



# CU CPD GUIDELINES 2017

**Revised and updated, 2017.**

*Please find below - details of credit unions own continuing professional development scheme - CU CPD.*

*CU CPD membership is an important way to demonstrate competence for all roles within the credit union.*

*CU CPD is recognised by the Central Bank in ROI as meeting the Minimum Competency Requirements of those offering advice to consumers on certain retail financial products.*

*This is an important document and those responsible for training within the credit union and all CU CPD members are advised to read and maintain this document.*

*Credit unions, CU CPD members and event organisers are reminded in particular of the following important sections which are updated for 2017:*

- Ensuring an adequate mix of topics* *Section 5*
- Clarification on CU CPD relevancy Requirements* *Section 6*
- Limits on soft skills topics for Gov. scheme members* *Section 10*
- Criteria for E-Learning and Webcast CPD* *Section 18*

*Should you have any queries on this document or the CU CPD scheme please email [cucpd@creditunion.ie](mailto:cucpd@creditunion.ie) or call CU CPD on 00 353 (0)1 614 6946*

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## 1. Introduction

The on-going training and up-skilling of credit union officers has always been key to the success of the credit union movement. The CU CPD scheme is a credit union specific service which has been devised to assist credit union officers in meeting their on-going training and development requirements so as to ensure that they are, and remain well informed in the operations and good governance of the credit union.

CU CPD membership is the standard which shows your credit union, your members and the Regulators your commitment to education and continuing development. The scheme is a requirement for those with a qualification that includes a mandatory CPD element, i.e., ACCUP and Pathways Diploma holders, and is also aimed at those in the Republic of Ireland who were originally 'grandfathered' by their credit union under the terms of the Central Bank's Minimum Competency Requirements (MCR) of 2007.

In addition with the Fitness & Probity Regime in place in the Republic of Ireland and the Accountability Regime now in place in Northern Ireland we would recommend that credit unions request all officers to join CU CPD and therefore maintain their standards and knowledge.

These guidelines outline the CU CPD scheme and how it applies to CU CPD members. By joining the CU CPD scheme, members are entering into a formal training scheme which carries with it rules and obligations on each individual. These guidelines are valid for 2017.<sup>1</sup>

**This is an important document and should be read and fully understood by all those responsible for training and development in the credit union and by all CU CPD members.**

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<sup>1</sup> Consultation on the MCC is currently underway in ROI and the outcome of this process may require amendment to these guidelines before year end. CU CPD members will be notified in advance of any required changes.

## 2. Regulatory Training Requirements

To date the credit union core products of savings and loans have not fallen under the Minimum Competency Code (“MCC”) 2011. It is proposed that these products will be covered by MCC requirements moving forward.

A tailored Fitness and Probity regime for credit unions in the Republic of Ireland was introduced in August 2013 and although not mandated, on-going training and development would be an important part of demonstrating this “fitness & probity”.

Credit Unions in **Northern Ireland** recently came under the Accountability Regime and similar to fitness & probity, where no mandatory qualifications or CPD are mandated, ongoing training would be deemed to be an important element of the new regime in Northern Ireland.

In addition to any mandatory CPD requirements, credit unions have additional regulatory training requirements (such as anti-money laundering training) which must be managed at a local level. It is not the responsibility of the CU CPD scheme to ensure that all the various local training requirements which may apply to individual credit unions are met.

### CPD and the Minimum Competency Code (MCC) ROI<sup>2</sup>

According to the Central Bank’s (ROI) MCC 2011, anyone providing advice to consumers on retail financial products, or arranging or offering to arrange retail financial products for consumers and to the exercise of specified functions are required to be an “accredited person”. Importantly for the time being this only affects individuals in credit unions who offer insurance services, such as payment protection insurance and travel insurance, to credit union members. Loan protection, life savings and death benefit insurance are not covered by the MCC as they are not direct member-pay insurances. However, it may still be in the interest of individual credit unions or officers to become accredited persons and maintain membership of a recognised CPD scheme should the credit union decide to offer such products in the near future.

An individual could achieve the accredited person status through either:

- ‘grandfathering’ (confirmed by their credit union in 2007 based on having four years’ prior experience), or
- obtaining a Central Bank recognised qualification. This recognition currently includes the Pathways Diploma in Credit Union Operations, ACCUP (with the Insurance module), QFA, CUA, APA & CIP qualifications.

An accredited person then has to complete 15 hours of CPD hours every year. Again, for credit unions, only insurance activities are currently covered by the MCC.

### CPD and the Fitness & Probity Regime (ROI)

The Fitness & Probity Standards for Credit Unions are applicable to all persons performing a controlled function (“CF”) in credit unions. Credit unions must ensure that they are satisfied on reasonable grounds that all persons performing a CF in the credit union comply with the Standards and that the persons agree to abide by the Standards. Credit unions are required to undertake due diligence and maintain a record of this for all CFs.

The Central Bank sees relevant qualifications and the keeping of CPD as an important element in demonstrating Fitness & Probity – however, unlike the Minimum Competency Code it does not demand a compulsory qualification or membership of a CPD scheme to demonstrate fitness & probity. For any person performing a CF role, participation in a CPD scheme will help ensure that their competence is maintained on an on-going basis. It is likely that in the absence of a relevant qualification or experience, that the gaining of a relevant credit union qualification, and if it has a CPD requirement, that the maintaining of that CPD will be an important element in demonstrating fitness & probity.

<sup>2</sup> Consultation on the MCC is underway for the first quarter of 2017. These CU CPD Guidelines will be updated based on the outcome of this consultation.

The ILCU would therefore encourage all credit union officers, who are classed as CF or PCF, involved on boards or heading up key committees, to maintain their skills and knowledge and would recommend CU CPD membership as a means of doing this.

## Northern Ireland CPD Requirements

As referenced in a number of sections within CREDS, there is an expectation by the regulators for credit union officers to have the necessary knowledge to carry out their role in a compliant and prudent manner.

