CA Capability+

Frequently Asked Questions (FAQs) - External

CHARTERED ACCOUNTANTS™
AUSTRALIA + NEW ZEALAND

Contents

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1. About CA Capability+

1.1. What is CA Capability+?

CA Capability+ is an online tool designed to support members' personal and professional development and leverages extensive research undertaken by CA ANZ around the future of the profession.

Using the CA Capability Model as the foundation, CA Capability+ is an integrated online diagnostic tool that allows individuals to assess their confidence in demonstrating the important capabilities for their role and compare this to the capability requirements of common industry role clusters.

Based on the individual assessment and the members' resulting confidence ratings, CA Capability+ suggests key areas for development and provides personalised recommendations for CA ANZ CPD products in an online report that can be accessed directly by click-through to the CA ANZ eStore and/or LinkedIn Learning to assist the development of those key capability areas.

1.2. Who is CA Capability+ available to?

CA Capability+ is being offered to our entire CA ANZ membership in both Australia and New Zealand. It is not available to non-members at this stage.

1.3. How can organisations benefit from and support CA Capability+

The CA Capability Model (that underpins the CA Capability+ tool) has been designed to guide and support organisations to future-proof themselves for success. For organisations wishing to seek further value through alignment with CA ANZ's research-backed CA Capability Model, we can help.

The CA Capability Model describes essential capabilities for the future accountant across Business, Leadership, Personal and Technical domains. Each capability is defined at three key career stages:

- Early Career;
- Leader; and
- Executive.

CA ANZ has aligned an extensive library of CPD products and resources to this framework, and is supporting organisations through mapping of enterprise frameworks to enable curation of people and professional development resources.

CA Capability+ can be used to support development planning conversations and is not intended to replace or supersede any organisational performance or career development planning processes.

1.4. Why are we offering CA Capability+ to members?

In order to sustain successful careers amidst an ever-expanding landscape of new and reshaped work roles, the Chartered Accountant of the future requires a mix of both technical skills and knowledge (needed to "do the job") and professional capabilities (non-technical).

The launch of CA Capability+ diagnostic tool will allow members to receive specific recommendations for CPD solutions that are targeted to their own development needs.

1.5. What product recommendations will be included in the CA Capability+ online report?

Once a **m**ember completes the self-assessment, the online report will recommend CA ANZ CPD products that the **m**ember can undertake to **support their** capability **development**.

The online report **will** also recommend LinkedIn Learning courses that the **m**ember can undertake to meet the capability gaps identified where relevant. These courses can be accessed for free provided the **m**ember has a LinkedIn Learning account.

1.6. Does it cost a member anything to undertake the CA Capability+ self-assessment?

No, it does not cost the member anything to access CA Capability+ or to undertake the self-assessments. Members only pay for the subsequent purchase of the recommended CPD product(s) and learning programs offered by CA ANZ.

LinkedIn Learning courses are complimentary for members as it is provided free as a member benefit.

2. Undertaking the CA Capability+ self-assessment

2.1. Where do members go to access the CA Capability+ self-assessment tool?

Members need to log onto My CA to access the tool. Once the member has undertaken the self-assessment, the online report will provide links to the eStore for recommended CPD products, and/or LinkedIn Learning for recommended courses.

2.2. What if the member has forgotten their My CA password?

If a member has forgotten their My CA username or password, they can contact the Member Support Team at service@charteredaccountantsanz.com. They can also reset their My CA password online through the login process by clicking on the "forgot my password" link.

2.3. What technology requirements are there for using CA Capability+?

Supported browsers:

For the best experience, we recommend using the latest versions of Google Chrome, Mozilla Firefox, or Apple Safari. Other browsers or older versions of supported browsers are not guaranteed to support all features of CA Capability+.

Supported devices:

CA Capability+ tool is designed for use on Desktop PCs or Laptops, and is not fully optimised for mobile devices yet.

2.4. What Collection Statement and Disclaimer are members consenting to in relation to personal information when undertaking an assessment on CA Capability+?

Members are consenting to the Collection Statement and Disclaimer which can be downloaded from the CA Capability+ webpage located here.

2.5. Where can the member access the CA Capability+ user guide?

The member will be greeted with an explainer ("how to") video upon logging into CA Capability+. The explainer video will be displayed for members upon their very first login to the CA Capability+ platform and will be subsequently available within the platform via the user guide button. We recommend that the member read through the user guide and watch the explainer video before commencing the self-assessment to get the most out of the tool and so they can understand the results produced.

