



Qualification Standard – Requirements for Continuing Professional Development (CPD)

Document 223166

1 – Context and purpose

Bylaw 4.3.1 states that “A member shall [...]

- ii. comply with these *Bylaws, Rules of Professional Conduct, Standards of Practice, professional continuing qualification standards, and any obligations under the Policy on the CIA Disciplinary Process*, as appropriate.
- iii. confirm compliance with applicable professional continuing qualification standards, as required.”

Rule 2 of the [Rules of Professional Conduct](#) of the Institute states that a member

“... shall perform professional services¹ only when the member is qualified to do so and meets applicable professional continuing qualification standards.”

This document outlines the minimum CPD requirements that CIA members must meet, pursuant to Bylaw 4.3.1 and Rule 2 of the *CIA Rules of Professional Conduct*, as well as the process established by the Professionalism and Credential Monitoring Board (PCMB) for monitoring compliance with this CPD qualification standard.

2 – Scope

This qualification standard applies to all members of the Institute.

The CPD requirements identified in Section 3 of this qualification standard may also be required to be met by members of a bilateral organization when doing “work in Canada” in accordance with subsection 1160 of the General Standards, and in accordance with the membership requirements of that organization. The procedures for monitoring compliance with this qualification standard, however, are applicable only to members of the Institute.

3 – Requirements

- 3.1 – The CPD activities required for members to complete in order to comply with this qualification standard **must be relevant to the individual and to the work that they do** and are classified as one of three types (see Appendix A):
- a) **Guided** – Learning opportunities where there is potential for an exchange of ideas or opinions.
 - b) **Self-study** – Learning opportunities that are not guided (i.e., there is no potential for an exchange of ideas or opinions during the activity).
 - c) **Core professionalism requirements** – The CIA Professionalism Module, offered free of charge, must be completed **every two years** by all members unless exempt from this qualification standard (see Section 4). It addresses core principles that relate to the practice of a professional actuary (see Appendix B for detailed requirements) and that would therefore be relevant to all members.

¹ “Professional services” are defined in the [CIA Rules of Professional Conduct](#).

Ultimately, it is the member's decision as to the CPD relevance of an activity (with the exception of the core professionalism requirements, which are mandatory). **All CPD must produce for the member, relevant new learning, a deeper understanding of a topic or confirmation that the member's knowledge is current.** Determining which activities meet these criteria is a personal decision and it is the responsibility of the member to assess and choose their CPD activities wisely. This is a core principle on which the CIA's CPD requirements are based. The member must be able to support such a decision if requested to do so in a situation that may involve a review of a member's CPD activities (e.g., CPD audit (see Section 6 below), disciplinary investigation by the CIA Professional Conduct Board (PCB)).

3.2 – Unless otherwise exempt from this qualification standard (see Section 4 below) all members of the CIA must comply with the requirements of one of the following three categories in addition to completing the core professionalism requirements during the reporting period (i.e., in the last two calendar years):

- a) Has completed a minimum of 80 hours of combined guided and self-study relevant activities during the previous two calendar years, which would include at least 30 hours of guided activities (see subsection 3.3 for application to family leave).
- b) Has not yet obtained the FCIA designation and:
 - i. is enrolled in the CIA as a Student;
 - ii. is attending university full time in a relevant field; or
 - iii. has written an actuarial exam/module during the last two complete calendar years.

Such individuals are deemed to have completed the equivalent of the CIA CPD requirements.

- c) Is not a resident of Canada, is doing no Canadian work² and is complying with the requirements of another actuarial association in which they are a full member at the highest level (no exemptions permitted).

3.3 – At the time of filing a CPD compliance statement, a member who is on, or returning from family or medical leave, may use CPD activities from a period prior to the normal two-year reporting period, that is equivalent to the length of the family leave (to a maximum of one year). The completion of the core professionalism requirements during this extended period would also be permitted.

