Chartered Institute
of Ergonomics
& Human Factors

PAB Rules

Rationale for this document

PAB have deliberated, discussed and agreed a new format for its written rules and processes, in order to make them more understandable, usable and fit-for-purpose. The outcome, developed from the last approved version 6.5, is a set of two documents, designed to be used as a pair but only one of which - this document (the *PAB Rules*) - requires Council approval.

The *PAB Rules* includes PAB remit, Terms of Reference, authority and responsibilities, application and accreditation criteria, the Registrar's role and responsibilities as they relate to PAB, and the appeals process.

The second document, *PAB Processes*, is a working document, containing further details about application and accreditation criteria and information about processes. Both documents follow a similar writing style, adopted to minimise the risk of ambiguity or uncertainty.

Format of this document

PAB's Terms of Reference form the basis for the layout of the *PAB Rules*. They are given as a complete list for ease of reference, then each is laid out in its own section together with the accompanying rules requiring Council approval.

In separating the rules from the process details, the intention is to make the document shorter, including only those rules requiring approval, thereby making the approval process quicker and easier for Council members, and as a consequence, to allow changes to rules to be put into practice in a more timely manner.

Sep 2020 v8.2 FINAL

Contents

Revisions

Version	Date	Status & Changes
5.0	2013 May	Published version - superseded
5.1 – 6.5	2013 – 2016	Working drafts leading to a total rewrite in 2016
6.5	2016 August	Published version - superseded
7.0 - 7.6	2018-19	Working drafts notably relating to process streamlining and restructuring of document, including separation into *PAB Rules* and *PAB Processes* documents.
8.0	2019 March	Published version, approved by Council on 7 March 2019
8.1-2	2020 Jul - Sep	Draft with additions relating to accreditation of Technical Courses and Technical Graduate grade of membership. Approved by Council on 28 Sep, updated to FINAL.

Inclusion in these Rules

The Council Regulations (CR) dictate that these Rules must include:

- Remit and Terms of Reference of PAB [CR4.3.6]
- Authority and functions of PAB [CR4.3 7]
- Criteria for membership of all grades [CR6.1.1]
- Reinstatement to full membership status after Retired status [CR6.4.4]
- Reinstatement following a career break [CR6.5.1]
- Reinstatement of lapsed members [CR6.6.6]
- CDP quality for Chartered status [CR6.7.2]
- Requirements for regaining Chartered status [CR6.7.4]

Definitions

CPD: Continuing Professional Development

CREE: Centre for Registration of European Ergonomists

IEA: International Ergonomics Association

Operational Team: The COO, the Membership Manager and any other staff or contractors under the COO's management.

PAB: Professional Affairs Board

Professional Members: Graduate Members, Technical Members, Registered Members and Fellows.

Qualifying Course: A CIEHF-accredited degree course

Topic Lead: PAB member recognised within PAB as the lead for different types of applications (topics), consulted for advice or as a third assessor.

PAB purpose

This section outlines PAB's reason for being.

1   Remit and Terms of Reference

1.1   Remit

1.1.1   The remit of the PAB is to establish, communicate and maintain high standards of professional knowledge, practice and conduct in ergonomics and human factors in accordance with the Charter, Byelaws, General and Council Regulations, and under the policy direction of the Council of the CIEHF.

1.2   Terms of Reference

1.2.1   The Terms of Reference comprise the list of functions that the PAB is authorised to execute, and are as follows:

1. Develop and maintain the UK framework and specification of the competencies (knowledge, skills and behaviours) that scope and underpin the ergonomics and human factors discipline.
2. Develop and maintain criteria and procedures for all grades of membership.
3. Develop and maintain criteria and procedures to give accreditation to, or remove it from, ergonomics and human factors training courses.
4. Develop and maintain criteria for recording and assessing Continuing Professional Development (CPD) activities.
5. Oversee the application of criteria and procedures approved by PAB including all admissions, career breaks, suspensions, expulsions and reinstatements, the Registers, course accreditations, and CPD assessments.
6. Liaise with the Centre for Registration of European Ergonomists (CREE), oversee UK applications and assessments for registration, and oversee any appeals relating to UK applications.
7. Develop and maintain criteria and procedures for appeals against any decisions of the Professional Affairs Board.
8. Develop and maintain the CIEHF Code of Professional Conduct.
9. Oversee the operation of the Disciplinary Regulations and Procedures.
10. With the approval of the Council, undertake any other functions necessary to further the Remit of the Professional Affairs Board.