The recent roll out of the Accountability Regime has placed greater focus on individual accountability at all levels of the credit union. However, similar to the Fitness & Probity Regime in ROI, membership of a CPD scheme is **not mandated** as part of the Accountability Regime. It remains up to the credit union to determine how it decides to demonstrate and maintain the knowledge and skills of its officers – although ongoing membership of CU CPD is an effective method of ensuring that staff and volunteers are keeping their knowledge and standards up to date.

## 3. CU Ops/CU Gov Designation (& R-CUP)

The university accredited Pathways programmes offered by the ILCU, replaced the existing Advanced Certificate in Credit Union Practice (ACCUP) programme in 2013. For those officers in the movement who have achieved the ACCUP qualification, it is important to note that this will continue to be a qualification in its own right. Officers who completed the Insurance Products for Credit Unions module of ACCUP will continue to meet the Minimum Competency Code 2011 requirements as they apply to credit unions, as long as they maintain their annual CU CPD hours.

Those who completed the ACCUP qualification were awarded the designation Recognised Credit Union Practitioner (R-CUP) and those who now complete the Pathways Diploma are awarded the designation *Credit Union Operations/Credit Union Governance (CU Ops./CU Gov.)*. In order to maintain these designations it is a requirement to join the CU CPD scheme.

R-CUP and the CU Ops. designations are both recognised by the Central Bank under the Minimum Competency Code for those credit unions authorised as retail intermediaries. **Failure to join and maintain CU CPD will result in the removal of these designations, which consequently may affect a person's ability to provide advice on certain regulated products within the credit union.**

### Newly Qualified Pathways Diploma members

Members taking the Pathways Diploma will be invited to join the scheme on successful completion of their qualification. In order to retain their designation, membership and on-going completion of CU CPD is required. As each module of Pathways provides 8 hrs of CPD in the year in which it is passed, newly qualified Diploma holders may find most of their annual CPD satisfied by the Diploma itself in the year it is passed. They will still be required to have completed 15 hours in the year that they join the scheme and will be required to undertake an Ethics topic.

Newly qualified members must join CU CPD no later than the year after the qualification is granted otherwise the designation may not be awarded.

Credit union officers wishing to join the CU CPD scheme during the calendar year (i.e. after January 1st) are reminded that **the entire years CPD requirement is required** (15 hours) no matter at what point in the calendar year the scheme is joined.

Members who do not wish to complete a full year's CPD may defer their membership to the following year, or if require access to e-learning courses they may consider paying as they go or joining the e-learning bundle. (Full details on [www.culearn.ie](http://www.culearn.ie)).

## 4. The CU CPD Scheme

The ILCU operates a continuing professional development (CPD) scheme for all credit union staff and volunteers to assist them in meeting their training and development requirements.

The following table details the credit union officers who are required to join the scheme, although the scheme has been designed to be appropriate for all credit union officers.

Qualification completed	Designation awarded	CPD required	Annual requirements if member of CU CPD scheme	
ACCUP <sup>1</sup> (with Insurance module)	R-CUP	Yes	15 hours	1 hour each of Ethics & Insurance <sup>2</sup> (ROI)
ACCUP (Volunteers stream)	None	Advised as good practice *	15 hours	1 hour of Ethics
Pathways Cert (CU Ops.)	None	Advised as good practice *	15 hours	1 hour each of Ethics & Insurance (ROI)
Pathways Cert (CU Gov.)	None	Advised as good practice *	15 hours	1 hour of Ethics
Pathways Diploma (CU Ops.)	CU Ops.	Yes	15 hours	1 hour each of Ethics & Insurance (ROI)
Pathways Diploma (CU Gov.)	CU Gov.	Yes	15 hours	1 hour of Ethics
Grandfathered under MCC (Insurances)	None	Yes	15 hours	1 hour each of Ethics & Insurance (ROI)
No Qualification	None	Advised as good practice *	15 hours	1 hour of Ethics & Insurance also if on Ops. stream (ROI)

\* Membership of a CPD scheme is an effective way of demonstrating compliance with the Standards of Fitness & Probity ROI and the Accountability Regime NI, on an on-going basis.

The CU CPD regime operates on the basis of an individual being awarded CPD hours whenever they complete a formal training activity. These awarded hours will then be tracked and offset against a person's required CPD hours for the year.

CPD hours can be gained by participating in paid and unpaid events run by the ILCU and external bodies and through *appropriate* internal training organised by the credit union. These can include:

- Current ILCU training schedule and in-house courses indicated as offering CPD credits.
- Relevant credit union and financial services education programmes.
- Relevant CPD seminars/road shows run countrywide by the ILCU (which will be advertised through circulation throughout the year).

- Web-based relevant eLearning courses or Webcasts.
- Relevant and recognised formal CPD activities or events recognised by other providers and recognised by the CU CPD panel.
- Relevant and recognised formal CPD activities run by the credit union itself, subject to relevancy requirements as outlined in this document and recognised by the CU CPD panel.
- On completion of the CU Focus quiz following review of the CU Focus publication.

## 5. CU CPD Requirements

The CU CPD scheme requires **15 hours formal CPD** to be completed annually. All CPD activity must be completed in the calendar year, i.e., 1st January – 31st December. Surplus hours above 15 **cannot** be brought over to a subsequent year.

CPD must consist of active involvement in a relevant presentation, seminar, lecture, class-room event or certified completion of appropriate eLearning tutorials, and is **not awarded to normal work activities such as meetings or everyday presentations**.

CU CPD members are required to attend the full duration of an event in order to be awarded CU CPD hours. Where this is not the case the member must inform the CU CPD scheme of any reduced attendance. Should we not be informed of non-attendance then any CPD awarded will be based solely on the information provided by the event organisers. Organisers are instructed to mark any significant period of non-attendance (i.e. attending half a day or less) as zero hours CPD.

The content of CPD must relate directly to the role of the individual within the credit union, therefore CPD needs to **be spread across topics** to ensure that knowledge relates to the roles undertaken by the individual and the roles for which they are accredited. The maximum number of hours that will be awarded for any single topic in a day is four hours. The minimum unit of CPD that will be recognised is half an hour.