3.4 – Unless currently exempt under the Retirement category (see subsection 4.2 a) below), members must file an annual statement with the CIA at a specified date attesting to their compliance status with regard to this qualification standard (see Appendix C).

3.5 – Members are required to retain personal records of their CPD activities for five years.

4 – Exemptions

4.1 – A member may apply for an exemption from the CPD requirements should their circumstances warrant it (see Appendix D). Note that a member who is granted an exemption is deemed to have not met the requirements of this CPD qualification standard, particularly for the purposes of providing professional services in the context of Rule 2 of the *Rules of Professional Conduct*.

² As defined in subsection 1160 of the CIA General Standards of Practice: "The distinction between work in Canada and work in another country depends primarily on the ultimate purpose of the work." Additional details are available in that subsection.

4.2 – All applications for exemption from the requirements of this qualification standard shall be reviewed and may be granted in one of the following two categories:

a) Retirement

Generally applies to members who are not actively at work for pay (see below for additional restrictions).

A member who is granted an exemption under this category should not:

- i. Act in a capacity (paid or unpaid) that would be relied upon by other stakeholders to make financial decisions on behalf of themselves or others (e.g., pension committees and board of trustees, boards of financial businesses such as banks or insurance companies).
- ii. Serve on boards, councils, committees or other volunteer groups of a professional actuarial organization since these groups influence the direction of the profession.

Members who act in the above-described capacity (i.e., under categories 4.2 a) i and 4.2 a) ii) would normally not be granted an exemption from the requirements of this qualification standard under this category.

When applying for an exemption, the member is required to indicate the type of not-for-pay work or casual work they are planning to do.

Casual employment or volunteer work outside of the actuarial or financial industries does not preclude a member from this exemption. However, when a member is acting in a capacity where individuals could reasonably be expected to rely upon the member's business skills and experience as an actuary, the member is obligated to:

- determine whether they should meet the CPD requirements; and
- if they opt for the exemption, inform their client and other stakeholders of their non-CPD compliant status.

b) Special circumstances

Granted at the discretion of the PCMB and would include cases of family leave of longer than one year, or disability, for example.

4.3 – Annual renewal of an exemption is required with the exception of a retirement exemption. Once granted, a retirement exemption is permanent, and the member would no longer be required to file an annual CPD compliance statement. However, such members will be required, at the time of paying their annual dues, to confirm that the conditions underlying their exemption are still applicable to their circumstances and may be selected for audit (see Appendix C).

4.4 – If a member's situation changes (i.e., comes out of retirement), and the conditions underlying the exemption are no longer applicable, it would be the member's responsibility under Rule 2 of the *Rules of Professional Conduct* to advise the CIA that they are no longer exempt from this qualification standard, and procedures for reinstatement to non-exempt status would be initiated. Such procedures would include the filing of a remedy plan (see subsection 5.1) if the member did not remain compliant during their leave.

5 – Non-compliance with this qualification standard

5.1 – Remedy plan

- a) A member who does not meet the CPD requirements and who does not qualify for an exemption from compliance with the CPD requirements will be asked to file a remedy plan (see Appendix E), which would allow the individual to meet any deficiencies in the required number of hours and become compliant within a period that would not normally exceed six months.
- b) All remedy plans must be approved by the PCMB or the group (i.e., committee) designated by the PCMB as responsible for the monitoring and verification of compliance and are subject to the administrative procedures adopted by the PCMB.
- c) A member who chooses to file a remedy plan shall not be deemed compliant with the CPD requirements until the activities outlined in the approved remedy plan have been completed. Their membership will not be suspended during this period, as they are actively and formally becoming CPD compliant.

