



MEMBERSHIP  
HANDBOOK

Institute of Bankers  
In  
South Africa



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# 1. Introduction and Background

The purpose of this handbook is to set out the processes, policies and documentation underpinning the awarding of the professional designations offered by the Institute of Bankers. Not only professional designations but also the Code of Professional Conduct of all IOBSA members.

The IOB was recognized as a professional body by the South African Qualifications Authority (SAQA) on 15 March 2013<sup>1</sup>.

## 1.1 Background

The Institute of Bankers has a respectable history as the second oldest Institute of Banking in the world and was established in 1904.

The constitution states (1999: 3):

Its main objective has been the promotion of efficiency through education and continuing professional development [sic] in the banking industry in general and of its members in particular. It sought to do this by the dissemination of knowledge on the theory and practice of banking and by conducting examinations and other educational activities.

In today's rapidly changing technological, economic and social climate, competence is the key. Our courses are constantly updated to ensure that our members are kept abreast of current trends, new technology, new legislation and other facets relevant to the changing face of banking locally and globally.

The role of the IOBSA has changed over the years. Initially it was accredited as a **training provider** by the BankSETA to deliver banking specific qualifications. This status expired in 2011 and has not been renewed. However the IOBSA still plays a critical role in the delivery of industry specific exams and has been appointed as an Assessment Quality Partner (AQP) by the Quality Council for Trades and Occupations (QCTO) for the Bank Worker Learnership (Letsema Learnership programme (post matric) offered by the Bank SETA through Milpark Business School (Generic Management Learnership) and Culhane Consulting (Credit and Risk Learnership)).

The IOB in South Africa is a member-based professional body that aims to service the professional needs of bankers within the banking industry through the offering of professional designations, the monitoring of a code of professional conduct and the delivery of carefully designed and monitored CPD programmes.

The IOB enjoys support from the big five banks. This is in the form of their representation on the Board, funding towards IOB activities and involvement of employees in the IOB designations, CPD activities and proposed special interest groups.

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<sup>1</sup> SAQA letter dated 15 March 2013

## 1.2 Vision

To be an Industry capacity builder, owner and authority of knowledge, an integrator of certified financial service professionals and a mobiliser of the Financial Services Industry

## 1.3 Our Purpose

To **capacitate** the Financial Services Industry with people **who make a difference**

## 1.4 Mission

To be the preferred professional body and Centre of Excellence providing services to the banking and finance profession:

- Promoting education and training
- Partnering with international bodies to create value locally
- Continuous professional development
- Research and consultancy in banking and finance
- Membership and networking forums
- Creation of the professional banker designations, endorsed by banks

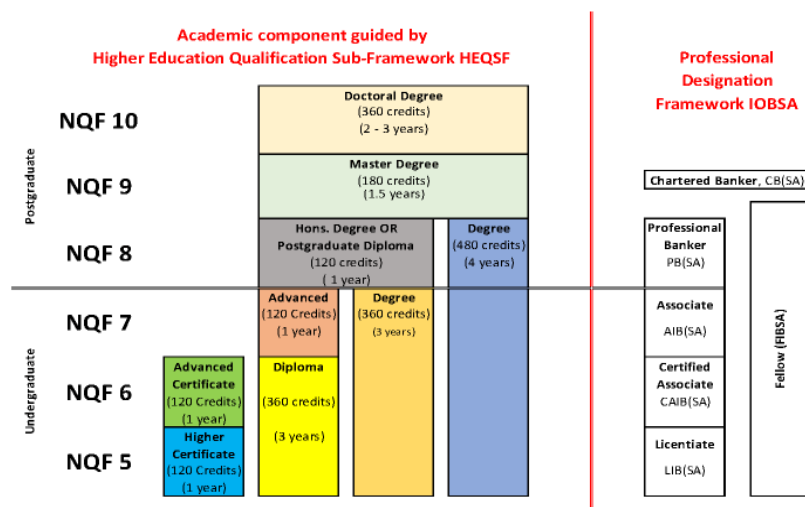
## 1.5 Values

The values underpinning the Institute's vision and mission remain:

- Collaboration and partnerships
- Customer-centric and excellence
- Professionalism and teamwork
- Innovation and flexibility
- Relevance
- Commitment to transformation

## 1.5 Professional Designations

The professional recognition framework offered by the IOB is presented in the figure below.



