

## Certified Data Protection Officer (CDPO)

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### Continuing Professional Development (CPD) Scheme Guidelines & Regulations

Welcome to the Certified Data Protection Officer (CDPO) CPD Guidelines & Regulations. This is an important document which sets out the CPD scheme requirements and regulations. You are advised to read this document thoroughly and retain it for reference during the CPD year.

Should you have any queries on the CPD Guidelines & Regulations please contact The Institute of Banking at 01 6116500 or at [info@acoi.ie](mailto:info@acoi.ie)



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## 1. Introduction

Welcome to the CPD Guidelines & Regulations for those who hold the Certified Data Protection Officer (CDPO) designation. These guidelines are valid for the current CPD year and are subject to a yearly review.

CDPO is a professional designation available only to those who hold the Professional Certificate in Data Protection and agree to comply with the Continuing Professional Development (CPD) obligations associated with the designation.

Every person who holds the CDPO designation is obliged to:

- Fully participate in the CDPO CPD scheme and comply with all of its requirements and
- Maintain membership of the Association of Compliance Officers in Ireland (ACOI).

Any breach of either one or both of these conditions will result in the loss of the CDPO designation. This process is essential in maintaining the credibility and standing of the designation, and of those who continue to hold it.

## 2. Summary of CPD Requirements

This is a brief summary of the main CPD requirements. You are advised to read this document in full for the detailed scheme rules and requirements.

- Total annual CPD requirement is 5 hours.
- At least 1 hour must be relevant to Ethics.
- All CPD events must be accredited by The Institute of Banking (the Institute).
- CPD year runs from 01 January to 31 December. Hours must be completed by 31 December.
- All events must be recorded and an annual return made by 31 January.
- A random sample of members are audited each year

## 3. Purpose of the CDPO CPD Scheme

The purpose of the CDPO CPD scheme is to permit holders of the designation to keep their qualification current and to ensure that those who qualified in the past are as knowledgeable as those qualifying today.

The content of CPD hours must be directly relevant to the syllabus of the Professional Certificate in Data Protection.

## 4. Designation

Members of the scheme are entitled to use the designatory letters *CDPO* (Certified Data Protection Officer), a joint designation of ACOI and The Institute of Banking.

## 5. Administration of the CDPO CPD Scheme

Administration of the CDPO CPD scheme is carried out by The Institute of Banking.

## **6. Continuing Professional Development (CPD) – General Definition**

There have been many definitions of CPD by various individuals and bodies over the years. The Professional Associations Research Network in the UK carried out an extensive research project into CPD and in the process devised the following comprehensive definition:

"CPD is any process or activity of a planned nature, that provides added value to the capability of the professional through the increase in knowledge skills and personal qualities necessary for the execution of professional and technical duties, often termed competence. It is a life-long tool that benefits the professional, client, employer, professional association and society as a whole and is particularly relevant during periods of rapid technological and occupational change."

## **7. Benefits of CPD**

### **You**

There can be no doubt that the principal beneficiary of CPD participation is you. Your involvement should ultimately help you both in your career and personally. CPD should help you to:

- update your skills and knowledge on existing and new areas of relevance
- build client trust and confidence
- expand and hone your skills
- build self-confidence and conviction
- remain competitive
- raise your personal profile through networking and make you more 'marketable' to your existing and/or future employers
- gain a broader view

### **Your Clients**

Your participation in the CPD scheme also benefits your clients, who will be reassured that you are a qualified, a well-informed person maintaining your knowledge and skills by keeping in touch with ongoing developments in your business.

### **Your Employer**

Your employer or company benefits from your participation, as you are likely to be more efficient and productive, which obviously gives them a competitive edge.

### **The CDPO Designation**

The fact that all CDPOs participate in a common CPD scheme gives added value and credibility to the CDPO designation itself. This has a positive effect on client and employer confidence, which in turn has a positive effect on you.

### **The Financial Services Industry**

The CDPO designation which is backed up by a mandatory CPD scheme is a recognised stamp of quality for those who hold it.

### **The Professional Body**

The CPD scheme adds credibility to the professional body of which you are a member, namely ACOI / The Institute of Banking.

## 8. Annual CPD Requirements

Every CDPO is obliged to complete the same amount of CPD hours, irrespective of the area of business or the industry in which they are employed.