Under the Central Banks Minimum Competency Code, 2011, at least **one hour of CPD related to the area of Ethics** must be completed each calendar year for all members. In addition, for those on the Operations stream, to ensure that the scheme remains relevant to Insurance Intermediaries, at least **one hour of a member-pay insurance topic**, or the regulation of insurances (such as a topic on the Consumer Protection Code), must also be covered each calendar year. **This applies even if the CPD member does not currently provide advice on general insurances.**

### Ensuring an adequate mix of topics

To ensure that the CU CPD undertaken contains an adequate mix of topics we require that the CPD completed each year contains a range of topics - which corresponds broadly with those areas of work activity undertaken by the CU CPD member.

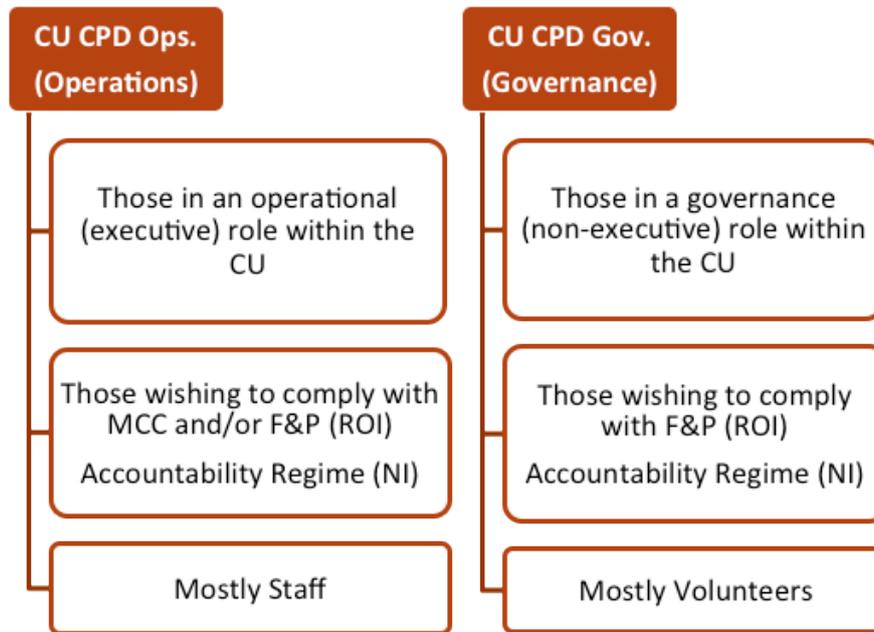
For this reason we allow a **maximum of 4 hours for any single topic** when accrediting events. This provides a reasonable guide as to what maximum number of hours to aim for in any one topic in your annual CPD record. For example you should aim to have no more than 4 hours of Data Protection or AML training in any given year (unless you are a compliance officer or MLRO where additional hours in these areas can be justified).

We also limit “soft skills” training (for Gov. Scheme members only) to a **maximum of four hours** for any soft skill course per annum. Soft skills topics include courses such as Presentation or Communication Skills, Time Management, Leadership or Management skills. Please note that all hours in attendance at soft skill courses will be recorded for Governance scheme members and added to your training record and total hours for the year, but only a maximum of four hours should be counted toward your 15 hour annual requirement. It is the CU CPD member’s responsibility to ensure that a maximum of four hours is used to make up the 15 hour annual requirement.

(Note: Soft skills courses do not have CU CPD hours for Ops. Scheme members).

## 6. Relevancy Requirements for CPD

The relevancy requirements for CU CPD will differ depending on your role(s) within the credit union, i.e. whether you work in an operational (executive) capacity or work in a governance (non-executive) capacity.



**Fig.1: Characteristics of the CU CPD streams**

### CU CPD Ops. Relevancy

The principle point on which CU CPD Ops. is awarded is that the topic relates to the **provision of advice to members on retail financial products**<sup>3</sup> and the regulation and legislation of such products. For this reason insurance or lending topics will usually receive CPD hours and AML or DP training will get CPD hours, as they regulate the provision of the above products.

Some key topic areas that are important in the credit union but **DO NOT** receive CU CPD Ops. hours under the Central Banks MCC relevancy rules include topics on Business Development, Finance, Strategy, Sales or Marketing. Also note that all soft skills and IT training also do not qualify for CPD hours under the CU CPD Ops. scheme.

<sup>3</sup> The eight retail products are listed in the Central Banks MCC 2011 are Life Assurances, Pensions, Savings & Investments, Personal Insurance, Commercial Insurance, Private Medical Insurance, Mortgage and Housing Loans, and Consumer Credit.

## CU CPD Gov. Relevancy

CU CPD Gov. scheme members do not (currently) fall under the regulations of the MCC<sup>4</sup>. Therefore the relevancy requirements are different for Gov. scheme members. Business Development, Finance, Strategy, Sales or Marketing topics will provide CU CPD hours for volunteers on the Gov. stream. In addition, Gov. stream members are permitted a maximum of 4 hours in soft skills courses in any one year.

**Important:** ILCU offers a large number of events, training and e-learning to credit unions which may or may not receive CU CPD accreditation. It is the **CU CPD member's responsibility to ensure that any event attended has CU CPD attached** and to ensure that that CU CPD is relevant to the stream they are on (Ops. or Gov.). If an event does not advertise CPD it may be better to assume that it does not contain CPD, than to be disappointed after the fact.

## 7. Where to Gain CPD Hours

There are a wide range of courses and events which award CU CPD hours run by both the ILCU and other organisations. Some of the ILCU events which award CU CPD include:

### CU L&D Training schedule and In-House Training courses

See the **CU L&D Training & Services Brochure** for a full list of all courses and any CU CPD applicable.

### ILCU relevant Seminars/Road shows

ILCU run a number of events throughout the year, many of which have CU CPD attached.

### Online CPD e-Learning Courses and Webcasts

CU CPD members have access to a wide suite of credit union specific eLearning programmes as indicated below. New courses are added throughout the year on [www.culearn.ie](http://www.culearn.ie).

