

**Údarás Rialála Seirbhísí Maoine**



**Property Services Regulatory Authority**

**Scheme**

**of**

**Continuous Professional Development**

**For PSRA Licensees**

## **Introduction**

Continuous Professional Development (CPD) is an ongoing duty to undertake education and training for the purpose of maintaining professional competence. It is the means by which professionals retain and enhance their expertise, and demonstrates commitment to having in place on an ongoing basis the necessary knowledge, skills and competencies appropriate to the delivery of a professional service.

This Scheme sets out the education and training minimum requirements which licensees must undertake to maintain their current professionalism in the provision of property services.

## **Application of Scheme**

This Scheme applies to every individual who holds a licence from the Property Services Regulatory Authority (PSRA), including a partner in a partnership, who is the holder of a licence issued by the Authority in respect of the provision of property services in licence categories A, B, C or D, and/or any combination of those categories.

Where the licensee is a body corporate, the licensee must take all appropriate steps to ensure that its principal officers maintain their professional competence pursuant to this Scheme.

## **Accreditation**

In accordance with section 79(2)(b) of the Act the Authority will exercise an accreditation function whereby external CPD providers may be recognised, approved and accredited by the PSRA to deliver specific CPD programmes according to this Scheme. An inventory of accredited CPD providers and related education and training courses will be available on the Authority's website with a view to being utilised by licensees for the purpose of planning and engagement in CPD activities that they see as relevant to their particular practice. In order for accreditation to be granted, it must be demonstrated by the accredited provider to the Authority that the education and training falls within the range of categories set out in this Scheme, and that it directly relates to improving standards and quality of property service provision. The following requirements must also be adequately addressed:

- relevance to provision of licensed property services in Ireland, with emphasis on improved quality and service provision having regard to current Irish law and regulatory practices,
- delivery by persons or bodies that have suitable qualifications and experience in their subject,
- conformity with minimum standards appropriate to the delivery of CPD in suitable locations/premises with adequate facilities and organisational structures,
- capability to deliver CPD on a regional basis,
- costs and anticipated outcomes in terms of results for participants to be clear and specific,
- content to be sufficiently detailed to enable the Authority to assess it effectively for accreditation purposes'
- recording of attendance on arrival and departure at CPD courses,
- issuing of certified attendance certificate to the licensees.

## **CPD hours**

**All licensees must undertake annually a minimum of 5 verifiable hours of formal CPD education.**

The Authority reserves the right to amend the number of formal CPD hours at any time.

While licensees ought to, and some who are members of professional bodies representative of the sector already do, embrace a culture of ongoing formal learning to ensure that they remain competent and keep up to date in their professional practice, the above obligations are the minimum formal CPD requirements that must be undertaken.

## **CPD Year**

Each year the CPD cycle ends on 31 December of that year.

## **Surplus CPD hours**

Any surplus CPD hours may not be carried forward to the next calendar year.

## **Categories**

The Authority has categorised CPD content under 2 Category headings:

**General and Management** – amongst which may include ethics, customer care/management, complaints management, health and safety, sectoral related matters, office management, staff management, licence renewal administration, business skills, financial management, risk management, professional indemnity insurance, owner management company and agent relationship.

**Legislation and Regulation** – amongst which may include Property Services (Regulation) Act 2011 and its secondary legislation, data protection, protected disclosures, equality legislation, anti-money laundering, multi-unit development and residential tenancies legislation.

The PSRA reserves the right to amend or extend the categories and or sub-categories detailed above at any time.

## **Mandatory CPD**

A minimum of 2 hours CPD must be completed annually in each Category i.e. a minimum of 2 hours CPD completed under the Category **General/Management** and a minimum of 2 hours CPD completed under the category heading **Legislation/Regulation**. The final CPD hour must be selected from either category.

Annually, under the category **Legislation/Regulation**, each licensee must complete 1 hour CPD relating to the Property Services (Regulation) Act, 2011 to include any related Regulations. In addition, one half hour CPD must be undertaken relating to Anti Money Laundering legislation.

Licensees are encouraged to select a range of CPD courses from each category.

Licensees will need to choose and plan CPD learning which is relevant to them taking into account the nature of their work or role and their individual needs. They may choose any combination of sub-

categories from within the 2 main headings, provided minimum CPD is undertaken from each category heading.

### **CPD Restriction Durations**

CPD courses must be of a minimum of 30 minutes in duration. The maximum number of CPD hours that can be accredited for any single sub-category is one hour.

### **Awarding of CPD hours to Licensees**

Accredited CPD providers by the PSRA must be able to facilitate recording of licensee's attendance at CPD events on arrival and on departure.

Licensees are required to sign in on arrival for CPD and on exiting from the CPD event.

Accredited CPD providers are required to provide certification of completed CPD hours to licensees for future auditing by the PSRA.

### **Delivery Method**

CPD shall be delivered through specified methods including face to face, e-learning, seminars and or conferences or as maybe approved by the Authority.

### **Record Keeping**

Each individual licensee is required to maintain certification of completed CPD hours from the accredited CPD provider. The certification must clearly detail the licensee's name, licence number, CPD category and sub-category, method of delivery of the CPD undertaken and the number of CPD completed hours. Accredited CPD providers will be required to provide certification of attendance and or completion of CPD hours to licensees in accordance with these requirements.

### **CPD Monitoring Process**

The Authority on a regular basis will undertake an audit of licensees to check for compliance with the mandatory CPD requirements. Licensees must provide to the Authority certification from a PSRA accredited CPD provider of their completed CPD hours.

The Authority, as part of its audit function may require an accredited CPD provider to provide any relevant information relating to attendance by licensees and or awarding of CPD hours to licensees.

### **Improper Conduct**

Failure to comply with CPD requirements can amount to "improper conduct" as defined in section 2 of the Act. "Improper conduct" includes a contravention of section 81(1) or 81(2) which constitutes a failure by:

- (i) a licensee to maintain his or her professional competence, or
- (ii) a licensee, which is a body corporate, to ensure that its principal officers are maintaining their professional competence.

A contravention of these provisions can give rise to a complaint to the Authority under Part 7 of the Act, which can result in an investigation and/or sanction of the licensee the subject of the complaint.

**Statutory Maternity/Parental or Adoptive Leave and other mitigating circumstances.**

A pro rata reduction in licensee's obligation to complete CPD annual hours may be given in the following circumstances:

Statutory maternity leave, adoption leave, block parental leave, carer's leave. The same applies to long (two months or more) absences due to illness or in respect of other mitigating circumstances as deemed appropriate by the Authority.

A licensee who is licenced after the commencement of the CPD year (1 January), shall be required to complete their CPD, which will be calculated on a pro rata basis. A request for a pro rata reduction in licensee's obligation to complete CPD must be made in writing to the PSRA.

**Communication and Review**

This Scheme will be communicated by the PSRA as appropriate. The operation of the Scheme and all associated administration will be subject to ongoing review by the Authority.

**Amendment of Scheme**

The PSRA reserves the right to amend this Scheme at any time.