IRCM

Institute of Registered Case Managers

CPD Accreditation Service Information for CPD providers Version 1

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1.0 Glossary of Terms and Abbreviations

In this document these terms are used as follows:

Accreditation	The award by IRCM of its quality certificate confirming that either a Provider's CPD course or an educational programme has been accredited by IRCM.
Applicant	The provider whilst it is seeking accreditation or re-accreditation through ICAS.
Accredited CPD	A CPD activity that has successfully completed the ICAS accreditation process and remains within its accreditation period.
CPD	Continuing professional development
CPD activity	A structured learning activity, event, programme or course designed to support continuing professional development.
Accreditation Panel	The subgroup that implements the evaluation processes across both the ICAS and the IQPAS
Evaluation Team	A team typically made up of two panel members, responsible for evaluating an application.
ICAS	IRCM CPD Accreditation Service
IQPAS	IRCM Qualifying Programme Accreditation Service
Pre-Registrant	An individual on the Pre-Registrant Pathway
Preliminary discussion	An up to 30-minute informal discussion between you and IRCM to explore on a high-level basis whether the Accreditation process is suitable for you as a Provider, and your Course
Provider	The organisation, sole trader or other legal entity that applies for accreditation and is responsible for the accredited CPD activity, including its design, delivery, administration and quality assurance.
Register	The Register of Case Managers
Registrant	Registered Case Manager
Quality Assurance Report	The document submitted by an accredited provider each year throughout the accreditation period confirming continued compliance with the accreditation standards.

2.0 Introduction

This guidance explains the purpose, scope and operation of the IRCM CPD Accreditation Service (ICAS). It sets out the standards, processes and expectations

that apply to applicants seeking accreditation of continuing professional development (CPD) activities related to case management. It may also be helpful to other stakeholders, including service users, employers, commissioners, and case managers seeking to understand the purpose, scope, and expectations of IRCM-accredited CPD.

Applicants seeking IRCM accreditation for CPD must read this alongside other IRCM documents including the Case Management Competency Framework and the Standards of Proficiency in Case Management. Applicants may wish to read the CPD Policy and Guidance for Registrants and Pre-Registrants. These documents can be accessed on the IRCM website.

The guidance explains how the ICAS operates and how accreditation supports high-quality, relevant, and effective CPD that aligns with IRCM standards, competencies, and values. Through accreditation, IRCM supports Registrants and Pre-Registrants in accessing high-quality CPD relevant to their practise by providing a log of accredited CPD on its website. This guidance also outlines the expectations of CPD providers in relation to quality assurance, ongoing review, and continuous improvement.

2.1 IRCM CPD Accreditation Service (ICAS)

IRCM's Registrants and Pre-Registrants must possess the appropriate knowledge, skills, competencies and character to practise safely and effectively. Registrants and Pre-Registrants declare compliance at application and renewal.

Case management takes place in an evolving context where practitioners must adjust their practice and respond accordingly. Therefore, to remain on the Register or Pre-Registrant Pathway Registrants and Pre-Registrants are expected to engage in meaningful CPD that at a minimum meets the requirements of the IRCM CPD Policy, ensuring that they maintain and develop their knowledge, skills, and abilities to keep up to date, and practise safely and effectively.

Registrants and Pre-Registrants must record the CPD they have completed, how it supports them in meeting the Standards of Proficiency in Case Management; how it has developed their practice, and how it benefits their service users.

IRCM's CPD Accreditation Service (ICAS) supports IRCM to fulfil its mission:

"To safeguard the public by setting and upholding standards for case managers"

IRCM CPD accreditation is a formal quality assurance process through which IRCM evaluates whether a CPD activity meets its published accreditation criteria. Accreditation confirms that, at the point of evaluation, the activity has demonstrated that it meets IRCM's standards for educational quality, relevance to case management practice and learner experience. Accreditation applies only to the specific CPD activity that has been evaluated. It does not constitute approval or endorsement of the provider or of any other education or services they deliver.

IRCM is committed to operating a CPD accreditation service that is independent, fair, transparent and evidence-based. All applications are evaluated against the published accreditation criteria using a proportionate approach that takes account of the nature, scale and complexity of the CPD activity. IRCM seeks to ensure that accreditation decisions are objective, consistent and focused on promoting high-quality continuing professional development for case managers.