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<sup>4</sup> Current consultation (CP106) on the MCC in ROI is suggesting that boards who offer mortgages will also require some form of MCC requirement.

e-Learning Courses	CPD hours	CU CPD Members Ops.	CU CPD Members Gov.
Anti-Money Laundering (ROI & NI versions)	2 hrs	✓	✓
Complaints Handling (ROI & NI versions)	2 hrs	✓	✓
Compliance & Regulation Overview (ROI)	2 hrs	✓	✓
Conduct Rules and the New Accountability Regime (NI)	1.5 Hrs	✓	✓
Credit Unions & the Consumer Protection Code (ROI)	2 hrs	✓	✓
Credit Union Regulation & Legislation (ROI)	2 hrs	✓	✓
Data Protection (ROI & NI versions)	2 hrs	✓	✓
Dementia Awareness	1 hr	×	✓
Ethical Behaviour for Credit Unions	2 hrs	✓	✓
Fitness & Probity Regime (ROI)	2 hrs	✓	✓
FSCS Deposit Takers – What you need to know (NI)	1 hr	✓	✓
General Insurance (ROI)	2 hrs	✓	✓
Grow your Credit Union with Digital Marketing	2 Hrs	×	✓
Information Security	2 hrs	✓	✓
Loan Protection Policy & Life Savings	2 hrs	✓	✓
Overview of Lending Practices (ROI)	2 hrs	✓	✓
Overview of the Personal Insolvency Act (ROI)	2 hrs	✓	✓
Preparing for AGM	1.5 hrs	×	✓
Risk Management Explained	2 hrs	✓	✓
Understanding the Central Bank PRISM Process (ROI)	2 hrs	✓	✓

In addition Webcasts are now held through the year which can be attended to award CU CPD hours or may be taken after the event with a quiz to gain CU CPD hours.

Both E-Learning courses and Webcasts are **free to access** for all CU CPD members.

## Accredited Qualifications

Modules successfully completed for relevant qualifications will account for CU CPD hours. For example the Pathways Certificate awards 12 hours CPD (4 hours per module successfully completed) and each successfully completed module of the Diploma receives 8 hours CPD.

**Please note:** these CPD hours are applicable on successfully passing each accredited module. Other non ILCU relevant qualifications and examinations can be awarded CPD hours once recognised and registered as qualifying.

## CU Focus

Members of the CU CPD scheme are entitled to claim four hours CPD per annum for the reading and assimilation of the four CU Focus magazines. A quiz for each magazine must be successfully completed in order to be awarded these CPD hours. The quiz is available at [www.culearn.ie](http://www.culearn.ie)

## 8. Record Keeping

It is the **individual's responsibility** to keep a record of all CPD undertaken. CU Learning & Development has introduced the CU Learn Hub for credit union officers on [www.culearn.ie](http://www.culearn.ie) to help record and manage all training hours including CPD hours throughout the year. CU Learn will automatically record ILCU events such as relevant training schedule or in-house courses, CPD seminars/road shows, CU L&D online courses and Webcasts.

**NOTE:** For any non ILCU events undertaken you must manually enter details of the event into CU Learn using its **five digit CU CPD accreditation number** in order to claim CPD credits. CU L&D maintains records of training it delivers however it is the responsibility of the individual to keep thorough records (for a period of six years) of **all non-CU L&D CPD activity** added to their record should they be subject to audit.

For those who leave the credit union CU CPD may still be maintained by contacting [cucpd@creditunion.ie](mailto:cucpd@creditunion.ie) and informing of your wish to maintain CU CPD as a private individual. Individual members will be billed directly for CU CPD membership.

## 9. Pro Rata Adjustment of CPD Hours

In certain circumstances, such as statutory leave (i.e. maternity, carers, adoption leave or block parental leave), or for certified long-term illness of a continuous period of two months or more; a reduction in CPD hours may be allowed for a given calendar year. Please note that a pro rata adjustment may only be applied provided the person is not carrying out any of their functions in the credit union while availing of the statutory leave (includes statutory paid and unpaid leave only). There is no reduction for part-time working or for uncertified periods of leave such as holidays or career breaks. Details are available from the CU CPD member's area on [www.culearn.ie](http://www.culearn.ie).

Those claiming pro rata reductions are required to maintain documentation (i.e. credit union letters, sick certificates etc.) to substantiate any claim for reductions in required CPD hours.

The mandatory topics of Ethics and Insurance (for the operations stream only), will still be a requirement and members may be asked to complete a catch-up course when they return to work in these areas to maintain their CPD status. Please contact [cucpd@creditunion.ie](mailto:cucpd@creditunion.ie) for further clarification on individual cases.

## 10. Annual Record of CPD Hours

CPD activity is recorded on a calendar-year basis (i.e. 1st January to 31st December). All CU CPD members must ensure that their CPD has been completed by **31st December** at the latest. (Please note CU Learn e-Learning courses and Webcasts close off automatically at midnight on 31st December.)

To insure that the required hours are completed each year it is important to aim to spread out CPD throughout the year. In addition, to avoid problems at the end of the year members should aim to complete all CPD requirements well ahead of actual year-end. **We recommend members aim to complete 1.5-2 hrs CU CPD a month beginning in January.** Also to ensure mandatory topics are met members are advised to aim to have their mandatory topics completed well in advance of year end.

CU Learn is used to record CU CPD training throughout the year and ILCU will check the CU Learn system of CU CPD members periodically to ascertain their progress towards their annual requirement and at year-end to see that they have completed their CU CPD requirement. In order to allow the manual addition of non-ILCU courses, CU CPD members are allowed until January 31st following the CU CPD year end to update or amend their records with a full list of courses completed the previous year.

### **Not updating your CU CPD record**

Failure to update courses or events by the 31st January deadline, where such updates are relied upon to meet the annual CU CPD requirement, will result in the application of a 2 hour CU CPD penalty to be completed in the subsequent year. Since all ILCU courses are updated automatically in CU Learn this penalty refers to not updating non-ILCU events in CU Learn.<sup>5</sup>

All CU CPD members will receive notification by email in February confirming their hours as correct or noting any problems or shortfalls.

