



CONTINUING PROFESSIONAL DEVELOPMENT (CPD) PROGRAM

Policies and
Procedures
For Registered
Migration Agents

VERSION 1.15

Effective: 22 March 2021

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Version Control

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1. Introduction

This Continuing Professional Development Program designed and offered by Enriched Migration Training Pty Ltd (trading as “Enriched Migration Training”) is intended to reinforce and supplement the fundamental skillset expected of all Registered Migration Agents practising in Australia. The CPD Program will focus on substantive areas of migration law in relation to a number of significant subclasses and also cover advanced migration legal processes and procedures including how to advise on Tribunal appeals and recent Case Law interpretation, Visa Cancellations, Sponsorship Monitoring, Public Interest Criteria and Compliance with Visa Conditions.

Participants who complete the CPD Program can expect to have a thoroughly consolidated understanding of the subclasses covered by the program. The Program aims to provide accurate and up-to-date training in several foundational areas of migration law as well as the particularly complex sections of the *Migration Act 1958* and the *Migration Regulations 1994*. Completion of program activities should enable participant RMAs to approach this area of law with a much higher degree of confidence and be able to address many of the complicated migration issues encountered by their clients.

The CPD Program is designed and implemented in accordance with the Standard Conditions set by the Office of the MARA. The program is intended for Registered Migration Agents, although participants who are not RMA's are very welcome to enrol and attend, but will not be subject to the attendance requirements of this policy and their attendance will not be reported to the Office of the MARA for the purposes of claiming the requisite CPD points.

Enriched Migration Training Pty Ltd also owns the trading names Enriched Legal Training and Enriched Training.

1.1 Mission Statement

Enriched Migration Training hopes to provide an avenue to guide and assist Registered Migration Agents in providing better service standards to clients and develop a skillset that will ensure they can consistently navigate the exceptionally fast-paced, complex and ever-changing industry that is Australian migration law.

1.2 Purpose of Document

The purpose of this document is to provide Registered Migration Agents and enrolled participants with information on the policies and procedures of the CPD Program to be implemented by Enriched Migration Training. This document will provide a general framework for the CPD Program and set out the learning outcomes for completion of the program and will also contain information relating to fees and charges for approved activities, refund policies, quality assurance policies and avenues for queries or complaints.

2. Definitions and Terms

The following definitions and terms apply:

- “**approved CPD activity**” means an activity approved by the Office of the MARA
- “**approved CPD provider**” means a person, including a business entity that is approved by the Office of the MARA
- “**assessment task**” means a task to test the participant’s knowledge of a particular topic or area of learning
- “**CPD**” means Continuing Professional Development
- “**CPD activity**” means a session offered by Enriched Migration Training for Registered Migration Agent participants to complete CPD points
- “**CPD activity materials**” or “**Learning Materials**” means the materials produced to be used or distributed in the course of delivery for a CPD activity
- “**CPD activity topic**” means the particular topic or subject matter that comprises the basis of content for a particular CPD activity
- “**CPD points**” means points allocated to RMAs after completion of a CPD activity
- “**CPD Program Policies and Procedures for Registered Migration Agents**” refers to this document
- “**CPD Program**” means the program that encompasses all of the CPD activities offered and delivered by the approved CPD provider
- “**delivery**” means the mode in which an activity is delivered to participants
- “**Enriched Migration Training**” refers to the approved CPD provider offering the CPD Program
- “**Learning Outcomes**” means the specific and attainable learning achievements that participants are expected to learn and be able to demonstrate at the completion of the CPD activity
- “**Migration Act**” means the *Migration Act 1958*
- “**Migration Regulations**” means the *Migration Regulations 1994*
- “**Office of the MARA**” means the Office of the Migration Agents Registration Authority
- “**participants**” means persons who have registered and attended an activity session offered by Enriched Migration Training to complete CPD points
- “**Participant of concern**” means a person, whether or not has attended, or registered or intends to register or is attending a CPD activity whom Enriched Migration Training believes to be of concern to the delivery or assessment of the CPD activity.
- “**RMA**” means Registered Migration Agents
- “**Standard Conditions**” means the Continuing Professional Development Approved Provider Standard Conditions set by the Office of the MARA
- “**Voluntary Organisation**” means an organisation that provides immigration assistance without charging a fee

3. Staff and Trainers

The Program is designed, developed and usually delivered by a qualified Australian Legal Practitioner who holds Accredited Specialisation in Migration Law and a Training and Assessment qualification approved by the Australian Qualifications Framework. Lena Hung, the primary developer, trainer, facilitator and assessor for material used in all approved CPD activities connected with this CPD Program, is a Law Institute of Victoria (LIV) accredited Immigration Law specialist, and Australian Legal Practitioner with over 17 years of experience in migration law. She is a qualified trainer and holds a Certificate IV in Training and Assessment.

All staff members connected with this CPD Program are of sound character and reputation. All persons associated with this CPD Program will be a fit and proper person of good character and reputation.

All staff members associated with this CPD Program will not use any learning environment as a means of discouraging registered migration agents from cooperating with or working constructively with the Department, including the OMARA, or to bring the migration advice profession into disrepute.

All staff connected with the CPD Program in the following capacities are Australian Legal Practitioners:

- Persons who conduct and produce materials for the program
- Persons who are concerned in the management of the organisation
- A consultant to advise a person who produces materials or is concerned in the management of the organisation.

The following staff connected with this CPD Program will be supervised by an Australian Legal Practitioner:

- The person appointed as the principal Office of the MARA contact or enrolment contact person appointed, if they themselves are not already an Australian Legal Practitioner.

4. Maintaining Fit and Proper Person Requirements

All Enriched Migration Training staff members are required to maintain the requirements of being a fit and proper person at all times while maintaining employment with Enriched, and must disclose if any of the following circumstance apply to them:

- Is currently or has previously been the subject of criminal proceedings
- Has a criminal conviction (except a conviction that is spent under Part VIIC *Crimes Act 1914 (Cth)*)
- Is currently, or has previously been, the subject of an inquiry or investigation by any of the following:
 - Department or agency of the Commonwealth
 - Department or agency of a State or Territory of Australia
 - Professional Association
 - Corporate regulatory agency
 - Consumer protection organisation
 - Educational institution on the grounds of academic misconduct
- Is currently, or has previously been the subject of a complaint investigated or disciplinary action taken, by the former MARA or the OMARA.
- Is currently, or has previously been declared bankrupt

Failure to disclose any of the above circumstances within reasonable time may result in disciplinary action taken against the staff member.

