



# **A Registration System for Community Learning and Development (CLD) Practitioners in Scotland**

Updated 2025

## 1. Background

The CLD Standards Council Scotland was formally established in 2009 by the Scottish Government to be the body responsible for the registration of community learning and development (CLD) practitioners, the approval of training courses and the continuing professional development of the sector workforce.

Specifically, in terms of registration, the Scottish Government tasked the CLD Standards Council Scotland to:

**Consider and establish a registration system available to practitioners delivering and active in CLD practice.**

To move this forward the CLD Standards Council has: revised the competences for community learning and development; developed a code of ethics for community learning and development practitioners; developed a continuous professional development strategy and set in place processes for the approval of professional training in community learning and development.

This registration system builds on all of this work and there are references to these other aspects of CLD Standards Council activity throughout this document.

## 2. What is Registration?

Registration means becoming a Member of the Community Learning and Development Standards Council Scotland. It is an individual commitment to professional practice according to the values, principles, competences and code of ethics for community learning and development, and to continuing professional development.

All practitioners who are willing to commit to the requirements and can evidence that commitment in their practice will be eligible for Membership of the Community Learning and Development Standards Council Scotland, either as an Associate Member or Registered Member depending on qualifications and experience.

### 3. Definition of Community Learning and Development (CLD)

In 2004 the Scottish Executive defined community learning and development as quoted below:

"Community learning and development (CLD) is learning and social development work with individuals and groups in their communities using a range of formal and informal methods.

"A common defining feature is that programmes and activities are developed in dialogue with communities and participants [CLD's] main aim is to help individuals and communities tackle real issues in their lives through community action and community-based learning."

*Working and Learning Together to Build Stronger Communities – The Scottish Executive, 2004*

### 4. The purpose of CLD

In 2012 the Scottish Government consulted on and issued Strategic Guidance for Community Planning Partnerships on Community Learning and Development. This guidance describes the purpose and principles of community learning and development as follows:

**"CLD should empower people, individually and collectively, to make positive changes in their lives and their communities, through learning."**

The principles that underpin practice are:

- *empowerment* – increasing the ability of individuals and groups to influence matters affecting them and their communities;
- *participation* – supporting people to take part in decision making;
- *inclusion, equality of opportunity and anti-discrimination* – recognising some people need additional support to overcome the barriers they face;
- *self-determination* – supporting the right of people to make their own choices; and
- *partnership* – ensuring resources, varied skills and capabilities are used effectively

The purpose and principles are embodied in the competences and ethics for CLD practice as set out by the CLD Standards Council for Scotland."

*Strategic Guidance for Community Planning Partnerships: Community Learning and Development, the Scottish Government, 2012.*

The competences for community learning and development, the code of ethics, the approvals process for community learning and development professional training and the continuing professional development strategy "A Learning Culture for the Community Learning and Development Sector in Scotland" can be accessed on the CLD Standards Council website:

<http://www.cldstandardscouncil.org.uk/Home>

## 5. CLD Practitioners

We recognise that increasingly CLD practitioners work in diverse roles and settings. Membership is open to practitioners, including volunteers, who deliver community learning and development outcomes in part or all of their job description, or are students studying for a CLD qualification.

CLD practitioners include people in voluntary, public sector and corporate and commercial organisations who:

- Are employed to deliver community learning and development outcomes in a full time, part-time, sessional basis or as part of their job description
- Are volunteering in a community learning and development context
- Are supporting or managing CLD staff or CLD volunteers
- Are operating at a strategic or senior management level within organisations that are delivering community learning and development services
- Are on management boards of voluntary sector organisations
- Are delivering professional level CLD training

CLD practitioners may be working or volunteering -

- in public sector or voluntary sector or community based organisations,
- in community / public health, housing, arts or social enterprise situations where there is a commitment to working according to community learning and development practices,
- in the corporate and commercial sector in community initiatives or engagement or social responsibility roles