2   PAB authority and responsibilities

2.1   Authority

2.1.1   PAB has the following powers:

- To fulfil the functions as defined by PAB's Terms of Reference.
- To elect Fellows, Registered Members and Technical Members.
- To award Chartered status.
- To accredit Registered Consultancies.

- To accredit Qualifying Degree Courses and Short Courses.
- To accredit Learning Pathways.
- To accredit Professional Development Schemes.
- To recommend candidates for European Ergonomist (EurErg) accreditation.

2.2 Responsibilities

2.2.1   PAB is responsible for:

- Maintaining and updating these Rules.
- Gaining Council's approval for any substantive changes to PAB's processes, or PAB's accreditation criteria, before they are implemented.
- Publishing the current Rules on the Institute's website alongside the Institute's other Governance Documents.

2.3 Conduct of meetings

2.3.1   The quorum at any meeting of PAB is six voting members.

PAB Rules

The following section sets out the Terms of Reference together with the rules relating to them. Further details are included in an accompanying document, 'PAB Processes' or on the CIEHF website.

ToR 1	Develop and maintain the UK framework and specification of the competencies (knowledge, skills and behaviours) that scope and underpin the ergonomics and human factors discipline.

3   Professional competencies

3.1   The Professional Competency Checklist

3.1.1   The CIEHF's Professional Competency Checklist (PCC) must be completed and included in all professional membership applications except those for Graduate Membership.

3.1.2   The checklist, approved by Council, is split into 5 core areas:

1. Ergonomics/Human Factors (E/HF) principles
2. Ergonomics/Human Factors (E/HF) theory and practice
3. Human capabilities and limitations
4. Design and development of systems
5. Professional skills and implementation

3.1.3   The checklist and further details are available from the CIEHF website:

https://www.ergonomics.org.uk/Public/Membership/Registered_Member.aspx

3.2   Professional Competency Checklists for allied disciplines

3.2.1   Specialist checklists may be developed specifically for accreditation of academic courses in allied disciplines where there is a significant and substantial ergonomics/human factors element and a strong interest in membership of the CIEHF by graduates of those courses.

3.2.2   The wording of the items on the specialist checklist may be significantly different to the PCC in order to reflect the terminology and language used in the allied discipline.

3.2.3   The specialist checklist must:

- Cover at least 60% of the PCC.
- Be used in all applications for accreditation of academic courses from the allied discipline.
- Be used in all applications for membership by graduates of these courses.

3.2.4   Courses that obtain accreditation using a specialist checklist will be known as Accredited Technical Courses.

ToR 2 Develop and maintain criteria and procedures for all grades of membership.

4 Accreditation for individuals and organisations

4.1 Assessment and administration of applications

4.1.1 The assessment of all applications must be made by assessors drawn from volunteers who are Registered Members or Fellows and who have undergone training as deemed appropriate by PAB.

4.1.2 Assessments must be carried out by following agreed and appropriate Assessor Guidance Notes and completing an Assessor Checklist.

4.1.3 All applications must include a declaration to:

- Abide by the Institute's Charter, Byelaws, Regulations and Rules, including the Institute's Code of Professional Conduct and the Disciplinary Regulations.
- Maintain Good Standing with the Institute, especially in fulfilling their professional development obligations.

4.1.4 All applications for accreditation through PAB will be managed by the Operational Team, including allocation of applications to assessors and all communications with the assessors and with the applicant.

4.1.5 All comments, decisions and requests for information from the assessors and associated responses from the applicant must be collated into a Summary Report Form. This form, together with the application documents, creates an auditable trail. The Assessor Checklist and Summary Report Form shall be made available to the applicant on request.