5. Policies and Procedures

All CPD Activities and learning activities including learning outcomes, fees and charges, enrolment policies and procedures, cancellation and refund policies, program administration and feedback and complaint-handling procedures are covered in this document and the CPD Program Policies and Procedures for Registered Migration Agents document. The CPD Program Policies and Procedures for Registered Migration Agents document and documents containing the learning outcomes for a particular CPD activity will be made available in both print and electronic format to participants prior to a participant commencing a CPD activity session.

This document and the CPD Program Policies and Procedures for Registered Migration Agents document covers all of the policies and procedures for the CPD Program in relation to learning and assessments, quality assurance, complaints handling and cancellation and refund policies.

This document and the CPD Program Policies and Procedures for Registered Migration Agents document also covers policies and procedures set out to maintain compliance with relevant Commonwealth and Victorian legislation in relation to occupational health and safety, management of workplace harassment, victimisation and bullying, anti-discrimination (including equal opportunity, racial vilification and disability discrimination), privacy and intellectual property.

Copies of this document and the CPD Program Policies and Procedures for Registered Migration Agents document within which all abovementioned policies and procedures and contained, will be submitted to the Office of the MARA at the time of applying for approval as an approved CPD provider, and within 28 days after changes are made to the policies and procedures.

6. Policies for Content of CPD Activities to be delivered

This document and the CPD Program Policies and Procedures for Registered Migration Agents document will set out CPD activities that directly relate to one or more of the Occupational Competency Standards for migration agents issued by the OMARA dated September 2016. The CPD activities will be of significant intellectual and practical content, be delivered in a professional level of English, current and accurate and be designed to improve the knowledge, skills and professionalism of registered migration agent participants in the CPD activity.

7. CPD Activity Topics Offered

The following list sets out the CPD activity topics that are offered by Enriched Migration Training:

- Migration Law Updates for Sponsored Visas (482, 186/187, 494) Workshop
- Student Visa Applications, Conditions and Cancellations Workshop
- General Skilled Migration Intensive (485, 189, 190, 491 and 191) Workshop
- Core Skills: Professional Skills, File Management and Ethics Workshop
- Core Skills: AAT Review, File Management and Code of Conduct Workshop
- AAT Review (MRD) Practical Intensive Workshop
- Business Skills Visas (188, 888 and 132) Practical Intensive Workshop
- Partner Visa and Family Violence Provisions Workshop
- Visa Cancellations, PIC 4020 and Recent Changes Workshop
- Ethics and Professional Practice Private Study (Mandatory CPD Unit)

* **Note** – the program activities set out here only contain activities that have been approved by the OMARA as a registered CPD activity at time of publication of this policy document. Other activities may be in the process of development at the time of authorship of this document and will be updated in new editions once approved.

As of 1 January 2018, in which CPD activities no longer need to be formally approved by OMARA, topics may be adjusted or further topics added without notice. However CPD Activity numbers will be obtained from OMARA before advertising and delivery of the CPD Activity session.

6.1 CPD Program Learning Outcomes

The overall objectives of the CPD Program will be to equip participants with the skills and knowledge to achieve the following general learning outcomes:

- Understand and apply, through advice and/or representation, the rules, regulations and policies in relation to different subclasses of visa and maintain knowledge of the most up-to-date legislation and policy

- Know how to provide accurate and timely migration advice to clients and respond to any queries or issues that may arise in relation to visa circumstances including breach of migration regulations and issues relating to visa compliance
- Understand and apply the ethical and social responsibilities of practise as a Registered Migration Agent and maintain good business practice

6.2 CPD Program and Activity Materials

The CPD Program and CPD Activities will be supported by learning materials. These will be made available or distributed to participants in the course of delivery of a CPD Activity session and copies will be distributed to the Office of the MARA. The types of material will include written papers, Workbooks and learning books, assessment materials, PowerPoint slides and printed copies for distribution, printouts of relevant legislation or resources etc. for face-to-face participants.

Online webinar participants will be granted access to an electronic copy of the PowerPoint slides, case studies and electronic access to the Workbooks.

Where the CPD activity relates to a workshop, seminar, distance learning unit which requires additional assessment tasks, all assessment task materials will also be made available to participants and to the Office of the MARA.

Learning Materials, as well as records of the dates those materials were used, will be kept for a period of at least 2 years from the date of completion of a CPD Activity.

6.3 CPD Program Activities

The following sets out the CPD activity sessions, activity types and CPD points offered for completion of each activity session:

* **Note** – the program activities set out here only contain activities that have been approved by the OMARA as a registered CPD activity at time of publication of this policy document. Other activities may be in the process of development at the time of authorship of this document and will be updated in new editions once approved.

As of 1 January 2018, in which CPD activities no longer need to be approved, topics may be adjusted or further topics added.

CPD Activity Session Title	CPD Activity Type	CPD Points
Student Visa Applications, Conditions and Cancellations	Workshop (Face-to-Face or Online) (Category A)	3
Migration Law Updates for Sponsored Visas (482, 186/187, 494)	Workshop (Face-to-Face or Online) (Category A)	3

Ethics and Professional Practice (Mandatory)	Distance Learning without a Facilitator (Category B)	1
Business Skills Visas (188, 888 and 132) Practical Intensive	Workshop (Face-to-Face or Online) (Category A)	6
General Skilled Migration Intensive (485, 189, 190, 491 and 191)	Workshop (Face-to-Face or Online) (Category A)	3
Partner Visa and Family Violence Provisions	Workshop (Face-to-Face or Online) (Category A)	3
Core Skills: Professional Skills, File Management and Ethics (Mandatory)	Workshop (Face-to-Face or Online) (Category A)	3
Core Skills: AAT Review, File Managements and Code of Conduct Workshop (Mandatory)	Workshop (Face-to-Face or Online) (Category A)	3
AAT Review (MRD) Practical Intensive	Workshop (Face-to-Face or Online) (Category A)	3
Visa Cancellations, PIC 4020 and Recent Migration Law Changes Workshop	Workshop (Face-to-Face or Online) (Category A)	3

6.4 CPD Activity Topic Learning Outcomes

The following sets out the learning outcomes for each CPD activity. These learning outcomes are set by the Office of the MARA and cover all required learning for completion of the Mandatory CPD activity.

