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# CONTINUOUS PROFESSIONAL DEVELOPMENT (CPD) FRAMEWORK

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**TTII**

Trinidad & Tobago  
Insurance Institute

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# CPD FRAMEWORK

## INTRODUCTION

The CPD framework is designed to support insurance intermediaries in their pursuit of Continuous Professional Development (CPD).

## PURPOSE

The purpose of this framework is to provide guidance on use of the various support systems available to help you successfully plan, undertake and record CPD activities. Simultaneously, it will give you a better understanding of the range of professional development opportunities that can assist in meeting your goals.

## DEFINITION OF CPD

Under Section 4 of the Insurance Act 2018, “continuing professional development” or “CPD” means further education or training intended for the systematic maintenance, continuous improvement and updating of professional knowledge, expertise, competence and attitude necessary for the proper carrying out of the business of an agent, broker, sales representative and adjuster.

## CPD GUIDELINES

### Who is required to complete CPD?

All intermediaries i.e. sales representatives, agents, brokers or adjusters, applying for a renewal of their certificate under the new licensing regime, must provide evidence that they have met the continuing professional development requirements, pursuant to Section 119 of the Insurance Act 2018 (as amended) and the Insurance (Intermediaries) Registration Regulations 2020 [IRR 6 (e)]

### What is a CPD hour?

According to IRR 2 (1) a “CPD hour” is the time spent attending or completing a CPD activity. It reflects the amount of time spent on a learning activity. **It should be noted that one hour spent on attendance and participation on a CPD activity may not necessarily equate to one CPD hour.**

## **Types of CPD**

Almost everything that improves knowledge and skills; and constitutes new learning can be considered as CPD, subject to the following criteria:

- ✓ The material or content must be relevant to the intermediary's particular job or the Insurance Industry sector;
- ✓ Course presenters must have appropriate qualifications, knowledge and subject matter experience;
- ✓ The CPD activities must adhere to the categories as stipulated by the Central Bank of Trinidad and Tobago (CBTT);
- ✓ There must be evidence that the activity took place.

*Please note that intermediaries may refer to the TTII's Schedule of Workshops for subject areas relevant to CPD Training on our eLearning Academy.*

## **How does CPD benefit you?**

Undertaking CPD carries a number of immediate personal benefits:

- ✓ Maintains relevance through enhanced knowledge and skills leading to increased productivity and efficiency;
- ✓ Focuses thinking around career development;
- ✓ Builds self-confidence and self-esteem;
- ✓ Demonstrates ability to cope positively with change;
- ✓ Raises your personal profile and marketability to current or potential employers; and
- ✓ Builds client trust, confidence and credibility.

For further information on the CPD guidelines kindly refer to the guideline document.

## **TYPES OF CPD TRAINING AND WEIGHTINGS FOR TTII MEMBERS**

Table 1 (below) provides examples and descriptions of the type of CPD training that can be undertaken and the weighted hours that can be achieved. The summary points are as follows:

- ✓ If the CPD activity entails practice, or assessments after training to determine achievement of learning outcomes, the weighting is 1 training hour = 1 CPD hour.
- ✓ If the CPD activity entails no practice, assessments, or is just in the form of a presentation, the weighting is 2 training hours = 1 CPD hour.

## **TYPES OF CPD TRAINING AND WEIGHTINGS FOR TTII MEMBERS-CONTINUED**

- ✓ If the CPD activity is in-house training, company -based training, the weighting is 1 training hours = 1 CPD hour.
- ✓ If the training is external training with professional bodies ( e.g. CII, The Institutes, Universities etc.) the weighting is 1 training hour = 1 CPD hour.
- ✓ The weighting of 1 training hour = 1 CPD hour are for professional activities, except in the cases of exam moderation / setting, where 2 training hours = 1 CPD hour.

See the types of CPD training verses the weighting in table 1 below.

CPD ACTIVITY	DEFINITION	EVIDENCE TO KEEP AS PROOF	WEIGHTING HOURS
Study / Sit An Exam or Course	Any recognised insurance or business-related course or exam. Excludes time spent in exam sitting.	<ul style="list-style-type: none"> <li>✓ Copy of qualification or exam entry confirmation</li> <li>✓ Copy of examination syllabus</li> <li>✓ Information received from employer (where applicable)</li> </ul>	<b>1 Hour = 1 CPD Hour</b>
Training Courses and Workshops	An insurance or business related course/ seminar/workshop/ webinar	<ul style="list-style-type: none"> <li>✓ Certificate of completion or written confirmation of attendance from training provider or employer</li> <li>✓ Learning objectives / outcomes (if applicable)</li> <li>✓ Provide course name / date / duration</li> </ul>	<b>1 Hour = 1 CPD Hour</b>
On the Job Training	Participating in structured professional on the job / in house training programmes which will be approved by TTII.	<ul style="list-style-type: none"> <li>✓ Written confirmation from employer that training took place</li> <li>✓ Broad outline of topics covered</li> <li>✓ Reflections on outcome of training</li> </ul>	<b>1 Hours = 1 CPD Hour</b>
Distant or E-learning activities	Undertake e-learning activities. Packages set clear objectives and learning outcomes and measures for assessment	<ul style="list-style-type: none"> <li>✓ Confirmation of completed modules / assessments (can be screen printouts)</li> </ul>	<b>1 Hour = 1 CPD Hour</b>