4.2 Successful applications

4.2.1 The date of registration for successful applications is the day after the ratification process is complete.

4.2.2 Successful applicants must be provided with relevant certificates which have the CIEHF seal applied and are signed by the Registrar and the President of the CIEHF.

4.2.3 The names of successful applicants must be published in the earliest convenient edition of 'The Ergonomist' following acceptance.

4.2.4 Successful applicants must be provided with details of the post-nominals and titles as defined in the Council Regulations, and any official CIEHF logos they are entitled to use.

5 Criteria for membership applications

5.1 Associate Members

5.1.1 Applicants must have an interest in the discipline. For more details, see *PAB Processes* section 2.

5.2 Student Members

5.2.1 Applicants must be registered as a student on a recognised course of study. For more details, *PAB Processes* section 3.

5.3 Graduate Members

5.3.1 Applicants must be graduates of a Qualifying Degree Course. The accreditation period should cover all or part of the duration of the course attended by the applicant. For more details, see *PAB Processes* section 4.

5.4 Technical Graduate Members

5.4.1 Applicants must be graduates of an Accredited Technical Course. The accreditation period should cover all or part of the duration of the course attended by the applicant. For more details, see *PAB Processes* section 5.

5.5 Technical Members

5.5.1 Applicants must:

- Demonstrate a level of knowledge equivalent to first degree modules (UK Qualification and Credit Framework (QCF) Level 6).
- Also demonstrate a level of knowledge equivalent to first degree modules (UK Qualification and Credit Framework (QCF) Level 6 in a cognate subject (a first or higher degree, or equivalent, in which the core subject is a science or technology related to the ergonomics discipline), in addition to their specific ergonomics knowledge.
- Carry out ergonomics/human factors as a significant part of their work.
- Have at least an awareness of a minimum of 50% of the competencies listed in the CIEHF Professional Competency Guidance.
- Have higher proficiency levels in at least one area of competence.
- Have carried out ergonomics/human factors work for at least 200 days over a period of at least 2 years.
- Have carried out at least 6 significant activities or projects during that time.
- Have at least 5 documented examples of their work such as final reports.
- Be able to find 2 referees, at least 1 of whom is a Registered Member or Fellow of the CIEHF (or equivalent in a related professional body).

5.5.2 For more details, see *PAB Processes* section 6.

5.6 Registered Members

5.6.1 All applicants must:

- Have a National Qualification Framework (NQF) level 6 which equates to a graduate degree, a BTEC level 6 or an NVQ level 4.
- Have at least an awareness of all competencies in the CIEHF Professional Competency Checklist.
- Have carried out at least 10 significant ergonomics/human factors activities or projects since graduation.
- Have at least 3 documented examples of work such as final reports.
- Be able to provide (or have recently provided) an up-to-date CPD record as part of their application.

5.6.2 Applicants who have a mentor and have graduated from a Qualifying Course must:

- Have a minimum of 3 years' experience, with at least 1 year of mentored supervision (at least 150 days).
- Be able to find 2 referees.

5.6.3 Applicants who have a mentor and have not graduated from a Qualifying Course must:

- Have a minimum of 4 years' experience, with at least 2 years of mentored supervision (at least 300 days).
- Be able to find 2 referees.

5.6.4 Applicants who do not have a mentor, whether or not they have graduated from a Qualifying Course, must:

- Have a minimum of 6 years' experience.
- Be able to find 3 referees.

5.6.5 For more details, see *PAB Processes* section 7.

5.7 Fellows

5.7.1 All applicants must:

- Have made significant contributions to ergonomics/human factors for at least 10 years.
- Have had senior professional responsibility for at least 5 years.
- Have at least an intermediate level of proficiency for all 5 competency areas in the CIEHF Professional Competency Guidance.
- Be able to find 3 referees, of whom at least 1 is a Fellow (or Honorary Fellow who was a Registered Member or Fellow of the CIEHF) of the CIEHF, or equivalent in another IEA-Federated society.
- Provide an up-to-date CPD record as part of their application.

