

Registered CPD Provider Regulations



1. Introduction

Attending the classroom-based courses of training providers with Registered CPD Provider status will be particularly attractive to our members. Not only will members have reassurance that these providers have met approval criteria set out by ACCA but also that all learning achieved via attendance of these courses will count towards their verifiable CPD requirement, as long as the learning achieved is relevant to their role or career development.

2. Registration

- 2.1 Subject to the remainder of clause 2 below, registration is available to certain face to face course providers by meeting criteria as laid down by ACCA and as amended from time to time (see Appendix A).
- 2.2 ACCA reserves the right to reject unsuitable applications. If your letter is rejected ACCA will issue a letter advising you of this, but ACCA is unable to assist CPD providers with their application and cannot provide reasons for rejection of an application.
- 2.3 ACCA cannot register or approve applications for Registered CPD Provider status from the training bodies of other accountancy bodies or third party CPD providers running a training services business on behalf of, under licence from other accounting bodies or as part of a revenue sharing arrangement with them.

For the avoidance of doubt, this does not apply to those CPD providers whose status and association with accounting bodies is solely similar to that of Registered CPD Providers.

3. Benefits

- 3.1 Becoming a Registered CPD Provider entitles you to a range of benefits, which include the following:
 - advertising your courses to over 100,000 members via a list of Registered CPD Providers included on the ACCA *Realise* website
 - inclusion in training provider course listings in *accounting&business* – ACCA's magazine for members and affiliates
 - provision of a Registered CPD Provider certificate to display at your premises
 - use of a Registered CPD Provider logo to place in your promotional material
 - a range of support materials from ACCA including attendance certificates and feedback questionnaires
 - free copy of *teach accounting* – ACCA's quarterly magazine for teachers of finance professionals
 - four free adverts in *a&b direct* – ACCA's fortnightly e-zine for members
 - inclusion in training provider course listings in *accounting link* – ACCA's magazine for employers of finance professionals
 - a listing on ACCA's *Realise* website, including 250 words of promotional text and your organisation's logo
 - access to ACCA's third party mailing service.

4. Fees

The annual fee per site is £1,000 plus VAT. The registration year for Registered CPD Providers runs from 31 October, at which point an annual fee is collected for 12 months. If your organisation applies to become a Registered CPD Provider at some point during the year, a pro-rata fee will be charged based on the number of months remaining until 31 October. Payment should be made in £ Sterling and sent with the application document to the Training & Development Department in London.

5. Application process

- 5.1 Each application must be accompanied by ACCA's Registered CPD Provider application form and the appropriate documentation itemised in this form. Copies of the form are available via the Registered CPD Provider section of the ACCA Realise website at www.accaglobal.com/cpdrealise.

CPD providers should note that it is the organisation which applies for Registered status and not the individual course deliverer. CPD providers cannot therefore select which of their CPD courses they wish to register.

6. Multi-site providers

Registered CPD Provider status will apply to individual providers. A CPD provider is defined as a single site location offering face-to-face CPD courses. CPD providers based at more than one site will therefore be required to seek separate registered status for each location. However, ACCA may, at its sole discretion, decide not to charge the full fee in respect of each site.

7. Submission Review

Once your application is submitted to ACCA, it will be reviewed by the Training & Development Department who will contact you regarding any missing submission documents or points of clarification which may be required.

NB The submission of an application for Registered status does not guarantee approval and CPD providers may not refer to themselves as a Registered CPD Provider until an official approval letter has been received.

8. Regulatory requirements

In countries which have regulatory requirements for CPD providers to register with governmental organisations (or similar), it is assumed that a Registered CPD Provider will comply with the requirements. Failure to do so will result in the removal of your status as a Registered CPD Provider.

9. Approval process

- 9.1 On approval, CPD providers will receive an official approval letter detailing any conditions or recommendations upon which approval is based. An official certificate will be enclosed with the approval letter. A Registered CPD Provider logo will also be enclosed on CD-ROM. Once confirmation of approval has been received, the CPD provider is eligible for the benefits as outlined in 3.1.
- 9.2 It is essential that CPD providers ensure that contact details held by the Training & Development Department are accurate, that the e-mail address provided is valid and that these details are updated where necessary. ACCA cannot take responsibility for non-receipt of any information due to unreliable or incorrect e-mail addresses or other contact information.

10. Annual Registration

Each year Registered CPD Providers are required to complete a re-registration form to renew their annual registration.

- 10.1 Re-submission forms are sent to all Registered CPD Providers in August. The re-submission pack will include an invoice for the coming year's annual fee. Registered CPD Providers should return the forms with the fee and any supporting documentation requested.

- 10.2 The Training & Development Department may request supporting documentation be returned as part of a Registered CPD Provider's re-submission exercise. Documentary evidence that a Registered CPD Provider has met any conditions set by ACCA should be included with the re-submission.
- 10.3 Return of the annual fee alone does not count as re-submission. If the re-submission form has not been received by 31 October, Registered CPD Provider status will be removed and the annual fee (if received) will be refunded.