ICAS contributes to IRCM's purpose of safeguarding the public by supporting the availability of quality, appropriate CPD that enables case managers to maintain and develop the knowledge, skills, and professional behaviours required for safe, effective, and ethical practice in line with The Standards of Proficiency in Case Management, in particular:

Standard 21

21 Case managers are committed to continuing professional development (CPD) to ensure that they remain able to practice safely, effectively, and legally and must

21.1. take ownership of their own learning and development, identifying their support needs, and developing and negotiating their own personal development plans as required.

21.2. keep an up-to-date record of their CPD activities, highlighting relevant learning and how this contributes to improved safety and effectiveness for the benefit of service users.

21.3. engage in a mixture of CPD activities relevant to their current or future case management practice which, at a minimum, meet the requirements of IRCM.

21.4 undertake safeguarding training and refreshers at a level appropriate to their role and scope of practice and which, at a minimum, meet the requirements of the IRCM Safeguarding Training Policy.

Standard 22

22 Case managers are committed to developing and promoting evidence informed case management practice, and must

22.1. maintain a contemporary knowledge of case management and contribute whenever possible to the development of case management policy, practice and principles.

22.2. apply an evidence-informed approach to their practice, using the right data and the right information in a structured way, to make appropriate decisions and achieve the best outcomes possible in the interest of their service users.

22.3. engage with scientific research outputs, using critical appraisal skills to assess the level of available evidence: its strength, significance, and relevance to inform their practice.

22.4 identify, select, and use appropriate evidence-informed tools to standardise assessment and measurement and to ensure consistency.

22.5 promote, and seek to ensure, that any practitioners they refer service users to will also apply evidence-informed practice.

The ICAS provides independent assurance of the quality and relevance of CPD activities that align with the Standards of Proficiency in Case Management and requirements for Registrants and Pre-Registrants. The ICAS:

- supports Registered Case Managers, Pre-Registrants, and aspiring case managers to choose appropriate and relevant CPD;
- provides independent assurance that the CPD activity has been evaluated against IRCM's published accreditation criteria;
- helps to drive improvements in case management related CPD by providing feedback to CPD providers regarding the quality and relevance of design, content, and delivery in their CPD activities;
- reassures those who use or commission case management services, including service users and other stakeholders, that Registrants and Pre-Registrants are accessing appropriate and relevant CPD;
- enhances the visibility of high-quality case management learning opportunities by providing a public log of accredited CPD on the IRCM website;
- recognises IRCM accredited CPD providers as part of a wider community committed to raising standards in case management related CPD; and
- promotes consistency, transparency and continuous improvement in the quality assurance of case management CPD.

2.2 Scope of ICAS

IRCM accreditation can be applied to a variety of formal CPD activities, including but not limited to:

Seminars and Webinars	Facilitated, semi-structured discussions where case managers can learn from the knowledge and experience of others, and share their own. This type of CPD is particularly useful in emerging fields.
Workshops	Interactive group sessions with opportunities for real-world application of new knowledge and skills. Common elements include peer-to-peer learning and learning-by-doing, with a focus on specific projects and exploring ways to solve problems. This type of CPD can range in length from a few hours to a few days.
Short Courses	These activities range from a few hours to a few days. Short courses focus on particular topics and provide up to date, relevant expertise supporting professional development and enhancing the quality of case management services.
CPD programmes	A set of CPD activities, each with their own specific aims and objectives, which together form a programme of CPD with a common theme. When combined, these activities meet the overall aims and objectives of the broader programme.

The following are not included in the scope of the ICAS and therefore cannot be accredited:

Informal CPD	Reading around a topic, desk research, mentorship, supervision, or individual informal reflection. These are unlikely to be considered for accreditation in and of themselves and would only be considered where they are components of a formal learning and development activity or programme, such as those listed above.
One-off events	Events that are not intended to be delivered again. This includes events such as conferences where the programme differs significantly from one instance to another. One-off events are not eligible for accreditation because accreditation is intended to recognise structured learning that demonstrates consistent quality and opportunities for evaluation and continuous improvement.

Promotional or sales-focused activities	CPD that has the primary purpose of promoting, marketing or selling a product or service. The involvement of a commercial organisation, or reference to particular products or services, does not in itself make a CPD activity ineligible. However, the activity must have a clear educational purpose and be designed primarily to develop learners' knowledge, skills and professional practice. Any promotional or marketing content must be clearly distinguishable from, and ancillary to, the learning activity.
Qualifying education programmes	Whilst there is currently no specific educational qualification or training route into case management practice, and 'Case Manager' is not a protected title or a statutorily regulated profession, IRCM anticipates that qualifying programmes will emerge as the demand for Registration and Pre-Registration increases. Expectations and guidance for education providers looking to create an IRCM accredited qualifying route will be provided through dedicated IRCM Qualifying Programme Accreditation Service (IQPAS) guidance.