The recognition of the IOB by SAQA as the professional body included the recognition of **six** professional designations currently offered by the IOB, they are:

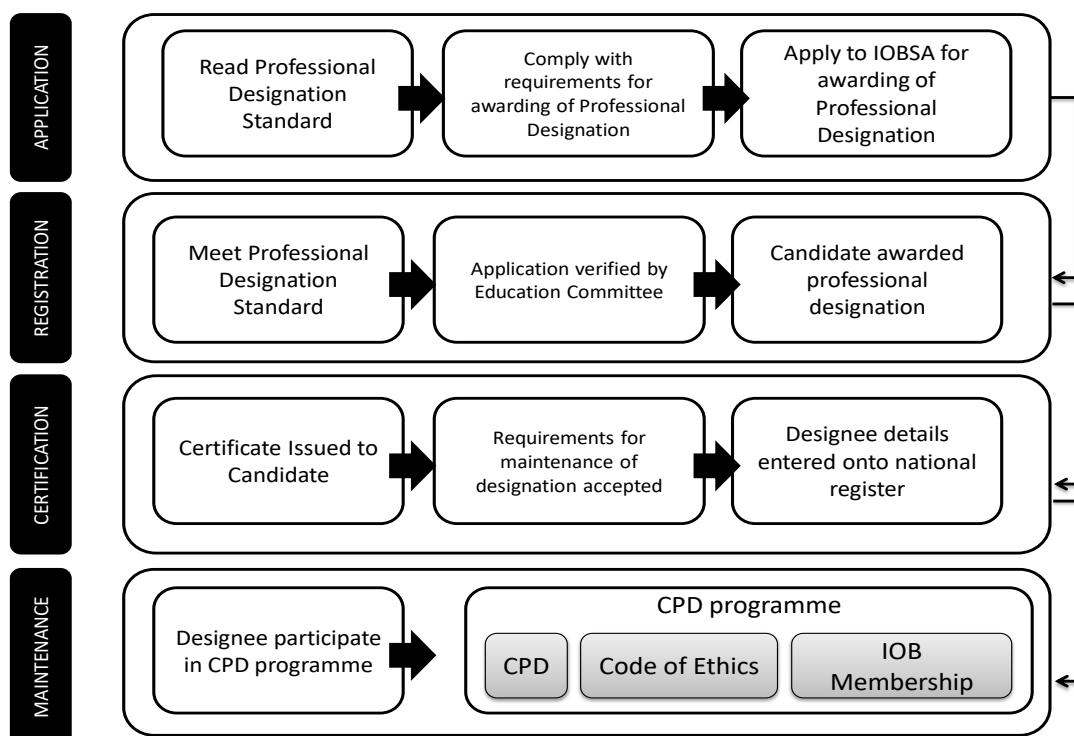
- The Certified Associate of the Institute of Bankers (CAIB)
- The Fellow of the Institute of Bankers in South Africa (FIBSA)
- Licentiate in Banking (SA) (LIBSA)
- Associate of the Institute of Bankers (AIB(SA))
- Professional Banker SA (PB (SA))

These designations include an experiential component as part of the IOB requirements for awarding the designation.

The process of gaining a professional designation can be explained in four distinct steps, namely:

- **Application** – this is when an interested party has read through the requirements for gaining the professional designation and believes that s/he qualifies. S/he will then apply to be recognized against the professional designation standard.
- **Registration** – the IOB process for awarding the professional designation is a registration process. Once an applicant's application has been checked for compliance against the professional designation standard, then compliant applicants are registered and awarded the designation. Part of the registration process will include an evaluation – for the Chartered Banker, for example, this will include an examination.
- **Certification** – successful applicants are awarded the professional designation and a certificate is issued by the IOB.
- **Maintenance** – the designees are required to maintain their designation through a process of continuing professional development.

The process is detailed in the figure below:



The following sections of this handbook present the different components making up the steps required to gain and maintain the two professional designations that are currently offered by the IOB.

