summary?**
The Scope of Practice summary can be printed as a webpage – there is no export function for this section.

Add Activities

- **How do I register for events on this page?**
Click the event title to open link to register via the SHPA website.
- **Does registering for a SHPA event add the activity to my plan?**
No – you need to add each activity you intend to undertake in order to build your Learning Plan, as per PBA requirements. Attending an SHPA event will ensure it automatically appears in your CPD Record.
- **Does adding an SHPA event to my plan mean I have registered?**
No – your Learning Plan lists your planned and intended CPD activity. Click the event title to open link to register via the SHPA website.
- **What's the most effective way to search for an activity?**
The real-time search function best responds to typing word by word. If known, simply type words you think will be in the event title, such as 'Oncology', 'Foundation' or 'Emergency'.

- **How do I delete a competency or a topic from the search bar?**
Backspace.
- **What do all the icons mean on this page?**



Face-to-face event (location pin) or **online event** (wifi logo)

Number of competencies this event addresses, out of total enabling competencies identified as requiring development needs this CPD year

All enabling competencies this event addresses, with those that match your development needs

Number of potential CPD credits you can accrue by attending this event and reflecting on the activity

Function to add this activity to your Learning Plan (or remove it from your Learning Plan, once added).

- **How can I filter an advanced search?**
CPD Central defaults to advanced search (you can close this by clicking the 'cog' icon), allowing you to refine your search by CPD delivery mode, CPD credit group and location.
You can also:
 - rearrange the order of your results
 - narrow the timeframe of your results
 - control your search by limiting the results to:
 - activities that address enabling competencies within your scope of practice ('Scope of Practice' button)
 - activities that address enabling competencies within your scope of practice that you've identified require additional learning ('Development Need' button)
 - activities that cover enabling competencies for which your development needs have not yet been addressed in your plan ('Development Need [Un-Addressed] button')
- **What are the elements of the bottom bar?**
The footer – which can be expanded or retracted – shows the number of CPD credits you have currently added to your learning plan across the number of activities, a list of the planned activities, and the number of enabling competencies' development needs you plan to address through the activities you have chosen to undertake.

- **Can I add an activity I can't find through search? How do add a non-SHPA activity?**
You can scroll to the end of your search results at any time to manually add an activity.
- **What is a manually added activity?**
A manually added activity is a CPD activity you have added to CPD Central yourself.
- **Do I have to fill all fields when manually adding an activity?**
No, you can complete these later.
- **Where do I enter hours for a manually added event?**
You don't. Enter the total credits, at Group 1, 2 and/or 3, remembering one hour of Group 1 = 1 CPD credit, one hour of Group 2 = 2 CPD credits and one hour of Group 3 = 3 CPD credits.
- **Where do my manually added activities go?**
Once submitted, they are added to your Learning Plan.
- **What does 'reset to plan' mean in the search calendar?**
This resets the calendar to cover the CPD year of the plan you are working in.
- **I'm done adding activities for now, how do I move on?**
At any time you can move forward or backward in CPD Central by clicking on the six tiles in the top navigation bar.
- **Why can't I see the top navigation bar on my phone?**
If you can't see the full top navigation in your phone or device, scroll sideways.

Learning Plan

- **What is my Learning Plan?**
This page shows your record of all CPD activities you plan to undertake, whether Learning Intentions ('thought bubbles'), SHPA CPD activities or manually added activities.
- **In the Learning Plan, what do I action for my learning intentions?**
You need to convert a learning intention into a full CPD activity before you can complete this activity.
- **What do I action for SHPA events?**
No action needed! When you are marked as having attended an SHPA activity, it will automatically be pushed to your CPD record.
- **I've registered. Why do I need to mark as registered?**
You don't have to, but you can do so to keep track of what you are attending in the future.
- **I marked an event complete by mistake, how do I reverse this?**
Marking an activity as complete pushes it to your CPD Record. Once an activity is in your CPD Record, you can then add a reflection but it cannot be edited or removed.



CPD Record

- **What does changing the Activity Status selection do?**
Changing the Activity Status selection filters your Learning Plan by different stages of completion: Not Planned (Learning Intentions), Planned, Registered or Completed.
- **What actions are required on this page?**
Add reflection, or edit an activity, or delete an activity.
- **What's a reflection?**
As defined by the Pharmacy Board of Australia: 'As adult learners, it is expected that pharmacists reflect on their performance in an assessment situation and use the opportunity to add to their knowledge and correct any misinterpretation of the material. If responsible reflection takes place, learning will also occur.'
- **How do I print my Learning Plan and my CPD Record?**
On the Manage Plans you have the option to export the Learning Plan and CPD Record relevant to any of your CPD plans.
The Manage Plans page is accessed from the homepage dashboard, via 'View All Plans' in the top menu, or 'Access My Plans' beneath the welcome message.
- **How do I edit my exported files?**
Once downloaded, you can open and edit your Learning Plan and CPD Record as separate spreadsheets using Microsoft Excel.
- **How do I print my Learning Plan and CPD Record?**
Print as separate spreadsheets using Microsoft Excel.

Other tips

- **When I try to log in, I get a white screen or the phrase 'Initializing Authentication' but it doesn't take me to CPD Central. What can I do?**
Often the simplest fix for this issue is using another browser to access CPD Central, such as Google Chrome. Clearing your web cache or logging out and logging in again may also fix this issue. If the problem persists, please contact SHPA.
- **Something doesn't look right, what is my first step of troubleshooting?**
Like any new web-based platform, we will continue to iron out small glitches in CPD Central as members get used to it. Refreshing your browser and/or using F5 on your keyboard may correct minor errors.
- **Can I use CPD Central on a shared computer?**
While it is password-protected, to maximise the protection of your privacy, we recommend using a personal or non-work computer to access CPD Central.