3.0 Quality Assurance – The Professional Development Committee

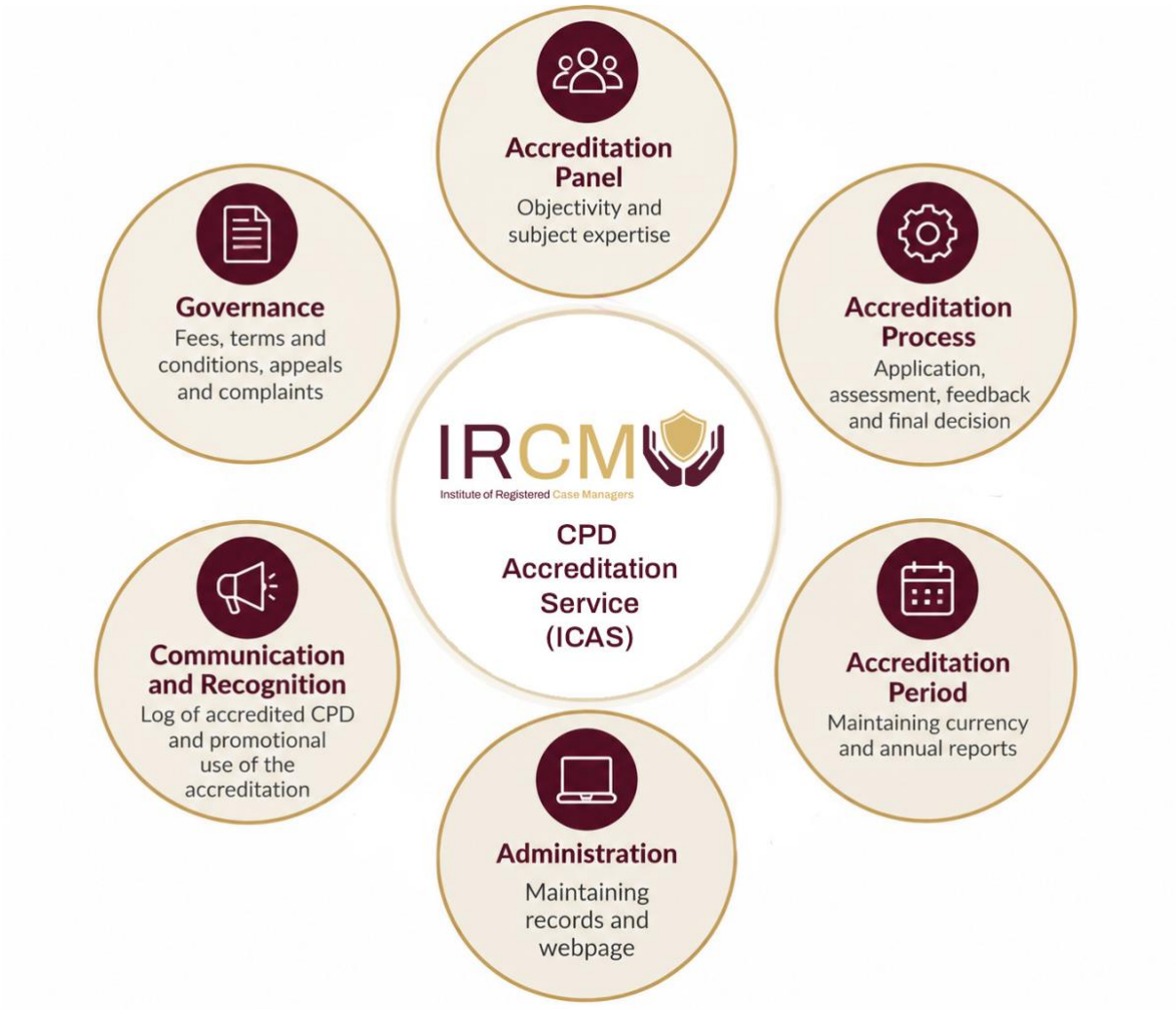
Oversight for the process of accreditation of education, training and CPD sits with the Professional Development Committee which provides strategic oversight of the accreditation framework, including the periodic review of accreditation criteria, processes and supporting documentation.