CLD practice delivers community learning and development outcomes through, for example:

- community development (building the capacity of communities to meet their own needs, engaging with and influencing decision makers);
- youth work with children and young people;
- family learning
- community based adult learning and support, including adult literacies and English for speakers of other languages (ESOL) and working with disadvantaged groups;
- volunteer development;
- learning, support or guidance in the community

## 6. The requirements for registration

### Commitment

All practitioners seeking to register as Members of the CLD Standards Council must formally commit to the following principles:

- ✓ Commitment to the values underpinning CLD<sup>1</sup>
- ✓ Commitment to the Code of Ethics for CLD<sup>2</sup>
- ✓ Commitment to undertaking an appropriate amount of Professional Learning<sup>3</sup> on and ongoing basis
- ✓ Commitment to practise using the CLD competences<sup>4</sup>

In particular community learning and development practitioners **will**:

- Communicate with constituents, other professionals and partner agencies in an open, honest, accurate and straightforward manner
- Challenge any unlawful or unjustifiable discrimination by constituents, other community learning and development practitioners and colleagues in other professions

Community learning and development practitioners **will not**:

- Behave in such a way, inside or outside of work, that will call in to question the individual's suitability to work in community learning and development
- Behave in such a way, inside or outside of work, that will bring the profession of community learning and development in to disrepute

While the application to register will require evidence of that commitment there will be a presumption of continuing commitment unless otherwise demonstrated.

### Verification of commitment

The commitment of the practitioner to the principles above must be verified by a competent referee.

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<sup>1</sup> Values of CLD can be found at - <http://cldstandardscouncil.org.uk/resources/values-of-cld/>

<sup>2</sup> The Code of Ethics can be found at - <http://cldstandardscouncil.org.uk/resources/code-of-ethics/>

<sup>3</sup> See [Section 11 for advice on Professional Learning requirement](#)

<sup>4</sup> The CLD Competences can be found at - <http://cldstandardscouncil.org.uk/resources/the-competences/>

## 7. Registration categories

There are two categories as follows:

### **Registered Associate Member of the CLD Standards Council Scotland**

Associate Membership is available to full-time, part-time and voluntary practitioners in community learning and development who commit to the principles as stated in the requirements for registration (including the commitment to a minimum of 35 hours/ year Professional Learning, pro rata for part time/ sessional staff or volunteers).

For example it may be appropriate for people who:

- have completed an approved professional qualification but still have to gain the practice time component for Member status as detailed below
- are students,
- hold qualifications below degree level
- volunteers or practitioners who work according to community learning and development principles and practices, and have yet to embark on accredited CLD training
- have qualifications in other disciplines
- have no formal qualifications

### **Registered Member of the CLD Standards Council Scotland**

The standard entry requirements are a CLD Standards Council approved degree level qualification plus one years verified practice in a community learning and development setting, working to the values and principles, competences, ethics and the commitment to Professional Learning as described in section 10 of this document.

For the purposes of Membership professional practice is defined as:

- Adherence to the requirements for registration including the commitment to a minimum of 35 hours/ year Professional Learning, pro rata for part time/ sessional staff or volunteers.
- Full time equivalent community learning and development practice equating to 1 year of 40 weeks X 35hours/week = 1,400 hours. In normal circumstances we would expect this to be the registrant's most recent practice or to have been achieved within the five year period prior to registration.
- Practice that has been achieved according to the values, principles, ethics and competences and is verified by a competent referee or referees.

The one year practice period can include experience acquired prior to enrolment on the degree course and other paid or voluntary community learning and development practice experience. This practice will be in addition to on-course placement practice directly related to study.

## **8. What is a competent referee?**

A competent referee must have a good understanding of community learning and development and in particular of the values and principles, the competences, the code of ethics and the Professional Learning strategy.

He/she must have a sufficient up to date knowledge of the applicant's working practice to be able to verify their commitment to the requirements for registration.

