



PROVISIONAL
PSYCHOLOGIST HUB

SERVICE AGREEMENT

At Provisional Psychologist Hub we are passionate about developing provisional psychologists' skills, knowledge, and confidence to allow them to meet the requirements of the Psychology Board of Australia (PsyBA) and ultimately obtain full registration. Provisional Psychologist Hub aims to provide a supportive environment, minimising the barriers of finding supervision, suitable professional development, and access to psychometric assessments. Review the conditions of our service enclosed.

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Definitions

Supervisee: for the purpose of this agreement all consumers/customers/clients of Provisional Psychologist Hub will be referred to as supervisees.

Provisional Psychologist Hub: for the purpose of this agreement Provisional Psychologist Hub refers to Provisional Psychologist Hub Pty Ltd ABN 31 644 928 423.

About Us

We not only work with Provisional Psychologists we also work with university students, aspiring provisional psychologists, employers, board approved supervisors, registered psychologists and those undertaking their endorsement programs. All the services we provide are delivered online. Provisional Psychologist Hub has the following services available.



What is Provisional Psychologist Hub?

Designed by Psychologists for Psychologists, the Provisional Psychologist Hub is a place where Provisional Psychologists can access the support they need on their journey to registration. Our mission is to make supervision, professional development, support and guidance accessible and affordable when it's needed, for all those who need it.

What is Psychologist Hub?

Psychologist Hub (est. 2022) was established to support the growing need for psychologists to seek support to meet their continuing professional development requirements. Supervisees successfully reaching their general registration can continue to receive support throughout their early career and beyond with Psychologist Hub.

What is Psychology Supervisor Hub?

Psychology Supervisor Hub (est. 2022) was established to support the growing number of Board Approved Supervisors seeking guidance and support in managing their caseload of principal supervisees. We provide supervision for supervisors as well as access to a range of support for supervisees that will lighten the burden on principal supervisors.

System Requirements

All Provisional Psychologist Hub services are conducted online therefore before commencing with us please ensure that you can meet our system requirements.

We recommend either a laptop or desktop computer. If using an iPad device, we recommend having access to a stand or holder. If attending supervision your device must have access to a webcam.

Browser We recommend that you use the most current version of Google Chrome as your internet browser and that your browser remains current. For best performance, disable your pop-up blockers to allow relevant programs to launch quickly and easily.

Internet Speed You will need to have reasonable internet speed for both professional development and supervision.

Online Webconferencing Software Supervision is hosted using either Zoom, Google Meet or Power Diary.

- Follow the link to ensure you can meet Zoom System Requirements. <https://support.zoom.us/hc/en-us/articles/201362023-System-requirements-for-Windows-macOS-and-Linux>
- Follow the link to ensure you can meet Google Meet System Requirements. <https://support.google.com/meet/answer/7317473?hl=en&fl=1&sjid=5288381452470106526-NA>
- Follow the link to ensure you can meet Power Diary System Requirements. <https://support.powerdiary.com/article/237-telehealth-supported-devices-and-browsers>

Professional Development

Provisional Psychologist Hub offer a range of professional development content including but not limited to pre-recorded online videos, live workshop delivery, multiple choice questions, readings, and self-reflection journals. Provisional Psychologist Hub Professional development is offered in 4 formats.

- A single workshop

- An ongoing subscription either weekly or monthly, with or without a free trial period, or;
- A series of workshops purchased up front.
- Live workshop delivery

[A series of workshops/ webinars purchased up front](#) will provide the user all the professional development outlined within that service description at the time of purchase. Access to any professional development purchase is limited. The duration of access will be notified at the time of the purchase and can range between 1 day and 24 months.

[A single workshop/ webinar](#) will provide the user all the professional development outlined within that service description at the time of purchase. Access to any professional development purchase is limited. The duration of access will be notified at the time of the purchase and can range between 1 day and 24 months.

[An ongoing subscription](#), workshops/ webinars will be released intermittently until all content outlined within that service is released. Some professional development subscriptions will provide the user the option to fast forward. A fast forward is not an upfront professional development purchase, the user will continue to receive new content in line with the subscription purchased so long as their subscription remains current. Professional development access for the user will cease at the end of the next billing period should the subscription be cancelled. Any request to fast forward content will be actioned the next business day after purchase. If purchasing a subscription, the access will continue so long as the subscription continues to be paid. Once the subscription is cancelled access to professional development will cease at the end of that billing cycle.

[Live workshop delivery](#) live workshops are delivered in real time by a board approved supervisor on an outlined topic for a specific duration. The workshop may include presented information, discussion, question and answer, case studies, role plays and assessment. The format and delivery of the content will be specific to both the board approved supervisor delivering the workshop and the audience participating. Live workshops are designed to be adaptable to the audience present and the topic being delivered.

Duration of workshops can range between 1 and 6 hours. Breaks are required in workshop delivery over 1 hour. Any workshop over 5 hours will include a minimum 30-minute break.

All live workshops are delivered online.

[Professional Development Licence Terms of Use](#) Professional development licences are for individual use only. It is a condition of sign up that user licences are not shared. If this occurs Provisional Psychologist Hub reserve the right to cancel access to that licence and prevent future purchases. The user will be notified in writing should this occur.

Whether a workshop is free, included with another purchase, provided as part of a trial, or paid the conditions of access remain the same.

Professional development trial periods are subject to payment after that trial period ends. The cost of that subscription is outlined at the time of sign up and will continue until the subscription is cancelled either before the trial period ends before payment is deducted or after that trial period ends.