5.2 – Consequences and enforcement

a) Failure to report or respond

The enrolment of a member who does not file the required CPD compliance statement, who fails to complete an approved remedy plan by the specified deadline or who fails to respond to a request for information as part of an audit, following at least two written reminders, may be suspended pursuant to Bylaw 4.4.1 and in accordance with the procedures outlined in Appendix C. The member's listing in the CIA online member directory would show that the member is suspended. A member who is suspended for non-compliance with this qualification standard may only remain suspended for a maximum period of one year, at which time, their enrolment in the Institute would terminate, in accordance with Bylaw 4.4.2.v.

b) Non-compliant assessment

If a member files a CPD compliance statement and, upon review and/or audit, is deemed to be non-compliant, they shall be provided with written notification of the determination of non-compliance along with the reason for such determination and shall also be provided with an opportunity to file a remedy plan and/or appeal the determination.

c) Membership status during remedy period

If a member files a remedy plan that is approved by the PCMB or by the group designated by the PCMB, they will remain enrolled in the Institute for the duration of the remedy period (i.e., no suspension of membership). However, the CPD compliance status in the CIA online member directory will show that the individual is not currently CPD compliant and is in the process of completing a remedy plan.

d) Reinstatement

Reinstatement following suspension of membership for non-compliance with this qualification standard is possible subject to completion of the applicable CPD requirements (e.g., a remedy plan) and pursuant to any additional requirements outlined in the CIA *Policy on Administration of Member Rights and Privileges* or which may be imposed by the Education and Qualification Council (EQC) or the CIA Board, at their discretion.

6 – CPD monitoring and verification

- a) The PCMB shall establish and follow formal procedures (see Appendix C) to monitor and verify compliance with this CPD qualification standard, as well as an annual audit process to confirm that the stated minimum number of hours has been met and that the CPD activities recorded are relevant and appropriate to the member. These procedures shall be communicated to CIA members, as appropriate.
- b) A member's CPD status (i.e., compliant, suspended, exempt, not required to file yet or has filed a remedy plan) shall be indicated in the CIA's online public and member directories.

Monitoring, evaluation and review of this qualification standard

Approval date	October 25, 2023
Effective date	January 1, 2024
Approval authority	Professionalism and Credential Monitoring Board
Review owner	Professionalism and Credential Monitoring Board
Prior review and revision dates	January 17, 2018; December 4, 2019; October 30, 2020; September 14, 2022
Review cycle	3 years
Next review date	2026

Associated documents

[CIA Bylaws](#) (Section 4)

[Rules of Professional Conduct](#) (in particular, Rule 2)

[Policy on the Administration of Member Rights and Privileges](#)

Appendices and procedures

Appendix A – Types of CPD (Examples)

Appendix B – Core professionalism requirements

Appendix C – Procedures: Monitoring compliance with the CPD requirements

Appendix D – Procedures: Applying for an exemption from the CPD requirements

Appendix E – Procedures: Filing a remedy plan

Appendix A – Types of CPD (Examples)

All examples provided below are considered **potential** types of CPD. They may be appropriate for some members, and less so for others. **All CPD must produce for the member, relevant new learning, a deeper understanding of a topic or confirmation that the member's knowledge is current.**

Ultimately, it is the member's decision as to the CPD relevance of an activity. Determining which activities are appropriate is a personal decision and it is the responsibility of the member to assess and choose their CPD activities wisely. This is a core principle on which the CIA's CPD requirements are based. But the member must be able to support such a decision if requested to do so through the CPD audit process (see Appendix C) or through the CIA's discipline process, in the course of an investigation.

Note that all or a portion of any CPD activity may provide a new learning opportunity, a deeper understanding of a topic or confirmation of knowledge currency, but members should be aware of, and record, only the time they consider as appropriate and relevant CPD for them.