**He/she could be:**

- Applicant's Line manager
- CLD Course Tutor if applicant is a student
- A colleague who is a Standards Council Member
- A member of Management Committee/ Management Board of applicant's organisation
- A colleague from a partner organisation
- Applicant's Head of Service
- Applicant's Chief Executive Officer

This is meant to be an indicative rather than an exhaustive list, if in doubt please contact [registration@cldstandardscouncil.org.uk](mailto:registration@cldstandardscouncil.org.uk).

## **9. The role of the referee**

The role of the referee is crucial to the credibility of the Community Learning and Development Standards Council for Scotland as a representative professional organisation. Referees will be asked to confirm that they have read and understood the values, principles, competences, code of ethics and commitment to Professional Learning as described in the requirements for registration. They will be asked to confirm that the applicant meets the requirements and is a suitable person to be a Member of this professional body.

They will also be asked to notify the CLD Standards Council if they become aware that the applicant has failed to adhere to one or more of the requirements for registration.

The Standards Council expects that referees will exercise their professional judgement in relation to applicants' suitability and be prepared, where necessary, to recommend to applicants additional Professional Learning or practice prior to gaining their approval, or to decline to endorse the application for membership.

## 10. What we mean by a commitment to Professional Learning

The CLD Standards Council in “Growing the learning culture in CLD: A Strategy Statement and a Framework for Action” uses the terms professional learning and professional development.

This was a change from the first strategy “A Learning Culture for the Community Learning and Development Sector in Scotland” which used the terms continuous and continuing professional development with the acronym “CPD”. “CPD” has been understood as relating to learning and development that follows a period of initial training. This distinction no longer fits with reality, as practitioners may undertake all their learning and development in a practice setting, or may participate in a formal learning programme after involvement, paid or unpaid, in CLD practice.

Within this registration system document the term Professional Learning will be used as interchangeable with other terms currently in use such as professional development or CPD or other descriptions for reflection on practice and learning in a professional context.

The Scottish Government has tasked the CLD Standards Council with the development and establishment of a model of supported induction, Professional Learning and training opportunities. The Standards Council is fully supportive of the professional graduate, post-graduate and professional learning opportunities in further and higher education institutions in Scotland and has a robust approvals process in place in this area of growing demand. See the CLD Standards Council website for further information on Approvals - <http://cldstandardscouncil.org.uk/approval/>

Professional learning can take many forms from self improvement through planned reading to e-learning to training courses, job shadowing and beyond. For further information on what Professional Learning is please see the CLD Standards Council Website.

“A Learning Culture for the Community Learning and Development Sector in Scotland” Strategy states clearly that practitioners should:

- Ensure they maintain and develop their competence through reflective practice and Professional Learning
- Integrate Professional Learning directly with personal development plans
- Take responsibility for their own learning

CLD Standards Council registration requires commitment to a minimum of 35 hours/ year Professional Learning for those in full time CLD occupations, pro rata for part time staff or volunteers. This is in addition to any initial training or required or regulatory training and is also consistent with the Professional Learning requirements of similar professional areas.

Practitioners should be able to undertake, reflect upon, record and be able to evidence their commitment to Professional Learning. Good employers will have in place mechanisms for workforce development that will include opportunities for professional Learning and the means to record it.

For those seeking information and opportunities for Professional Learning the CLD Standards Council has created i-develop, an online service for the sector. i-develop can be accessed here [www.i-develop-cld.org.uk](http://www.i-develop-cld.org.uk)



## **11. Benefits of Registration**

Benefits of registration will include:

- Being a Member of a professional body that will act as a voice for the community learning and development sector in Scotland
- Being able to influence the direction, priorities and areas of activity of the Standards Council
- Opportunities for professional dialogue both nationally and locally
- Participation in and the development of peer led learning opportunities
- Prior notice and personal invitations to Standards Council events
- Priority access to Standards Council events
- Being consulted directly on Standards Council policy initiatives, responses and developments
- Regular updates on Standards Council activities

## **12. Registration fees**

Currently registration is free of charge. We will consult with our Members in due course on appropriate fee levels for Members and for Associate Members. Members will be given timely notice of the introduction of fees for Membership

## **13. Application Process**

The process will be as follows...