These problems or shortfalls may include:

### ***Those not completing 15 hours***

Failure to complete and have recorded the required 15 hrs CPD will result (on the first occasion in any five year period) in a carry-over of outstanding hours to the following year. The member will be notified of their shortfall and will be required to complete this as well as their annual requirement in the subsequent year.

**A second shortfall or failure to meet the previous year's shortfall will result in removal from the scheme** (please see section 12 on removal from the CU CPD scheme).

### **Failure to complete a relevant Ethics course**

Those who did not complete an ethics course for their CPD year will be required to complete, as a penalty catch-up, the ethics e-learning course available on [www.culearn.ie](http://www.culearn.ie)

### **Failure to complete a relevant Insurance Course (CU CPD Ops. members)**

As insurances are a key component of the maintenance of CPD Ops. for credit unions the scheme requires that a member pay insurance course is completed each year.

Those not completing an insurance course in the CPD year will be required to complete a penalty catch-up Insurance e-learning course available on [www.culearn.ie](http://www.culearn.ie)

### **Failure to complete an adequate mix of topics**

CU CPD members are required to complete an adequate mix of topics, in general the rule of thumb is that a maximum of 4 hours CPD is allowed for any individual topic, i.e. Lending, Insurances, AML or DP. Exceptions apply for specific roles so that a credit officer may do more than 4 hours of Lending topics or an MLRO may do more than 4 hours in AML. CPD members should seek advice if they are unsure as to whether a topic they are considering for CPD is allowable.

<sup>5</sup> Details on how to update non ILCU events using the 5 digit accreditation number are contained in the CU Learn users guide available on CU Learn.

It is the CU CPD member's responsibility to ensure this mix of topics is included in their record, where problems are identified after year-end members may as a penalty catch up be asked to complete an additional topic to fill out their record. This will be provided by the provision of a suitable e-learning course or courses.

Most typically the mix of topics will be ascertained through audit.

Members will have a **set timeframe to complete penalty catch-up courses** if applied and these courses CPD hours will not be applied to their current CU CPD record. Failure to complete a penalty course may result in removal from the CU CPD scheme.

## 11. Audit

A sample of CU CPD members will be audited on an annual basis. Failure to provide adequate proof of attendance for claimed CPD courses will result in removal of those courses from your CU CPD hour's calculation. Should this removal make the member no longer compliant with the terms of the scheme they may be removed from the scheme or a penalty provided.

Should an individual be the subject of an audit from the CU CPD scheme or the relevant financial regulatory authority, they may be required to present documentation in support of their personal training records (i.e. receipts, certificates of completion/attendance, etc.).

The CU CPD scheme maintains the right to monitor compliance with the CPD scheme and will remove members from the scheme should an audit indicate failure to comply with any of its requirements or a member who does not engage with audit requirements.

## 12. Removal from the CU CPD Scheme

Any breach of the conditions of CU CPD membership may result in the loss of that membership and/or designation awarded for completion of a relevant qualification. (Designations include R-CUP and CU Ops. and CU Gov.)

Appeals against removal of membership or designation can be made to the CU CPD Accreditation Panel. The CU CPD Accreditation panel's decision is then binding.

### Removal from the scheme will result from the following:

*Second shortfall of hours in a 5 year period:*

A carryover of hours is only permitted once in every 5 year period. A 2nd carryover within 5 years results in automatic removal from the CU CPD scheme and loss of designation, if applicable (for members with an R-CUP or CU Ops/CU Gov designation)

*Failure to complete mandatory topics:*

An opportunity is afforded to CU CPD members to meet their mandatory topic obligations through appropriate e-learning topics offered to members. Failure to complete these penalty catch-up courses will result in removal from the CU CPD scheme.

*Failure to include an adequate mix of topics in CPD:*

An opportunity is afforded to CU CPD members to meet their mandatory topic obligations through appropriate e-learning topics offered to members. Failure to complete these penalty catch-up courses will result in removal from the full CU CPD scheme.

*Failure to meet the audit requirements of the scheme:*

Should an audit discover courses that cannot be verified by the member those courses will be removed from the CU CPD record. Should this removal then lead to a member no longer meeting the terms of the CU CPD scheme then the member may be removed from the scheme.

*Serious breaches of the CU CPD Rules:*

Such as making false or misleading returns or such other activities deemed to be against the rules or spirit of the scheme.

## 13. Reinstatement of membership and/or designation

*Reinstatement of Designation*

A member may reinstate their designation only if any backdated shortfall in hours, penalties and mandatory topics are fully completed and payment of any outstanding CU CPD fees is made. In addition any such application must be made within **two years** of losing the designation. Contact [cucpd@creditunion.ie](mailto:cucpd@creditunion.ie) regarding any reinstatement requests.

*Reinstatement of CU CPD Membership*

Reinstatement onto the CU CPD scheme is made via successful completion of the **Reinstatement CU CPD Scheme** which the member must successfully complete before being re-instated into the full CU CPD scheme again. The Reinstatement scheme operates under the same conditions as the full CU CPD scheme. Once a member has demonstrated that they can meet the terms of the Reinstatement scheme they will then be transferred to the full scheme.

**Note:** Completion of the Reinstatement scheme does not reinstate any designation lost. (See Reinstatement of Designation above to see how to restore a designation).

Membership of the Reinstatement scheme will be noted on and remain on the CPD members CU Learn training record.

**In all cases the credit union will be informed** of any removal of a CU CPD member from the CU CPD scheme or removal of any designation.

Removal of a designation for those with the CU Ops. (or R-Cup) designation may affect their accredited status in the ROI - this may result in an individual's non-compliance with the MCC.

For those in the ROI under *CU CPD Gov. stream*, removal from the scheme or removal of their designation may affect their on-going compliance with the F&P Standards for credit unions.

For those in Northern Ireland removal from the scheme may affect their credit unions application of the Accountability Regime.

## 14. Voluntary withdrawal from the CU CPD scheme

A CU CPD member may choose to voluntarily withdraw from the scheme at any stage.