Guided CPD: Opportunities where there is potential for an exchange of ideas or opinions. Attendance at a session does not automatically guarantee that the full duration of the session should count as relevant CPD. Here are some examples of guided CPD:

- Attending meetings and seminars.
- Attending webcasts or other virtual events such as virtual roundtables.
- Listening to recordings or reading transcripts of meetings, seminars, webcasts or podcasts (can contact presenter directly with questions, if needed).
- Live discussions with colleagues, clients/principal or mentors (including by email, conference calls and video chats, provided there is an exchange of points of view, discussions or peer-review).
- Writing articles or academic work, which is subject to peer review (the core research required would be self-study, but the peer review process could be considered guided).
- Attending employer-sponsored training or learning sessions, in-person or virtually (e.g., technical actuarial topics, communications, business acumen, leadership).
- Attending training sessions on bias in relation to diversity, equity and inclusion offered by the CIA or other organizations.
- Formal study leading to degree, diploma or certificate (i.e., attending a class).
- Volunteer activity for an actuarial organization that involves an exchange of ideas or opinions (e.g., the meetings themselves or live discussions with committee members).
- Teaching a course or speaking on a relevant topic for a meeting, webcast or other structured activity (provides an opportunity for an exchange of ideas or opinions with students or attendees and could produce new learning).

Self-study CPD: Opportunities that are not guided (i.e., there is no potential for an exchange of ideas or opinions during the activity). Here are some examples of self-study CPD:

- On-the-job training (i.e., learning new things on your own, in the course of your work, such as reviewing new procedures through e-learning modules).
- Reading printed or digital documentation (consulted online or received by email) that involves learning. Emails that occur in the normal course of work would normally not count even though they may be of an actuarial nature. (i.e., if they do not provide new/confirm relevant knowledge).

- Studying for a course or an exam.
- Casual reading of journals.
- Volunteer activity for an actuarial organization (e.g., preparation of exam syllabus, the exam itself or for exam grading; reading material in advance of a committee meeting; reviewing professional policies and procedures in order to participate in a volunteer activity).
- Preparing to teach a course or session on a relevant topic for a meeting, webcast or other guided activity (no opportunity for exchange of ideas but could produce new learning).
- Research or self-study on a relevant topic (e.g., practice-related reading on new techniques or methodologies in the member's area of practice; review of *Standards of Practice*, guidance material or research; review of *Rules of Professional Conduct*).
- Learning new technological tools (e.g., learning new actuarial software on your own).

Unacceptable forms of CPD

- General reading of a newspaper.
- Any day-to-day or other activity that does not produce relevant new learning, a deeper understanding of a topic or confirmation of knowledge currency for the member.

Questions or the need for advice regarding the classification of CPD activity types will be referred to the PCMB.

Appendix B – Core professionalism requirements

Introduction

CIA members who are not exempt from meeting this CIA CPD qualification standard must complete the CIA Professionalism Module every two years.

Members are required to attest, with each annual filing, that they completed the module during the previous two calendar years (i.e., the module would need to be completed every two years).

The content is delivered free of charge via an e-learning platform and includes a mandatory reading list. Typically, the module will take two-three hours to complete (plus the time to review the mandatory reading list) and can be completed in more than one sitting.

Although the time spent completing the module is in addition to the minimum requirement of 80 hours of CPD activities, **the time spent reviewing the mandatory reading can be counted as self-study hours toward the 80-hour requirement.**

Content

This appendix provides the framework for the Professionalism Module that members must complete, and that is developed, maintained and modified, as needed, by the PCMB and the EQC or their designated committees, with support from the CIA Head Office. The PCMB has approval authority over the content.

The content of the module typically includes the following key elements:

- **Actuarial case studies (e-learning)**

The goal is to enhance understanding of professionalism and ethics and what it means to act in the public interest.

Several case studies are provided from which the member selects the required number to complete. New case studies are normally developed and added each year.

Case studies are primarily actuarial in nature, to ensure some links to the profession for those working in unrelated fields. They may also include bias training.

- **Review CIA materials that are relevant to the member**

The CIA maintains a list of required readings as part of the module, which includes the *CIA Bylaws* and *Rules of Professional Conduct* (with notices of any specific amendments made during the reporting period), as well as relevant policies and discipline notices, for example, that were published during the reporting period.