* **Note** – the learning outcomes are a brief summary of the full learning outcomes which will be set out in more detail within the learning materials

CPD Activity Topic	Learning Outcomes:
Student Visa Applications, Conditions and Cancellations Workshop	<ul style="list-style-type: none"> ▪ The Agent knows how to identify and apply, through advice and/or representation, the legislation, regulations and policies relating to Student Visa subclass 500 and Student Guardian (subclass 590) visa and have an understanding of the new Simplified Student

	<p>Visa Framework effected on 1 July 2016 relative to the previous visa framework.</p> <ul style="list-style-type: none"> ▪ The Agent knows how to identify and apply, through advice and/or representation, Student Visa Conditions and the legal grounds that give rise to Student Visa Cancellations including procedures to respond to Cancellations and to access available appeal processes
<p>Migration Law Updates for Sponsored Visas (482, 186/187, 494)</p>	<ul style="list-style-type: none"> ▪ The Agent knows how to identify and apply, through advice and/or representation, the legislation, regulations and policies relating to the TSS 482 subclass which replaces the subclass 457, and the changes to the subclass 186 and 187 visas and all updates, changes and transitional provisions from 18 April 2017 to date as well as the introduction of the subclass 494 regional sponsored visa framework
<p>Ethics and Professional Practice (Mandatory) Distance Learning Activity</p>	<ul style="list-style-type: none"> ▪ The Agent understands how to act according to the law and the best interests of their client in a competent, professional and timely manner. ▪ The Agent knows how to identify any potential or actual conflict of interest with a client and understands when they cannot act for that client. ▪ The Agent understands that they must provide frank and candid advice about the prospects of success of their client's application and must not encourage the client to lodge a vexatious application. ▪ The Agent is aware of the requirement to provide an interpreter if necessary to ensure client understanding. ▪ The Agent understands their obligation to keep the client informed of the progress of their case and of the decision when their application is finalised by the Department.

	<ul style="list-style-type: none"> ▪ The Agent understands the importance of maintaining and improving their knowledge of migration law, policies and procedures. ▪ The Agent understands that they must be honest in their dealings with the Department and the Authority. ▪ The Agent understands that they must not engage in false or misleading advertising. ▪ The Agent understands the requirement to preserve the confidentiality of their client. ▪ The Agent understands the importance of being contactable during business hours. ▪ The Agent understands how to respond in an ethical manner to a complaint from a client or person about their work or services. ▪ The Agent can recognise their own limitations and knows when to refer the client to another agent, counsel or other professionals as circumstances require. ▪ The Agent understands that they must treat other agents with fairness, honesty and courtesy.
<p>Business Skills Visas (188, 888 and 132) Practical Intensive</p>	<ul style="list-style-type: none"> ▪ The Agent knows how to identify and apply, through advice and/or representation, the legislation, regulations and policies relating to all of the streams of the subclasses 188 (Provisional) and subclass 888 (Permanent) visas including Business Innovation, Investor, Significant Investor (SIV) and Premium Investor (PIV) and Entrepreneur streams and subclass 132 - Business Talent (Significant Business History stream and Venture Capital Entrepreneur stream).
<p>General Skilled Migration Intensive (485, 189, 190, 491 and 191)</p>	<ul style="list-style-type: none"> ▪ The Agent knows how to identify and apply, through advice and/or representation, the legislation, regulations and policies relating to the streams of the General Skilled Migration subclasses 189, 190, 485, 476, 489 and 887

	<p>including being able to distinguish between the criteria pertaining to each subclass within specific as well as common aspects. Gain a greater understanding of the new framework commencing on 16 November 2019 and introduction of regionally-based subclasses 491 and 191</p>
<p>Partner Visa and Family Violence Provisions</p>	<ul style="list-style-type: none"> ▪ The Agent knows how to identify and apply, through advice and/or representation, the legislation, regulations and policies relating to Partner Visa subclasses including the onshore and offshore provisional and permanent partner subclasses, the prospective marriage subclass and the applicability of Family Violence provisions, and also understands the purpose and application of No Further Stay Conditions and the means to obtain prescribed Waivers
<p>Core Skills: Professional Skills, File Management and Ethics</p>	<ul style="list-style-type: none"> ▪ The Agent knows how to engage the migration profession with a full foundation of professional skills, file management skills and an understanding of professional ethics, and be able to practice proficiently as a registered migration agent or migration legal practitioner
<p>Core Skills: AAT Review, File Management and Code of Conduct Workshop</p>	<ul style="list-style-type: none"> ▪ The Agent knows how to identify and apply, through advice and/or representation, the legislation, regulations and policies and practice directions in relation to AAT review procedures and policies, how to manage a file in a professional office and in-depth discussion of the Code of Conduct
<p>AAT Review (MRD) Practical Intensive</p>	<ul style="list-style-type: none"> ▪ The agent is able to identify and apply, through advice and/or representation, the legislation, regulations and policies and practice directions in relation AAT reviews procedures and policies with a deep

	exploration of the Migration Refugee Division and some comparative commentary on the AAT General Division
Visa Cancellations, PIC 4020 and Recent Migration Law Changes	<ul style="list-style-type: none">▪ The agent is able to proficiently apply processes and skills acquired to respond to complex visa situations such as PIC 4020 concerns, visa cancellation issues and adverse information concerns. The agent will retain recency of knowledge and practice and be aware of the most updated legislative criteria and the topics on the horizon within the migration framework.

6.5 CPD Activity Structure and Schedule

The following sets out the means in which the CPD activity topics are structured in CPD activity sessions for delivery to participants.