## 2. Professional Designation Standard

The standard against which the designations are awarded are documented in the professional designation standard. This standard comprises the following elements:

- Title of the Professional Designation
- Designatory Letters
- Requirements for awarding of Professional Designation
- Alignment to the National Qualifications Framework (NQF)
- Maintenance of Professional Designation

The professional designation standards for the following designation are presented in the following section.

### Registered Professional Designations:

Designation ID	Designation Title
473	Certified Associate of the Institute of Bankers in South Africa (CAIB (SA))
474	Fellow of the Institute of Bankers in South Africa (FIBSA)
534	PB (SA) – Professional Banker South Africa
535	AIB (SA) - Associate of the Institute of Bankers
536	LIB (SA) – Licentiate in Banking South Africa

The CB Designation has also been registered (more details will be available on request) = Chartered Banker. No SAQA Designated ID available yet.

See example below which is applicable to all the above designations.

### 2.1 Designations

These are the professional designation standard against which the designation is awarded to individuals that qualify against the criteria as set out below.

#### 2.1.1 Title of Professional Designation

As per the SAQA insert above.

#### 2.1.2 Designatory Letters

As per SAQA above



### 2.1.3 Requirements for awarding of Professional Designation

The candidate must have acquired a Degree/Diploma. The qualifications that are considered equivalent to this qualification are listed in the IOB Equivalency Matrix<sup>2</sup> (see Addendum A).

### 2.1.4 Alignment to the National Qualifications Framework (NQF)

The professional designation is not currently linked to an OFO profile (Organizing Framework for Occupations) on the National Occupations Pathway Framework (NOPF). However, it is the intention of the IOB to ensure that this designation is aligned to the occupational award when it is developed. It is also the intention of the IOB to regain its status as Development Quality Partner (DQP) and Assessment Quality Partner (AQP) to the Quality Council Quality for Trades and Occupations (QCTO).

### 2.1.5 Maintenance of Professional Designation

The professional designation status needs to be maintained by the designee. This includes three different criteria, namely:

- **IOB membership** – this must be kept up to date annually;
- **IOB Code of Ethics<sup>3</sup>** – the designee must subscribe to the code and submit this undertaking in writing (as per the attached form) annually to the IOB; and,
- **IOB CPD programme** – the designee must participate in the CPD programme as stipulated by the IOB.

Failure to comply with these requirements will result in the professional designation being revoked by the IOB.

## 2.2 Fellow of Institute of Bankers in South Africa (FIBSA)

This is the professional designation standard against which the FIBSA is awarded to individuals that qualify against the criteria as set out below.

### 2.2.1 Title of Professional Designation

Fellow of the Institute of Bankers in South Africa

### 2.2.2 Designatory Letters

FIBSA

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<sup>2</sup> Addendum A – IOB Equivalency Matrix

<sup>3</sup> Addendum B – IOB Code of Ethics

## 2.2.3 Requirements for awarding of Professional Designation

Fellowship of the Institute is awarded very selectively and reflects a professional and senior status. The professional designation can be awarded to IOB members of non-members.

### Awarding FIBSA: CAIB (SA) MEMBERS

The following conditions need to be met in order for members to be nominated for Fellowship:

- Three-year membership of the Institute which must be current at the time of nomination
- Holder of the CAIB (SA) designation
- Seven years in a managerial capacity
- The nomination must be sponsored by two Associates or two Fellows of the Institute (not retired)

### Awarding FIBSA: NON-CAIB (SA)

The following conditions need to be met in order for non-members to be nominated for Fellowship:

- 15 years membership of the Institute
- Holder of another professional qualification
- Seven years in a managerial capacity

Nominations are submitted to the Board for their consideration. Fellows are expected to play an active role in supporting the Institute.

## 2.2.4 Alignment to the National Qualifications Framework (NQF)

The professional designation is not currently linked to an OFO profile (Organizing Framework for Occupations) on the National Occupations Pathway Framework (NOPF). However, it is the intention of the IOB to ensure that this designation is aligned to the occupational award when it is developed. It is also the intention of the IOB to regain its status as Development Quality Partner (DQP) and Assessment Quality Partner (AQP) to the Quality Council Quality for Trades and Occupations (QCTO).