The annual requirement is **5 hours** (unless additional shortfall hours are required or a pro rata adjustment has been applied).

CDPOs must complete **at least one hour** of CPD each year which relates to **ethics**.

The CPD scheme for CDPO is essentially self-certifying and there will be no compulsory testing of knowledge/learning by either the ACOI or the Institute.

A sample of members will be selected for audit of their CPD hours each year ([see section 26 'Audit'](#)).



## 9. Surplus Hours

Any surplus accumulated in one year may NOT be carried into the following year(s).

## 10. CPD Year

The CPD year runs from 01 January – 31 December each year, i.e. hours must be completed in the calendar year. While the closing date for making an annual return each year is 31 January of the following year ([see section 25. 'Annual Returns'](#)), CPD hours must be completed by **31 December**. Hours completed in January count for that CPD year and cannot be counted for the previous CPD year.

## 11. Minimum & Maximum Duration – CPD Hours

All CPD hours must be accredited by the Institute of Banking ([see section 15. 'Accreditation of Events for CPD Hours'](#)).

The minimum unit of time recognised and accredited for CPD purposes is a half hour.

The maximum number of hours that will be accredited for any single event/activity/topic, tested online course/module and any single examination module (must be a minimum of 3 ECTS credits on a programme leading to a qualification at level 8 or above on the National Framework of Qualifications and CPD credit is awarded in the year the examination is passed) is 2 hours.

This is to ensure that CDPOs achieve their CPD hours and enhance their knowledge across a range of topics.

Time spent actively involved in a CPD activity will count and can include question and answer time, case studies and tests/exams etc. Time spent travelling to an event, registration time, coffee/lunch breaks, social time etc. will not count.

## 12. Criteria in Relation to Awarding CPD Credit

The role of CPD is to:

- Keep qualifications up to date and
- Ensure (on an ongoing basis) that those who qualified in the past are at least as knowledgeable as those qualifying today.

Therefore, ACOI and the Institute have decided that CPD directly relevant to CDPOs includes:

- Technical knowledge related to the syllabus of the Professional Certificate in Data Protection.

The CDPO CPD scheme will therefore span ACOI's own CPD events relevant to CDPOs and those provided by or recognised by the Institute and other relevant external events e.g. in-company training.

CDPOs must complete **at least one hour** of CPD each year which relates to **ethics**.

The word "directly" is important in the context of the definition of CPD. The view of the ACOI and the Institute is that the requirement relates to the specific technical knowledge underlying the Professional Certificate and that it does not include wider skills (such as sales influencing skills and time management skills, for example).

CPD needs to be **widely spread** to ensure that CDPOs maintain and enhance their knowledge across a range of topics. Consequently, the maximum number of hours that will be awarded to events/activities is **2 hours**:

All courses/seminars/online training must meet the following criteria in order to count towards CPD:

- The material or content must be directly relevant to the syllabus of the Professional Certificate in Data Protection.
- Course presenters must have qualifications and / or knowledge and experience appropriate to the subject(s) being presented.
- The presentation must be conducted in an appropriate location (i.e. proper conference / business / in-house facility).
- The presentation/course must be at least a half hour in duration.
- If electronically delivered, the event/activity must meet the criteria described in [section 13. 'Award of CPD Hours to Electronically Delivered Events and Activities'](#) below.

Only the Institute may accredit events and activities (including in-house training courses that require CPD accreditation) for CPD hours in respect of the CDPO designation and they will do so in accordance with the principles and criteria set out above.

## 13. Award of CPD Hours to Electronically Delivered Events and Activities

In considering whether or not to grant CPD hours to eLearning courses and other electronically delivered events and activities, the relevance of their content is evaluated in the same way as other activities and events. In order to assess the level of active involvement required of its participants, the Institute also examines carefully the learning approach and structure of electronically delivered events and activities. In this regard, to be awarded CPD hours:

**Each E-learning course or module must:**

- (i) Be generally well-designed (e.g., divided into individual lessons or units of reasonable length, require little or no scrolling within pages, be easy to read and navigate).
- (ii) Be highly interactive, requiring regular interaction between the course and the learner (through frequent exercises, questions, links to websites or feedback etc.).
- (iii) Incorporate a reasonable diversity of delivery approaches and/or media (e.g., appropriate combinations of text/slides, animation, pop-up pages, audio or video, attachments etc.).
- (iv) Ensure that the module is designed so that individuals cannot bypass the learning material and go straight to the test.
- (v) Ensure that individuals spend a comparable amount of time completing a module as the accreditation awarded for the module i.e. if a module is accredited for 2 hours, then the module should take an individual 2 hours to complete, inclusive of the test.
- (vi) Include computer-based testing to provide evidence that a learner has assimilated the knowledge and skills contained in the course (the question bank should contain a greater number of questions than the test in the event that a person fails the test and has to re-sit to ensure that a predominantly different set of questions is presented in a resit test). Please see the following matrix as a guide:

<b>Duration of Module</b>	<b>2 hr</b>	<b>1.5 hr</b>	<b>1 hr</b>	<b>0.5 hr</b>
Number of Questions Required in Bank of Questions (Minimum)	48	36	24	12
Number of Questions Required in Test/Exam (Minimum)	24	18	12	6
Pass Rate (Minimum)	16	12	8	4

A minimum pass rate of 65% or over is recommended.

- (vii) Be capable of providing appropriate confirmation that the learner has successfully completed the test.
- (viii) Include a minimum of a half hour of relevant learning (including tests).

**Events delivered using Web Casting and Web/Tele-Conferencing and similar technologies must:**

- (i) Be transmitted '**live**' (to allow for interaction between learner and presenter). Presentations which are not viewed/attended 'live' will only be accredited for CPD hours where they include a test that meets the criteria in (vi) above.
- (ii) Be generally well-designed and create a productive learning experience (e.g. participants at remote locations must be able to hear and/or see the presenters, while simultaneously viewing the presenters' materials (e.g. slides or simulations)).
- (iii) Provide opportunities for all participants to put questions (verbal or written) to and engage in discussions with presenters during the event (unless recorded).
- (iv) Provide a means for course organisers to verify those participating at each venue (to include verification that the participant attended for the full duration e.g. log-in and log-out confirmation).
- (v) Include provision of electronic or hard-copy confirmation of attendance for the full duration to participants.
- (vi) Include a minimum of a half hour of relevant learning.

## 14. Definition of CPD for the CDPO Scheme

CPD can be defined as **'active' participation** in an activity, the subject matter of which meets the ACOI and Institute criteria ([see section 12. 'Criteria in Relation to Awarding CPD Credit'](#)) for awarding CPD credit and includes attendance at seminars/training events, workshops, tested e-learning courses/modules, courses and other events of equivalent standing.

CPD does not necessarily mean attendance at external seminars - relevant in-house training and approved tested online training may also earn credit provided it meets the above criteria.

General reading and research will not count for CPD hours.

## 15. Accreditation of Events for CPD Hours

All CPD hours must be accredited by the Institute. Event providers (companies/bodies)/members applying for CPD hours for events should complete the Online CPD Accreditation Application Request Form located at [www.iob.ie/cpdaccreditations](http://www.iob.ie/cpdaccreditations).

In the case of companies organising relevant in-company events/training for their own staff, it is recommended that one contact person in each company submits to the Institute all requests for accreditation on behalf of their staff. Members should check with their training department/intranet site for further information on their company accreditation procedures prior to submitting any application.

Members are required to attend for the full duration of an event in order to claim the CPD hours approved for that event. Where a member has not attended for the full duration he/she is required to submit a new application for reduced hours. Evidence of attendance is required in the event of a CPD audit e.g. certificate of attendance, attendance sheet etc. The Institute reserves the right to contact the event provider to verify attendance for the full or part duration.

Companies/bodies organising events for CPD purposes and applying for hours must submit a new application for reduced hours where members do not attend for the full duration. Event providers applying for CPD hours must hold records of attendance e.g. attendance sheet in the event attendees are selected for audit and confirmation of full/part attendance is required.

It is the responsibility of event providers to clearly advise attendees (in advance of the event) the accreditation number allocated to the event by the Institute, as well as the number of CPD hours applicable. This should also be announced/indicated to attendees at the beginning/end of the event.

Events accredited for CPD hours run by the Institute and the eCPD online modules will automatically record in the CPD member's Online CPD Record. All CPD events, courses and training etc. are accredited for one CPD year only and must be re-accredited in each CPD year by application to the Institute.