2.6. What if a member encounters an error when trying to access the CA Capability+ link?

The error the member has experienced may be caused by an out of date browser. We recommend checking your browser settings and running any required updates. Alternatively, please open a different browser to access the platform.

Further Action (if necessary):

1 Take screenshot of the error
2 Send screenshot to the Member Support Team (service@charteredaccountantsanz.com) with your full name

2.7. Once a member has completed the self-assessment, how can they update their responses?

Once a member completes the self-assessment and submits it, the responses are unable to be edited. To review their results, the member can access their online interactive report. A member can launch a new assessment at any time should they wish to re-visit their ratings or assess for a different Role Cluster.

2.8. Can a member invite their Manager to complete feedback or view their results?

In this first launch, participants are invited to complete their self-assessment only. We look forward to adding features to allow our participants to involve their Managers at a later stage.

2.9. What should a member do if they have selected the incorrect Role Cluster?

If a member selects the incorrect Role Cluster, and does not complete the entire assessment, there is no impact on assessment outcomes or reporting. Simply revisit the drop down menu to select the correct Role Cluster for assessment and proceed.

Once completed, your online report will be available for this Role Cluster.

If you need further assistance, please email the Member Support Team (service@charteredaccountantsanz.com) with the below:

- Your Full Name; and
- Name of Role Cluster that needs to be removed if completed in error.

2.10. Can a member do a self-assessment for more than one role?

Yes, please return to the **Assessments** page and click on the additional Role Cluster you would like to submit responses for. Once completed, their online report will be available for this Role Cluster.

2.11. How should a member decide which assessment to complete?

The assessments have been built around Role Clusters - the grouping together of common industry jobs that share a capability profile. The Role Cluster definition document (available via a link within the platform at the drop-down assessment menu) provides more detail on how these Role Clusters have been developed and will help members to determine the most appropriate option for their assessment.

2.12. The self-assessment will not let the member progress to the next page

Please review the current page and ensure that the member has responded to all statements.

2.13. What if the member is unable to find the eStore courses recommended in the online report?

Our eStore is regularly updated to provide members with the latest courses to assist with their professional development. Please explore our eStore and LinkedIn learning for similar courses on offer for this capability or skill. Otherwise, please contact service@charteredaccountantsanz.com and the team will assist you.

2.14. Can a member gain CPD hours for completing the CA Capability+ self-assessment?

Each member is entitled to 1 CPD hour per triennium for completing the CA Capability+ self-assessment. Please note that even if the member completes the self-assessment multiple times during the triennium, they can only gain 1 CPD hour per triennium.

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The member will need to log this 1 CPD hour themselves in My CA (LINK: https://sforce.co/2MbkMhk).

3. Accessing LinkedIn Learning courses

3.1. Does the member need a LinkedIn Learning account to be able to access the recommended courses?

Yes, the member will need a LinkedIn Learning (LIL) account to be able to access the recommended LinkedIn Learning courses. Please refer to the below table for the action that the member will need to take depending on the LinkedIn Learning account that the member holds:

Member Scenario	CA ANZ LIL account?	Employer or personal LIL account?	Action for member to take
1	Yes	No	When member clicks on recommended LIL courses, it will take them direct to the LIL courses for completion via single sign-on (SSO)
2	No	No	Member will need to login to My CA to create a CA ANZ LIL account before they can access the recommended LIL courses
3	No	Yes	When a member clicks on recommended LIL courses, it will take them to the LIL login page where they need to login with their employer/personal LIL account before they can access the recommended LIL courses
4	Yes	Yes	When member clicks on recommended LIL courses, it will take them direct to the LIL course for completion via single sign-on (SSO) using their CA ANZ LIL account

3.2. How does a member activate their CA ANZ LinkedIn Learning account?

A member can activate LinkedIn Learning through the My CA portal through the following steps:

1 Go to the My CA homepage and click on the 'LinkedIn Learning' button, located at both the top left-hand side of the page or the right hand side above the leader board;
2 A landing page will appear. Read the terms and conditions and if you wish to continue, accept these conditions to proceed with the activation process;
3 Enter in your existing LinkedIn account credentials using any email address associated with your LinkedIn profile or create a new account if you don't already have one (your login and password are the same as your credentials for your LinkedIn account). Accept the privacy terms from LinkedIn Learning to continue;
4 After you have logged in, select a job title and set of skills you are interested in learning about; and
5 You can then link your LinkedIn profile to your CA ANZ LinkedIn Learning account. Your LinkedIn Learning profile will be automatically available through your My CA portal once you have activated it.