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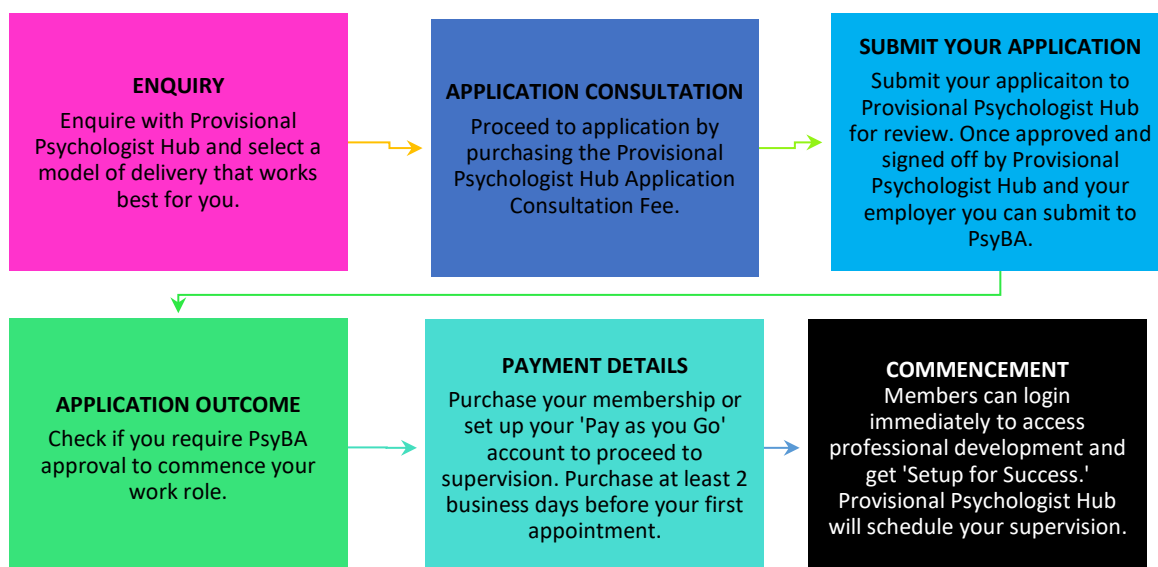
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Live Workshop Conduct

Provisional Psychologist Hub seek to create a positive environment in all workshop delivery. We request that all supervisees booked make an effort to actively participate in the discussion and activities and be respectful of others present as they do the same. Provisional Psychologist Hub reserve the right to remove attendees displaying disrespect toward other supervisees or the board approved supervisor facilitating.

Application Consultation and Commencement

Application Consultation is the fee associated with Provisional Psychologist Hub reviewing any application required for submission to AHPRA to commence or change circumstances within a pathway, in addition to any professional development or resources provided to support throughout the preparation, feedback, and submission process through to approval.



Application consultation may include but is not limited to the following forms and can include up to two forms to be reviewed inclusive with this purchase. Forms are sourced here; <https://www.psychologyboard.gov.au/Registration/Forms.aspx>

- CHPS-76 Change of Principal Supervisor form.

- SPPR-76 Internship program plan.
- INPP-76 Internship program plan.
- APOS-76 Application for provisional registration for overseas-qualified applicants.
- APRO-76 Application for provisional registration.
- AWOP-76 Application for working in addition to university placements for provisional psychologists.
- PLPD-76 Plan for professional development and re-entry to practice.

Provisional Psychologist Hub endeavour to break down the complexities of the application process. The advice we provide is based on the information provided directly by PsyBA and the experience we have reviewing the large volume of applications and outcomes for aspiring provisional psychologists.

Support may include video tutorials, template responses, provision of relevant guidelines, phone, and email support. We review all applications before submission to the PsyBA and your Provisional Psychologist Hub assigned Supervisors, if applicable, will provide the relevant authorisation once approved by Provisional Psychologist Hub. If we feel that consultation is required with the PsyBA it will be referred to the applicable organisation to submit an online web enquiry for additional information.

It is important to note that Provisional Psychologist Hub is a private company and at no time purport to be in partnership with or affiliated with the PsyBA.

The maximum number of application reviews included in all application consultation purchases is 2 reviews per form and a maximum of 2 forms can be submitted as part of the application consultation process. If an application is not successfully approved by Provisional Psychologist Hub after 2 reviews, we reserve the right to charge additional fees for further review should the applicant wish to continue to pursue approval.

The Application Consultation Fee is non-refundable. Provisional Psychologist Hub reserves the right to decline an application and therefore withhold the provision of supervision resulting from an application based on any the following.

- Submission of work that is not the supervisee's own.
- Failure to meet a satisfactory application standard within 2 review cycles.
- Use of a protected title.
- The proposed work role being an Independent Contractor position.
- Illegal conduct or conduct in breach of the APS Code of Ethics.
- Not meeting the requirements of the AHPRA guidelines for the relevant application.
- Exceeding 12 months from date of purchase.
- Not finalising an application to a satisfactory standard within 14 days of purchase.
- Exceeding application processing time of 10 weeks after submission to AHPRA.
- Becoming uncontactable for 30 or more days without informing Provisional Psychologist Hub that you will not be contactable.

In the event of cancellation of supervision services after signature of an application either by the supervisee or Provisional Psychologist Hub we reserve the right to notify PsyBA that we will be withdrawing our supervision services from the relevant program.

Application Consultation with Provisional Psychologist Hub does not guarantee a successful outcome, any completed application is the responsibility of the provisional psychologist or psychologist

undertaking the relevant pathway. We encourage all those completing application consultation to reach out for support as needed throughout the process.

Each applicant who purchases application consultation with the intent to commence supervision will have 14 days to complete and submit their application to the PsyBA following approval and signatory by the relevant Provisional Psychologist Hub Board-approved supervisors. Once submitted it is generally assessed within four to eight weeks depending on the time of year that you submit your application. Any ongoing supervision arrangements will be held for a maximum of 10 weeks from purchase of application consultation. Provisional Psychologist Hub reserve the right to cancel supervision arrangements that have not been approved within this time frame. Any extensions must be requested in writing and will be assessed by management on a case-by-case basis. Cessation of supervision arrangements will be notified to the PsyBA.

Any application that has either a Primary Supervisor or Secondary Supervisor from Provisional Psychologist Hub signing off on the submission will require notification to be sent to Provisional Psychologist Hub within 3 working days of advice being received. If you have arranged ongoing supervision with Provisional Psychologist Hub, you must commence supervision within 7 working days of approval from the PsyBA.

Board Approved Supervision

Overview Supervision is an interactive process between the provisional psychologist and the supervisor. It provides the provisional psychologist with a professionally stimulating and supportive opportunity for growth. The purpose of supervision is to guide and provide feedback on the provisional psychologist's practice, and to assess personal, professional, and educational development in the context of their experience of providing safe, appropriate, and quality care to clients.

Effective supervision involves the supervisor assuming a mentoring and tutoring role in overseeing the professional development and ethical behaviour of provisional psychologists. The aims of supervision include:

- assisting provisional psychologists in the acquisition and application of knowledge and skills gained from the study of psychology to work as practising provisional psychologists.
- protecting clients and provisional psychologists during the stage of learning professional skills and roles
- promoting ethical and professional standards of conduct and service
- supporting the professional development of provisional psychologists in ways that will increase their effectiveness as future psychologists.

Supervision always is conducted in accordance with the PsyBA supervisor guidelines, Australian Psychological Society (APS) Code of Ethics and Ethical Guidelines on supervision.

Supervision appointments can consist of time spent directly with the supervisor or time indirectly spent where the supervisor reviews work on your behalf.