## 16. Examples of CPD

Some general examples of activities normally expected to come within the definition of CPD are given below. Members are required to seek accreditation ([see section 15 'Accreditation of Events for CPD Hours'](#)) of all external CPD hours.

- Relevant in-house training programmes
- Relevant seminars run by ACOI or the Institute
- Relevant seminars run by other professional bodies
- Relevant online training courses – must include a test to confirm learning (e.g. those approved for eCPD). A maximum of 2 hours is accredited for any single online course/module. See section 13. ['Award of CPD Hours to Electronically Delivered Events and Activities'](#).
- Some of the Institute examinations (those at Level 8 or above on the National Framework of Qualifications). Hours are awarded on successful completion of examinations in the year the examination is passed – no hours for study or examination preparation.
- Relevant examinations of other professional bodies or other academic examinations (must be a minimum of 3 ECTS credits on a programme leading to a qualification at level 8 or above on the National Framework of Qualifications). Hours are awarded on successful completion of examinations in the year the examination is passed – no hours for study or examination preparation.
- Regulatory training e.g. Data Protection
- Ethics training
- Relevant lecture/seminar presentation (only the first presentation of a lecture/seminar will earn credit, research and preparation for the lecture/seminar cannot be included).

CPD needs to be **widely spread** to ensure that CDPOs maintain and enhance their knowledge across a range of topics. Members should ensure that they do not include events in their annual return that cover the same material e.g. an online Data Protection Regulation course and a face-to-face Data Protection Regulation seminar that cover the same material – only one event should be counted.

## 17. Excluded Activities

The following are examples of activities not considered to be relevant, in that they do not meet the ACOI and Institute criteria, and are therefore excluded from counting towards CPD:

- Study or examination preparation. CPD hours are awarded on successful completion of relevant examinations in the year the examination is passed
- Normal working activities
- General software/application training (e.g. Microsoft Excel, Word etc.)
- Internet training
- Sales techniques training
- General communications training
- 'Soft-skills'/general training (such as programmes or courses on telephone techniques, customer care, time management, negotiation skills, leadership/supervisory skills, writing/communication skills etc.)
- Product launches or other primarily social occasions
- 'Motivational' seminars
- Reading and research
- DVDs, TV programmes
- Online training that is not tested
- Writing/research for thesis, study manuals, books and other publications.

## 18. CPD Programme

The Institute offers CDPOs a comprehensive and cost effective CPD programme to help them meet the annual CPD requirements. The programme includes:

### (i) Online Courses – eCPD

The eCPD portal in the Institute's 'My Institute' available via [www.iob.ie](http://www.iob.ie) offers all CDPOs a programme of online courses covering topics such as Data Protection, Ethics, etc. There is no extra cost involved (included in annual membership fee). As courses are updated on an annual basis, courses completed in previous CPD years can be re-taken to count for CPD hours in a new CPD year provided 3 months have passed since the course was last completed. CDPOs can access the 'My Institute' using their membership number and password.

### (ii) CPD Seminars and Webinars

Seminars are organised by the ACOI and the Institute. Live CPD webinars may also be held throughout the year. CDPOs will be provided with details during the CPD year. Information regarding the seminars and webinars will also be posted on the ACOI's website.

### (iii) Accreditation of In-company and Other Events for CPD Hours

As described earlier in section 15. 'Accreditation of Events for CPD Hours', the Institute accredits relevant in-company training and other relevant events for CPD hours, CDPOs should complete the Online CPD Accreditation Application Form located at [www.iob.ie/cpdaccreditations](http://www.iob.ie/cpdaccreditations) prior to holding an event, course, online module to check if it meets the criteria for awarding CPD hours

### (iv) Qualifications Programmes

Some of the Institute's qualification modules are accredited for CPD hours. CDPOs will automatically be awarded the CPD hours on successful completion of relevant examinations. Information on the Institute's qualification modules can be found in 'My Institute' available via [www.iob.ie](http://www.iob.ie)

## 19. Pro Rata Adjustment of CPD Hours

In certain circumstances (see (i) and (ii) below) a pro rata adjustment (reduction) in required CPD hours may be granted, provided the CDPO is not working for the relevant period of time. In order to be granted an adjustment, CDPOs must complete a Pro Rata Adjustment Form available from [www.acoi.ie](http://www.acoi.ie) and on the Institute's 'My Institute' in 'CPD Downloads') and return it to the Institute.