5.7.2 For more details, see *PAB Processes* section 8.

5.8 Registered Consultancies

5.8.1 All applicants must:

- Assure their ergonomics expertise is available on a consultancy basis to any potential client (internal or external).
- Have at least one Registered Member or Fellow of the Institute with Chartered Status on their permanent staff.
- Demonstrate experience in the areas of competence they are claiming.
- Provide evidence to show that their consultancy has a programme of continuing professional development for both the consultancy services and individual consultant's needs.

5.8.2 For more details, see *PAB Processes* section 9.

5.9 Corporate Associates

5.9.1 Applicants must have an interest in supporting the CIEHF and/or the discipline. For more details, see *PAB Processes* section 10.

5.10 Referees

5.10.1 Referees must, whenever possible, be Registered Members or Fellows of CIEHF.

5.10.2 For applicants unable to provide a referee who is a Registered Member or Fellow of CIEHF, referees must be members of equivalent status from another Cognate Body or an IEA Federated Society that have relevant knowledge and/or qualifications to provide a reference.

5.10.3 At least one referee must be employed by a different organisation to the applicant.

5.10.4   All applicants are responsible for finding their own referees and for ensuring their referees each submit a Referee's Report authored and sent by the referee to the Membership Manager.

5.11 Mentors

5.11.1   In all applications where a mentor is required, the mentor shall be either a Registered Member or Fellow, a professional member of a comparative grade in an IEA Federated Society, or a Chartered member of another cognate body.

5.11.2   A mentor cannot also be a referee for the same applicant.

5.12 Evidence of competence

5.12.1   It is acknowledged that requirements of national security or commercial confidentiality may influence the manner in which certain activities are recorded, and applicants are encouraged to sanitise their log book and supporting reports before submission.

5.12.2   In rare cases, if the evidence available to fully illustrate competence is classified, and sanitisation or redaction of information is insufficient for it to be released, appropriately security-cleared assessors may carry out the assessment on site with the applicant.

5.12.3   In rare cases, it may be necessary to clarify details by interviewing an applicant to reach a decision. This may be face to face, by telephone or via internet and ideally all assessors should participate simultaneously.

5.12.4   If any assessors recommend that the application raises one or more issues that are not covered by the rules, then they can address these issues to the relevant Topic Lead in the first case.

5.12.5   If resolution is not possible, then the Topic Lead must bring the matter to PAB for a formal decision. This need not wait until the next PAB meeting, but may be discussed and decided electronically by a vote of at least 6 voting members (a quorum). The decision must be recorded within the minutes of the next meeting, including any subsequent proposal to amend the PAB Rules.

5.13 Ratification by PAB

5.13.1   PAB must be notified of all new professional membership applications at completion of assessment.

5.13.2   If any PAB member expresses any concern over the suitability for membership of the applicant, they must provide evidence of their concern in writing to PAB within seven days of this notification. Evidence will be reviewed by PAB within two weeks and a majority decision reached.

5.14 Successful applications

5.14.1   Successful applicants will be issued with a signed certificate. The certificate for:

- Professional Members must specify the new grade of membership and date of entry on the Register.
- Registered Consultancy Members must specify the new grade of membership and date of entry on the Register. Their accredited areas of capability will be publicised on the website.

5.14.2   The names of successful applicants must be published in the earliest convenient edition of 'The Ergonomist' following acceptance.

<table>
<tr><td>ToR
3</td><td>Develop and maintain criteria and procedures to give accreditation to, or remove it from, ergonomics and human factors training courses.</td></tr>
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6 Criteria for education and training applications

6.1 Qualifying Courses

6.1.1   The course being put forward for accreditation must:

- Cover essential knowledge in all 5 CIEHF Professional Competency areas.
- End with a substantial ergonomics/human factors-based research project.
- Fall within the originating institution's academic quality management system.
- Have an appropriately qualified person (i.e. a Chartered Ergonomist and Human Factors Specialist) who a) provides an ergonomics overview and brings coherence to the course and; b) is responsible for student professional development.