11. Learner complaints

ACCA reserves the right to investigate learner complaints. Following a learner complaint made to ACCA, the Registered CPD Provider will be required to report to ACCA regarding the complaint and how it was dealt with through the organisation's procedures. Upheld complaints may be grounds for removal of Registered CPD Provider status.

12. Withdrawal of registered status

- 12.1 ACCA reserves the right to withdraw registered status from any Registered CPD Provider.
- 12.2 Grounds for withdrawal of registered status include but are not limited to:
- Any breach of the Registered CPD Provider Regulations.
 - Upheld learner complaints.
 - Mishandling of fees.
 - Non-payment of annual registration fees.
 - Any breach of the Advertising Regulations.
 - While any reasonable complaint relating to the administration and delivery of training is investigated. The determination of what is a reasonable complaint shall be at the sole discretion of ACCA.
 - Any actions or omissions by the Registered CPD Provider that are deemed by ACCA to conflict with, or are detrimental to, the interests of ACCA or its members or in any way impair the goodwill associated with ACCA.
- 12.3 The Registered CPD Provider shall not host or maintain a website that has a domain name that is deemed by ACCA to be confusing or similar to the domain names of ACCA's websites or that confuse ACCA members.
- 12.4 ACCA shall give notice to the Registered CPD Provider of any decision to withdraw Registered status, together with written reasons for the withdrawal.
- 12.5 The Registered CPD Provider shall be obliged to co-operate with ACCA in any investigation of the circumstances or complaint(s) for which Registered CPD Provider status has been withdrawn.
- 12.6 Following the conclusion of any investigation as referred to above, ACCA shall give notice to the CPD Provider of whether it is to be reinstated as a Registered CPD Provider.
- 12.7 Where Registered CPD Provider status has been withdrawn, an organisation shall not be entitled to hold itself out as having Registered CPD Provider status and shall ensure that all references to it having Registered CPD Provider status are removed from its website and all other promotional literature.
- 12.8 The decision to withdraw status shall be at ACCA's sole discretion and shall be final. There shall be no appeal from any such decision.

APPENDIX A Approval criteria

1. Your organisation should meet the following minimum requirements to be eligible to become a Registered CPD Provider:
 - Permanent premises for administration and appropriate premises for the delivery of training.
 - Training rooms of an appropriate size for the number of learners in a group.
 - Group sizes consistent with claims made in promotional materials.
 - Expert and experienced trainers to design and deliver courses.
 - Provision of handouts, workbooks and/or other materials to support learning.
 - All courses delivered according to clear course notes.
 - Course costs charged at a standard market rate or, where there is a significant difference, justified to ACCA's satisfaction.
 - Course booking and cancellation policies made available/provided to learners.
 - Supply proof of attendance at the end of each course*.
 - Produce feedback questionnaires of a comparable standard to ACCA's feedback questionnaire.
 - Distribute feedback questionnaires at the end of a course and actively encourage learners to complete them.
 - Use feedback from questionnaires to monitor and enhance course provision and learning effectiveness.
 - Have a formal complaints procedure in place and make learners aware that such a procedure exists.
 - Promotional materials comply with ACCA Advertising guidelines.
 - Financially viable institution.

* If your organisation provides events other than courses for which you do not provide attendance certificates, you may still be eligible to apply for Registered CPD Provider status. However, an explanation for this must be included with your application.

APPENDIX B Registered CPD Provider Advertising Regulations

1. Introduction

All information provided in promotional materials must be accurate and not misleading. No claims should be made by the Registered CPD Provider which cannot be substantiated. Registered CPD Providers should avoid negative advertising in respect to other providers.

2. Use of ACCA's logo

Registered CPD Providers may only use the appropriate Registered CPD Provider logo supplied to them by ACCA. **Under no other circumstances may ACCA's corporate logo be used.**

The logo may not be edited, cropped or printed in a colour other than the original provided. Removal of the date from the Registered CPD Provider logo is prohibited and may result in withdrawal of Registered status.

Any promotional material referring to Registered CPD Provider status or displaying the logo must not include details of un-registered sites. Registered CPD Providers with multiple sites of registration must ensure that any joint promotional material referring to Registered status or displaying the Registered logo clearly distinguishes between the various sites.

Non-registered CPD Providers

CPD providers who are not registered with ACCA as a Registered CPD Provider may not refer to any endorsement by ACCA and under no circumstances are permitted to use the ACCA logo.

The information in this publication is provided for general purposes only. While every effort has been made to ensure that the information is accurate and up to date at the time of going to press, ACCA accepts no responsibility for any loss which may arise from information contained in this publication.

Any fees quoted are subject to change without written notification.