CDPOs who have been granted a pro rata adjustment in CPD will not be required to comply with the requirement to complete one hour of CPD which relates to ethics in the year the pro rata adjustment is granted.

CDPOs who have been granted a pro rata adjustment in hours for part of a year must still make an annual return of hours completed for the remainder of the year by 31 January (of the following year).

### (i) Statutory Maternity/Parental/Adoption/Carer's Leave

There will be a pro rata adjustment in CPD requirements for members taking statutory maternity leave (current maximum 42 weeks i.e. up to 26 weeks paid and up to 16 weeks unpaid leave), statutory adoption leave (current maximum 40 weeks i.e. up to 24 weeks paid and up to 16 weeks unpaid leave), statutory block parental leave (currently maximum 18 weeks per child) or statutory carer's leave. The adjustment will be given for paid and unpaid statutory leave only i.e. does not include holidays, additional unpaid leave or career break. CPD Members should contact the Institute in advance of taking such leave, to apply for a temporary exemption from CPD activity for the duration of the leave.

## **(ii) Illness**

Brief periods of absence due to illness etc. will not entitle a CDPO to any adjustment in CPD requirements. However, those out of work due to long-term illness (two months or more) may apply for a pro rata reduction in requirements subject to medical certification of the illness.

## **(iii) Circumstances where a Pro Rata Adjustment of Hours will NOT Apply**

A pro rata adjustment of hours will not apply in the following circumstances:

- **Part-time work/Job sharing**
- **Holidays** - including where taken immediately prior to or following maternity/adoption/parental/carer's leave.
- **Retirement/Redundancy/Unemployment** - where the member still wishes to retain the CDPO designation for use at any point in the future.
- **Career Break/Sabbatical leave**

## **20. Newly-Qualified Members – Applying for your Designation**

### **(i) Application on Qualification**

Newly qualified persons will be invited by the ACOI to apply for the CDPO designation when final ratified results are issued by the relevant Examination Board. All newly qualified persons are advised to apply for the CDPO designation by the required date outlined in this invitation (including those not currently working in the financial services industry who wish to use the CDPO designation at any time in the future).

### **(ii) Late application**

Persons who do not apply for the designation within two years from the January following qualification and who wish to apply at a later date will be considered on a case-by-case basis and will be subject to one or more of the late application rules including:

- Completion of any shortfall\* in CPD hours (in addition to the requirements for the year of joining), and application of the shortfall warning, where relevant
- Payment of backdated designation and / or membership fees, where relevant
- €100 late application fee

\*A person with a shortfall in CPD requirements may apply to be included in the CPD scheme as a 'suspended' member in order to complete the CPD shortfall but will not have the CDPO designation awarded at this time. Annual membership fees are payable while a suspended member of the scheme. A person will be given credit for any verified CPD completed in the period prior to joining the CPD scheme. A shortfall warning will be applied on joining i.e. if the member fails to complete the CPD requirements as set out in section 8 in any of the five years following the most recent failure to comply, the CDPO designation will be removed.

A person will be admitted to the CPD scheme as a full member and will have the CDPO designation awarded once he or she is in compliance with the CPD requirements i.e. has completed any shortfall in CPD requirements and has paid the relevant fees.

Suspended members should advise the Institute in writing ([info@acoi.ie](mailto:info@acoi.ie)) when they have completed the outstanding hours to be considered for award of the CDPO designation

Members who apply within two years from the January following qualification will have an annual CPD requirement of 5 CPD hours ([see section 8. 'Annual CPD Requirements'](#)).

## 21. Newly-Qualified Members - Commencement of CPD

A person who qualifies with the Professional Certificate during the course of the year will be required to commence CPD activity from January in the year after qualification.

## 22. Other Designations

CDPOs who also hold other designations such as LCOI, QFA, Registered Stockbroker, Chartered Banker, CIP etc. are required to make an annual return of CPD hours for each separate designation held. In some cases, the CPD hours completed for other designations may also count for the CDPO designation (please note that the reverse is not always true). Members should check with the Institute or other relevant professional body in the event of any queries on qualifying hours.