CPD ACTIVITY	DEFINITION	EVIDENCE TO KEEP AS PROOF	WEIGHTING HOURS
Authorship and Co-authorship (Professional Activities)	Writing textbooks, special reports, scholarly articles, instruction manuals, newspaper articles or revisions / reviews related to the classes of Business, Insurance Legislation and Ethics etc. which are published for others' uses.	<ul style="list-style-type: none"> <li>✓ Samples of published materials</li> <li>✓ Indicate name of piece of published work, publisher and date of publication</li> <li>✓ Provide details of where publication appeared etc.</li> </ul>	<b>1 Hour = 1 CPD Hour</b>
Research (Professional Activities)	Conduct or participate in an insurance industry related project	<ul style="list-style-type: none"> <li>✓ Indicate nature of project and date of completion.</li> <li>✓ Written verification from body conducting research of your specific role and involvement.</li> </ul>	<b>1 Hour = 1 CPD Hour</b>
Training others / Lecturing (Professional Activities)	Teach / lecture insurance related workshop / seminar / course for persons which involves establishing learning outcomes.	<ul style="list-style-type: none"> <li>✓ Official written confirmation from organisers / copies of promotional material advertising the individual as the trainer</li> <li>✓ Copies of the course outline, leaning objectives and/or learning outcomes</li> <li>✓ Provide course name, date and duration of course</li> </ul>	<b>1 Hour = 1 CPD Hour</b>

CPD ACTIVITY	DEFINITION	EVIDENCE TO KEEP AS PROOF	WEIGHTING HOURS
Exam setting & moderation (Professional Activities)	Setting, moderating any exam offered by a recognised, examining body which is insurance related. This includes all associate study options also.	<ul style="list-style-type: none"> <li>✓ Provide details of exams worked on (name, awarding body and content outline)</li> <li>✓ Written verification from relevant awarding body of participation</li> <li>✓ Reflections on outcomes of examining work in relation to one's learning and development needs.</li> </ul>	<b>2 Hours = 1 CPD Hour</b>

Table 1: Example and description of the type of CPD training that can be undertaken



## CENTRAL REPOSITORY FOR TRACKING CPD RECORDS

This CPD framework includes a central repository for hosting CPD. The repository can facilitate the planning of training for insurance intermediaries; development of skills and knowledge, as well as, a tool for recording and tracking CPD activity and the CPD hours earned. The repository can also facilitate training undertaken in its Learning Management System (LMS), or the upload of evidence for third-party external training undertaken by intermediaries.

To begin the process an Intermediary will be required to register as a user via a web portal using their, username, email address, first and last name, other personal identifiable information and a unique access code, issued by the TTII to have their account activated. Under this CPD framework it is compulsory to register on the platform which can be accessed here <https://mycpd.ttii.org.tt>.

**Below is the list of all the activities that can be captured and managed by the system.**

- ✓ Enable individuals to meet the CPD requirements of their organisation and external membership/professional/regulatory bodies
- ✓ Track credits or time based CPD learning activities
- ✓ Capture multiple types of verifiable learning activities
- ✓ Upload evidence and capture reflections to support all learning
- ✓ Submit annual CPD records for internal & external audit
- ✓ Learner –Mentor/Reviewer commenting

### Additional Information

- ✓ The reflective statements are mandatory, but do not need to be long. e.g. something along the lines of: *The example calculations provided within the learning material have helped me develop a better understanding of the methods of calculating premiums. I.e. the learning outcome.*
- ✓ Intermediaries must keep a record of training activities undertaken. See Appendix A for *Personal Development Record Sheet* as well as evidence of the activities completed (e.g. certificate of attendance, or achievement, designation, or qualification etc.) as required by IRR 15 (2) and upload copies to the CPD repository.
- ✓ During any given CPD year, TTII may request hard copies of your training to substantiate the validity of your certification, or source of the designation awarded. Thus, it is imperative that hard copies of these records and evidence be available upon request.
- ✓ As a part of the verification process, random samples of intermediaries' CPD activities will be taken to ensure accuracy and transparency. The size of sampling pool can increase at the discretion of the TTII.
- ✓ Note that any external CPD training obtained must be in alignment with the CPD guidelines, or advisory as communicated by the Central Bank of Trinidad and Tobago (CBTT).