Workshop Intensives

The Workshop Intensives are face-to-face or online sessions with a facilitator that are designed for interactive and intensive learning in which participants are expected to actively contribute and participate through question and answer, group discussion and work through hypothetical problems together. The value of Workshop Intensives is for participants to be able to discuss and explore topics in-depth with more personalised interaction with the trainer or presenter. These sessions are interactive and enables detailed discussion and exchange of ideas on the subject matter with both the facilitator and other participants.

Workshops are offered to smaller groups with a maximum capacity of 30 per CPD activity session. The CPD activities will be delivered in 3-hour or 6-hour blocks, with an intermittent break after the first 1.5 hour session. Each session will cover one or more specific CPD activity topics. Completion of a Workshop will generally award 3 CPD points with the exception of the Business Skills (188, 888 and 132) Practical Intensive Workshop which will award 6 CPD points.

Where this CPD activity is to be conducted within a physical learning environment, the CPD provider will ensure that the premises will be equipped with adequate seating, adequate lighting and acoustics and be secured from any excessive external noise.

Enriched Migration Training will ensure compliance with the *Disability Standards for Education 2005* formulated under the *Disability Discrimination Act 1992* in ensuring that disability access and reasonable adjustments are provided to any participant who has a disability or to any person with special needs.

All activities will be conducted in a learning environment that is accessible to disabled persons and all reasonable measures will be undertaken to ensure disabled participants are able to learn in an environment that is safe, comfortable and inclusive.

Full attendance (100%) will be required in order to receive the requisite CPD points.

CPD Points: 1 Workshop CPD Activity 3 hour = 3 CPD points

CPD Points: 1 Workshop CPD Activity 6 hours = 6 CPD points

Workshop Schedules

The following schedules set out the anticipated timeframe and CPD activity topics covered in the Workshop sessions. Enriched Migration Training anticipates offering a number of separate Workshop session days covering different areas of CPD activity topics.

Workshop Intensive Day	
Time	CPD Activity
9.00 a.m. – 12.15 p.m. (Including intermittent 15 minute break after 1.5 hours)	3 CPD Point Workshop Topic
LUNCH BREAK	
1.15 p.m. – 4.30 p.m. (Including intermittent 15 minute break after 1.5 hours)	3 CPD Point Workshop Topic

10 CPD Point Workshop Intensive Day	
Time	CPD Activity
8.00 a.m. – 3.00 p.m. (Including Lunch break and intermittent 5-10 minute break after 1.5 hours)	6 CPD Point Workshop Topic
3.15 p.m. – 6.30 p.m. (Including intermittent 15 minute break after 1.5 hours)	3 CPD Point Workshop Topic
Private Study Distance Learning without a Facilitator	1 CPD Point Ethics and Professional Practice (Mandatory)

10 CPD Point Workshop Intensive Day	
Time	CPD Activity
8.00 a.m. – 11.15 a.m. (Including intermittent 15 minute break after 1.5 hours)	3 CPD Point Workshop Topic
11.30 p.m. – 3.00 p.m. (Including Lunch break after 1.5 hours)	3 CPD Point Workshop Topic
3.15 p.m. – 6.30 p.m. (Including intermittent 15 minute break after 1.5 hours)	3 CPD Point Workshop Topic
Private Study Distance Learning without a Facilitator	1 CPD Point Ethics and Professional Practice (Mandatory)

Seminars

Seminars are face-to-face or online sessions with a physical facilitator that are delivered to a class of participants and are intended to be a comprehensive study of a particular subject matter covered in a CPD activity topic. Although Seminars will provide an avenue for discussion and interaction like the Workshop Intensives, Seminar sessions are intended to be run in a more structured and focused manner, with an outline of content that should be covered within the time frame for each CPD activity topic. The seminars provide capacity for question and answer, discussion and interaction, exchange of ideas and feedback.

Seminars are offered for small-to-medium sized groups with unlimited maximum capacity per CPD activity session. The CPD activities will be delivered in 1.5-hour blocks, each covering a specific CPD activity topic. Completion of a full Seminar Day will be 6 hours in content delivery.

As this CPD activity is to be conducted within a physical learning environment, the CPD provider will ensure that the premises will be equipped with adequate seating, adequate lighting and acoustics and be secured from any excessive external noise.

Enriched Migration Training will ensure compliance with the *Disability Standards for Education 2005* formulated under the *Disability Discrimination Act 1992* in ensuring that disability access and

reasonable adjustments are provided to any participant who has a disability or to any person with special needs.

All activities will be conducted in a learning environment that is accessible to disabled persons and all reasonable measures will be undertaken to ensure disabled participants are able to learn in an environment that is safe, comfortable and inclusive.

Full attendance (100%) will be required in order to receive the requisite CPD points.

CPD Points: 1 Seminar CPD Activity = 1 CPD point

Seminar Schedules

The following schedules set out the anticipated timeframe and CPD activity topics covered in the Seminar sessions. Enriched Migration Training anticipates offering a number of separate Seminar session days covering different areas of CPD activity topics.

Seminar Day	
Time	CPD Activity
9.30 a.m. – 11.00 a.m.	Seminar Topic
11.15 a.m. – 12.45 p.m.	Seminar Topic
LUNCH BREAK	
2.00 p.m. – 3.30 p.m.	Seminar Topic
3.45 p.m. – 5.15 p.m.	Seminar Topic

Distance Learning Tasks without a facilitator

The Distance Learning tasks to be offered by Enriched are sessions that are intended for participants to conduct learning independently in their own time without the assistance of any facilitator. The learning materials are structured so that a minimum of 1.5 hours of learning will be required before the participant can be considered competent in completing the activity.

Each distance learning task will be subject to an assessment component. The assessment will consist primarily of multiple choice options and/or short answers within the framework of responding to hypothetical fact scenarios and participants will be required to complete a minimum of 20 questions. In order to complete the CPD activity and be awarded the relevant CPD point for completion, the participant must answer at least 75% of the questions correctly.

Upon completion and submission of the assessment component, a qualified trainer will mark the participant's assessment and advise the participant on their results. The trainer will provide advice and feedback for any questions that were answered incorrectly.

All participants completing a distance learning assessment task must sign a statement confirming that they have completed the assessment independently.