- face to face (videoconference) supervision meetings
- submitting case reports for review and feedback (allocated 1.5 hours per review)
- direct observations or intervention and assessment sessions (video recordings of provisional psychologists practice)
- review of psychometric assessment reports

- review of other competency work (such as summary of ethical dilemmas or written communication, such as, reports and case notes)
- review of logbooks and reflective practice journals
- individual or group supervision

These options can be discussed with your supervisor throughout the supervisory relationship.

Assignment/ Change of a Supervisor

Supervisors are recommended by Provisional Psychologist Hub based on the position description provided, area of focus outlined, suitability of experience and rostered availability. The supervisors recommended must be reviewed and agreed to by the supervisee before commencing to ensure they are satisfied that they are the right fit for them.

Any request to change a supervisor is subject to availability and finalisation of any relevant correspondence within supervision sessions such as Change of Principal Supervisor Form (CHPS-76) and logbooks being up to date and signed.

Supervisee Obligations

It is the responsibility of the supervisee (yourself as the provisional psychologist/psychologist) to ensure you are fulfilling your responsibilities. This may include any or all the following.

- Book and complete the appropriate amount of supervision based on the number of hours of psychological practice being undertaken.
- Maintain regular (75%+) attendance of booked or ongoing supervision.
- Complete accurate and timely logbooks of your psychological practice and provide these for review to your supervisor regularly (weekly/ fortnightly).
- Be prepared, alert and punctual for supervision, understanding that late arrival can result in cancellation fees for non-attendance.
- Complete the correct volume of professional development for your pathway.
- Read and understand the guidelines for your chosen pathway.
- Maintain a current knowledge and abide by the code of ethics, ethical guidelines, relevant legislation including (but not limited to) the *Health Practitioner Regulation National Law* (National Law) and any other legislation that may apply in your State or Territory, registration standards and relevant program guidelines.
- Timely completion and submission of the relevant progress reports.
- Maintaining and submitting records to the PsyBA for any significant changes to your pathway in line with the relevant guidelines including the addition of group and secondary supervisors.
- Maintaining currency of registration status, an annual reminder is recommended.
- To ensure payments are paid by due dates and ensure payment methods remain valid.
- To ensure contact details are always up to date including phone, email and postal address.
- To maintain regular and respectful communication with Provisional Psychologist Hub team members that reflects the level and standard expected within the core competency 'communication and interpersonal relationships.'

Principal Supervision Volume of Supervision When undertaking principal supervision with Provisional Psychologist Hub for any pathway there is a minimum volume requirement that needs to be met alongside the PsyBA guidelines for your pathway. This is not the recommended volume of supervision,

but the minimum volume required by Provisional Psychologist Hub to provide quality oversight of your work role, psychological practice and any tasks required to be undertaken for your pathway. Any change to this minimum volume would need to be both agreed to by Provisional Psychologist Hub Management and your principal supervisor.

- 5+1 Internship Program Pathway 1 hour individual supervision weekly.
- 4+2 Internship Program Pathway 1 hour individual supervision weekly.
- Working in Addition to Placement 1 hour individual supervision every 4 weeks.
- University Placement 1 hour individual supervision fortnightly.
- Area of Practice Endorsement 1 hour individual supervision fortnightly.
- Transition Pathway 1 hour individual supervision fortnightly.

When undertaking principal supervision with Provisional Psychologist Hub an ongoing appointment with regular frequency cycle is required for attendance monitoring. This benefits both the supervisee by ensuring ongoing regular access to principal supervision, and the principal supervisor by ensuring that regular oversight is provided.

Ongoing Appointment Attendance Ongoing supervision appointments are appointments that hold a weekly, fortnightly or 4 weekly attendance cycle, and are booked in within a recurring time slot. Recurring appointments are arranged by matching both the supervisor's schedule with the supervisee's schedule for access, convenience, routine, attendance monitoring and consistency.

If you have regular appointments with Provisional Psychologist Hub, there is an expectation of regular attendance. When cancelling an appointment, it is recommended to provide a reason and if working in psychological practice, reschedule that appointment within the next 7 days.

Provisional Psychologist Hub does monitor the attendance of ongoing appointments. There is an expectation that attendance of ongoing appointments is 75% or higher. Where we start to see attendance not meeting this, Provisional Psychologist Hub reserves the right to contact the supervisee to discuss intentions for supervision moving forward, which may result in potential cancellation of services.

Board Approved Supervisor Obligations

Board Approved Supervisors are bound by the guidelines for the relevant pathway their supervisee is undertaking as set out by the PsyBA. Key obligations are outlined below.

By entering a supervision arrangement with a provisional psychologist, the principal and secondary supervisors are effectively also entering into a contract with the PsyBA. Consequently, each supervisor has obligations to the PsyBA in the context of their supervision of the provisional psychologist, the neglect of which may lead to revocation of supervisor status.

Depending on the pathway or registration status of the supervisee, supervision responsibilities may include any or all the following:

- ensuring that supervision is provided in accordance with the National Law, Code of Ethics, registration standards and guidelines.
- ensuring supervision case notes are recorded for all supervisory services provided within Provisional Psychologist Hub secure records management system

- informing the PsyBA of any concerns regarding the provisional psychologist's competence to practice, breaches of ethical standards; inability to practice due to reasons of ill health; or failure to comply with the requirements of the National Law or other relevant legislation, Code of Ethics registration standards or guidelines.
- discussing the limitations of any proposed work role and ensuring these will allow the provisional psychologist to achieve the core capabilities as set out in the Guidelines.
- ensuring the provisional psychologist's place of work is conducive to ethical practice, considering issues of privacy and confidentiality.
- *Internship Pathways Only*: directly observing the provisional psychologist undertaking assessments on at least two occasions every six months and interventions on at least two occasions every six months, ensuring that all ethical and legal issues are considered when making such arrangements.
- *Internship Pathways Only*: co-signing reports and key correspondence (where appropriate) written by the provisional psychologist, considering any legal or ethical issues, or arranging for this to be undertaken by an approved secondary supervisor at the provisional psychologist's workplace.
- *Internship Pathways Only*: preparing a progress report every six months, including a clear evaluation of the provisional psychologist's work performance, progress, and plans for his or her future development.
- supervising within the limits of his or her experience and training and, where necessary, informing the provisional psychologist of these and assisting in finding an additional supervisor
- providing a final supervision report and any other information as required by the Board at the conclusion of the supervisory period.
- ensuring that, prior to submission, supervision plans, supervision progress reports and case studies meet the standards and requirements of the latest version of the guidelines.
- regularly participating in professional development and any professional development that may be required by the Board.

