

## IHEA LEARNING AND DEVELOPMENT PROGRAM

### F.A.Q.'s (Frequently Asked Questions)

F.A.Q.	Commentary
<b><u>Getting Started:</u></b>	
<i>How do I enrol to get started in the 'Log Book' program?</i>	Once your membership invoice is paid your enrolment into 'Log Book' is automatic and you will receive an email from IHEA Learning & Development Program (LDP) with your log-in credentials. Download the App from either Apple App Store or Google Play Store to your device and log-in. A Quick Start Video provides orientation information, run a short course module or two, log something you did at work this week.
<i>How do I apply for the Professional Certificate in H.F.M.?</i>	Log-in at the IHEA Website Member Portal and locate the Professional Certificate enrolment form. Complete the form and submit per the instructions.
<i>I cannot find the App on Apple App Store or Google Play Store?</i>	In the search cell, type IHEA in capitals only (no dots or full words)
<i>I don't have a Smartphone and/or don't want to use a mobile device for my CPD, what are my other options?</i>	On your PC or Laptop browser type the below address into the browser cell and hit enter. A log-in window will prompt for user name and password per the email you received from IHEA LDP. <a href="https://intrinsic.worldlearn.net.au">https://intrinsic.worldlearn.net.au</a>
<i>Can I get some training or support on the education program and/or the App?</i>	When you first log-in a Quick Start Guide is available to provide orientation of the App and tips on getting started with the self-directed learning opportunities. Once completed the Quick Start Guide will disappear from the App however it is available to view again on the LDP section of the IHEA Website Member Portal. If you're having problems with the App, for technical support or other LDP questions email <a href="mailto:ihea.ldp@ihea.org.au">ihea.ldp@ihea.org.au</a> Monday to Friday 9:00am to 5:00pm E.S.T. and your request will be logged and responded to within 24 hours.

<p><b>When does my CPD points period commence?</b></p>	<p>The 2 Year CPD period commences from the time of your membership payment. Enrolment is automatic upon payment of your invoice and log-in access is granted to the Log Book App at that time.</p>
<p><b>When can I start using the 'MIHEA' post nominal?</b></p>	<p>Upon payment of your invoice and enrolment in the 'Log Book' program you are recognised as a full and continuing member of IHEA and may start using the MIHEA post nominal if you wish on your correspondence, CV and other relevant materials. To keep and maintain use of these, 100 CPD points are to be accrued on the 'Log Book' system within the 2 Year CPD period.</p>
<p><b><u>Membership &amp; CPD:</u></b></p>	
<p><b>Why do I have to do 100 points of CPD now to be a member?</b></p>	<p>Previous input from State Committees on behalf of members from all states have called for more CPD opportunities, a formal framework and on-going support for developing career paths and career opportunities. Increasingly in the future, Learning &amp; Development will become a core part of what IHEA as an industry association will provide. The rapid rate of change in our lives and our workplaces will demand more of employees, member organisations and ultimately members. Industry and Regulatory Authorities are escalating scrutiny and confirmation of current and relevant skills and knowledge in all workplaces.</p>
<p><b>I am retired from the industry or due to soon but want to keep my contact and involvement with the association, does this mean I have to complete the CPD requirements to continue my membership?</b></p>	<p><b>'Affiliate Membership'</b> is an alternative option for those individuals that are not active in the industry, unable or do not want to undertake the CPD requirements and therefore wish to participate but not maintain full - active membership. There are a number of 'Affiliate Member' types depending on your circumstances – from Apprentice to Retired or not active in an FM role presently.</p>
<p><b>I am receiving education support elsewhere, (through workplace in-house courses, online course/s, another education institution), can I use this to contribute to my CPD Points or do I have to do extra work on top of my</b></p>	<p>The IHEA LDP 'Log Book' program is designed to be entirely complimentary to other in-formal and formal course work and learning experiences undertaken. You are probably already doing regular training, in-formal and mandatory 'refresher' or 'accreditation' updates in the workplace regularly. These activities can all be 'logged' toward your IHEA CPD objective.</p>