CPD Points: 1 Distance Learning Activity = 1 CPD point

Assessment Components

The assessment will comprise of 20 questions contained within a number of practical hypothetical fact scenarios in which participants are required to complete at least 15 questions correctly. The questions will contain a combination of multiple choice and short answer questions, and multiple questions can relate to a single fact scenario.

Support for Assessment and Learning Materials

At any time during business hours (9.00 a.m. – 5.30 p.m.) if a participant needs support, assistance or guidance in respect of completing the Assessment or navigating the learning material, the participant can contact the author and assessor Lena Hung through any of the following methods:

By Phone: (03) 8743 1245

By Facsimile: (03) 9939 5405

By Email: info@enrichedtraining.com.au

If Lena is not available to answer, the participant is requested to leave details of their query and a response will be provided within 2 working days.

Assessment Monitoring and Auditing

Participants are advised that assessment must be completed independently by the individual participants themselves. The learning materials have been designed to comprise of 1.5 hours of engaged study resulting in unit completion. Participants are required to provide a declaration at the conclusion of their assessment paper that the assessment has been completed independently.

Should the assessor have any doubts about the veracity of the participant's declaration, they reserve the right to follow up with the participant and to refuse to award the requisite point if satisfied that any collusion or plagiarism has taken place based on the answers provided or the participant's responses to any follow up enquiries made.

8. Enrolment

Registered Migration Agents are able to enrol for the CPD Activity sessions through the following means:

- By post: Suite 3, Level 12, 470 Collins Street VIC 3000
- By phone: (03) 8743 1245
- By Facsimile: (03) 9939 5405
- By email: info@enrichedtraining.com.au
- Online: <https://www.enrichedtraining.com.au>

Enrolment Policy

Enrolment enquiries will be managed by the Administration Team under the direction of Lena Hung, who is the primary developer, facilitator and trainer for the CPD program. All Administration Officers who are involved in handling enrolment enquiries will be familiar with the policies and procedures of Enriched Migration Training as well as that of the Office of the MARA.

At the time of enrolment, the refund and cancellation policies of Enriched Migration Training will be explained to participants in a clear manner.

Enrolment Instructions

To enrol through one of the above means, the following instructions are provided in order to secure enrolment:

By Post:

1. Download, print and complete the CPD Application Form available at www.enrichedtraining.com.au
2. Post CPD Application Form including payment details to:
Enriched Migration Training
Suite 3, Level 12, 470 Collins Street
MELBOURNE VIC 3000
3. Once payment is processed, a receipt and confirmation of enrolment notice will be sent to the participant via email or post (enrolment is not confirmed unless the receipt and confirmation of enrolment notice has been sent by Enriched Migration Training)

By Phone:

1. Call the office on (03) 8743 1245 and provide the following details:
 - Name
 - MARN
 - Contact Details
 - CPD Activities and schedule dates preferred

2. Provide payment by credit/debit card or receive details of account to provide payment by EFT
3. If payment is confirmed by credit card, a receipt and confirmation of enrolment notice will be sent to the participant via email or post
4. If payment is instructed to be provided by EFT, a receipt and confirmation of enrolment notice will be sent upon confirmation that the funds have been received into the account (enrolment is not secured unless the receipt and confirmation of enrolment notice has been sent by Enriched Migration Training)

By Facsimile

1. Send a Fax of CPD Application Form including payment details to (03) 9939 5405
2. Once payment is processed, a receipt and confirmation of enrolment notice will be sent to the participant via email or post (enrolment is not secured unless the receipt and confirmation of enrolment notice has been sent by Enriched Migration Training)

By Email:

1. Send an Email to info@enrichedtraining.com.au including either an attached CPD Application Form or details of the following:
 - Name
 - MARN
 - Contact Details
 - CPD Activities and schedule dates preferred
2. Once payment is processed, a receipt and confirmation of enrolment notice will be sent to the participant via email or post (enrolment is not secured unless the receipt and confirmation of enrolment notice has been sent by Enriched Migration Training)

Online:

1. Go to <https://www.enrichedtraining.com.au> website, and access the “Register Now” and then click onto “Online Registration”. Alternatively, click onto “Online Store” from the “Register Now” Tab.
2. Select the Workshops by clicking onto “View Products”, and select the relevant workshops and click onto “Add to Cart”. The selected workshops will then appear on “View Cart” Tab, and any discounts will be applied automatically.
3. Payment can be made by clicking onto “Proceed to checkout”, and the Billing details will need to be completed which include information such as the following:
 - Name
 - MARN
 - Contact Details
 - CPD Activities selected

4. The preferred payment method is by Credit card. In exceptional and limited circumstances, payment will be accepted by Direct Deposit. Payment by direct deposit is processed manually, and will be sent to the participant via email (enrolment is not confirmed unless the receipt and confirmation of enrolment notice has been sent by Enriched Migration Training).
5. Attendees can also choose to register an account by using their email, and creating a secure password. The attendees can then log in to their account by selecting the “My Account” tab and enter their email and password to access the workshops they have selected and to download any materials for the Private Study – Distance Learning Activity.

8. Fees and Charges

The following fees and charges are to be offered by Enriched Migration Training:

CPD Activity	CPD Points received for completion	* Fee price:
Workshop Intensive (single session) Delivery – face to face or online	3 CPD Points (3 hours)	\$250.00 (including GST)
Workshop Intensive (Day) Delivery – face to face or online	6 CPD Points (6 hours)	\$400.00 (including GST)
Seminar (single session) Delivery – face to face or online	1 CPD Point (90 minutes)	TBA
Seminar (Day) Delivery – face to face or online	4 CPD Points (6 hours)	TBA
Distance Learning session	1 CPD Point (1.5 hours)	TBA

Payment Options:

Enriched Migration Training accepts the following payment options:

- Credit / Debit Card payment
- Electronic Funds Transfer to Bank Account:
 - Name: Enriched Migration Training Pty Ltd
 - Bank: National Australia Bank
 - Branch: 330 Collins Street, Melbourne
 - BSB: 083-004
 - Account No: 772900391

9. Refund and Cancellation Policies

The following refund policies are provided for participants in event of postponement/cancellation of a CPD Activity by Enriched Migration Training or for rescheduling/cancellation of enrolment:

Event	Timeframe of notification	Amount refunded
Enriched Migration Training postpones/cancels a CPD activity session due to lack of sufficient participants or for any other reason	Any	Full refund provided to all participants who have paid
Participant requests to reschedule a CPD activity session	Any time before CPD session date	<p>If another session is available, participant is allocated to the new session, in which case no refund provided.</p> <p>If another session is not available by reason of Enriched Migration Training not offering another session, full refund is provided</p> <p>If participant elects not to attend any other sessions, this will be considered a cancellation</p>
Participant requests to cancel a face to face CPD activity session	Notifies Enriched Migration Training at least 3 business days before date of CPD activity session	Full Refund provided to participant for face to face attendees only
	Notifies Enriched Migration Training less than 3 business days before date of CPD activity session	No Refund can be provided to participant in these circumstances
Participant requests to cancel an Online Webinar CPD activity session	Notifies Enriched Migration Training at least 3 business days before sessions date and before associated session workbook and materials are dispatched	Full Refund provided to participant for webinar attendees
	Notifies Enriched Migration Training less than 3 business days before date of CPD activity session or after associated workbook and materials are dispatched	No Refund can be provided to participant in these circumstances

9.1 Protection of payments in separate account

All funds initially transferred to Enriched Migration Training will be kept in a separate holding account pending completion of the CPD. This is to enable ease of providing refunds in the event where the CPD provider cancels a CPD event or a payer cancels their CPD in accordance with the time-frame and in compliance with the policies for issuing refunds.

Only upon completion of the participant's CPD activity will the funds be transferred to the Enriched business/operating account.

9.2 Refund, Cancellation and Non-Attendance Policy

FACE TO FACE SESSIONS:

A Full Refund can be provided only in one of the following circumstances:

1. Enriched Migration Training postpones or cancels a CPD activity session due to a lack of sufficient participants or for any other reason
2. Participant requests to reschedule a CPD activity session before the CPD session date and the provider has advised that no further sessions of any type will be organised in any part of Australia (face-to-face or online), and is therefore unable to allocate the attendee to another session
3. Participant cancels their registration at least 3 working days before the date of the session (but not if they have already rescheduled)

If a participant cancels a CPD session and does not advise an Enriched staff member at least 3 working days before the date of the event, no refund will be provided.

Participants requesting a reschedule of the CPD session must do so before the date of the training session*. Non-attendance on the date without prior notice will not entitle a participant to a reschedule for no fee – this will be considered a cancellation and no refund will be provided.

OMARA imposes strict compliance on Attendance for Workshops, with full attendance required for the duration of the workshop for OMARA CPD points to be awarded. For participants who are not able to meet the attendance requirements due to circumstances beyond their control, please discuss with the presenter about alternative arrangements to meet their OMARA compliance**

*Note – upon reschedule of a CPD session, no refund can be provided unless no further sessions are available. Participants who reschedule a session with the intention of cancelling will not be eligible for a refund regardless of time of cancellation. Except in exceptional circumstances, only ONE Reschedule is permitted per participant. Any credit held by a person who has paid and has requested a re-schedule in accordance with this policy will be held only for a 6-month period, after which it will be considered forfeited if not claimed.

**Note – additional charges may apply where the presenter is required to allocate additional time to assist the participant in meeting their CPD obligations

*** To ensure ease of refunds, Enriched Migration Training will hold and protect funds paid for a CPD activity in a separate account until the associated CPD activity has been completed before transferring funds into the operating account.

ONLINE WEBINAR SESSIONS:

Online Webinars allow participants to join in on the session from anywhere in the world through an electronic device that allows “Zoom” applications. Such devices may include iPhones, iPads, android devices, desktop and laptop computers with internet connection. Participants are advised to check that the electronic device to be used for the webinar is compatible before registering for the online webinars. More information is available through <https://zoom.us/>.

It is the participant’s responsibility to ensure there is active and reliable internet connection on the participant’s location throughout the entire webinar duration. Participants may need to register for Zoom using their migration agent registration details (ie. email) and complete Zoom registration before joining a Webinar. Instructions on how to register may be provided upon request by the Participant.

Enriched Migration Training **does not** endorse attendance via telephone (dial up) for CPD purposes as OMARA requires active participation for online webinars.

Please note that online webinar sessions may be recorded including the Q & A and Chat history. Participants are encouraged to actively participate by asking or answering questions via the Chat and/or Q & A function and be mindful of other Participants and are expected to be professional at all times.

A Full Refund can be provided only in one of the following circumstances:

1. Enriched Migration Training postpones or cancels a CPD activity session due to a lack of sufficient participants or for any other reason
2. Participant requests to reschedule a CPD activity session before the CPD session date and the provider has advised that no further sessions of any type will be organised in any part of Australia (face-to-face or online), and is therefore unable to allocate the attendee to another session
3. If the Participant cancels their registration at least 3 working days before the date of the session and the materials for the webinars have not been made available to the participant

If the Workbook and/or materials for an associated session have been made available to the participant, and the participant cancels prior to the date of the session, **NO REFUND** will be made available of any of the Webinar fees. Attendees are requested to contact the provider to request a session to be provided on credit if they are unable to attend a session that they have enrolled in.

Participants requesting a reschedule of the CPD session must do so before the date of the training session*. Non-attendance on the date without prior notice will not entitle a participant to a reschedule for no fee – this will be considered a cancellation and no refund will be provided.

As with face to face sessions, OMARA imposes strict compliance on Attendance for Workshops, with attendance of the full workshop (100% attendance) required for OMARA CPD points to be awarded. It is the participant’s responsibility to ensure full attendance and has reliable internet speed to

participate in the online webinar. For participants who are not able to meet the attendance requirements due to circumstances beyond their control, please discuss with the presenter about alternative arrangements to meet their OMARA compliance**

* Note – upon reschedule of a CPD session, no refund can be provided unless no further sessions are available. Participants who reschedule a session with the intention of cancelling will not be eligible for a refund regardless of time of cancellation. Except in exceptional circumstances, only ONE Reschedule is permitted per participant. Any credit held by a person who has paid and has requested a re-schedule in accordance with this policy will be held only for a 6-month period, after which it will be considered forfeited if not claimed.