6.1.2   For more details, see *PAB Processes* section 11.

6.2 Technical Courses

6.2.1   The course being put forward for accreditation must:

- Cover
  - at least 60% of the CIEHF's Professional Competency Checklist.
  Or
  - 100% of any alternative CIEHF Professional Competency Checklist developed and approved by PAB for a specific allied discipline (this alternative in itself must cover at least 60% of the CIEHF's Professional Competency Checklist).
- End with a substantial project with a significant ergonomics/human factors element.
- Fall within the originating institution's academic quality management system.
- Have an appropriately qualified person (a CIEHF Technical Member or Chartered Member) who a) provides an ergonomics overview and brings coherence to the course and; b) is responsible for students' professional development.

6.2.2   For more details, see *PAB Processes* section 12.

6.3 Short Courses

6.3.1   The course being put forward for accreditation must:

- Cover the following area within the CIEHF's Professional Competencies: Ergonomics/human factors principles - Ability to identify and apply methods of analysis, evaluation and validation with respect to human interfaces for tasks, activities and environments.
- Be presented by trainers holding suitable and sufficient qualifications or experience in the subject being taught.

6.3.2   For academic courses:

- The course must cover at least 15 elements within the Professional Competencies.
- There must be at least one member of the teaching faculty who is a Chartered Member of the CIEHF.

6.3.3   For vocational training courses:

- The course must cover at least 5 elements within the Professional Competencies.

- All trainers must be members of the CIEHF (excluding Student Members).

6.3.4 For more details, see *PAB Processes* section 13.

6.4 Successful applications

6.4.1 The certificate for a successful application for a Qualifying Degree or Short Course must specify the course, the course provider and the period of accreditation.

6.5 Accreditation periods

6.5.1 The accreditation of Qualifying Courses lasts five years from the date of accreditation unless there are significant changes notified to CIEHF by the Course Director.

6.5.2 The accreditation of Short Courses lasts three years from the date of accreditation unless there are significant changes notified to CIEHF by the Course Provider.

6.5.3 To renew CIEHF accreditation, the course director of a Qualifying Course or Short Course Provider must make a full application for re-accreditation. Accreditation for an existing accredited course remains until the outcome of the new assessment is complete.

6.5.4 PAB reserves the right to reassess any course if there have been significant changes or concerns are raised which might impact the course's ability to meet the criteria. PAB also reserves the right to carry out random spot checks on any of the accredited courses.

6.6 Sector-Specific Learning Pathways

6.6.1 A Sector-Specific Learning Pathway being put forward for accreditation must:

- Include a minimum of an estimated 600 hours of study (directed, face-to-face or self-study).
- Be mapped against and cover a minimum of 60% of the Professional Competencies.
- Follow the approved Learning Pathway framework.

6.6.2 For more details, see *PAB Processes* section 14.

ToR 4	Develop and maintain criteria for recording and assessing Continuing Professional Development (CPD) activities.

7 Continuing Professional Development (CPD)

7.1 CPD requirements

7.1.1 Professional Members are obliged to demonstrate CPD activity. They must demonstrate both appropriate and substantial professional development with respect to learning, exercising and planned development.

7.1.2 Forward plan activities must be included and show an intention for development and progression of competence, ideally linked to the Professional Competency Checklist.

7.2 Recording of CPD activity

7.2.1 Members must record CPD activities detailing the knowledge, skills and experience they gain, together with their learning and application. They must also clearly demonstrate reflective practice.

7.2.2 Registered Members and Fellows wishing to gain or maintain Chartered status must log their CPD activity, including forward plans, online via their personal MyCIEHF account on the CIEHF website.

7.2.3 Records can be added, amended and deleted by the member at any time and at any point during the year but must be complete and ready for possible assessment by the deadline of 31 December of that year.

7.3 Assessment

7.3.1 During the first three weeks of each year a random sample of at least 20% of that year's Registered Members and Fellows CPD records will be prepared for assessment by the Operational Team.

7.3.2 CPD assessment may also occur where there is just cause such as specific concerns from assessors or where a member with Chartered status has never previously had their CPD record assessed.

7.3.3 Each selected CPD record will be assessed by two assessors, who must agree on the outcome, within the first six weeks of each year.