<p><i>studies to contribute to the CPD objective over 2 years?</i></p> <p><i>I am concerned the CPD program differs or conflicts with my Employers Learning &amp; Development plan/scheme/career pathway and that the IHEA program will be duplicated effort. Is that correct?</i></p>	<p><b>Duplicating effort is not the goal of the ‘Log Book’ program. ‘Capturing, Recording &amp; Recognising’ what you’re already doing is the primary goal of the ‘IHEA Log Book’.</b></p> <p>It is not a replacement for your core qualifications, accreditation or other formal course work. The IHEA LDP offers additional opportunity to add skill layers, experiences and learnings. So called ‘soft skills’ – people skills, working with teams, managing people, teams, projects.</p>
<p><i>I previously completed the IHEA CHCFM. Does this mean I have to meet the CPD requirement and/or repeat the Professional Certificate program?</i></p>	<p>Members who previously completed the CHCFM program and renew will be required to meet the 100 CPD Points objective over 2 years to maintain full membership status which demonstrates continuing professional development, with fresh and relevant learning experiences.</p> <p>Members interested in enrolling in and completing the ‘IHEA Professional Certificate of HFM’ program – ‘Log Book Professional’, will be credited with 150 CPD points immediately toward the 300 Points over 2 Years criteria.</p>
<p><b><i>Do I need someone to approve or assess the learning activities I’ve log?</i></b></p>	<p>For the standard full membership using ‘IHEA Log Book’ to accrue 100 points over 2 years, you do not have to seek any assessment or acceptance.</p> <p><b>‘Log Book’ is a Self-Directed &amp; Self-Assessment learning program.</b></p> <p>‘Capturing, Recording &amp; Recognising’ what you’re already doing is the primary goal of the ‘IHEA Log Book’. Having a record of what CPD you have done in one convenient location is a key benefit of the Log Book App.</p> <p>However, your manager, employer organisation or a recruiting employer may have some interest in your learning record and therefore the content credibility will be subject to scrutiny for relevancy and currency and these interested parties may seek further demonstration of competency or evidence of the learning experiences. The ‘Log Book’ App provides an optional function where you can add photos or files to support your CPD activity log.</p>

<p><i>What about 'IHEA Log Book Professional'? To achieve this certification do I need to do an exam or some other form of assessment?</i></p>	<p>If you enrol in the <b>Professional Certificate of HFM</b> which requires achieving 300 points over 2 years, more specific criteria of content and completeness applies. Each enrolled participant will be assigned a state mentor who will provide guidance, commentary and feedback on submitted activity records and learning assignments. At the completion of the CPD period the local state mentor, an IHEA Board or Committee Member and the LDP vendor (Intrinsic Learning) will serve as <b>an assessment panel to assess completion as per published criteria.</b></p>
<p><b>Admin' matters:</b></p>	
<p><i>What security and privacy measures are in place to protect my learning data and personal details?</i></p>	<p>The new IHEA LDP is a comprehensive program customised for IHEA, developed with external, independent learning &amp; development consultants that bring extensive corporate &amp; government education experiences Inc. major LMS expertise from worldwide clients.</p> <p>The IHEA App and the associated Learning Management System (LMS) and the licences to use, operate and support are in full compliance with Australian Privacy and Data Security legislation. The user/learning data is managed in a cloud based network delivered by a specialist data centre/service provider in Australia.</p>
<p><i>Who owns the CPD data?</i></p>	<p>IHEA owns all of the data.</p>
<p><i>Can I keep/get a report of my learning record?</i></p>	<p>'IHEA Log Book' is designed to use real-time during the course of a typical working week and can provide real-time record and evidence of learning activities whenever and wherever you or anyone else requires to review. For example, your Manager or workplace Training Officer or local state mentor (Log Book Professional).</p> <p><b>Printed reports can be produced if required</b> for annual performance review events and/or employer/employee file purposes.</p>
<p><i>How long is my CPD data retained for by Log Book or Log Book Professional?</i></p>	<p>IHEA will store and maintain for <b>as long as you remain a member.</b></p>
<p><i>Can other certificates, evidence of courses or files be attached or added to the App?</i></p>	<p><b>Yes, artefacts/evidence of current or prior learning can be held with the App data records.</b> For example, photos, completion certificates or files can be uploaded to Log Book.</p>