- Form to be completed and submitted to the CLD Standards Council, including referee details and statement.
- Copies of qualifications evidence, (certificate / transcript / etc.) to be attached
- Application details scrutinised by the Development Officer in charge of Registration. Referee verification confirmed where statement not signed.
- For straightforward applications, members details added to the register
- For more complex applications Development Officer in charge of Registration will carry out any required conversations/investigations/ interviews – if application approved – member details added to the register
- If application not approved – applicant informed
- Appeals to be heard by representatives from the Registration Committee (or a sub group thereof)
- The applicant will be informed in writing

A system has been developed on the i-develop platform to enable applicants to submit the registration application form and to attach copies of qualifications or other evidence on-line.

The application can be completed in hard copy format but must be accompanied by additional contact information and Data Protection Permissions on the extended Paper Registration Application forms or with an Additional Information form.

## **14 Removal from the Register**

### **14.1 Background**

The Register of Members of the CLD Standards Council Scotland represents a body of professional individuals from across the sector who are committed to ethical practice in their dealings with their constituents in the communities in which they work.

As such the register must be maintained to ensure all members on the register meet the requirements of registration.

“Removal from the register” means that the Development Officer in charge of Registration will remove the Member from the official Register or members; the Members mailing list service; and Members area of the i-develop.

### **14.2 Reasons for removal**

A member can be removed or suspended from the Register for the following reasons -

- a) Member can request to be removed from the register
- b) Failure to confirm registration renewal
- c) Member can be removed or suspended on the grounds of failure to meet one or more of the requirements for registration as described in this document.

This can occur in 2 ways -

- Withdrawal of reference (which is a registration requirement)
- A complaint is received and upheld after investigation by the Standards Council

- d) Notification to the CLD Standards Council of death of member

### **14.3 Member requests to be removed from the Register**

The most likely reasons for a member requesting removal is that they are no longer active in the CLD sector.

A member may request to be removed from the register at any time.

A member must make the request in writing, (letter or email), to the CLD Standards Council. The postal address and email contact address are available on the CLD Standards Council website.

When the request is received the Development Officer in charge of Registration will remove the Member from the official Register List; the Members mailing list service; and Members area of the i-develop service within 21 calendar days of receipt of request.

After the member has been removed they can subsequently apply to register again with the CLD Standards Council.

#### **14.4 Failure to confirm registration renewal**

- 14.4.1 Members are required to renew their registration after 3 years.
- 14.4.2 The renewal process is described in the renewal section of this document.
- 14.4.3 If the member fails to complete the renewal, as described in section 15, either through non response or failure to provide appropriate evidence, the member will be removed from the register.
- 14.4.4 After a member has been removed for failing to complete the registration renewal they can subsequently apply to register again with the CLD Standards Council.

#### **14.5 Failure to meet the reference requirement for registration**

- 14.5.1 One of the requirements for registration is a current referee who is able to confirm your commitments to the values and standards in practice.
- 14.5.2 If a referee advises us in writing that they are withdrawing their previously provided reference for a member<sup>5</sup> we will inform the member of the withdrawal and advise that they have 28 calendar days to provide a replacement.
- 14.5.4 If no replacement referee is provided within the 28 days, an email and postal notification of the suspension will be issued.
- 14.5.5 If no replacement referee has been provided after 2 months of suspension the member will be removed from the register.
- 14.5.6 After a member has been removed for failing to meet the reference requirement they can subsequently apply to register again with the CLD Standards Council.