7.4 Chartered status

7.4.1 CPD activity must be satisfactorily demonstrated each year in order to maintain Chartered status.

7.4.2 Members who wish to gain or retain their Chartered status must submit a minimum of five activities for the year and a minimum of three forward plan activities.

7.4.3 Assessment, feedback and confirmation of Chartered status will be finalised for all Registered Members and Fellows by the end of March each year.

7.4.4 Chartered Registered Members and Fellows whose CPD records are successfully assessed will retain their Chartered status for the duration of the year.

7.4.5 Registered Members and Fellows who are not currently Chartered but whose CPD records are accepted by the assessors will gain Chartered status for the duration of the year.

7.4.6 Chartered Registered Members and Fellows who recorded sufficient CPD activity but are not selected as part of the annual sample will retain their Chartered status.

7.4.7   Chartered Registered Members and Fellows who fail to record sufficient CPD activity or whose records are not considered acceptable following assessment, will lose their Chartered status until such time as their records are considered acceptable.

ToR 5	Oversee the application of criteria and procedures approved by PAB including all admissions, career breaks, suspensions, expulsions and reinstatements, the Registers, course accreditations, and CPD assessments.

8   Career breaks

8.1   Application

8.1.1   Professional Members of the Institute with a period of membership of at least two years (excluding any time as a Student Member) may apply for a career break.

8.1.2   Career breaks may be granted for any just reason, for example, extended absence from employment due to a return to full-time education, illness, parental leave, child or other care duties, or unemployment.

8.2   Rights and responsibilities

8.2.1   Members on a career break will retain the same rights, responsibilities and privileges as they had at the start of the career break, and will:

- Pay a reduced subscription equivalent to the Retired Member rate.
- Be allowed to re-apply to extend a career break at membership renewal up to a maximum of two years or longer at the discretion of the COO.
- Retain any Chartered status on condition they continue in Good Standing and log acceptable CPD records.

9   Reinstatements

9.1   Types of reinstatement

9.1.1   Those who have been removed from a Register may apply to be reinstated. Reinstatements include:

- Reinstatement after being removed as a Professional Member from the Register of all members.
- Reinstatement to active membership after a career break or a period of retirement.
- Reinstatement of Chartered status.
- Reinstatement after being removed from the Register of Registered Consultancy Members.

9.2   Reinstatement criteria

9.2.1   Reinstatement to Professional Membership will depend upon the period of time they have been lapsed.

9.2.2   Following a period of up to two years, applicants can be reinstated on receipt of payment of the appropriate membership fee.

9.2.3   Applicants unable to provide appropriate CPD records will be reinstated as a Registered Member or Fellow, but without Chartered status. They can be considered for Chartered status at the next CPD assessment cycle. These applications will be assessed by the CPD Topic Lead.

9.2.4   Following a period of more than two years, applicants can be reinstated with Chartered status on receipt of a Reinstatement Application Form which includes appropriate CPD records covering the

previous year, an up to date CV, together with payment of the appropriate membership fee. These applications will be assessed by the CPD Topic Lead.

9.2.5   Registered Consultancies that have had their names removed from the Register of Consultancies for any reason, and who wish to be reinstated, must make a full reapplication.

10   Membership grade changes

10.1.1 The different grades of membership for individuals can be considered a four-level hierarchy reflecting decreasing levels of professional qualifications.

- Fellows
- Registered Members
- Technical Members and Graduate Members
- Student Members and Associate Members

10.1.2 Applications to regrade, sideways or downwards, simply to reduce costs are not allowed.

10.1.3 Allowable movement between grades (aside from normal upgrades) provided an acceptable application is made are as follows:

Associate ← → Student
Graduate ← → Technical Member
Fellow or Registered Member → Technical Member

10.1.4 Professional members may only move to Associate Membership if they resign and reapply.

ToR 6	Liaise with the Centre for Registration of European Ergonomists (CREE), oversee UK applications and assessments for registration, and oversee any appeals relating to UK applications.