## 23. CDPOs not working in the Financial Services Industry

CDPOs who no longer work in the financial services industry are required to comply with the CPD requirements if they wish to retain their CDPO designation for current or future use. Members who do not comply with the CPD requirements will be subject to the procedure outlined in section 27. ['Failure to Comply'](#).

## 24. Keeping Records & Supporting Documentation

Each CDPO is responsible for keeping his/her own records in relation to CPD undertaken.

The Institute provides an Online CPD Record in 'My Institute' available via [www.iob.ie](http://www.iob.ie) for CDPOs to track and record their CPD hours. CDPOs are required to record each individual approved event making up their CPD hours in their personal Online CPD Record in order to make their annual return at the year end.

CDPOs are also required to keep supporting documentation as evidence of attendance at events or completion of a course e.g. attendance sheets, certificates of attendance, certificates of completion, computer printout/record of completion, written confirmation from employer etc.

It is essential to keep personal records and supporting documentation, as members will be required to present original versions of them should they be the subject of an audit at any stage ([see section 26. 'Audit'](#)). The Institute reserves the right to verify the information contained in the records, including the right to contact any of the organisations/people listed in a member's records.

Such records and documentation should be retained for at least six years.

## 25. Annual Returns

Every CDPO is obliged to make an Annual Return by **31 January** every year declaring:

- the approved events that make up their CPD Hours for the previous calendar year i.e. 01 January to the 31 December, and
- that the hours completed conform to the requirements ([see section 8. 'Annual CPD Requirements'](#)) and the criteria for CPD ([see section 12. 'Criteria in Relation to Awarding CPD Credit'](#)).

CDPOs are required to record all approved CPD events in their Online CPD Record in 'My Institute' available via [www.iob.ie](http://www.iob.ie). A member's Online CPD Record will then form the basis of their Annual Return. The online Annual Return process usually opens in early December each year until 31 January of the following year.

Thereafter, anyone who has not made an Annual Return will be considered not to have complied with the

CPD requirements and will be subject to the procedure outlined below under [section 27 'Failure to Comply'](#).

CPD hours must be completed by 31 December each year. Hours completed in January will count for that CPD year and cannot be counted for the previous CPD Year e.g. hours completed in January 2020 will count for the 2020 CPD year and not 2019.

## 26. Audit

The Institute will audit a random sample of member returns each year in order to verify that the hours completed conform to the requirements ([see section 8, 'Annual CPD Requirements'](#) and section 12. '[Criteria in Relation to Awarding CPD Credit](#)') and the information returned is true. Should a member be the subject of an audit they will be required to present supporting documentation confirming attendance/completion for each CPD event (external to the Institute) in their return e.g. attendance sheets, certificates of attendance, certificates of completion, computer printout/record of completion, written confirmation from employer etc.

Details of the records will then be verified, as seen fit by the Institute (including, if deemed necessary, contacting any of the organisations/people listed in the records). Audits are predominantly random and so a member may be the subject of an audit on any number of occasions (successive or intermittent) and must comply by furnishing the Institute with appropriate records/proof of CPD completed during the previous calendar year.

Members found to have returned hours without supporting documentation confirming attendance or events covering predominantly the same material will have the events removed.

Any resulting shortfall will be carried to the following year, unless a five-year shortfall warning already applies see ([section 27. 'Failure to Comply'](#))

Penalty hours may also be applied in addition to the shortfall hours.

## 27. Failure to Comply

Any CDPO who:

- (a) Fails to make an annual return and/or
- (b) Fails to co-operate when audited and/or
- (c) Fails to pay the membership fees of ACOI and/or
- (d) Makes a false or seriously incorrect annual return

will be deemed to be in breach of the CPD scheme requirements and thus in breach of one of the primary conditions of holding the CDPO designation ([see section 1 'Introduction'](#)). This will result in the removal of the CDPO designation from the person.

Any CDPO who fails to complete the CPD requirement in any given year as set out in section 8 (i.e. fails to complete the required hours or fails to complete one hour related to ethics) will, in the first instance, be given a grace period to 'catch up' and complete any shortfall in CPD requirements by 31 December of the following CPD year (in addition to the requirements for that CPD year). A five-year shortfall warning penalty will also be applied to the member's record i.e. if the member fails to complete the CPD requirement as set out in section 8 in any of the five years following the first failure to comply, their CDPO designation will be removed.