The supervisor is also subject to mandatory reporting requirements under sections 140 and 141 of the National Law (see the Board's Guidelines for mandatory notifications), which may be with or without notice to the supervisee.

Termination of supervision

Provisional Psychologist Hub reserves the right to terminate any supervision arrangement. Provisional Psychologist Hub takes its responsibilities to the PsyBA seriously and acts to ensure that supervision is provided in accordance with the National Law, APS Code of Ethics, Ethical Guidelines, registration standards and the relevant PsyBA program guidelines. If we have serious concerns about your ability to uphold this agreement, or you have engaged in a serious breach of the code of ethics, National Law, other relevant legislation, registration standards or guidelines and we feel we are no longer able to provide our professional services we will seek to end this professional arrangement and notify the PsyBA of cessation of supervision.

Supervision Modes of Delivery

Pay as you Go Overview Pay as you Go Supervision is the mode of supervision selected at Provisional Psychologist Hub where payment details are securely stored so that any supervision fees incurred from

group or individual supervision can be paid at the time of the appointment rather than the time of booking. This is the mode of supervision delivery available to non-members. Account setup is available online here; https://www.provisionalpsych.com.au/resource_redirect/offers/Z7FiHTen and once setup fees will be billed as they occur allowing supervisees to book their supervision in months in advance without pre-payment.

This mode of delivery can be used for regular ongoing appointments or for appointments being booked on a need basis.

Pre-Paid Supervision Overview Pre-Paid Supervision is the mode of supervision selected at Provisional Psychologist Hub where payment is made when appointments are booked online, and secure storage of payment information is not required.

It is Provisional Psychologist Hub's recommendation that appointments be booked under this mode of delivery no more than 4 weeks in advance when doing so due to the potential for change of circumstances. Provisional Psychologist Hub Supervision fees increase annually, where appointments are booked and paid for more than 12 months in advance Provisional Psychologist Hub reserve the right to request further payment prior to the appointment occurring if fees have increased since the booking was made.

This mode of delivery cannot be used for regular ongoing appointments but is available for appointments being booked on a need basis.

Private Group Supervision Overview Private Group Supervision is a great way to engage Board Approved Supervision on a topic that is relevant to your current work environment that you can participate in with your colleagues. You might also have a study group and wish to engage in preparation for the national psychology exam with your fellow Provisional Psychologists.

Membership Supervision Overview All in One Memberships are the mode of delivery that combine several Provisional Psychologist Hub Services, including group and individual supervision, professional development and psychometric assessment resources to deliver a package of support specifically designed with the internship program in mind. See the section on memberships for more information.

This mode of delivery can be used for regular ongoing appointments or for appointments being booked on a need basis.

Subscription Supervision Overview This mode of delivery provides a specific volume of supervision on a fortnightly or monthly basis, designed to be used within that period. This can be a stand-alone supervision subscription, or it may be combined with professional development or discounted offers. Payment information is securely stored and deducted each billing cycle in line with the offer purchased.

This mode of delivery can be used for regular ongoing appointments or for appointments being booked on a need basis. Some examples include;

- Alumni Professional Development and Supervision Access
- Group Supervision Subscription

Supervision Subscription: Alumni Professional Development and Supervision Access

The Alumni Supervision and Professional Development Access is perfect for those looking for peer consultation to compliment general registration as a psychologist. Monthly peer consultation will work together with 120 hours of 'Professional Development for Provisional Psychologists' accessible when and where it is needed.

- 1 hour per month supervision for psychologists
- 120 hours up front – Professional Development for Provisional Psychologists
- 24 hour online portal for bookings and cancellations

Alumni Professional Development Access

You will continue to have access to your professional development for as long as your month-to-month payment cycle remains current, and payments continue to be made. Once you cancel, you will have access to your professional development entitlements until the end of that billing cycle.

Alumni Supervision Entitlements

Supervision entitlements are delivered monthly. If you exceed your monthly allowance, you will be notified and provided an invoice for payment for the exceeded regular retail price of that service. Any supervision credits accrued are non-refundable after the final billing cycle.

Supervision Subscription: Group Supervision Subscription

The Group Supervision Subscription is perfect for those looking to attend regular group supervision and includes 1 hour per fortnight of group supervision.

Group Supervision Subscription Entitlements

Supervision entitlements are delivered monthly. If you exceed your monthly allowance, you will be notified and provided an invoice for payment for the exceeded regular retail price of that service. Any supervision credits accrued are non-refundable after the final billing cycle.

Supervision Subscription: Individual Supervision Subscription

The Individual Supervision Subscription is perfect for provisional psychologists looking for a regular recurring payment for the volume of supervision required for their work role without the need to include the standard membership inclusions. The individual supervision subscription includes 4 options for volume and frequency with payment processed every 2 weeks.

- 1 hour fortnightly individual supervision
- 1 hour weekly individual supervision
- 1.5 hours weekly individual supervision
- 2 hours weekly individual supervision

Individual Supervision Subscription Entitlements

Supervision entitlements are calculated fortnightly. If you exceed your fortnightly allowance, you will be notified and provided an invoice for payment for the exceeded regular retail price of that service. Any supervision credits accrued are non-refundable after the final billing cycle.

Cancellation Policy

Cancelling Supervision Appointments

Provisional Psychologist Hub requires 24 hours' notice for cancellation of any booked appointment before late cancellation fees apply. If you are unable to attend a booked supervision session, please use our online portal to cancel the appointment, and where appropriate to do so, provide a reason in the comments. <https://www.provisionalpsych.com.au/supervisionbookingportal> Provisional Psychologist Hub are available during business hours if you would like to reschedule with our support team on 1300 604 685. We request that you do not wait for business hours to cancel if this means the request will be actioned inside of 24 hours as you will incur a late cancellation fee, please utilise the online portal to cancel your appointments.

A courtesy SMS is automatically sent from our booking system based on booked supervision sessions. Cancellation can also be actioned by replying "NO" to SMS appointment confirmations.

Within 24 Hours Cancellation, Individual Supervision

For individual supervision we encourage you to discuss with your supervisor arrangements for times when supervision is unable to be attended and what indirect work could be completed by your supervisor in lieu of direct attendance. Examples of this include observations, review of case reports, review of assessment reports, review of logbooks, review of written communication. This ensures that you still maintain the correct ratio of supervision hours and allows your supervisor to evaluate and provide you with feedback on various areas of your practice.

Where indirect supervision is not an option, and you would like to proceed with cancelling inside of 24 hours of your appointment booking the following cancellation fees apply.