11 International applications and assessment

11.1 Criteria for CREE applications

11.1.1 Applicants must:

- Be a professional ergonomist or human factors specialist.
- Have 3 years of university level education at least one of which is dedicated to ergonomics.
- Have at least one year of supervised training.
- Have at least two years of professional experience following supervised training.
- Be able to use statistical techniques and experimental design methods and approaches to investigate, modify or design working equipment or workplaces for human benefit.
- Agree to abide by the CREE Code of Conduct.

11.1.2 For more details, see *PAB Processes* section 15.

ToR 7	Develop and maintain criteria and procedures for appeals against any decisions of the Professional Affairs Board.

ToR 8	Develop and maintain the CIEHF Code of Professional Conduct.

ToR 9	Oversee the operation of the Disciplinary Regulations and Procedures.

12 The Registrar

12.1 The role and responsibilities

12.1.1 The Registrar has a constitutional role in the governance of the CIEHF. Their responsibilities are set out in the Council Regulations. They include:

- To oversee the development and maintenance of the Code of Professional Conduct.
- To manage disciplinary actions, complaints and appeals, ensuring that they are each dealt with in accordance with CIEHF rules and regulations.

12.2 Appointment

12.2.1 Whilst Council appoints the Registrar, PAB is responsible for identifying a suitable candidate and proposing them to Council.

12.2.2 The Registrar must be a Registered Member or Fellow or Honorary Fellow (or Retired Registered Member or Fellow).

13 Actions, complaints and appeals

13.1 Due process

13.1.1 Decisions with respect to acceptance or rejection of applications and accreditations may be subject to review by the Registrar.

13.1.2 If, in the opinion of the Registrar, due process had not been followed, the COO will review the application process with the Registrar and take any relevant steps.

13.1.3 Records must be kept by the Operational Team of any concerns raised and the subsequent information and outcome kept with the full records of the application.

13.2 Right of appeal

13.2.1 Unsuccessful applicants must be informed of the decision of the PAB and of their right of appeal and timeframes. In all cases guidance should be given on how they might expect to meet the criteria in any future application.

13.3 Appeals process

13.3.1   Appeals may be made to Council against:

- Unsuccessful applications for Professional Membership or Registered Consultancy membership.
- Unsuccessful accreditation of Qualifying Courses, Short Courses and any other form of accreditation.
- Assessments that deem CPD records are unacceptable.
- Unsuccessful CREE applications.

13.3.2   Appeals must be addressed to the Registrar via the COO within 6 weeks or 30 working days of sending of the unsuccessful result to the applicant or member.

13.3.3   Appeals must be notified to PAB and the Registrar must ask Council via the President to appoint an Appeals Panel for each case. If necessary, the same Appeals Panel may address several cases, provided each one is addressed individually.

13.3.4   The Appeals Panel must consist of three Fellows, or Honorary Fellows who were Fellows or Registered Members, not members of the PAB, one of whom will normally be the President, who will be chair of the Appeals Panel, or as may be decided by Council from time to time. The Registrar will be secretary to the Appeals Panel.

13.3.5   All the Appeals Panel members must have signed the Institute's NDA for Volunteers, before they start their work on the Appeal.

13.3.6   The Appeals Panel must consult with the Topic Lead involved in the disputed application and must make its deliberations known to that Lead.

13.3.7   The Appeals Panel must consider the matter and recommend to Council what action should be taken. They will also recommend to PAB any changes in PAB's practice if this was seen to be contributory to the cause of the appeal.

13.3.8   Council will decide on the action and both the appellant and PAB will be informed by the Registrar. The decision of Council is expected to be final, with one exception where a *bone fide* case is made for example, for loss of livelihood, in which case, the appellant may then subsequently appeal against the decision of Council to an Independent Panel.

13.3.9   The Appeals Panel and the Council must target completion of the appeal process within 8 weeks.

| ToR 10 | With the approval of the Council, undertake any other functions necessary to further the Remit of the Professional Affairs Board. |

14 Additional functions

14.1 Protection of data

14.1.1 PAB Members, Assessors, Topic Leads and any others undertaking PAB work must sign the CIEHF's Non-Disclosure Agreement for volunteers.

14.1.2 PAB Members, Assessors, Topic Leads and any others undertaking PAB work must abide by the CIEHF's GDPR Policy as it relates to member data.