#### **14.6 Failure to meet the registration requirement as identified through an upheld complaint**

- 14.6.1 Complaints against members will be handled according to the principles and process described in the Complaints against Members section of this document.
- 14.6.2 If the complaints panel find that the member has failed to meet one or more of the requirements for registration, they can instruct the Development Officer in charge of Registration to remove the member from the Register, either for a set amount of time, or indefinitely.
- 14.6.3 The member will be advised of this as part of the complaints procedure.

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<sup>5</sup> Referees are free to withdraw their reference at any time as it is given voluntarily.

## **15 Registration Renewal**

- 15.1 To ensure that members maintain the standards of registration they will be asked to renew their membership every 3 years from initial registration. Renewal will apply to both Registered members and Associate members.

### **15.2 Requirements for renewal –**

Members will be asked to do the following to renew their membership

- reconfirm commitment to the values and standards
- confirm that they have undertaken an appropriate amount of relevant professional learning AND that there has been reflective discussion with the Line manager / mentor on that professional learning.
- required to confirm that, if they were selected as part of a random sample, they would be able to submit information about the professional learning undertaken and the reflective review.
- If they had changed role/post or employer since registering they would be asked to provide a new reference.

### **15.3 Renewal handling process**

#### **15.3.1 Renewal request**

Registration renewal requests will be issued to members by the CLD Standards Council initially by email.

#### **15.3.2 Renewal reminder**

If a member does not respond to the initial registration renewal email request within 2 months, a renewal reminder email will be sent and a postal renewal reminder will also be issued. The CLD Standards Council will also attempt to contact the member by telephone or through employer or reference contact.

#### **15.3.3 Suspension of membership**

If membership is not renewed within 1 month of the renewal reminder then the CLD Standards Council will suspend the Members Registration. An email and postal notification of the suspension will be issued.

#### **15.3.4 Removal of membership**

If renewal is not completed within 2 months of notification of suspension, the member will be removed from the register.

#### **15.3.5 Deferring renewal**

If a member advises that they are unable to complete the renewal because they are on a career break, then they can request for their renewal to be deferred.

The CLD Standards Council will decide whether to accept the request for deferral or not.

If the deferral request is accepted the “Suspended without prejudice” status will be recorded on the register and a revised renewal date will be set.

If the deferral request is rejected the member must complete the registration renewal process.

#### **15.3.6 Failure to provide requested renewal evidence**

At registration renewal members are asked to re-confirm their commitment to the principles, provide “statement on professional learning”, and provide a new referee if they have changed role since previous application / renewal.

If a member provides only partial evidence the CLD Standards Council will notify them to advise of the nature of the omission. If the member fails to provide complete evidence after 3 weeks of the omission notification, their membership will be suspended. An email and postal notification of the suspension will be issued.

If renewal is not completed within 6 months of notification of suspension the member will be removed from the register.

- 15.3.7 After a member has been removed for failing to complete the registration renewal they can subsequently apply to register again with the CLD Standards Council.

## **16 Complaints against Members**

### **16.1 Principles of the complaints procedure**

16.1.1 Responsibility for the complaints procedure and decisions made during complaints processing lies with the CLD Standards Council.

16.1.2 The Registration Committee will oversee the handling of complaints about members following the de-registration process as outlined below. Investigations and hearings will be carried out by an appointed group with membership drawn from the Registration Committee (“the Complaints Panel”). In the event of an appeal against any sanction, this would be heard by a group drawn from the wider Standards Council committees who were not involved in the initial investigation (“the Appeals Panel”).

16.1.3 Quorum

The quorum of all Panels shall be three and comprise registered members of the Standards Council.

16.1.4 Overriding Objective

These Rules have the overriding objective of enabling panels, with the assistance of the parties, to deal with cases fairly and justly.

Dealing with a case fairly and justly includes, so far as practicable, dealing with it in ways which:

- are proportionate to the issues raised;
- seek to be informal and flexible;
- ensure that all parties are able to participate fully in proceedings;
- avoid delay, so far as is compatible with the proper consideration of the issues.