- Pay as you Go Supervision - The fee for late cancellation of individual supervision for those who use a pay as you go model for supervision is 50% of the of the total cost of that session.
- Pre-Paid Supervision - The fee for late cancellation of individual supervision for those who use a pay as you go model for supervision is 50% of the of the total cost of that session. Any difference will be refunded within 10 business days.
- Membership Supervision - The fee for late cancellation of individual supervision for those who have an active membership is 50% of the of the total duration of that session deducted from the supervision entitlements of the membership.
- Subscriptions - The fee for late cancellation of individual supervision for those who have an active subscription is 50% of the of the total duration of that session deducted from the supervision entitlements of the membership.

Outside of 24 Hours, Individual Supervision

There is no fee for cancellation outside of 24 hours for individual supervision. We encourage you to reschedule within 7 days when you are continuing to undertake psychological practice on a pathway to registration. See supervisee obligations for cancellations resulting in regular nonattendance of booked sessions.

Within 24 Hours Cancellation, Group Supervision (individual bookings)

- Pay as you Go Supervision - The fee for late cancellation of group supervision for those who use a pay as you go model for supervision is 100% of the of the total cost of that session.
- Pre-Paid Supervision - The fee for late cancellation of group supervision for those who use a pay as you go model for supervision is 100% of the of the total cost of that session.
- Membership Supervision - The fee for late cancellation of group supervision for those who have an active membership is 100% of the of the total duration of that session deducted from the supervision entitlements of the membership.
- Subscriptions - The fee for late cancellation of group supervision for those who have an active subscription is 100% of the of the total duration of that session deducted from the supervision entitlements of the membership.

Outside of 24 Hours, Group Supervision (individual bookings)

There is no fee for cancellation outside of 24 hours for group supervision. We encourage you to reschedule within 7 days when you are continuing to undertake psychological practice on a pathway to registration. See supervisee obligations for cancellations resulting in regular nonattendance of booked sessions.

Cancellation of Group Supervision (private group bookings)

Private group bookings cancelled outside of 30 days of the event scheduled will incur a fee of 10% of the quoted cost of the booking.

Private group bookings cancelled within 30 days of the event scheduled will incur a fee of 50% of the quoted cost of the booking.

Cancellation of Supervision, Outstanding Payments

When payment obligations are not met on any Provisional Psychologist Hub service, Provisional Psychologist Hub reserve the right to cancel future supervision appointments until payment is made. In some cases, this may result in possible notification of cessation of supervision to PsyBA.

Cancellation of a Principal Supervision Arrangement

When ending an agreement for supervision services that involve principal supervision a minimum of 1 hour of supervision may be required to finalise any correspondence such as a change of principal form, progress report, logbooks or similar. If these documents are not finalised prior to cancellation Provisional Psychologist Hub cannot guarantee to be able to provide these later, although Provisional Psychologist Hub will comply with any of its requirements and obligations to the PsyBA or otherwise as

required by law. If a member is completing their last session with no further membership entitlements available to do so, then payment security will be required for that session.

Cancellation of Memberships

Memberships are month to month and can be cancelled 2 business days prior to the next billing cycle, later if agreed to by Provisional Psychologist Hub but not on the day or after a payment is due. Memberships involving supervision must be cancelled by contacting 1300 604 685 or by email on learn@provisionalpsych.com.au and should not be cancelled online.

Cancelling a membership will revoke access to the professional development subscription at the end of the billing cycle and the psychometric assessment library and the recurrent appointment position with the assigned supervisor(s).

Cancelling to Transition to a New Membership Level

We encourage supervisees to ensure the level of membership they undertake is fitted to the volume of psychological practice being undertaken and considers both the volume of support they need and any other sources of board approved supervision contributing to the ratio.

Memberships are month to month and can be cancelled to transition to a new membership level. Payment of the new membership is required 2 business days prior to the next billing cycle before cancellation can be processed. Failure to provide payment of the new membership will delay the transition until the next billing cycle.

If cancelling to transition to a new membership level, either to increase or decrease supervision, this should only occur if it is long term change. If there is a short-term change in supervision requirements purchase a top up package of supervision or reducing supervision appointments so that this volume of supervision can be used later. This is best discussed with your Board Approved Supervisor as the first point of contact and then contact support@provisionalpsych.com.au for assistance.

Cancelling to transition to a Pay as you Go with a Recurring Appointment

We encourage supervisees to transition to a Pay as you Go model of supervision when they no longer feel that the membership model is required for their ongoing supervision. Where an ongoing appointment is being retained for regular supervision, payment security for pay as you go supervision is required before the membership cancellation can be processed.

Failure to provide payment details for the new pay as you go account, will delay the transition until the next billing cycle.

Cancelling to Terminate the Supervision Arrangement

When ending an agreement for supervision services that involves principal supervision for a provisional psychologist, a minimum of 1 hour of supervision, payable by the supervisee, will be required to finalise any correspondence such as a change of principal form, progress report and practice logbooks. If these documents are not finalised prior to cancellation Provisional Psychologist Hub cannot guarantee to be able to provide these later, although Provisional Psychologist Hub will comply with any of its requirements and obligations to the PsyBA or otherwise as required by law.

Termination of any principal supervision arrangement either by Provisional Psychologist Hub or the supervisee will be notified to the PsyBA in line with our obligations as a supervision provider.

Cancelling/ Pause a Membership for Leave

Provisional Psychologist Hub do not provide the option to pause and recommence memberships for periods of short-term leave.

Memberships are designed to be a regular recurring, affordable fee for provisional psychologists to access year-round support while employed in an approved role for an internship program pathway. Consideration is given that 4 weeks of leave has been built into the membership to allow for adequate self-care, and that the membership is delivered year-round. We provide month to month flexibility so that supervisees can adjust their membership level as their circumstances change.

Recommencing a Cancelled Membership

Upon re-commencing a membership professional development access can be reinstated however access to the psychometric test library will only become available after 4 months of membership retention is served again.

If a membership is cancelled and recommenced within 8 weeks of the cancellation, a recommencement fee of \$295.00 will apply. Where extenuating circumstances such as a medical emergency apply, a formal request for consideration of waived fee can be submitted for consideration to support@provisionalpsych.com.au attention of management, please entitle "Formal Request for Consideration." We recommend including a medical certificate where appropriate to do so.

Cancellation of Supervision Subscriptions

Supervision Subscriptions can be cancelled as late as 2 business days prior to the next billing cycle, later if agreed to by Provisional Psychologist be Hub but not on the day or after a payment is due. Supervision subscriptions must be cancelled by contacting 1300 604 685 or by email on learn@provisionalpsych.com.au and should not be cancelled online.