3.1 Quality Assurance – Continuous improvement of ICAS

ICAS, and its associated design, processes, materials and resources, is subject to periodic review and revision to maintain relevance and robustness. This includes quality improvement as a result of gathering and regularly reviewing feedback from ICAS applicants, providers of IRCM accredited CPD, learners, and other stakeholders to identify necessary adjustments to enhance process acceptability, effectiveness and efficiency.

The Accreditation Panel reports to the Professional Development Committee on a regular basis and may publish periodic reports summarising accreditation activity, trends and themes arising from the accreditation process.

4.0 The CPD Accreditation Framework



4.1 Eligibility

Those applying for accreditation must have the authority to apply and to make any necessary changes to the CPD, if required as part of the evaluation process.

IRCM undertakes proportionate due diligence as part of the accreditation process and throughout the accreditation period. Due diligence helps to ensure that CPD continues to meet IRCM's standards. Continued accreditation is subject to satisfactory due diligence outcomes. Applicants should ensure that they have read and agree to the Accreditation Terms and Conditions before submitting an application. Submission of an application constitutes acceptance of the published accreditation process, the terms and conditions and related requirements.

4.2 Accreditation period, quality assurance and re-accreditation

Accreditation is granted for a period of three years subject to continued compliance with the IRCM accreditation requirements. To maintain accreditation, a quality assurance report must be submitted between 20 and 10 working days before each of the first and second anniversaries of the date of accreditation. The report must confirm that the accredited CPD continues to meet the accreditation standards against which it was initially evaluated, and provide details of any significant changes not previously reported including the reasons for those changes.

Providers must notify IRCM in advance of any proposed changes to an Accredited Course, so that IRCM can determine whether these changes might have any impact on the Course continuing to meet the Accreditation Requirements. Depending on the nature of the changes, IRCM may require additional information, further evaluation or, where appropriate, re-accreditation before the revised CPD can continue to be promoted as IRCM accredited. This may result in an additional fee.

Failure to submit the required quality assurance report, or evidence that the CPD no longer meets the accreditation standards may result in the suspension or withdrawal of accreditation. Where a quality assurance report demonstrates that the CPD no longer meets the accreditation standards against which it was initially evaluated, IRCM may require remedial action and suspend or withdraw accreditation. Fees are non-refundable if accreditation is suspended or withdrawn.

At the end of the three-year accreditation period the CPD must successfully undergo re-accreditation in order for accreditation to continue. Re-accreditation ensures continued compliance with the accreditation standards and takes account of evolving best practice.

An application for re-accreditation must be submitted between 60 and 70 working days before the expiry of the existing accreditation period. Where an application is submitted less than 60 working days before expiry, while IRCM will endeavour to complete the process, it cannot guarantee completion of the re-accreditation process before the existing accreditation expires and a lapse in accreditation may occur.

Re-accreditation fees will be charged in accordance with the re-accreditation fee rules set out in Annex 1.

In summary, IRCM reserves the right to suspend or withdraw accreditation where:

- the accredited CPD no longer meets the published accreditation criteria;

- a provider fails to comply with the Accreditation Terms and Conditions;
- required Quality Assurance Reports are not submitted or are not satisfactory;
- IRCM accreditation wording and logos are misused;
- material information provided during the application process is found to be inaccurate or misleading; or
- the provider requests that accreditation be withdrawn.

4.3 Provider responsibilities

Throughout the accreditation period, providers are responsible for:

- ensuring that all information submitted to IRCM is accurate, complete and not misleading;
- ensuring that any learning materials submitted for evaluation do not infringe copyright or other intellectual property rights;
- ensuring that the accredited CPD continues to meet the published accreditation criteria;
- notifying IRCM promptly and in advance of any changes to the accredited CPD that may affect its compliance with the accreditation criteria;
- complying with all applicable legal, regulatory and professional requirements relating to the delivery of the CPD; and
- using IRCM accreditation wording and logos only in accordance with the Accreditation Terms and Conditions and CPD Accreditation Publicity and Marketing Guidance.

4.4 Evaluation criteria

Applicants must demonstrate, through their application and supporting evidence, that the CPD meets IRCM's published accreditation criteria. The application form provides guidance and worked examples to assist applicants in presenting appropriate evidence against each criterion.