** Additional charges may apply where the presenter is required to allocate additional time to assist the participant in meeting their CPD obligations

*** To ensure ease of refunds, Enriched Migration Training will hold and protect funds paid for a CPD activity in a separate account until the associated CPD activity has been completed before transferring funds into the operating account.

10. Attendance Recording

It is a requirement of all CPD activities that the participant be present for the entire CPD activity in order to be considered eligible for the requisite CPD point(s).

FACE-TO-FACE SESSIONS:

In order to track completion of the CPD session for enrolled participants, the following procedures will be undertaken:

1. Participants must present photo ID when signing in at the start of each CPD workshop for verification purposes.
2. Participants must sign their name and write their MARN on the Sign-in Attendance Sheet presented to them at the commencement of a CPD Activity session that is conducted face-to-face, or if participating by distance learning, to sign in electronically or certify through written confirmation that they have attended the full activity.
3. Where learning is conducted face-to-face, the facilitator will monitor and keep track of participants throughout the period of the CPD Activity session
4. Once of the session is completed, a Sign-out Attendance Sheet will be made available to be signed by participants confirming completion before they leave the session
5. Participants must have their signatures on both Attendance Sheets in order to be considered eligible to have completed the CPD Activity session and be awarded the requisite CPD point(s)

In the event that the participant has provided reasonable proof indicating that they have completed a CPD activity but did not sign the Sign-in or Sign-out Attendance Sheets, whether due to them forgetting or for some other reason, special consideration can be made to still award the participant the requisite CPD point/s. The trainer for instance, may have kept track of the participants in face-to-face sessions and is certain that a particular participant completed the session, in which case they can verify completion accordingly.

ONLINE SESSIONS:

Online Webinars allow participants to join in on the session from anywhere in the world through an electronic device that allows “Zoom” applications. Such devices may include iPhones, iPads, android devices, desktop and laptop computers with internet connection. Participants are advised to check that the electronic device to be used for the webinar is compatible before registering for the online webinars. More information is available through <https://zoom.us/>.

It is the participant’s responsibility to ensure there is active and reliable internet connection on the participant’s location throughout the entire webinar duration. Participants may need to register for Zoom using their migration agent registration details (ie. email) and complete Zoom registration before joining a Webinar. Instructions on how to register may be provided upon request by the Participant.

Although participants may be able to join in via telephone (dial up) without internet connection, Enriched Migration Training **does not** endorse this type of participation for CPD purposes. As OMARA requires active participation for online webinars, participants joining in via dial up may not be awarded CPD points.

Please note that online webinar sessions may be recorded including the Q & A and Chat history. Participants are encouraged to actively participate by asking or answering questions via the Chat and/or Q & A function and be mindful of other Participants and are expected to be professional at all times.

Additionally, we intend to verify the ID of the participants via two methods:

1. Each attendee will receive an emailed link to attend the workshop via Zoom, and will be required to log into the platform using that link and their email address. Zoom provides a summary after each workshop which confirms which participants were signed into the platform, and the sign in and log out times for each participant; **AND/OR**
2. Each attendee may need to sign a declaration after the workshop sessions declaring that they attended the entire CPD session.

Reporting to the Office of the MARA

Enriched Migration Training will, upon receipt of the Sign-in and Sign out Attendance Sheets and/or confirming the attendance of a participant for the entire CPD Activity Workshop activities, notify and report to the Office of the MARA of the participants' completion of the requisite activities. The notification will be made through the Office of the MARA's online system, or by email within 14 days of the completion of the CPD activity session. Participants who require priority reporting due to time-frames are required to notify us ahead of time.

To ensure that a correct MARN is reported, Enriched Migration Training will take additional efforts to match the agent's MARN with the OMARA records online and also contact attendees who have not provided a MARN at registration to verify if they are an RMA and have a MARN. Please note that it is the responsibility of the RMA to provide their correct MARN. Enriched Migration Training holds no responsibility in ensuring the RMA's MARN is correct, and the MARN will be reported as is in accordance with the information the RMA provides.

11. Feedback and Evaluation

11.1 Feedback Policy

Participants will be given an opportunity to comment on the quality of the CPD activity delivery and whether any improvements can be made to improve the CPD activity content, presentation and delivery.

At the conclusion of a CPD activity session, participants will be given a feedback sheet which they can complete anonymously and submit to an Administration Officer. The feedback sheets will be collected and reviewed by the trainers, developers and facilitators of Enriched Migration Training and given consideration in the development and improvement of the CPD Program.

Feedback forms received from participants will be kept by Enriched Migration Training for a period of at least 2 years from the delivery of an approved CPD activity.

11.2 Complaints and queries management

Complaints and Queries Management

Feedback is encouraged from all participants including constructive criticism or genuine complaints. Enriched Migration Training can be contacted by post, telephone, email and face-to-face contact to address any queries or complaints raised by participants.

Upon receipt of any queries or complaints, Enriched Migration Training will attempt as far as practicable to respond and address the issue within 2 business days.

All queries or complaints will be managed with complete confidence.

Compliance with Australian Consumer Law

Enriched Migration Training will comply with all relevant Commonwealth, State and Territory laws relating to Australian consumer law. All employed staff members will be made aware of the relevant laws and will be able to conduct activities in compliance with relevant Australian consumer laws.

Consumer Rights

Enriched Migration Training will comply with all relevant Commonwealth, State and Territory laws relating to consumer rights. All employed staff members will be made aware of the relevant laws and will be able to conduct activities in compliance with relevant consumer rights laws in Australia.

11.3 Evaluation and Continuous Improvement

As a general rule, Quality Assurance is an ongoing obligation that Enriched Migration Training will need to maintain every year while conducting the CPD Program. At least once a year, a formal review will be conducted internally and determinations will be made with regard to any changes or improvements that should be implemented officially into the CPD Program.

All documentation and materials used in the course of conducting the CPD Program will be supplied to the Office of the MARA for assessment and approval to ensure that the quality of the CPD Program is of a standard that complies with the policies of the Office of the MARA. Enriched Migration Training certifies that the Office of the MARA is provided with reasonable access to records and staff as required for the purposes of evaluation and continuous improvement.