Any excess usage of supervision will be billed at the end of the final billing cycle with 30-day payment terms. Failure to pay by the due date will result in payment being deducted from your saved payment details.

Recommencing a Cancelled Supervision Subscription

To recommence a cancelled supervision subscription, you may access the relevant link from our website or contact 1300 604 685 learn@provisionalpsych.com.au

Cancellation of Live Workshops

Within 24 Hours Cancellation, Live Workshops

When cancelling or not attending within 24 hours of a live workshop, any learning materials will be shared for ongoing development. We encourage you to attend a future event.

- The fee for late cancellation of live workshops is 100% of the of the total cost of that session.
- Subscriptions - The fee for late cancellation of live workshops for those who have an active subscription is 100% of the of the total duration of that session deducted from the supervision entitlements of the membership.

Cancellation Outside of 24 Hours, Public Live Workshops

There is no fee for cancellation outside of 24 hours for public live bookings. We encourage you to reschedule to the next event.

Cancellation of Private Live Workshop Bookings

Private group bookings cancelled outside of 30 days of the event scheduled will incur a fee of 10% of the quoted cost of the booking.

Private group bookings cancelled within 30 days of the event scheduled will incur a fee of 50% of the quoted cost of the booking.

Any costs quoted for development of custom learning materials in preparation for workshop delivery are non-refundable.

Cancellation of Professional Development Subscriptions

Professional Development Subscriptions can be cancelled as late as 1 business day prior to the next billing cycle, later if agreed to by Provisional Psychologist be Hub but not on the day or after a payment is due. Professional Development subscriptions can be cancelled online <https://www.provisionalpsych.com.au/settings/account> or by contacting 1300 604 685 or by email on learn@provisionalpsych.com.au

Access to workshops will cease at the end of the billing cycle.

Refund/ Waived Fee

Professional Development, Supervision, Application Consultation and Membership Entitlements are non-transferable and non-refundable. Any membership or subscription entitlements must be used while the service is still active including any top up, swap or fast forward offers purchased. Any unused subscription or membership entitlements are forfeited at the end of the final billing cycle.

Any request for refund or waived fee is assessed on a case-by-case basis. Should a supervisee or organisation feel there are extenuating circumstances for consideration, such as urgent hospitalisation,

please submit an email with the subject name “Request for Formal Consideration” to support@provisionalpsych.com.au for attention of Provisional Psychologist Hub Management. We recommend including supporting evidence such as a medical certificate where appropriate.

Where a product is purchased in error, please notify support@provisionalpsych.com.au to request a refund, where a refund is approved due to consumer error, transaction fees of 3% of the purchase fee will be deducted from the refunded total.

Confidentiality

At all times content discussed within supervision is confidential. This includes content discussed in individual and group supervision, by all participants within the supervision session.

The requirements of confidentiality are generally set out in the APS Code of Ethics and its supporting Guidelines.

As per the APS Code of Ethics:

A.5.2. Psychologists disclose confidential information obtained in the course of their provision of psychological services only under any one or more of the following circumstances: ... (d) when consulting colleagues, or in the course of supervision or professional training, provided the psychologist: (i) conceals the identity of clients and associated parties involved; or (ii) obtains the client’s consent, and gives prior notice to the recipients of the information that they are required to preserve the client’s privacy, and obtains an undertaking from the recipients of the information that they will preserve the client’s privacy.

Provisional Psychologist Hub expect that any communication involving transfer of client information be undertaken as per the APS record keeping guidelines. This includes supervisees deleting electronic records (such as reports, emails, case notes) and shredding hard copy records.

At Provisional Psychologist Hub we work as a team (made up of your principal and/or secondary supervisors and support staff) to support your program.

Provisional Psychologist Hub Management, Board Approved Supervisors, and Support Team Members have access to supervision notes, supervisee records, clinical records and case notes for the purpose of providing supervision, support and guidance to supervisees. All team members are aware of their obligations for confidentiality and record keeping and only access relevant information when necessary to do so.

Record Keeping

As a part of providing supervision services, Provisional Psychologist Hub supervisors will need to gather, and document/case note information discussed as a record of supervision. This information is a necessary part of supervision and will be stored in a safe and secure online case noting system. All case notes are kept securely and in line with the APS Code of Ethics and Ethical guidelines on record keeping and are shared between principal and secondary supervisors. Disclosure of any personal information to a third party such as an employer requires written consent from the supervisee.

Marketing Consent

Any individual who has purchased products or services with Provisional Psychologist Hub will be automatically subscribed to Provisional Psychologist Hub marketing database. Details will be stored securely (<https://kajabi.com/>). The individual may choose to opt out of these emails at any time however important updates and relevant notifications are provided through this communication, so Provisional Psychologist Hub recommend remaining subscribed.

Third Party Consent

By undertaking supervision with Provisional Psychologist Hub, you consent to the Provisional Psychologist Hub contacting your primary or other secondary supervisor(s) and providing details of your progress within the relevant program/ pathway, including but not limited to your areas of strength, areas for further development, hours of supervision and professional development obtained, concerns relating to ethics or professional conduct. If your principal or secondary supervisor is outside of Provisional Psychologist Hub, you will need to provide the details of your supervisor(s) to Provisional Psychologist Hub before commencing your supervision.

Providing details of your progress within the relevant program/ pathway to any other party including your employer requires written consent to do so. If you require this, please request a 'Letter of Agreement to Obtain Personal Information' from Provisional Psychologist Hub.

Insurance

All persons registered under the National Law as enforced in each state and Territory, and who practice psychology, must have appropriate professional indemnity insurance (PII) arrangements in place, according to the PsyBA' s (the Board) Professional indemnity insurance arrangements Registration Standard (the PII standard). This includes psychologists providing direct psychological care, supervisors, managers of clinics, and psychologists who work in management, administration, research, advisory or regulatory or policy development roles. It also includes provisional psychologists who practice under supervision.

For details refer to the Guidelines and information available on the PsyBA' s website to ensure that either your workplace or your personal insurance policy meets the requirements. Provisional Psychologist Hub is not able to provide advice on insurance and does not offer insurance as part of its services.

Feedback, Complaints and Appeals

We welcome positive feedback along with feedback that enables us to continuously improve our service. Please don't hesitate to contact us at support@provisionalpsych.com.au with any feedback you may have. In the event of a complaint or appeal, our procedure to ensuring that there is a thorough investigation with a clear outcome for all parties involved is as follows:

The complaint, grievance or appeal is received by Provisional Psychologist Hub in writing within 30 days of the occurrence.