## 2.2.5 Maintenance of Professional Designation

The professional designation status needs to be maintained by the designee. This includes three different criteria, namely:

- **IOB membership** – this must be kept up to date annually;
- **IOB Code of Ethics<sup>4</sup>** – the designee must subscribe to the code and submit this undertaking in writing (as per the attached form) annually to the IOB; and,
- **IOB CPD programme** – the designee must participate in the CPD programme as stipulated by the IOB.

Failure to comply with these requirements will result in the professional designation being revoked by the IOB.

## 3. Application

Once an individual has read through the professional designation standard and understood the requirements for obtaining and maintaining the professional designation, then s/he is able to apply to the IOB. The applicant completes the attached application form<sup>5</sup> and ensures that the supporting documentation and relevant payment accompany the submission.

The submission is made to:

IOBSA  
18 Fricker Road  
Maitland Building  
Ground Floor  
Illovo  
Tel: 011 268 0669  
Email address: Info@iob.co.za

The applicant must ensure that proof of receipt or acknowledgement of receipt of the application is received from the IOB.

## 4. Registration

The application is processed and, if it meets the standard as set out in the professional designation standard, then the candidate is awarded the professional designation. The recommendation for certification is submitted to the IOB Board for sign off. Once this is done, then the applicant can be certificated.

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<sup>4</sup> Addendum B – IOB Code of Ethics

<sup>5</sup> Addendum F – Application Form

## 5. Certification

Once the approval is granted by the IOB Board, then the certificate is issued for the professional designation. The candidate is approached and asked to indicate their subscription to the IOB Code of Ethics. The candidate is also issued with the IOB Handbook in order to ensure that s/he knows the requirements for maintaining their professional designation.

It is important to **note** that:

- The certificate remains the property of the IOB.
- The certificate is issued every 5 years and has an expiry date on it.
- A new certificate will only be issued to designees that comply with the IOB requirements for maintenance of the professional designation.
- Each certificate bears a unique number that is used to trace it should it need to be withdrawn.

A certification ceremony is arranged by the IOB at least once a year.

## 6. Maintenance of The Professional Designation

A designee needs to maintain their status through:

- Maintenance of annual membership of the IOB(SA);
- Compliance with the CPD requirements – as prescribed by the IOB(SA); and,
- Subscription to the Code of Professional Conduct of the IOB(SA).

Failure to comply with these requirements could result in the designation being withdrawn from a candidate.

### 6.1 Membership of the IOB

Annual membership fees are communicated to all IOB members. Invoices are issued and members are expected to pay their fees every year.

#### 6.1.1 Special Member Section

##### Benefits of Membership

- Membership of the Institute is aimed at helping individuals working within the banking and financial services sector to achieve, sustain and demonstrate the highest standards of customer focused and ethical professionalism.
- No matter what your career stage, membership gives you the chance to demonstrate your commitment to following best practice as a Financial Services Professional.
- As a member, you'll benefit from the Institute's status, and professional standing, and be able to meet the requirements of the South Africa's financial services regulators.
- Members have access to a range of powerful networking opportunities with banking peers and other professionals, helping develop and build business and career opportunities.

- The Code of Professional Practice to which members conform helps you carry out your duties and responsibilities to the highest professional standard
- Raise your professional profile through the volunteering opportunities we can offer. These range from speaking at events, writing content, committee work, and to inform thought leadership.

For details of membership please contact Juan Greyling, Membership and Assessment Consultant. [juan@iob.co.za](mailto:juan@iob.co.za)

## 6.2 Code of Ethics

All designees are required to subscribe to the IOB Code of Ethics. This is currently being reviewed and will be aligned to the Chartered Institute of Bankers in Scotland (CIOBS) Code of Professional Conduct<sup>6</sup>.

All designees are required to submit their undertaking in writing by signing the Code of Ethics Signatory Sheet<sup>7</sup>. This is emailed back to Martie at [martie@iob.co.za](mailto:martie@iob.co.za)

### 6.2.2 Disciplinary Code Under the Code of Ethics

Every member of the Institute of Bankers is required to subscribe to the Code of Professional Conduct. Under this code, the professional found guilty of an offence; could be subject to:

- A warning being issued by the IOBSA;
- A fine being raised to the IOBSA member;
- The designation being withdrawn;
- Prevention from being able to gain membership of the IOBSA again; or
- Other sanctions.