The consequences of withdrawal are:

- Loss of designation if applicable (if the member has an R-CUP or CU Ops./CU Gov. designation) but which may deem them unable to provide advice on member-pay insurance. The person would need to complete a relevant qualification to obtain a new designation if they chose to work in this area again.
- If the person wishes to re-join the CU CPD scheme at a later stage, they must do this via the Reinstatement scheme.

## 15. Fees for CU CPD Membership

CU CPD membership fees are charged to the credit union on an annual basis. These fees are used to administer the scheme, develop and host eLearning CPD courses and provide access to the CU CPD member's areas which is hosted on the ILCU's general training administration system – the CU Learn Hub.

Membership fees are invoiced to the credit union after the 31st January each year for that year's membership. If you or your credit union does not inform us that you wish to be removed from the CU CPD scheme ILCU will maintain your CU CPD membership and invoice the credit union.

If you wish to be removed from the CU CPD scheme **you must inform [cucpd@creditunion.ie](mailto:cucpd@creditunion.ie) ahead of year end - December 31st**. The annual CU CPD fees are open for review every 12 months.

**Note:** Those who inform us of their wish to leave the scheme after December 31st or who are subsequently removed from the scheme **will not** be entitled to a refund for that CU CPD year, however, they will retain access to free eLearning for the remainder of the year in question.

## 16. Communications

Communication to CU CPD members is primarily through the CU Learn Hub and via email. It is therefore important that each CU CPD member provides a **unique and working email address on their CU Learn record and keeps this email up to date**. CU Learn allows members to update their email details in their user profile. CU CPD members must be registered on CU Learn and will be given access to the CU CPD member's area where they can view their CU CPD record at any time, take eLearning courses, apply for pro rata adjustments to their CPD and register externally taken CPD courses.

As a requirement of the CU CPD scheme, credit unions are required to monitor the progress of their CU CPD members at least once in the first nine months of each year and again within six weeks after the end of the year. To help you with this requirement, we remind credit unions to check their CU CPD members' status on CU Learn by September each year and again within six weeks after year end. In addition, any removal of a member from the CU CPD scheme will be communicated to the credit union as necessary for the credit union to keep and maintain its *Register of Accredited Persons (required if the MCC 2011 applies to the credit union)*.

Your information may also be disclosed to the credit union or the Central Bank (or FCA and PRA in NI) as required and as outlined on the data protection notice on your CU CPD application form.

Your CU CPD training record is available to you at all times on [www.culearn.ie](http://www.culearn.ie). If you believe the information contained within your training record to be inaccurate, contact CU Learning & Development immediately by email at [cucpd@creditunion.ie](mailto:cucpd@creditunion.ie) to have this corrected.

## 17. CU CPD Event Accreditation Requests

All CPD events **must be accredited by the CU CPD accreditation panel**. The panel is made up of an independent group representing various roles within credit unions including directors, supervisors and staff. All organisations (including credit unions and all training providers) offering events that they think may be eligible for CU CPD allocation are required to apply for CU CPD allocation via the Event CPD Allocation Form (Appendix 1 and available on [www.culearn.ie](http://www.culearn.ie).)

Applications will be presented to the CU CPD Accreditation Panel for review and if successful an accreditation number will be issued for that event. Events **must not be advertised** as containing CU CPD hours unless this accreditation number has been provided, in writing, to the organisers.

This application should be made in advance by the training provider. If the provider has failed to apply, an attendee can also make an application (after the event) for hours. It is advised that all applications for CU CPD recognition are submitted **6 weeks in advance** of the training event so the relevant CPD hours and accreditation number are available to provide to attendees at the event.

Applications should be submitted within the calendar year of event taking place – the CU CPD panel reserve the right to refuse any applications received after the year in which they were run.

The content of all CU CPD events must be relevant to the stream(s) being applied for and those presenting will be expected to have qualifications and experience appropriate to the subject being presented.

The following information is required to be provided on all CU CPD Event Accreditation requests:

- The full title of the training event
- The company or individual delivering the course
- The description of the training event i.e. seminar/eLearning
- Details of the topics covered and the duration spent on each
- The CU CPD stream(s) that the accreditation is being sought for
- Whether the course content covers an hour of ethics and/or member-pay insurance (not a requirement for CU CPD hours to be approved)
- Presenter / Tutor of event
- Qualifications/Experience of Presenter/Tutor
- Date(s) of event
- Overall duration of event
- Name of applicant and contact details – the body delivering the event should apply at least 6 weeks before the event is scheduled for its first audience. If it is post the event taking place, then an attendee can apply for recognition.
- Supporting documentation i.e. presentation, agenda etc.

**Please note: failure to supply all necessary information may have implications for the request.**

**Event organisers must maintain a record of attendance at events**, i.e. sign in/out sheets, and indeed any issues around non-attendance should be noted, such as leaving early. The scheme reserves the right to request attendance records for any CU CPD scheme member for example in case of audit of that member.

Event organisers must inform attendees of the CU CPD accreditation number provided for the event, (the five digit number beginning with the year in which applied), the CPD hours awarded and the streams (Ops. and/or Gov.) for which it is applicable. Persistent failure of organisers to communicate accreditation numbers at their events may result in non-accreditation of their events.

CU CPD accreditation numbers are valid for a single year only, event organisers must reapply to receive accreditation for each subsequent years running of events. If there is no material change in the course from one year to the next, providers may request in writing to [cucpd@creditunion.ie](mailto:cucpd@creditunion.ie) for a roll-over of CU CPD accreditation for such courses.

Should event organisers have queries in regard to CU CPD accreditation they can contact [cucpd@creditunion.ie](mailto:cucpd@creditunion.ie).

## 18. E-learning and Webcast CU CPD Criteria

Key criteria for the award of CU CPD to electronically delivered materials are similar to those for traditional materials. Electronic courses would be in a relevant topic, be well designed, interactive, take the time to complete as indicated by the number of hours awarded (and not be by-passed or speeded through), be capable of independent verification of attendance and completion and importantly for e-learning or pre-recorded Webcasts must also contain formal questioning/assessment.