### **16.2 Who can start the complaints process?**

The Standards Council will investigate complaints about an individual’s practice or conduct originating from:

- An employer or former employer
- A member of the public
- A public, private or voluntary sector agency

### **16.3 Complaints**

The complaint must be in writing, hard copy and signed. The complaint must be found by the Development Officer in charge of Registration to relate to a failure to adhere to one or more of the requirements for registration.

## **16.4 The process:**

### **16.4.1 Initial consideration**

Where a complaint is made to, the CLD Standards Council, it will be referred to the Development Officer in charge of Registration as soon as is reasonably practicable.

The Development Officer in charge of Registration may do the following:

(a) Determine that the complaint:

Is not a Relevant Complaint

Is frivolous, malicious or vexatious; or

Does not contain sufficient detail to render it capable of investigation.

If such a determination is made, the Development Officer in charge of Registration will, where appropriate, notify the member and complainant accordingly.

(b) Convene a Complaints Panel and serve a notice of referral upon the member and complainant as soon as is reasonably practicable and carry out such further investigations as are seen fit.

16.4.2 If proceeding to a Complaints Panel, the CLD Standards Council will write to the Member concerned to ensure that they are clear about:

- why the CLD Standards Council is contacting them;
- what the complaint relates to and which requirement has been breached;
- what type of response is required from them; and
- the timescales for the response.

16.4.3 The Member will be invited to comment on the complaint within twenty-eight days of the issue of the complaint from the CLD Standards Council. This response must be in writing (letter or email).

### **16.4.4 Initial Complaints Panel consideration**

Following receipt of the Members' response this will be considered by the Complaints Panel. A meeting<sup>6</sup> of the Complaints Panel to consider the complaint will be held within 10 working days of receipt of response.

If it is found that there is no complaint to answer the Member and the complainant will be informed within 5 working days of the meeting of the Complaints Panel. The reasons for the decision will be outlined in the response to all parties.

If it is found that there is a complaint to answer then the Complaints Panel will set a date for a hearing no fewer than 28 days from the date of the Complaints Panel meeting. This will be the formal hearing of the complaint.

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<sup>6</sup> This meeting may be by teleconference, video conference or in person.

#### **16.4.5 The Hearing**

The Member will have the right to appear and /or be represented at the hearing.  
The complainant will also have the right to attend and /or to have representation present.  
The complainant or their representative will have the opportunity to set out their case with reference to evidence and/or witness testimony.  
The Member or their representative will have the opportunity to set out their case with reference to evidence and/or witness testimony.  
The Complaints Panel will have the opportunity to ask questions of any or all of the individuals involved.  
The Complaints Panel will consider its conclusions in private.  
The complainant and the Member will be invited back to hear the panel's Conclusions.

The Complaints Panel reserves the right to carry out its investigation up to and including imposing sanctions even if the Member or complainant do not respond at any stage of the process.

#### **16.4.6 Sanctions**

Where, after due process, a Member is found to have failed to meet one or more of the requirements for registration, the Complaints Panel will:

- Impose a condition, or conditions, on the Member's registration.
- Or
- Remove the Member from the Register for a period of time.
- Or
- Remove the Member from the Register indefinitely.

The Member, complainant, Registration Committee and Executive Committee will be formally informed in writing of the decision along with reasons for the decision including why that particular sanction was chosen.

#### **16.4.7 Appeals process**

Any Member subject to sanctions as described above will have the right to lodge an appeal against such sanctions. The appeal will be heard by an Appeals Panel comprising of 3 people drawn from the wider Standards Council committees. The decision of the Appeals Panel will be final and binding.

An appeal can be lodged with the Standards Council within 14 days of notification of the outcome of the hearing from the Complaints Panel.

The Appeals Panel will be convened within 28 days of an appeal being received.