This brief document outlines the process that will be used to discipline an IOBSA member should they be found guilty of misconduct under the Code of Professional Conduct.

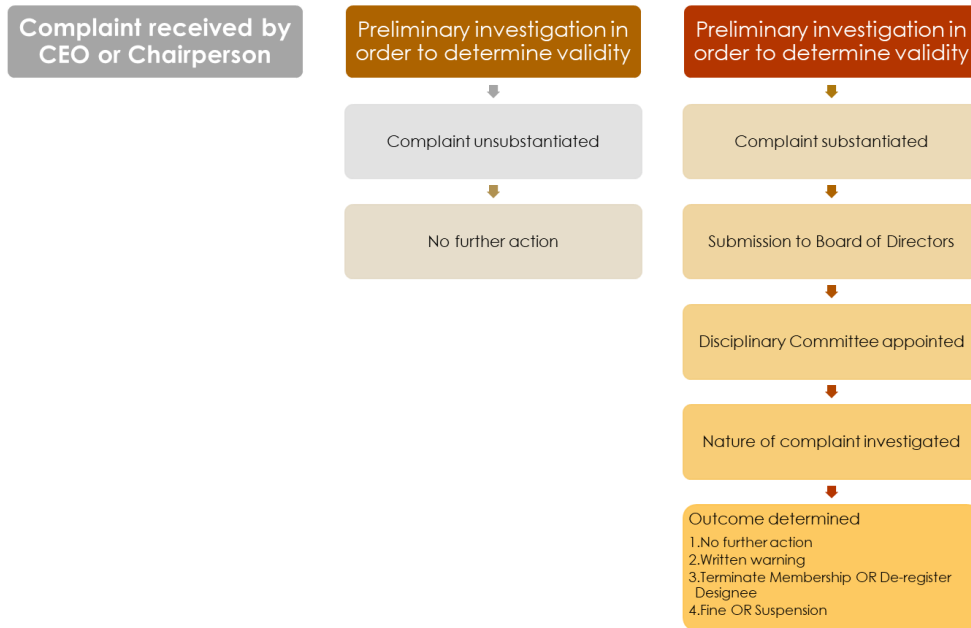
It is important to note that the code not only protects the public from fraudulent members, but it also aims to protect the integrity, honesty and fairness of members.

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<sup>6</sup> Addendum D – CIOBS Code of Professional Conduct

<sup>7</sup> Addendum E – Code of Ethics Signatory Sheet

The Disciplinary Procedure is presented in the figure below:



- **Step 1 – Complaint submitted to Institute of Bankers in South Africa:**
  - A complaint is received in writing by the CEO or Chairperson of the Institute.
  
- **Step 2 – Preliminary Investigation:**
  - The CEO or chairperson conducts a preliminary investigation to determine whether the complaint has validity.
    - **Complaint not substantiated:** Should the outcome of this preliminary investigation yield no substantive claim, then no further action is taken by the IOBSA.
    - **Complaint substantiated:** However, should the outcome of the preliminary investigation yield evidence of misconduct, then the complaint is submitted to the IOBSA Board of Directors for further investigation.
  - The accused and complainant are informed of the outcome of this preliminary investigation.
  
- **Step 3 – Appointment of Disciplinary Committee**
  - The IOBSA Board of Directors is then required to set up a disciplinary committee. The committee should be made up of at least 3 (three) members. One member needs to be a member of the IOBSA Board of Directors. The Disciplinary Committee will be chaired by a member of the legal profession.

## ■ Step 4 – In-depth Investigation

- The complaint then undergoes an in-depth investigation by the disciplinary committee.
- All relevant parties are included in the investigation and kept up to date with the proceedings. Where necessary, the disciplinary committee will call upon individuals to testify or to submit documentation supporting the case.

## ■ Step 5 – Disciplinary Hearing

- Once the in-depth investigation is complete, a disciplinary hearing is scheduled and all relevant parties are notified and, where necessary, requested to attend the hearing.
- The case is heard and the complainant as well as the defendant is able to testify and present the relevant evidence.
- The Disciplinary Committee formulates their findings and submits a report including a recommendation, to the IOBSA Board of Directors.