A list of recommended reading material is also provided to give members additional information regarding changes to practice-related material and/or the CIA's key activities that occurred during the reporting period. Changes to the *Standards of Practice* are recommended reading for members for whom the standards are applicable. This recommended reading material is not required to complete the Professionalism Module, but any time spent reviewing this recommended material may be counted, if relevant, towards the member's minimum of 80 hours of CPD activities.

Appendix C – Procedures: Monitoring compliance with the CPD requirements

1 - Introduction

All members of the Institute must file a CPD compliance statement annually attesting to their status with regard to the CPD requirements outlined in this qualification standard.

In accordance with Section 6 of this qualification standard, the PCMB is the entity responsible for the monitoring and verification of compliance with this qualification standard.

2 - Compliance reporting categories

In accordance with the relevant procedures outlined in this document, all members must file a CPD compliance statement annually (no later than the end of February) attesting to their status, based on the previous two calendar years, in relation to meeting the requirements of this qualification standard in relation to one of the following compliance reporting categories:

Compliance reporting category	Description
A. New member	<p>Members who were enrolled in the Institute within the last two calendar years may file a statement to that effect. They are not required to attest to having completed and tracked their CPD activities until they have been enrolled in the CIA for two full calendar years.</p> <p>However, they will appear as “recently enrolled and not yet required to file” in the CIA’s online public and member directories. A new member who has met the requirements may wish to file under category B or C below, allowing them to appear as “compliant”.</p>
B. Acting in a reserved role	<p>A Fellow who acted in a reserved role³ at any time during the previous two calendar years, who has completed the CPD requirements of category 3.2 (a) of this CPD qualification standard, who obtained their CIA Fellowship designation prior to the last two complete calendar years and who is not otherwise exempt under Section 4 of this CPD qualification standard must submit a statement to that effect and file a record of their CPD activities completed during the last two complete calendar years.</p>
C. Not acting in a reserved role	<p>A member who did not act in a reserved role during the previous two calendar years, who has completed the CPD requirements of one of the categories described in subsection 3.2 of this CPD qualification standard, who does not qualify or wish to file as a new member (category A above) and who is not otherwise exempt under Section 4 of this CPD qualification standard, must submit a statement to that effect, along with confirmation that they have maintained a personal record of the CPD activities completed during the last two complete calendar years.</p> <p>A member who files a statement under category 3.2 b) (i.e., is a CIA Student, attending university full-time in a relevant field or has written an actuarial exam/module during the last two</p>

³ A reserved role is a role in which, legally, only an FCIA may perform the professional services required. This includes appointed actuaries for insurance companies, as well as actuaries who from time to time do funding valuations for pension plans, or other valuations or actuarial opinions required by regulators.

	<p>complete calendar years) is not required to maintain detailed records of their exams/modules/courses taken.</p> <p>A member who files a statement under category 3.2 c) (i.e., is not a resident of Canada, doing no Canadian work and complying with the requirements of another actuarial association) must also include the name of their chosen International Actuarial Association full member association, as well as confirmation that the CPD requirements of that association have been fulfilled (no exemptions permitted).</p>
D. Exemption	<p>A member who, at the time of filing of their annual CPD compliance statement, qualifies for and wishes to apply for an exemption from compliance with this CPD qualification standard under Section 4 must submit an exemption application prior to filing their CPD compliance statement. An application for exemption shall not be effective until the application has been reviewed and approved by the CIA pursuant to its procedures (outlined in Appendix D).</p>

3 - Monitoring and verification procedures

- a) The Head Office shall send out notices to all members throughout the year, reminding them of their CPD obligations and of upcoming reporting deadlines.
- b) A tool will be provided to members in order to allow them to track their CPD activities.
- c) No later than the first week of January each year, the CPD compliance filing process will be made available to all members and will remain open until the filing deadline (typically the end of February). Note that a member who wishes to report a change to their CPD compliance status outside of this period should contact the Head Office for assistance.
- d) As part of the CPD compliance filing process, members will be asked to verify and update their area(s) of expertise shown in the CIA online public member directory.
- e) A reminder notice will be included in the weekly CIA communications, no less than every two weeks from January 1 through February 28/29. Reminders will also be sent in accordance with the following schedule to all members who have not yet filed their CPD compliance statement, outlining the reporting options available, the filing deadline, as well as the consequences of non-compliance and/or failure to report:

Date	Communication method
On or around February 1	A personalized email is sent from the Head Office.
On or around February 12, 19 and 26	A personalized email is sent from the Head Office.
Between March 1 and March 10	Head Office staff attempt to reach the members by phone and/or whatever other communication methods may be available.
Between March 5 and March 10	A letter is sent by priority courier (signature required) to all members who could not be reached by other communication methods.

- f) For the purposes of monitoring the progress of the CPD reporting from January 1 to February 28/29, the Head Office may, from time to time, provide to the PCMB the names of members who have not yet filed their CPD compliance statements, and would also include other pertinent information that may assist the PCMB in reaching the members.

- g) The CPD compliance status of members shall be adjusted and shown in the CIA online member directory as the statements, exemption applications and remedy plans are filed and processed by the Head Office.
- h) As of February 28 (or 29 in a leap year), a member who does not file an appropriate CPD compliance statement, application for exemption or remedy plan, may be subject to a fee and immediate suspension pursuant to Bylaw 4.4.1.i and subsection 5.2 of this CPD qualification standard.
- i) During the first week of March, the Head Office shall review the filed statements to ensure that there are no errors. A final attempt to contact the non-compliant members will be made by whatever communication method(s) available.
- j) If a non-compliant member is unreachable (i.e., no response) and/or their statement is not filed by March 10, the Head Office shall send to the PCMB and the EQC, a list of members who, following review by the EQC, shall be suspended pursuant to Bylaw 4.4.1.i. The affected members shall be notified in writing of their suspension and of the reinstatement procedures that are outlined in the *Policy on Administration of Member Rights and Privileges*, and a change in their CPD compliance status will be updated in the member directory as soon as the necessary review and relevant procedures have been completed.

4 - Audit

- a) The audit serves as an educational tool for members and to help improve the CIA's overall CPD program.
- b) A sample of annual CPD compliance statements will be audited by the PCMB annually, typically beginning in April. The sample may also include members who are exempted from the CPD requirements, to confirm that they continue to meet the exemption eligibility requirements.
- c) The reporting category selected, as well as the activities undertaken and recorded by members will be reviewed by the PCMB to ensure that the goals of the CIA's CPD program are being met and to provide members with guidance as to the appropriateness of their selected reporting category, their CPD activity choices and their recording methods.
- d) The goal of the audit in each reporting category will be as follows:

Compliance reporting category	Audit purpose and process
A. New member	Membership date and eligibility for category are confirmed.
B. Acting in a reserved role	Activities must be recorded using the CIA CPD tracking tool and the minimum number of hours is therefore validated upon filing. The member's CPD selections (including the amount of time that they chose to record for each activity), content and classifications (e.g., guided or self-study) are audited to ensure that they are accurate and that the goals of the CIA's CPD program are being met by the member.
C. Not acting in a reserved role	Category 3.2 a) (In compliance with the CIA's CPD requirements) A record of the member's CPD activities is requested. The number of hours recorded is verified and confirmed to have met the minimum requirements. The member's CPD selections (including the amount of time that they chose to record for each activity), content and classifications (e.g., guided or self-study) are audited to