## 28. Reinstatement of the CDPO Designation

A person who has had their CDPO designation removed due to failure to comply with the CPD regulations (a) to (c) in section 27 above, is advised to apply to reinstate their designation as a matter of urgency. Such a person should state their case in writing to the Institute. Requests to reinstate the CDPO designation are considered on a case-by-case basis.

A reinstated person will be subject to one or more of the reinstatement rules as follows:

- Completion of any shortfall\* in CPD requirements (in addition to the requirements for the year of reinstatement), and application of the shortfall warning, where relevant
- Payment of backdated designation and / or membership fees, where relevant
- €100 reinstatement fee.

\*A person with a shortfall in CPD requirements may apply to be included in the CPD scheme as a 'suspended' member in order to complete the CPD shortfall but will not have the CDPO designation reinstated at this time.

Annual fees are payable while a suspended member of the scheme. A person will be given credit for any verified CPD relevant to the CDPO designation completed in the period prior to suspension. A shortfall warning will be applied on reinstatement i.e. if the member fails to complete the CPD requirements as set out in section 8 in any of the five years following the most recent failure to comply, the CDPO designation will be removed.

A person will be reinstated to the CPD scheme as a full member and will have the CDPO designation reinstated once he or she is again in compliance with the CPD requirements i.e. has completed any shortfall in CPD requirements and paid the relevant fees. Suspended members should advise the Institute in writing (to [info@acoi.ie](mailto:info@acoi.ie)) when they have completed the outstanding hours in order to be considered for reinstatement to the CDPO designation.

Where a person has the CDPO designation removed having been found to have made a false or seriously incorrect return of hours (regulation (d) in section 27 above), he/she is deemed in serious breach of the rules of the CPD scheme and will not be eligible for reinstatement i.e. he/she will be permanently excluded from holding the CDPO designation, subject to approval by the ACOI Board and the Institute.

## 29. Appeals

If a CDPO has reasonable grounds, they may appeal against the application of the CPD regulations as set out in these Guidelines & Regulations. Appeals should be submitted in writing addressed to the Appeals Officer at [info@acoi.ie](mailto:info@acoi.ie)

### **30. Correspondence with CDPOs**

The Institute will correspond electronically with CDPOs during the year regarding CPD hours required, annual returns etc. via 'My Institute' on [www.iob.ie](http://www.iob.ie)

CDPOs can access all such correspondence by logging in to the 'My Institute' using their membership number and password (provided by the Institute) and going to 'My Correspondence'. CDPOs will be alerted by email and SMS text (per the contact information held on the Institute's records) when correspondence has been posted to 'My Correspondence'. CDPOs are advised to check the 'My Correspondence' section regularly for important CPD communications. The Institute may also correspond via email and SMS text with members.

### **31. Costs**

There is currently no additional cost to CDPOs for participation in the CPD scheme. However, members should note that individual events, seminars, special publications etc. do from time-to-time involve a charge that the member pays to the association/body running the event or publishing the material.

### **32. Provision of Information to Employers**

The information provided by you on your CDPO designation application form and generated during the course of your CPD membership may be used and disclosed by the ACOI / the Institute for all purposes which are reasonably incidental to the administration of your CPD registration and ongoing membership.

Those purposes may include the disclosure of CPD hours and compliance information to your employer. You are entitled to ask for a copy of the personal data that your professional body holds about you and to have any inaccuracies in such personal data amended or erased. You may do so by writing to the Registrar at the Institute or the ACOI.

### **33. Change of Personal Details**

CDPOs are required to update their personal details in 'My Profile' via 'My Institute' on [www.iob.ie](http://www.iob.ie) in the event of any changes to mailing address, e-mail address, contact phone number, company details etc.

### **34. Further Information**

You can access the 'CPD Downloads / News' section in 'My Institute' on [www.iob.ie](http://www.iob.ie) for further information, including CPD FAQs.

### **35. Contact Details**

**CPD Helpline:** 01-611 6500  
**E-Mail:** [info@iob.ie](mailto:info@iob.ie)  
**Post:** The Institute of Banking in Ireland  
1 North Wall Quay, Dublin 1  
**Website:** [www.iob.ie](http://www.iob.ie) and [www.acoi.ie](http://www.acoi.ie)