Applications are evaluated against the following criteria:

- relevance to IRCM’s Case Management Competency Framework and Standards of Proficiency in Case Management;
- marketing and recruitment of learners, including clarity, accuracy and transparency of information provided;
- credibility and expertise of facilitators, including relevant qualifications and experience;
- inclusivity, in design and delivery;
- resources and learner support;

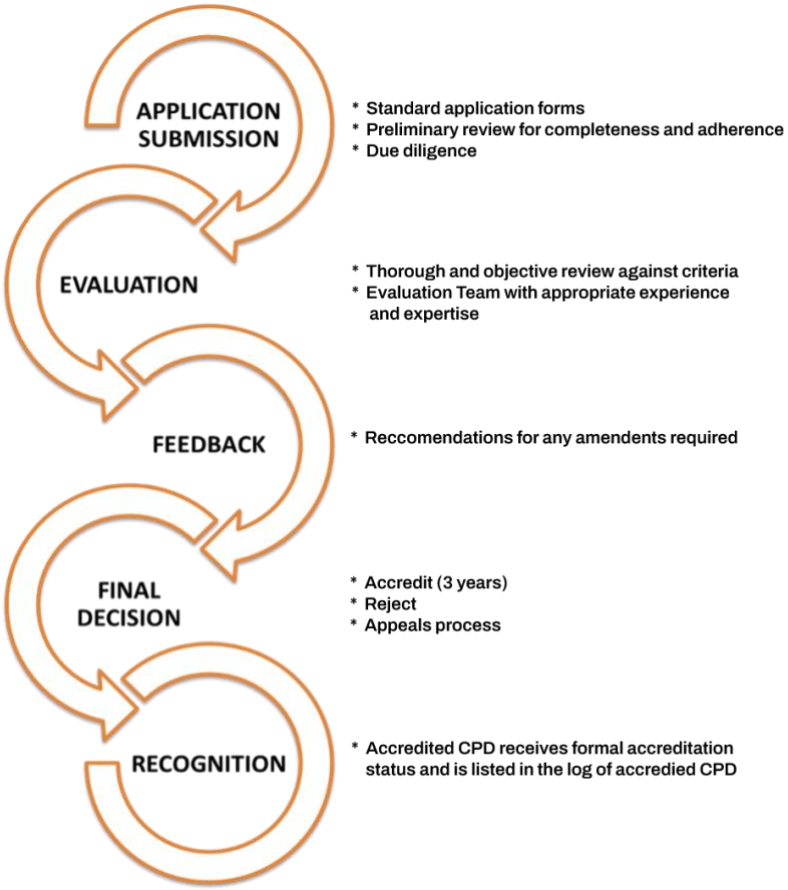
- structured design and curriculum alignment to support an effective learning experience, including:
    - aims and objectives of the CPD;
    - intended learning outcomes;
    - content covered;
    - teaching and learning activities;
    - formative assessment and feedback;
    - summative assessment, where applicable; and
    - curriculum alignment with stated outcomes and IRCM standards.
- Ongoing quality improvement, including mechanisms for evaluation, learner feedback and review of content and delivery.

Applicants must provide sufficient supporting evidence to enable the Evaluation Team to verify the statements made within the application. Evidence should be clearly referenced within the application and may include, but is not limited to:

- references to literature (primary research; literature reviews; consensus papers; opinion leader publications etc);
- marketing materials for the CPD;
- examples/extracts from various learning materials used; and
- course evaluation records including anonymised feedback from learners.

The extent and nature of the evidence expected will be proportionate to the type, scale and complexity of the CPD activity being submitted.

5.0 The accreditation process



Potential applicants interested in seeking accreditation should first complete an Expression of Interest form. This does not create any obligation on IRCM to invite a full application nor a potential applicant to submit an application. Based on the information provided IRCM may decide to arrange a preliminary discussion of up to 30 minutes to establish whether the proposed CPD activity might be suitable for accreditation and to explain the accreditation process, requirements and expectations.

IRCM will provide an opportunity for a preliminary discussion with 15 working days of the receipt of an Expression of Interest form where it feels one would be beneficial. A response to an Expression of Interest will be provided within 15 working days of receipt of the Expression of Interest form or the preliminary discussion whichever is later.

There is no cost for the preliminary discussion or submission of an Expression of Interest. Submission of an Expression of Interest and participation in a preliminary

discussion does not guarantee that an application will be allowed to proceed to formal evaluation.

A standard proforma is provided for the application process, including guidance notes and worked examples to support its completion, along with instructions for submitting supporting evidence.