	<p>ensure that they are accurate and that the goals of the CIA's CPD program are being met by the member.</p> <p>Category 3.2 b) i and 3.2 b) ii <i>(CIA Student or non-FCIA member enrolled in university full-time in a relevant field)</i></p> <p>No audit will be performed. It is assumed that the courses, exams and modules produce enough study hours to meet the CIA's minimum CPD requirements.</p> <p>Category 3.2 b) iii <i>(Has written an actuarial exam/module during the last two complete calendar years)</i></p> <p>Proof of completion of an actuarial exam/module is required if not taken as part of the CIA Education Program.</p> <p>Category 3 c) <i>(In compliance with the CPD requirements of another actuarial association)</i></p> <p>Proof of compliance is with the requirements of another actuarial association in which they are a full member at the highest level (no exemptions permitted) is requested.</p>
D. Exemption	<p>Since exemptions under category 4.2(b) related to special circumstances are reviewed and granted by the CIA annually, no audit is required of these statements.</p> <p>Exemptions under category 4.2(a) related to retirement are granted on a permanent basis (no renewal required) unless the member's circumstances change. Statements filed under this exemption category will therefore be audited to ensure that the member continues to meet the requirements of the exemption.</p>

- e) The percentage of members audited in each compliance category shall be determined annually by the PCMB, based on information gathered in recent audits and the current CPD environment (e.g., any concerns raised in a particular category). Typically, an average of 3% of members will be audited each year. In addition to this sample, all members who were reinstated during the previous year, or who completed a remedy plan, will be included in the audit for the reporting period immediately following their reinstatement or completion of their remedy plan, as appropriate.
- f) If, following an audit, the PCMB is of the opinion that the member is not compliant with the requirements of the CPD qualification standard (i.e., some activities are deemed by the PCMB not to satisfy the qualification standard requirements), the member will be advised in writing and asked to provide additional detail and/or clarification regarding their CPD activities. Following the review of any additional information submitted by the member, if the PCMB's opinion has not changed, the member will be asked to file a remedy plan by a specified deadline, to make up any deficiencies. The member would be subject to the requirements and consequences of the remedy plan process (outlined in Appendix E of this CPD qualification standard).
- g) If the member disagrees with the PCMB's assessment of non-compliance, the member may appeal the PCMB's decision in writing to the Actuarial Profession Oversight Board (APOB) within 10 business days of receipt of notification. No action is taken to modify the member's record until the appeal has been finalized or until the period during which the member may appeal the decision has elapsed.
- h) If the member does not opt to file a remedy plan by the specified deadline, the Head Office shall advise the member, in writing, of the potential impending formal determination of their non-

compliance. Once no fewer than 10 days have elapsed, the Head Office shall send, to the PCMB (for information) and the EQC, the name of the member who, following a subsequent review by the EQC, would be suspended pursuant to Bylaw 4.4.1.i. The member would be notified in writing of their suspension and of the reinstatement procedures that are outlined in the *Policy on Administration of Member Rights and Privileges*.

Appendix D – Procedures: Applying for an exemption from the CPD requirements

1 - Introduction

A member may apply for an exemption from the CPD requirements in one of the two categories identified in subsection 4.2 of this qualification standard, should their circumstances warrant it.

A member who is granted an exemption is deemed not to have met the requirements of this CPD qualification standard, particularly for the purposes of providing professional services in the context of Rule 2 of the *Rules of Professional Conduct*.

The PCMB is responsible for reviewing and approving all exemption applications.

2 - Procedures

- a) A member who wishes to apply for an exemption from meeting the CPD requirements may do so at any time during the year using the designated application form available on the CIA website or from the CIA Head Office.
- b) All applications are submitted to the Head Office for review and processing. Head Office staff will ensure that all required information is provided and prepare the applications for review by the PCMB. Applications are normally sent to the PCMB within 10 business days of receipt of the required information.
- c) The PCMB will review each application and determine if, based on the information provided by the member, the member qualifies for the exemption. The PCMB may request additional information from the member, if necessary.

If the exemption is granted, the Head Office is notified and advised to proceed with the necessary changes to the member's record to reflect the exemption, and to communicate the PCMB's decision to the member. The member will then be asked to file their annual CPD compliance statement under the "approved exemption" category.