## System file types supported

See below the list of supported file types for uploading CPD evidence files. They are as follows:

- ✓ Image file types:
  - .gif
  - .png
  - .jpg
  - .jpeg
- ✓ Text/document file types:
  - .txt
  - .rtf
  - .doc
  - .docx
  - .pdf
- ✓ Spreadsheet file types:
  - .xls
  - .xlsx
  - .csv
- ✓ Presentation file types:
  - .ppt
  - .pptx
  - .pps
  - .ppsx
- ✓ Compressed file types:
  - .zip
  - .rar

Video files could be attached as evidence to CPD records within a compressed package e.g. .zip/.rar, which could contain multiple files, or a single file as necessary, then uploaded. A link to a URL can also be used as support evidence of CPD training within the system. See *“Guidance on completing CPD form fields”* after you have registered on the system.

Note: There is **10 MB limit** on the total files that can be uploaded to the system!

## Creating Passwords

Password needs to be a **minimum of 8 characters** long. This must include at least one lower case character, at least one upper case character, and least one number, and at least one special character i.e. (any character other than letters/numbers, e.g. \$, %, ^ etc.).

You should see this message on the page if you attempt to use an invalid password: *“Passwords should contain a mix of uppercase and lowercase alphabetic characters, and also numeric and special characters.”*

## **CPD VERIFICATION PROCESS**

### **Introduction**

For the purpose of CPD verification, the process of identifying what constitutes CPD records (evidence of CPD activity) on the CPD repository incorporates the use of both an automated and manual process. An example of the automated process is where an end user can have training undertaken in the LMS linked to their account as a CPD activity via administration. The LMS automatically records this activity as a CPD activity for the end user.

However, it should be noted that the platform itself cannot distinguish if a document, or evidence uploaded constitutes a CPD activity. This is a manual process that must involve proactive human effort.

Thus, an end-user (intermediary) who engages in CPD activities outside the platform must be guided by the categories for training as put forward by the IRR 12 (2) which are as follows:

- a. Classes of insurance business for which an intermediary is registered
- b. Ethics
- c. Relevant laws and regulations; and
- d. Any other categories which, in the opinion of the Central Bank, are relevant to the business for which the intermediary is registered.

The above categories are used as the standard categories for uploading CPD evidence to the system.

### **Process**

#### **Step 1:**

The approved user must successfully complete the registration process for the CPD platform.

#### **Step 2:**

The intermediary will ensure that the completed CPD records or evidence is maintained pursuant to IRR 15 (1) and (2). This means that agents, brokers, sales representatives and adjusters (intermediaries) must also provide written confirmation from their employer on completed CPD activities (see Table 1 for the types of activities).

**Step 3:**

The CPD records will then be submitted for review (within the system) and verified by the TTII to ensure that:

- a) The type of CPD learning qualifies as verifiable activities in accordance with the Regulations (i.e. classes of insurance business, ethics, legislation), CPD Guidelines, or as the Central Bank may determine should the need to arise.
- b) The hours spent to engage in CPD learning activities aligns with the Regulations, CPD guidelines, or as the Central Bank may determine.
- c) The learning activity or course is not repeated. E.g. the intermediary does not do the same training twice.
- d) The intermediary meets the overall CPD requirements of twelve (12) CPD Hours as set by the Regulations (See IRR 12 (1)).
- e) The period of CPD activity falls within the year of submission.

**Step 4:**

As part of the verification process, an audit of intermediaries' CPD records may be conducted. The TTII will audit a random sample of intermediary CPD records by contacting any of the organisations and/or people listed in the CPD records. They will be contacted to present hard copies of supporting documentation to confirm attendance and participation for the respective CPD activities listed in the intermediaries' record. All evidence must adhere to IRR 15 (2).

**Step 5:**

Following the foregoing steps, TTII will determine whether the intermediary meets the CPD requirements. Once successful, the intermediary will receive official documentation of having met the requirements; and can then apply for their license renewal.

**CPD PERSONAL DEVELOPMENT RECORD**

See Appendix A with an example of a Personal Development Record Sheet which can be used to by an intermediary to record and track their CPD training undertaken.

Note: An intermediary can use their own written means of recording and tracking their CPD training, or as the Central Bank would advise.

**APPENDIX A. CPD PERSONAL DEVELOPMENT RECORD SHEET**

<b>Name:</b>					
<b>Company:</b>					
<b>CPD year:</b>				<b>Intermediary Type:</b>	
<b>Description of development/learning activity</b>	<b>Why did you do this activity and how is it relevant to you?</b>	<b>When did this CPD activity take place?</b>	<b>How many CPD Hour/s are you claiming for completing this activity?</b>	<b>What did you learn and how did/will you apply it?</b>	<b>Supporting evidence</b>

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