Once a completed application, supporting evidence and the appropriate fee have been received, the application will be allocated to an Evaluation Team. Applications are initially checked for completeness and administrative compliance before being allocated for evaluation. IRCM may request missing information before the evaluation process commences. IRCM aims to complete evaluations within 40 working days of receipt of a complete application. This timescale may be extended where further clarification or additional evidence is required.

Panel members in the Evaluation Team independently review the application before meeting to moderate their findings and agree a recommendation. Recommendations are submitted to the Accreditation Panel Chair for approval before the outcome is communicated to the applicant.

IRCM has procedures in place to identify and manage actual, potential and perceived conflicts of interest. Representatives with a conflict of interest in relation to an application will not participate in its evaluation or approval.

The applicant is provided feedback, which will result in one of the following decisions:

a) Accreditation granted

b) Minor amendments required before accreditation can be granted

- Where the application broadly meets the accreditation criteria but clarification, additional evidence or limited amendments are required, these will be clearly specified.
- The applicant must submit the required amendments within 20 working days of notification of the outcome.
- A maximum of two submissions of minor amendments is permitted. If the application still does not meet the accreditation requirements following the second submission, the application will be rejected.

- Where an application is rejected following unsuccessful minor amendments, the revised application process described below will apply.

c) Major amendments with resubmission required

- Where material changes are required before the CPD can meet the accreditation criteria, applicants may submit one revised application for repeat evaluation.
- The revised application must be submitted within 60 working days of notification of the outcome.
- Only one resubmission following major amendments is permitted.
- If, following resubmission, only minor amendments remain outstanding, the minor amendment process described above will apply. Only one submission of minor amendments is permitted following a major resubmission before the application is rejected.

d) Accreditation rejection

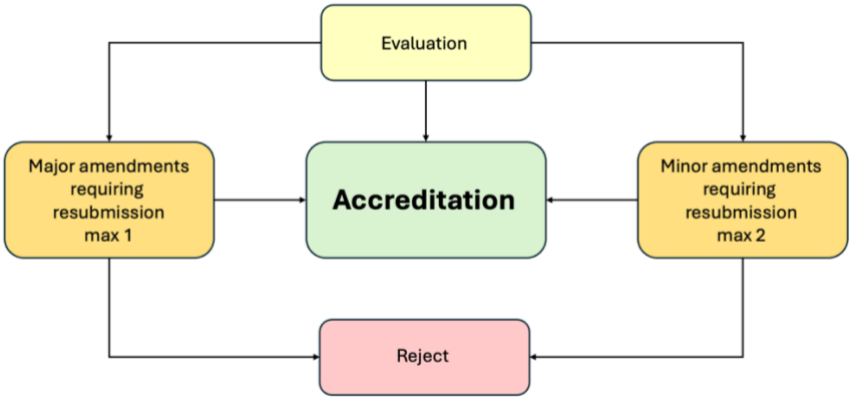
Accreditation will be rejected where:

- the maximum number of permitted amendment or resubmission attempts has been reached;
- the CPD does not meet the accreditation criteria; or
- there are concerns relating to quality or public protection.

Following rejection, applicants may submit one revised application within 60 working days of the notification of the decision at 50% of the additional package rate fee published in the accreditation fee schedule in Annex 1.

The following are chargeable and treated as a new application:

- a new application;
- a revised application submitted more than 60 working days after the date of rejection; and
- a revised application that has already been submitted once at a cost of 50% of the additional package rate following a rejection.



6.0 Procedural review

The process in section 5.0 allows for resubmission following feedback from the Accreditation Panel in some cases. The Accreditation Panel's professional judgement as to whether the CPD meets the published accreditation criteria is final and is not subject to appeal.

An applicant who believes that the published accreditation process has not been followed correctly, fairly or consistently may request a procedural review by contacting the Chair of the Professional Development Committee Panel via hello@ircm.org.uk within 15 working days of receiving the accreditation outcome.

A procedural review will consider whether the published accreditation process was followed appropriately. It will not reconsider the professional judgement of the Evaluation Team regarding whether the CPD meets the accreditation criteria.

Where a procedural review identifies an error that may have materially affected the outcome of the application, IRCM will determine the appropriate course of action, which may include a further review of the application.

7.0 Accreditation and Re-Accreditation fees

Applications for IRCM CPD accreditation and re-accreditation are subject to payment of the applicable fee. Applications will not proceed to formal evaluation until payment has been received.