An assessment validation will be carried out at least once a year to assess the assessment tools and materials used for assessment. This is to ensure quality and consistency in assessing the achievement of learning outcomes.

If the Office of the MARA recommends any changes to particular CPD activities, Enriched Migration Training will implement the changes within the time-frame specified by the Office of the MARA or, if no time period is specified, then within a reasonable period.

12. Workplace Health and Safety

All CPD activities are to be conducted in an environment that is safe, secure and a comfortable place to learn. The premises and activities will be conducted in an environment that complies with the Commonwealth and State laws and regulations on occupational health and safety including the *Occupational Health and Safety Act 2004* and the *Occupational Health and Safety Regulations 2007* and other related legislation.

Enriched Migration Training certifies that any premises in which CPD activities will be conducted will have been inspected and consulted for safety and security prior to the commencement of any activity. Any potential hazards in or within the surrounding areas of the premises will be minimised as much as practicable. Evacuation routes will be readily accessible and emergency evacuation procedures will be explained to all participants at the commencement of every CPD activity. Fire extinguishers and First Aid Kits will be located within close proximity at any location in which the CPD activity is taking place.

Incident forms are available to be completed in the event of any injury or ill-health occurring during a CPD activity session. These incident forms are to be reviewed by the management team at Enriched Migration Training and retained for a period of at least 7 years.

The occupational health and safety policies are to be reviewed at regular intervals to ensure that appropriate steps and procedures are being implemented adequately to the required standards of all relevant legislation.

13. Anti-Discrimination, Workplace Harassment and Bullying

All CPD activities will be conducted in an environment that is welcoming and respectful of participants from all backgrounds. The activities will be conducted in a manner that accords with the *Equal Opportunity Act 2010* and all relevant Commonwealth and State legislation and regulations that relate to managing anti-discrimination, workplace harassment and bullying.

All participants and staff will be ensured an activity environment that is free from discriminatory, unfair or unequal treatment based on race, colour, national or ethnic origin, gender, marital status, pregnancy, disability, age or sexuality. Any behaviour that constitutes discrimination, workplace harassment or bullying will be strictly prohibited and any persons engaged in such activities will be removed from the premises with further disciplinary actions taken against staff members who engage in such activities.

The following actions are considered to be harassment or workplace bullying for the purposes of this policy:

- Any behaviour that unfairly or unreasonably offends, humiliates, intimidates, undermines, scares, belittles, excludes or embarrasses anyone it is directed towards or anyone who is within vicinity and overhears it
- Any behaviour of an inappropriate sexual nature that offends, humiliates, intimidates, undermines, scares, belittles or embarrasses anyone it is directed towards or anyone who is within vicinity and overhears it

- Any interference with a person's personal property or work equipment without the consent of the person

14. Rights to Refuse Registration of Participants of Concern

Enriched Migration Training reserves the right to refuse or not accept registration of an intending participant who may be deemed of concern to Enriched Migration Training. Enriched Migration Training reserves the right to refuse entry to a CPD Activity session of a participant who at commencement, during the course of delivery, or at conclusion of a CPD Activity session becomes a participant of concern and to the opinion of the presenter, action must be taken to remove the participant of concern from the CPD activity (i.e. physical exclusion from the face-to-face CPD Activity session or removal of online access to webinar and online materials).

In such cases, no fees will be charged to the participant of concern and no OMARA CPD points will be awarded to the participants of concern.

Actions that may give rise to being of "concern" deeming a participant to be of "concern" include the following:

- Intimidating, harassing, undermining etc. that would amount to actions as per clause 12: Anti-Discrimination, Workplace Harassment and Bullying.
- Behaves in a manner that is disruptive to the delivery and/or assessment of CPD activity.
- Constant complaining of an issue that has been resolved or is in the process of resolution (this may include technical issues on the online webinar), which undermines the delivery of the CPD Activity session.
- Consistently disregards requests from Enriched Migration Training or the presenter from following instructions that relate to Workplace Health and Safety.

Such actions need not have occurred in the delivery or assessment of the current CPD activity, but can be based on conduct or actions undertaken at a previous CPD Activity session.

15. Privacy Policy

Enriched Migration Training will take all appropriate measures to preserve the privacy and security of all participants and the documents and personal information they provide to the organisation for the purposes of participating in CPD activities.

All materials and information collected by Enriched Migration Training in relation to participant details, personal and financial information will be used solely for the purposes of the CPD Program and will not be disclosed or provided to a third party without express consent and authorisation of the participants.

Any sensitive information provided by participants will be kept securely by Enriched Migration Training and will be returned or destroyed upon request from participants.

Enriched Migration Training will ensure that the privacy policies comply with all relevant Commonwealth and State legislation and regulations.

16. Intellectual Property

Enriched Migration Training reserves all rights and sole proprietorship of all materials produced for the purposes of this CPD Program. At the same time, Enriched Migration Training ensures that all produced documents and materials contain original content and authorship and that the organisation does not intentionally or recklessly breach or misuse the intellectual property of any other organisation.

Enriched Migration Training will ensure that the company's intellectual property policies comply with all relevant Commonwealth and State legislation and regulatory requirements.

17. Probity and Conflicts of Interest

Enriched Migration Training will take all reasonable steps to avoid any conflicts of interest, whether real or perceived, in connection with its dealings with the Office of the MARA.

18. Records Management

Enriched Migration Training maintains the following records relating to a CPD activity for at least 2 years from the date that CPD activity was completed:

- Feedback from participants and other stakeholders on the delivery of the CPD activity and whether the learning outcomes were met
- Original documents relating to a participant completing the CPD activity
- Signed statements from participants who have completed an assessment in a CPD activity of distance learning or additional assessment, confirming they have completed the assessment independently
- The learning and assessment materials which relate to the activity and the dates those materials were used
- Electronic notifications sent to and from the Office of the MARA for participants who have successfully completed the approved CPD activity

Enriched Migration Training understands that the Office of the MARA will rely on electronic notification from approved providers to allocate CPD points to participants, and as such certificates are not required, although certificates of completion may be provided to participants upon their request.