- The complaint is shared with Provisional Psychologist Hub Management for investigation and recorded in the Complaints Register and within the secure record of the relevant client.
- Provisional Psychologist Hub investigate the matter and respond to the complainant in writing within 28 days of receipt of the complaint. The Directors will be provided a copy of the complaint response.
- Any complaint pertaining to a Board Approved Supervisor (Independent Contractor or Employee) is provided to the Board Approved Supervisor by Provisional Psychologist Hub Management in writing.
- Provisional Psychologist Hub and the complainant work together to find a reasonable course of action in remedying the complaint.
- If the complainant remains unsatisfied with the outcome and wishes to pursue the matter further, the complainant may choose to cease their membership, subscription, or ongoing supervisory relationship with Provisional Psychologist Hub.
- If the above outcome is the chosen course by the complainant, the same process for cessation of supervision applies with no disadvantage to the supervisee.
- If the outcome of the complaint, grievance or appeal is favourable to the supervisee, Provisional Psychologist Hub will implement any decision and associated action as soon as practicable.

Payments

Accepted Payments Provisional Psychologist Hub accept payment by credit card or VISA Debit Card. Payment details are stored securely in Stripe (<https://stripe.com/docs/security/stripe>) so that charges can be applied automatically when payments are due.

On approval Provisional Psychologist Hub may provide the option to pay via BECS Direct Debit Payment. <https://stripe.com/docs/payments/au-becs-debit>

There are three ways to pay for services through Provisional Psychologist Hub depending on the type of service being undertaken. Alternate payment options outside of this agreement are assessed on a case-by-case basis.

Pay as you Go Payment will be processed on the day of an appointment, or within 2 business days of sessions occurring. 'Pay as you Go' cannot be used in conjunction with a membership that has an automated subscription payment process.

Automated Subscription used for memberships and professional development subscriptions where payment is automatically deducted either weekly, fortnightly, or monthly in advance of services being provided. A monthly payment is deducted on the same date each month of the first purchase. A weekly or fortnightly payment is deducted on the same day of the first purchase.

Pre-Payment When payment is deducted at the time of purchase.

Invalid Payment Method If at any time a payment method becomes invalid or declines Provisional Psychologist Hub will notify the member so that updated payment details can be provided. Until valid

payment details have been provided Provisional Psychologist Hub reserve the right to suspend future supervision services until payment is received.

Declined Payment Fee If any due payment is declined Provisional Psychologist Hub reserve the right to charge an administration fee of \$15 per transaction for the declined payment. Provisional Psychologist Hub will continue to attempt to collect payment until the balance of payment is settled, attempts will be made no more than once daily. Until payment is provided Provisional Psychologist Hub reserve the right to suspend future supervision services until payment is received.

Payment by the Supervisee All Provisional Psychologist Hub fees are directed to the supervisee by default. If an employer has provided their payment details to the supervisee, the agreement for those services will remain between the supervisee and Provisional Psychologist Hub and can therefore only be cancelled by the supervisee. It is our recommendation that if services are being paid by an employer that this request be submitted to Provisional Psychologist Hub so that an alternate payment process with appropriate authority can be arranged where this option is available.

Payment by the Organisation/ Employer A supervisee may request to have an organisation pay a membership or subscription on their behalf. Where this occurs, the supervisee will be provided the following agreement to complete an organisation payment terms of use agreement.

The employer will be provided a link specific to organisation payment. The membership or subscription will commence once the organisation payment is received. Payment will be deducted automatically in line with the agreed frequency upon purchase.

If a member exceeds their pro-rata entitlement from the subscription or membership, the supervisee will be notified and provided options to balance their entitlements or settle payment for the exceeded supervision at the regular retail price of that service. Any member cancelling their membership or subscription, having exceeded their entitlements will be provided 30 days to finalise payment following the end of the last billing cycle.

Payment of a supervision arrangement does not assume any authority to access information in relation to the supervision arrangement outside of the payment process. See the confidentiality section of this agreement for more information.

Split Payment Arrangements Provisional Psychologist Hub do not offer split fee arrangements; there must be one payment arrangement for all supervision services rendered to an individual.

Outstanding Payments If any payment due is not received within 7 days any future services may be cancelled. If payments remain outstanding cessation of supervision maybe be notified to the PsyBA which potentially resulting in suspension of a relevant program pathway. If Provisional Psychologist Hub payment terms are not met, following efforts to make contact, Provisional Psychologist Hub reserve the right to process outstanding payments to the stored payment details on file and/ or refer the outstanding payment to debt collection agencies.

Stored Payment Details/ Outstanding Payments All supervisees acknowledge that their payment details are stored securely and are used for payment of services and/or cancellation or late fees as per this service agreement.

Memberships

There are different levels of membership that reflect the amount of supervision per week/annum that is provided. A membership level should be selected based on the volume of supervision required for the program being undertaken. Supervision volume is the only variable component between each membership level. In addition to supervision each membership includes both access to a psychometric resource library and professional development subscription 'Professional Development for Provisional Psychologists.'

Silver Membership Silver membership provides 1 hour of supervision per week over 45 weeks with allowance for minimum 7 weeks per annum. Entitled to a maximum of 40 hours per annum of individual and 5 hours per annum of group supervision to be delivered pro rata on a month-to-month basis. Group supervision must be booked in place of individual supervision every 8 weeks under this membership. Payments will continue to be deducted throughout leave periods.

This membership is only for those who purchased it prior to the end of the 2020/2021 financial year. It is no longer available for changed membership levels or new commencement after this time.

Fast Track Silver Membership Fast Track Silver membership provides 1 hour of supervision per week over 48 weeks with allowance for minimum 4 weeks per annum. Entitled to a maximum of 42 hours per annum of individual and 6 hours per annum of group supervision to be delivered pro rata on a month-to-month basis. Group supervision must be booked in place of individual supervision every 8 weeks under this membership. Payments will continue to be deducted throughout leave periods.

Gold Membership Gold membership provides 1.5 hours of supervision per week over 45 weeks with allowance for minimum 7 weeks per annum. Entitled to a maximum of 60 hours per annum of individual and 7.5 hours per annum of group supervision to be delivered pro rata on a month-to-month basis. Group supervision must be booked in place of individual supervision every 6 weeks under this membership. Payments will continue to be deducted throughout leave periods.

This membership is only for those who purchased it prior to the end of the 2020/2021 financial year. It is no longer available for changed membership levels or new commencement after this time.