## ■ Step 6 – Outcome of the Disciplinary Hearing and Investigation

- The IOBSA Board of Directors meets to discuss the findings of the disciplinary hearing and investigation. The recommendation is considered and the final outcome of the disciplinary process is decided.
- The outcome is communicated to the complainant and defendant.
- The final outcome could result in one of the following actions being taken by the IOBSA Board of Directors:
  - ✓ A warning is issued by the IOBSA Board of Directors; or
  - ✓ A fine is raised; or
  - ✓ The professional designation is forfeited by the defendant; or
  - ✓ The designee is prevented from being able to gain membership of the IOBSA again; or,
  - ✓ Other sanctions appropriate to the misdemeanor.

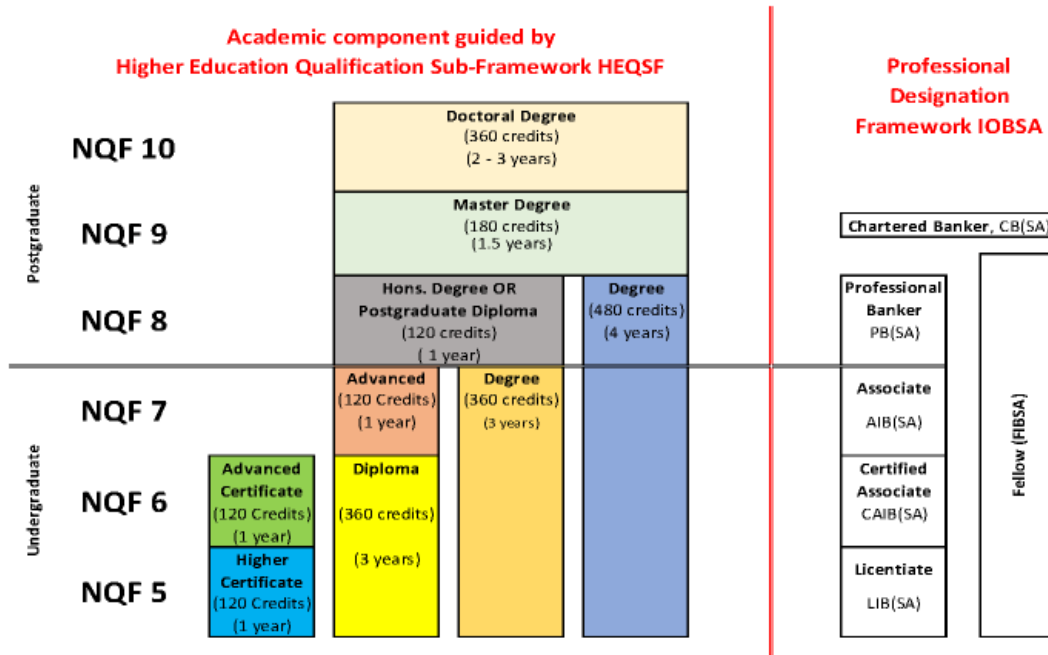
## ■ Step 7 – Execution of Decision

- The final decision is communicated to the relevant parties and executed.

## 6.3 Continuing Professional Development

Continuing Professional Development (CPD) is the maintenance, improvement and broadening of knowledge and skill and the development of the personal qualities necessary for the execution of professional and associated duties throughout a banker's working lifetime.

## Professional Recognition Framework



The professional designations are currently offered by the IOB, namely:

- Licentiate in Banking South Africa
- Certified Associate of the Institute of Bankers in South Africa (CAIB (SA));
- Associate of the Institute of Bankers in South Africa (AIB (SA))
- Professional Banker of the Institute of Bankers in South Africa (PB (SA))

Once the professional designation is attained by a practitioner or professional, s/he needs to maintain the status by ensuring compliance with the following requirements:

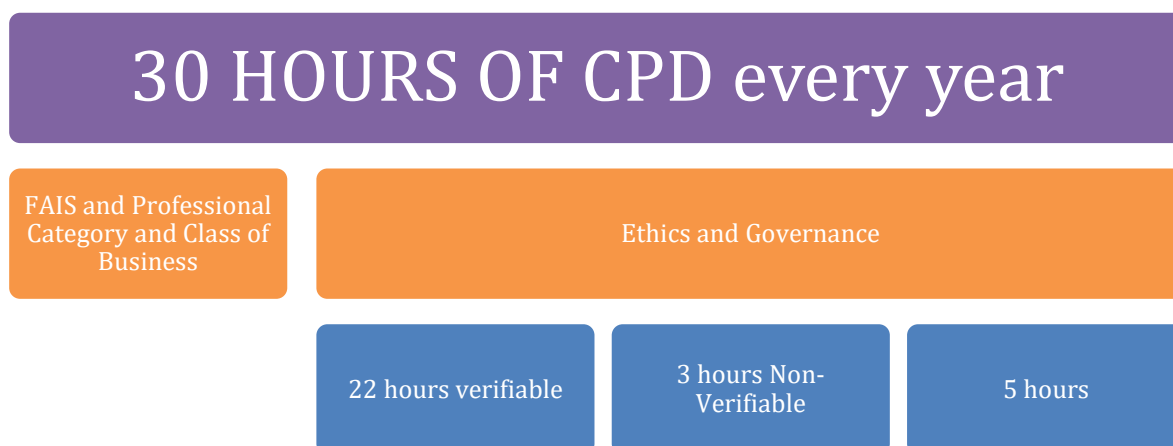
- Maintenance of annual membership of the IOB(SA);
- Compliance with the CPD requirements – as prescribed by the IOB(SA); and,
- Subscription to the Code of Professional Conduct of the IOB(SA).



## CPD – What Is Required?

An IOB member must complete a **minimum number of 30 CPD hours every year** which is verifiable by the IOBSA. For all new members the CPD credits will be required to be obtained during that initial year. This will be communicated to the member.

Time qualifying for formal CPD may not be more than:



**Formal CPD** includes formally organised specifically related to banking such as:

- IOB banking specific courses,
- Professional meetings,
- Formal in-house training and
- Overseas conferences focused on the banking sector

**Informal CPD** includes any other activity that the designate considers to be of value in meeting the definition of CPD as above.

This may include:

- management training, and
- life skills training and development.

## Types of CPD Activities

The IOB(SA) does not prescribe the type of activities that a practitioner or professional should participate in order to complete their CPD programme. However, below is a list of different types of activities that could be included as formal or informal CPD activities:

Formal CPD Activities	Informal CPD Activities
<ul style="list-style-type: none"><li>○ Participation in seminars, presentations and workshops (with or without assessment)</li><li>○ Participation in conventions or conferences</li><li>○ Completion of courses</li><li>○ Online programmes offered by approved institutions</li><li>○ Presenting, teaching or lecturing in the field</li><li>○ Professional exams</li><li>○ Participation in IOBSA structures</li><li>○ Authorship of books, articles and online publications</li></ul>	<ul style="list-style-type: none"><li>○ Professional reading</li><li>○ Participation in non-approved or accredited online activities including podcasts, videos and online magazines</li></ul>

It is important to note that CPD points can only be awarded to activities that are related to the field of Banking.

### Important to Note:

1. Compliance with CPD requirements is the responsibility of the individual.
2. Designates are required to keep their own records in order to support their application for a CPD compliance certificate.
3. Designees are required to submit a record of their CPD hours annually – by the 15 January for the previous year. IOB staff (under the membership support manager) will review the record and all designates will receive a reconciliation of hours by the 15 February.
4. Every three years the designee will receive a letter stating whether he/she has met the CPD requirements of the previous three years.

# ADDENDUMS

## Addendum A: IOB Equivalency Matrix

Qualification Title (2010)	SAQA ID	FSCA Qualification Approval	Alternate Qualification Title
Certificate: Banking	11541	Listed for Category I (BN 31514)	Certificate in Banking: Financial Services Financial Services Certificate: Banking Certificate in Banking Certificate
National Certificate: Banking Services Advice	48533	Listed for Cat 1 and Cat IV (BN 31514)	Certificate in Banking Services Advice
Diploma: Treasury: international Banking	20334	Listed for Cat IV (BN 31514)	Financial Service Diploma: Treasury & International Banking Diploma in Treasury & International Banking Licentiate Diploma (Various Diploma)
Diploma: Credit	20331	These qualifications do not meet the Fit and Proper requirements for any product category	Financial Services Diploma: Credit Credit Diploma Banking Licentiate Diploma
Diploma: Trust Estate Administration	20335		Financial Services Diploma: Estate & Trust Administration Diploma in Estate & Trust Administration Valuers Diploma