3.3. What if the member has more than one LinkedIn Learning account?

Once the member is logged in, they can toggle between the LinkedIn Learning accounts and can also transfer their learning history between these. CA ANZ will only see the learning the member has done on their CA ANZ LinkedIn Learning account that has been activated through My CA.

To switch to between LinkedIn Learning account:

1   Click Me in the top right of your Learning homepage;
2   Below switch accounts, click on the account you would like to use to access Learning content; and
3   A new window will open with your desired Learning account information.

3.4.   Why would a member need more than one LinkedIn Learning profile?

The CA ANZ LinkedIn Learning platform will also be a channel for a member to view CA ANZ custom content that will not be made available through the standard LinkedIn Learning standard platform or other corporate platform.

3.5.   What if I have forgotten my LinkedIn password?

Follow the "forgot password" link at the "sign in" icon at the top right of the page with your LinkedIn profile and go through the reset password process. Once you have reset your password, you will need to complete the activation process outlined previously.

If you have any technical issues with LinkedIn Learning or LinkedIn in general, please check out LinkedIn's online help tool which you can find here - https://www.linkedin.com/help/learning On the same website you can send an email to the LinkedIn Learning customer service team.

3.6.   Will LinkedIn Learning courses count towards a member's CPD?

Members choose their own professional development activities and can judge whether they can contribute to their professional development using the guidelines provided in the member regulations. In particular, the chosen activities must relate to a competency relevant to your current or future professional activities.

It remains the member's responsibility to assess their ongoing professional development and undertake an appropriate range of learning activities and topics. It is important all members proactively manage their CPD and include any mandatory technical or ethical-based CPD requirements prescribed as part of holding a specific registration or specialisation.

In addition to being relevant to your current or future professional activities, formal CPD is more likely to have interactive learning and sometimes an assessment component.

Several LinkedIn Learning courses include assessment components and are delivered in a way that would constitute formal CPD for Australian members.

For more information regarding CPD guidelines set out in the regulations, please refer to CR 6 and CR 7:
https://www.charteredaccountantsanz.com/member-services/member-obligations/members-handbook

3.7.   Will LinkedIn Learning automatically update a member's CPD log?

No, members will need to manually log their CPD hours for any LinkedIn Learning courses completed.

You will need to update your own CPD log via My CA (LINK: https://sforce.co/2MbkMhk) by obtaining evidence of course completion, which is easily accessed through your LinkedIn Learning account. Certificates of completion include the length of the course.

3.8.   How can a member get help once they are on LinkedIn Learning?

LinkedIn Learning has a dedicated online help centre that can help troubleshoot and solve any issues on the site. You can access this from LinkedIn Learning or at https://www.Linkedin.com/help/learning/

Otherwise, please contact the Member Support Team for assistance: service@charteredaccountantsanz.com

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4. Fulfilment of recommended CPD products

4.1. How do members purchase CA Capability+ recommended products?

Members click on the links to recommended CPD products shown in the online report and purchase via our eStore (add to cart function).

4.2. How will members receive their product links for CPD purchased on the eStore?

Once a member registers for a recorded webinar activity in our eStore (AU/NZ), within 2 hours, they will receive 2 separate emails:

1   Email One: Confirmation email with their tax invoice attached; and
2   Email Two: An email containing their product links along with supporting materials.

Please note: these emails may end up in the member's Junk/Spam folder. Please check this before getting in touch with the Member Support Team at service@charteredaccountantsanz.com.

4.3. What T&C's are members bound by when purchasing CPD products recommended by the online report on the eStore?

They are bound by the eStore T&C's, which are located here. These are also listed in their confirmation email when the member has successfully registered for an activity.

5. Consuming CPD content

5.1. How long do members have to view the on-demand CPD content?

They have a period of 6 months from the date of purchase to view the CPD content as many times as they wish. This is detailed in the eStore T&C's and in their confirmation email.

5.2. Do members need to log their own CPD hours for CPD content?

Yes, members are currently required to log their own CPD hours. This is outlined in their confirmation email including steps on how to go about doing this:

"Once you have completed your learning, log your CPD in MyCA (LINK: https://sforce.co/2MbkMhk)".

6. Help & Support

6.1. Where should a member go for help whilst using CA Capability+?

On the CA Capability+ platform, the **m**ember can click on the **Help** button for assistance whilst they are completing the self-assessment. If there is an issue they can't resolve through the **Help** button, they can email the CA ANZ Member Support Team at service@charteredaccountantsanz.com from the platform.

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