If the exemption is not granted, the Head Office is notified and asked to communicate the PCMB's decision to the member. The member may appeal the PCMB's decision in writing to APOB within 10 business days of receipt of notification. No action is taken to modify the member's record until the appeal has been finalized or until the period during which the member may appeal the decision has elapsed.

The member may also be offered the opportunity to submit a remedy plan (see subsection 5.1 of this qualification standard).

3 - Renewal of exemption

- a. Once an exemption is granted, it must be renewed pursuant to the requirements outlined in subsection 4.3 of this qualification standard and would be processed in the same manner as a new exemption application.

4 - Return to non-exempt status (i.e., CPD compliant)

- a. A member who was granted an exemption and who no longer qualifies for that exemption, must immediately notify the Head Office of the change in their circumstances. The requirements and procedures for returning to full CPD compliant status are outlined in the *CIA Policy on Administration of Member Rights and Privileges*.

5 - Communication of exempt status to the public

- a. The CIA's online member directory shall indicate all members who are granted an exemption from the CPD requirements, in order to allow other members and the public to be aware of all CIA members' CPD compliance status.
- b. A change in CPD compliance status shall be updated in the member directory as soon as the necessary review and relevant procedures have been completed.

Appendix E – Procedures: Filing a remedy plan

1 - Introduction

A member who does not meet the CPD requirements and who does not qualify for an exemption (see Sections 3 and 4 of this qualification standard) may file a remedy plan to meet any deficiencies in the number of hours needed to meet the requirements within a period that would not normally exceed six months.

A member who chooses to file a remedy plan shall not be deemed compliant with the CPD requirements until the member has completed the activities outlined in the approved remedy plan. Their membership will, however, not be suspended during this period, as they are actively becoming CPD compliant.

The PCMB is responsible for reviewing and approving all remedy plans.

2 - Procedures

- a) A member who wishes to submit a remedy plan may do so using the designated form available on the CIA website.
- b) All remedy plans are submitted to the Head Office for review and processing. Head Office staff will ensure that all required information is provided and prepare the plans for review by the PCMB. Applications are normally sent to the PCMB within 10 business days of receipt of the required information.
- c) The PCMB will review each remedy plan and determine if the proposed activities would adequately and appropriately meet the CIA's CPD requirements.

If the remedy plan is approved, the Head Office is notified and will communicate the PCMB's decision to the member and update their record accordingly. The member will then be asked to file their annual CPD compliance statement under the "approved remedy plan" category.

A review date will be set in the member's record, which corresponds to the target completion date of the remedy plan. The member shall advise the Head Office of the completion of their remedy plan on or before that date. The Head Office will send at least two written reminders to the member, leading up to the review date, given that, if the member does not confirm completion of the remedy plan by that date, the individual's membership may be suspended pursuant to Bylaw 4.4.1.i (see Appendix C for additional details regarding the suspension process). Once the remedy plan is completed and the Head Office is advised of its completion, the member will then be asked to file their annual CPD compliance statement under the "compliant" category.

If the remedy plan is not approved, the Head Office is notified and asked to communicate the PCMB's decision to the member. The member will be advised in writing of the deficiencies in the proposed remedy plan and offered the opportunity to submit a revised remedy plan within 10 business days. The Head Office will send an additional written reminder to the member, prior to the end of that period, given that, if the Head Office does not receive a revised remedy plan by the designated date, the individual's membership may be suspended pursuant to Bylaw 4.4.1.i (see Appendix C for additional details regarding the suspension process).

3 - Communication of non-compliant (remedy) status to the public

- a) The CIA's online member directory shall provide an indication of all members who are not compliant with the CPD requirements, but who are working to complete a CIA-approved remedy plan, to allow other members and the public to be aware of all CIA members' CPD compliance status.
- b) A change in the member's CPD compliance status shall be updated in the member directory as soon as confirmation is received by the Head Office that a remedy plan has been completed.