*E-Learning Assessment Minimum Criteria:*

1 hour Courses 12 questions from a bank of 24 Pass Mark Minimum 65%

2 hour Courses 24 questions from a bank of 48 Pass Mark Minimum 65%

### Webcasts

Key criteria for award of CU CPD to Webcasts is that they are attended “live” and that the individual presenter(s) and the presentation can **both be viewed**. The live Webcast must allow audience participation through clear audio and video and should permit questioning throughout the presentation if need be, in addition to the normal question and answers session at the end.

CPD may be awarded to recorded Webcasts so long as the webcast must be viewed (not skipped) and an assessment required based on the e-learning assessment criteria outlined above, i.e. 12 questions for a 1 CU CPD hour award.

## 19. Contact Details for the Scheme

For more information relating to any of the issues dealt with in this document please contact CU CPD at:

**E-mail:** [cucpd@creditunion.ie](mailto:cucpd@creditunion.ie)

**Call:** 00353 1 614 6946

**Web:** [www.culearn.ie](http://www.culearn.ie)

**Post:** ILCU

31-43 Lower Mount Street

Dublin 2

## Appendix 1 - Event Accreditation Request 2017

See [www.culearn.ie](http://www.culearn.ie)

## Appendix 2 - CPD FAQ's

### 1. What is CPD?

CPD stands for **continuing professional development**. It is often linked to a professional qualification which is maintained through the taking of CPD. A CPD regime operates on the basis of an individual being awarded CPD hours whenever they complete a formal training activity. These awarded hours will then be tracked and offset against a person's required CPD hours for the year.

### 2. Who must get a qualification and do CPD?

At present essentially **only those officers** providing advice to consumers on credit union member-pay insurance products, or arranging or offering to arrange credit union member-pay insurance products for consumers and to the exercise of specified functions in ROI credit unions are required to maintain a recognised designation (which is awarded on successful completion of a recognised qualification).

At present there is **no specific qualification or CPD obligation on NI credit unions**. However credit unions should be aware that current sections within CREDS and the introduction of the Accountability Regime make CPD the most effective method of ensuring officers have the knowledge to meet current / future regulatory requirements. CU Learning & Development recommends the CU CPD scheme for all officers in Northern Ireland (as in ROI).

### 3. What are the Qualification & CPD requirements?

The relevant qualifications and attached requirements are succinctly detailed in a table earlier in this document.

### 4. Where can I get CPD hours?

CPD hours can be gained by participating in paid and unpaid formal relevant training events which can be run by ILCU, other bodies or through relevant internal training organised by the credit union. For those falling under the MCC "**relevant**" has been defined as **directly relevant to the provision of the retail financial products covered under the Code and in the general regulatory and compliance requirements around the provision of those products**.

### 5. How do I know how many hours I have to do for my CU CPD this year?

Your ongoing CU CPD requirement is clearly indicated on CU Learn in the CU CPD Zone.

### 6. How are CPD hours monitored?

It is the **individual's responsibility** to keep a record of all CPD undertaken. For those who sign up to CU CPD (the ILCU's CPD scheme) you will need to complete and have recorded your hours by year end. Signing up to a CPD scheme such as CU CPD will greatly aid in maintaining CPD and meeting regulatory requirements as CU CPD will automatically track and monitor CPD requirements as well as providing access to CPD events.

## 7. How do I add a course to my CU CPD record?

*Also:*

**My own records indicate that I have more CPD hours done than are on CU Learn – how do I amend this?**

**I attended an event and was advised by the presenter that I get CPD hours. I can't see the course on CU Learn to update my record – what should I do?**

All ILCU courses are updated automatically in CU Learn. Updating non-ILCU events to your CU CPD record has now been made much easier. There is a section on Adding Non ILCU Events in the CU CPD section of CU Learn, you can add the 5 digit CU CPD accreditation number for the course and select the appropriate course – it will then be added to your record, or if you do not know the code you can use the organisers name to list courses from that organiser and select the appropriate course. If this does not locate the course you undertook contact [cucpd@creditunion.ie](mailto:cucpd@creditunion.ie) for advice.

## 8. What happens if I do not meet my annual CPD requirements?

Any individual who fails to complete the required CPD hours in a given year has a chance to make up the shortfall by the end of the following year. This grace period will only be given once in any five year period. Failure to comply with any of the CPD requirements may ultimately result in the removal of a CPD designation or grandfathering status. Should an individual lose their CPD designation, they will need to be removed from the credit unions register of Accredited Persons and might not, therefore, be in a position to continue their role within the credit union. Please see the steps involved in the removal process as detailed in the Removal from the CU CPD scheme section.

## 9. I'm with another CPD scheme – does this also cover my CU CPD requirements?

Each scheme will have its own specific requirements which need to be maintained for that scheme. In practice most CU CPD events are also recognised by other scheme providers and vice versa. Therefore the courses you complete for other schemes may also be used to meet CU CPD requirements – however you **must remember to update those other non ILCU courses on your CU Learn record as per question 7 above.**

## 10. I'm a volunteer – do I have to complete 15 hours CPD each year?

The CU CPD requirements are the same for staff or volunteers – the only difference is that staff are part of the Ops. streams which has a narrower definition of relevance as laid out by the Central Banks MCC 2011. Volunteers are part of the Gov. stream and have a far wider selection of courses they may count towards their CPD.

## 11. I joined the CU CPD mid-year – can I get a pro rata adjustment to reflect this?

No. The CPD requirements are for a calendar year and do not change depending on when you join the scheme. However any relevant training you conducted for the entire year will be counted on your record. If you do not feel you can complete the full requirement within the calendar year you join the scheme, then the e-learning bundle is an alternative way to get access to the e-learning suite, or you can defer membership to the following year.

## 12. I forgot to update my CU Learn account before the closing date of 31<sup>st</sup> January – what can I do now?

You can email [cucpd@creditunion.ie](mailto:cucpd@creditunion.ie) with a list of courses you wish to have included to your record. Note: a penalty of 2 hours CPD applies to updates made after the closing date.