Fast Track Gold Membership Gold membership provides 1.5 hours of supervision per week over 48 weeks with allowance for minimum 4 weeks per annum. Entitled to a maximum of 63.5 hours per annum of individual and 9 hours per annum of group supervision to be delivered pro rata on a month-to-month basis. Group supervision must be booked in place of individual supervision every 6 weeks under this membership. Payments will continue to be deducted throughout leave periods.

Platinum Membership Platinum membership provides 2 hours of supervision per week over 45 weeks with allowance for minimum 7 weeks per annum. Entitled to a maximum of 80 hours per annum of individual and 10 hours per annum of group supervision to be delivered pro rata on a month-to-month basis. Group supervision must be booked in place of individual supervision once monthly under this membership. Payments will continue to be deducted throughout leave periods.

This membership is only for those who purchased it prior to the end of the 2020/2021 financial year. It is no longer available for changed membership levels or new commencement after this time.

Fast Track Platinum Membership Fast Track Platinum membership provides 2 hours of supervision per week over 48 weeks with allowance for minimum 4 weeks per annum. Entitled to a maximum of 84 hours per annum of individual and 12 hours per annum of group supervision to be delivered pro rata on a month-to-month basis. Group supervision must be booked in place of individual supervision once monthly under this membership. Payments will continue to be deducted throughout leave periods.

Membership Adjustments – Leave Hours of supervision for all levels of membership are adjusted for weeks when there are public holidays, or you have annual leave (i.e., you will need less supervision on these weeks). For example, if you work full time and are on Fast Track Platinum membership (2 hours per week) and attend a professional development seminar for 3 days and only work for 2 days you may only need 1 hour of supervision for that week. It is important that you adjust your supervision in these weeks otherwise you risk not having enough supervision later in the year. If you ‘go over’ your allocation, you will be required to pay for additional supervision, top up packages are available in these circumstances. We will assist you to monitor this, but you are responsible for monitoring your supervision and ratio’s and adjusting weekly as we are not privy to this information.

Supervision Access and Entitlement Usage The member will have access to supervision entitlements from the membership for as long as your membership remains current. Once your membership ends, any supervision you have accrued cannot be used. Provisional Psychologist Hub will monitor and send reminders to use your supervision when you accrue unused hours.

When transitioning to a new membership level, any unused hours of supervision accrued will be carried over to your new membership. Any supervision hours over the allowed entitlements, will be invoiced at the end of the billing cycle with 30-day payment terms. If payment is not made within this time, payment will be processed to the payment details on file.

Navigating the Membership

To utilise Provisional Psychologist Hub Memberships to their full potential, we have provided access to a series of short workshops to guide you. Complete Navigating Your Provisional Psychologist Hub within your professional development library via the member login. <https://www.provisionalpsych.com.au/library>

Membership Professional Development

Workshops will be delivered every 2 weeks from the commencement of the membership. The member will have access to professional development entitlements from the membership for as long as your membership remains current. Access will cease at the end of the final billing cycle. For more details on professional development, see the Professional Development section of this agreement.

Professional Development Fast Forward Offers Fast forward offers will unlock 3, 6 or 12 months of workshops earlier than the planned release date. The member will have access to professional development entitlements from the membership for as long as your membership remains current. Access will cease at the end of the final billing cycle. For more details on professional development, see the Professional Development section of this agreement.

Supervision Top Up Packages Top up packages are designed to provide members an exclusive and cost-effective way of increasing the volume of supervision provided as part of their membership. Top up

packages are only available to those with a current membership and must be used while that membership is active. The packages should be purchased at the time that supervision is required to prevent having a balance of unused supervision once the membership is no longer current. These packages may also be used to settle a balance of exceeded entitlements.

Supervision Swap Offers

By purchasing a swap offer the member is confirming that they have a current and valid membership with Provisional Psychologist Hub and that they would like to increase one type of supervision by decreasing another.

Swap offers are non-transferable and cannot be changed or refunded once requested.

Supervision Swap Offer (Individual to Group) By selecting an individual to group supervision swap offer the member is reducing their individual supervision entitlements to increase their group supervision entitlements. There is no fee for this change and there is no rebate for the difference in fees between group supervision and individual supervision once this change is made.

Supervision Swap Offer (Group to Individual) By purchasing a group to individual supervision swap offer the member is reducing their group supervision entitlements to increase their individual supervision entitlements. There is a fee for this change.

Psychometric Assessment Library

The psychometric assessment library is included in the Silver, Gold, Platinum, Fast Track Silver, Fast Track Gold, and Fast Track Platinum Memberships. Bookings can be made here; <http://provisionalpsych.com.au/>

You must have maintained your membership for a minimum of 4 months prior to accessing the psychometric resource library and have agreed to the terms of use policy prior to booking, the terms of use policy is available here; <https://www.provisionalpsych.com.au/offers/kz6Q7m2H>. Bookings can be made anytime from the date of commencement.

- One psychometric assessment can be loaned at any one time.
- Each assessment is available for a loan period of 3 weeks inclusive of postage to the nominated address and returned to Provisional Psychologist Hub. Please allow sufficient time for postage. <https://auspost.com.au/service-updates/domestic-delivery-times>
- The supervisee may loan each assessment once to complete observations for their internship, gain experience and confidence from administration to interpretation.
- Two forms are included with each resource allowing a maximum administration of the assessment twice.
- Psychometric assessments must be returned via express postage, postage expenses are the responsibility of the supervisee.
- Costs related to damage, loss or late fees are the responsibility of the supervisee.
- It is recommended to book at least 3 months in advance to ensure access to psychometric resources when needed.
- Late fees of \$60 per day, apply to any late return of assessment.

The following resources are available for loan within the psychometric resource library. Versions of assessments may change but will be industry current at the time of the loan booking.

- Wechsler Adult Intelligence Scale - Fourth Edition Australian and New Zealand (WAIS-IV)
- Wechsler Intelligence Scale for Children, Fifth Edition: Australian and New Zealand Standardised Edition (WISC-V A&NZ)
- Wide Range Assessment of Memory and Learning, Second Edition (WRAML2)
- Personality Assessment Inventory (PAI)
- NEO Personality Inventory-3 (NEO PI-3)



Psychometric Assessment Formal Consideration

If extenuating circumstances apply and an additional loan of an assessment is required, please submit a formal request for consideration attention of management to support@provisionalpsych.com.au

Thank You!

Thank you for reviewing this agreement and for being the most valuable part of Provisional Psychologist Hub. We hope we can continue to support you and others in improving the quality assurance and ongoing improvement of the mental health sector and their psychologists.