CPD Process

**Introduction**

Continuing Professional Development (CPD) is the method by which professional people keep themselves updated of the latest market trends and developments impacting the work they do for their clients which affects their daily work environment. The purpose of CPD is to keep professionals and their client offering relevant and current in changing times.

CPD activities can range from:

* attending Conferences and Seminars
* reading published content
* watching webinars and video content
* conducting research into trends
* familiarising legal aspects related to a client’s or one’s own work environment or aspect thereof

Topics of CPD can range from:

* technical industry content
* market trends and updates
* legislation and regulatory updates to
* skills updates required to adapt to changing environment

The key aspect is to record and document CPD so that there is a record of activities and topics completed, which not only allows for Professional Bodies to record and report on CPD activities completed but also acts as a reference guide to the professional of useful content.

**Application for CPD Approval:**

CPD content and activities can be provided by the Professional Body, Regional Chapters associated with the profession or Professional Body, subject matter experts in a particular field, or expert practitioners in the profession.

When applying for CPD approval one should include supporting documents and details of:

* the name and format of the activity
* the agenda or time frame of the activity
* if an agenda is not available for content review then a synopsis of the activity
* content can be supported by a copy of the presentation or other documents if available
* biographies of the presenters if applicable
* how one would record the attendance and verify the identity of persons participating in the activity

CPD also need not be external activities which are attended but could take place in the natural course of work. The key aspect is to fully represent the activity, its content and CPD relevance with a means to record participation and verify identification of the persons completing that activity.

CPD activities should bear relevance to the Loss Adjuster Competence Framework to ensure currency and validity of the content and that the content is deemed as professional development for the target audience.

Submissions can be made to admin@ilasa.org.za for consideration and approval

Should the activity be approved the ILA will provide documented confirmation of such approval with a reference number to the applicant.

Once approval is received, the event organiser should then provide all participants with a CPD Certificate confirming that they have earned the CPD for their participation in the activity.

Should any participant be a member of the ILA, it is the individual members responsibility to provide the CPD certification to the ILA as evidence of CPD earned for their membership reporting purpose.

**CPD Ratings**

Rating for CPD is time based as it must be measurable. Whilst there may be a varying depth of content and/or context between activities, there is no possible manner of confirming cognitive assessment of CPD activities and applications across participants, as the audience will range in experience of the profession.

Therefore, the only measurable component is time spent.

If the activity is an attended event such as a conference or seminar, then the rating is based on time spent in presentation sessions.

If the activity is online, a form of assessment should be conducted proving the participant engaged with the content whether watched or read. An assessment guideline can be provided by the ILA Office. In this instant the CPD rating is based on the *average time* it would take an individual to complete the activity. Average time is calculated by considering the time of a newly appointed professional and an experienced professional completing the activity for the first time. If the new person would take 2 hours and the experienced person 1 hour, the activity would be 1,5 hours being the average time spent.

**Certification Guidelines:**

At an approved CPD event, the organisers should have a form of registration available which allows attendees to record their attendance and participation. Such registration could be automated, or paper based but should require verification of identification of the person.

Registration details should include the minimum information of each attendee including:

* name
* surname
* Identification Number and
* email address with
* signature as evidence of physical attendance if paper-based registration is conducted

Details of the event should include:

* event name
* event organiser
* event date and venue
* CPD rating awarded by the ILA
* Facilitator name if less than 3

A sample template can be provided by the ILA.

Attendance registers should be kept for a minimum of 5 years in electronic and hard copy for audit purposes.

CPD Certificates should be sent to each participant. This can be in electronic form via email or downloadable from a system, if such applies. Certificates must include:

* Logo of the event organiser and the ILA as the approving authority
* Name surname and ID of the participant
* Name and date of the event; OR
* Name of the online activity and date completed
* CPD rating and reference number given by the ILA

**Appeals Process**

Should an application for CPD approval be declined, a reason will be provided to the applicant.

Should the applicant wish to appeal the decision, a written appeal can be made to the ILA office with an additional motivation and evidence where applicable.

If the matter is not resolved, the applicant may approach an ILA Committee member, and should such committee member agree that the CPD should be granted, that Committee member may liaise with the ILA office directly on behalf of the applicant.

Should the validity of a CPD Certificate be questioned, such confirmation will be taken up with the Event Organiser directly where evidence of attendance or participation will be requested to verify the authenticity of the Certificate. If it is found that the Certificate is fraudulent the member concerned will be subjected to a peer review for disciplinary action and possible removal from membership, as fraud will not be tolerated by the Loss Adjusting profession.

At any time, the ILA may call on a CPD Provider and conduct an audit of the CPD applications relevant to that provider, their processes and record keeping, to ensure that ethical processes are followed objectively.