### 13. What happens if I lose my designation or grandfathering status?

Cases will be dealt with on a case by case basis but usually to be reinstated any individual who has lost their designation will be asked to make up the shortfall for the previous year(s) and in addition may be asked to complete penalty CPD to become reinstated. Where an individual is not meeting their MCC or Fitness & Probity requirements they may need to be removed from the credit unions register of accredited persons.

### 14. How do I sign up for CU CPD?

New CU CPD members may register using the form available in Appendix 4 (also available on [www.culearn.ie](http://www.culearn.ie)). **Note:** This form is for new members only, current members have their membership renewed automatically.

### 15. Where can I get more Information?

The following publications provide more information on these topics:

- CU L&D Guidelines - Management of Training, [www.culearn.ie](http://www.culearn.ie)

#### ROI

- Central Bank – *The Minimum Competency Code*, September 2011  
<http://www.centralbank.ie/regulation/processes/minimum-competency/Pages/default.aspx>
- Central Bank – CP106
- Central Bank – *Fitness & Probity Standards for Credit Unions*, 2013  
<http://www.centralbank.ie/regulation/processes/fandp/creditunions/Documents/Fitness%20and%20Probity%20Standards%20for%20Credit%20Unions.pdf>

#### NI:

- Accountability Regime NI  
[https://www.the-fca.org.uk/approved-persons?field\\_fcasf\\_sector=226&field\\_fcasf\\_page\\_category=unset](https://www.the-fca.org.uk/approved-persons?field_fcasf_sector=226&field_fcasf_page_category=unset)
- CREDS NI  
<http://fshandbook.info/FS/html/handbook/CREDS>

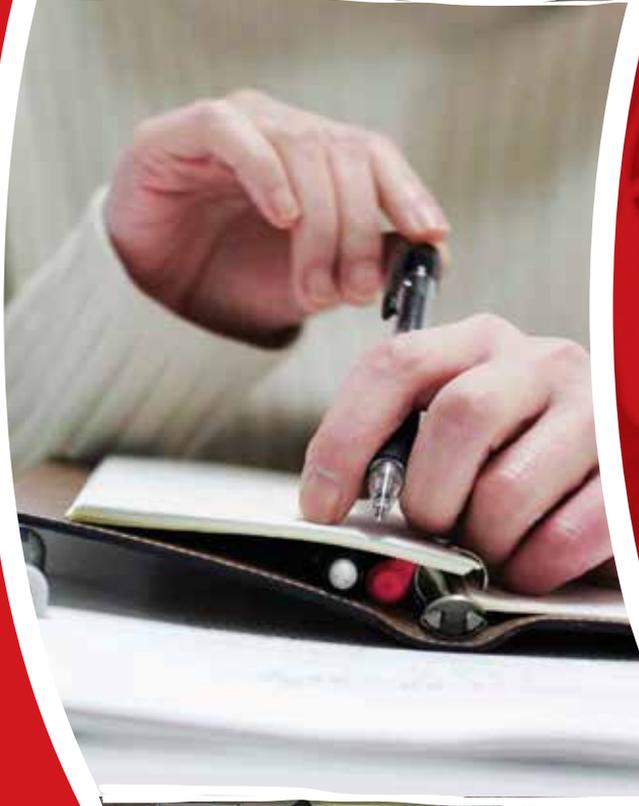
## Appendix 3 - Some Terms Explained

<b>Accredited Person</b>	A person who satisfies the standards under the MCC. The credit union must keep and maintain a register of accredited persons.
<b>Accountability Regime</b>	The new regulation of financial providers in the UK & Northern Ireland combining the approved persons and senior managers regime, fitness & probity standards and conduct rules.
<b>ACCUP</b>	Advanced Certificate in Credit Union Practice. The original qualification developed by ILCU to meet the Central Bank's MCC.
<b>Approved Person</b>	The term used by the FCA in NI for those individuals performing certain functions within the credit union, such as manager, MLRO or Chair. Such individuals are approved by the FCA to perform that role.
<b>CPD</b>	Continuing Professional Development. On-going training required from certain qualifications or for those grandfathered under the terms of the Minimum Competency Requirements.
<b>Controlled Function</b>	The term applies to the activity carried out by those within the credit union who exercise significant influence on the running of the credit union, or are involved in overseeing compliance within the credit union, and therefore subject to the rules of the Central Bank's (ROI) Fitness & Probity Regime.
<b>CU Learn Hub</b>	ILCU's new training administration system where all ILCU training is now booked and managed. CU Learn also runs the CU CPD scheme, provides access to eLearning and allows credit unions to run training and other key reports.
<b>Fitness &amp; Probity</b>	The regime to be applied to credit unions requiring those who exert <i>significant influence</i> on the running of the credit union to meet fitness & probity standards. Essentially the Central Bank will require credit unions to apply certain standards on those who hold key positions. Although no specific qualifications are listed as meeting these standards, in the absence of other relevant qualifications, the CBI have indicated that the holding of a recognised MCC qualification will help meet its fitness criteria.
<b>Grandfathering</b>	The term initially given to those with four or more years' experience (as of January 2007), which removed them from the requirement to complete a qualification under the Central Bank's MCC.  Will also refer to those under the upcoming Fitness & Probity standards operating in what would be a <i>Preapproved Controlled Function</i> who will not be required to apply for pre-approval due to already performing the role when fitness & probity is brought in.
<b>MCC</b>	Minimum Competency Code 2011 issued by the Central Bank in September 2011 outlining the responsibilities and obligations of those providing advice to consumers on retail financial products, arranging or offering to arrange retail financial products for consumers and the exercise of a specified function.
<b>MCR</b>	Minimum Competency Requirements. The original requirements from the Central Bank (2007) updated by the MCC in 2011.

<b>Pathways</b>	The name given to the new accredited qualifications designed by the ILCU and UCC to meet the MCC and fitness & probity requirements of credit union officers.
<b>Pre-Approved Controlled Function</b>	The same standards will apply as Controlled Functions except these individuals who are designated as carrying out pre-approved controlled functions must also apply to the Central Bank before being authorised to take up their role.

## Appendix 4 – CU CPD Membership Form 2017

See [www.culearn.ie](http://www.culearn.ie)



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