Qualification Title (2010)	SAQA ID	FSCA Qualification Approval	Alternate Qualification Title
Diploma: Marketing	20332	Needs to gain FSB approval	Financial Services Diploma: Marketing Marketing Diploma Valuers Diploma
Diploma in Financial Planning	76970	Needs to gain FSB approval	Financial Services Diploma: Financial Planning Diploma in Estate & Financial Planning Valuers Diploma
Advanced Diploma in Financial Planning	76964	Needs to gain FSB approval	Financial Services Diploma: Financial Planning Advanced Diploma in Credit Licentiate Diploma II Bankers Diploma II
Advanced Diploma in Credit	76966	Needs to gain FSB approval	Financial Services Diploma: Credit Licentiate Diploma II Advanced Diploma in Credit
Advanced Diploma in Marketing	76969	Needs to gain FSB approval	Financial Services Diploma: Marketing Licentiate Diploma II Advanced Diploma in Marketing

Qualification Title (2010)	SAQA ID	FSCA Qualification Approval	Alternate Qualification Title
Advanced Diploma in Treasury and International Banking	76963	Needs to gain FSB approval	Financial Services Diploma: Treasury and International Banking Licentiate Diploma II Advanced Diploma in Treasury and International Banking
Advanced Diploma in Estate and Trust	76968	Needs to gain FSB approval	Financial Services Diploma: Estate and Trust Licentiate Diploma II Advanced Diploma in Estate and Trust
Advanced Diploma in Property	76965	Needs to gain FSB approval	Financial Services Diploma: Property Licentiate Diploma II Advanced Diploma in Property
Advanced Diploma in Central Banking	76967	Needs to gain FSB approval	Financial Services Diploma: Central Banking Licentiate Diploma II Advanced Diploma in Central Banking

## Addendum B: IOB Code of Ethics

### CODE OF ETHICS

As professionals in the Banking sector, IOB requires its members to commit to raising standards in the industry and to undertake all activities by observing the highest levels of professional conduct in light of the core values of:

- Customer centricity
- Professionalism
- Excellence
- Integrity

Accordingly, members should conduct their business affairs in accordance with this Code of Ethics by observing the following principles:

- Acting in the best interests of their clients and not allowing their own interests or those of their employer to override the interests of their clients
- Acting with due skill, care and diligence in conducting their work
- Preserving client confidentiality at all times
- Respecting the intellectual property rights of others
- Protecting and promoting the integrity of the banking industry
- Avoiding and/or disclosing any real or perceived conflicts of interest
- Respecting the dignity of others
- Never knowingly misleading or deceiving others
- Developing and maintaining an understanding of the ethical issues in their professional roles

All members of the Institute of Bankers are required to adhere to the IOB Code of Ethics

## Addendum C: Chartered Institute of Bankers in Scotland: Code of Professional Conduct

### As a member of CIOBS I will:

1. At all times act in a professional and ethical way and uphold the highest standards of honesty, trust, fairness, integrity and diligence.
2. Consider the risks and implications of my actions, be accountable for them, and for the impact my actions may have on others.
3. Comply with all current regulatory and legal requirements and endeavor to follow best industry practice.
4. Treat information with appropriate confidentiality and sensitivity.
5. Be alert to and manage potential conflicts of interest which may arise whilst performing my role, and not act for personal gain or advantage.
6. Treat all customers, colleagues and counterparties with respect and take responsibility for the advice and services provided to them.
7. Lead by example and act as a positive role model to others.
8. Continuously develop and maintain my technical and professional knowledge and competence.
9. Uphold the name and reputation of CIOBS, the banking profession and the financial services industry as a whole.



## Addendum C: IOB CPD RECORD

Name:	
Membership No.:	
Year of Assessment:	
Year 1 /2/3 of 3-year cycle:	

Date	Activity / Course	Hours	Description	Office Evaluation

**FOR OFFICE USE**

CUMULATIVE SCORE OVER THREE-YEAR PERIOD

Formal CPD \_\_\_\_\_

Informal CPD \_\_\_\_\_