An appeals hearing will follow the same process as described in "The Hearing", above.

#### **16.4.8 Panel Structure**

Complaints Panel – 3 members from the Registration Committee, Convened by the Chair, or Vice Chair – will investigate and make a decision on the complaint.

Appeals Panel - 3 members from the wider Standards Council committees. Members of this



panel will not have previously sat on the Complaints Panel in relation to the matter under consideration.

#### **16.4.9 Conflict of interest**

Members of the Complaints or Appeals Panels should excuse themselves where there is a conflict of interest in relation to the complaint under consideration.

A conflict of interest would, for example, exist where there was:

- a personal relationship with either complainant or Member;
- a working relationship with either complainant or Member; or
- involvement in any external action relating to the matter under investigation.

## **17 Sharing of Register information**

### **17.1 CLD Standards Council data processing procedures**

17.1.1 The CLD Standards Council will hold and process the register of members and registration application details in accordance with EU General Data protection guidelines.

17.1.2 **How data is held:** The data will be held predominantly in the i-develop online system database, however elements may also be held in email correspondence and data reports extracted from the i-develop database. All of these are within secure Scottish Government systems.

#### **17.1.3 Who can see application and registration information:**

The processing of a registration application will entail the detail of the application information being reviewed by CLD Standards Council Staff team members and may also be shared with members of the registration committee.

#### **17.1.4 Who will Registration Status information be shared with:**

- Any member of the public will be able to enquire about the Registration status<sup>7\*</sup> of a named individual. A facility will be made available by the CLD Standards Council to allow an enquiry to be made. This facility may initially be by email but may be provided through an on line search facility.
- Registration information will be analysed and these statistical analyses may be published. These analyses will be anonymised so that they do not identify or allow identification of individuals.

17.1.5 Members will be notified of any significant change to these procedures.

### **17.2 Data sharing permission from the applicant**

To be in accordance with Data protection requirements each individual applying for registration, or re-registration will be required to confirm that they give permission for the following -

- i) for their application details to be held and processed by the CLD Standards Council in accordance with the CLD Standards Council data processing procedures detailed above.
- ii) that the CLD Standards Council will provide information on the applicants registration status\* in response to an enquiry specifically giving the applicants name, from any member of the public.
- iii) In the event of a complaint against the member, the CLD Standards Council may approach the members referee, members employer or organisation with whom they volunteer, members colleagues, and share whatever detail of the complaint that is deemed necessary to properly investigate the complaint. Details of any complaint will be

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<sup>7</sup> Registration Status – The Registration Status can be Registered Associate Membership; Registered Membership; Suspended without prejudice Registration; Not registered; or Pending registration

shared with CLD Standards Council Staff team dealing with the complaint, members of the complaints panel, if appointed, and if appropriate the appeal panel.

### **17.3 Contact information commitment**

The registration applicant will be required to agree to keep their contact details up to date on i-develop so that the CLD Standards Council can contact them for renewal and significant registration matters. Applicants will be notified that failure to maintain their contact details might result in removal from the register if we are unable to contact them.

### **17.4 Permission for email updates**

The applicant will be asked if they wish to receive email updates from the CLD Standards Council. An applicant can choose not to do so without any impact to their application. Choosing to accept email updates means that the applicant's email will be added to an external mail service. The applicant can remove themselves from the email service at any time.

### **17.5 Handling of Complaint information**

Complaints received will be logged and the information about the complaint, even if it is not progressed, will be retained, for 6 months to allow for processing any ongoing matters or subsequent complaints.

When a complaint is received the complainant will be advised that the complaint, including their name, will be retained for 6 months and may be shared with –

- the CLD Standards Council Staff team dealing with the matter
- the member against whom the complaint is made
- the Complaints panel and appeals panel, if appropriate,
- the referee of the member
- the member's employer
- any other parties deemed relevant in the investigation of the complaint.