The current fee schedule is set out in Annex 1. Application fees are non-refundable once the formal evaluation process has commenced, except where otherwise stated in the Accreditation Terms and Conditions.

8.0 Communication and recognition

IRCM maintains a publicly accessible log of accredited CPD activities on its website to ensure it is accessible to case managers, the public, and other stakeholders. This is a centralised resource for identifying high-quality CPD opportunities for case managers.

IRCM accredited CPD is promoted via IRCM's communication channels to raise awareness and encourage participation. This also serves to highlight the value of IRCM accreditation in supporting professional development and career advancement for case managers.

Providers may promote IRCM accreditation only in relation to the specific CPD activity that has been accredited and only for the period during which accreditation remains valid.

IRCM accreditation must not be used in a way that implies endorsement of an organisation, individual, or any other education, products or services not covered by the accreditation decision. Nor may it be used to infer that accreditation is provided by any other body or authority, including the Professional Standard Authority.

Use of the IRCM name, logo and accreditation statements must comply with CPD Accreditation Publicity and Marketing Guidance.

9.0 Data management

IRCM treats information submitted as part of the accreditation process as confidential and shares it only with those involved in the administration, evaluation, quality assurance and governance of the accreditation service, unless disclosure is required by law.

IRCM minimises access to information from CPD Providers by limiting this to only those representatives directly involved in the process for example Evaluation Team members not the full Panel. Information is accessible by Representatives who are not part of the Operations Team only for the period required to undertake their roles. The information will be secured in a read only format on IRCM's system prior to being shared with Panel Members.

IRCM retains accreditation records in accordance with its retention schedule and privacy policies and any applicable legal or regulatory requirements.

Applicants should anonymise any personal information relating to third parties who have not provided consent, including service users before submitting supporting evidence. Where personal data is provided with appropriate consent, it will be processed in accordance with the UK GDPR, the Data Protection Act 2018 and the IRCM Privacy Policy.

Learning materials submitted as part of an accreditation application remain the intellectual property of the applicant or rights holder. IRCM will access and use these materials solely for the purposes of accreditation, quality assurance and related activities, and will manage them confidentially in accordance with its policies, the Accreditation Terms and Conditions and applicable data protection legislation.

9.1 Conflicts of Interest

IRCM requires that conflicts are identified and declared promptly and are managed openly, fairly and proportionately in line with its Conflicts of Interest Policy. Conflicts of interest include actual, potential and or perceived conflicts of interest. These will be considered on a case-by-case basis, for example when assigning Panel Members to roles in relation to an application or subsequent process. Where a CPD provider has a concern in relation to a potential conflict this should be declared as part of the application process.

10.0 Related documents

The following IRCM documents provide supporting information for providers of CPD seeking accreditation:

- Accreditation Terms and Conditions
- Privacy Policy
- Website Terms of Use (where applicable)
- CPD Accreditation Publicity and Marketing Guidance
- Conflicts of Interest Policy
- CPD Accreditation Service Application Information for Representatives

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Annex 1 CPD Accreditation Fee Schedule

The fees in this schedule apply to applications for both initial accreditation and re-accreditation. Fees are based on the annual turnover of the CPD provider.

Annual turnover of CPD provider	First package	Additional packages
Tier 1 £150k or less	£500	£500 each
Tier 2 £150k to £500k	£625	
Tier 3 £500k-£2m	£750	
Tier 4 over £2m	£1000	

Notes

- CPD is accredited for a period of three years from the date of approval, providing all conditions remain met.
- Fees must be paid in full before the formal evaluation of an application commences.
- Applicants are required to declare their annual turnover as part of the application process.
- The first package rate applies to the first application for accreditation submitted within a three-year period.
- The additional package rate applies to any subsequent application for accreditation submitted within the same three-year period from the date of the submission date of the first package application and applies irrespective of whether the application is approved.
- In each three-year period, the first application for re-accreditation will be charged at the first package fee in force on the date the existing accreditation expires. This applies regardless of the date on which the re-accreditation application is submitted.
- Any subsequent application for re-accreditation submitted within the same three-year period will be charged at the additional package rate.
- Application fees are non-refundable once an application has been submitted to IRCM for consideration**.** However, if, after paying the fee and before the formal evaluation process has commenced, an applicant decides not to proceed further with the application, IRCM will consider providing a partial refund of the fees. The amount of the refund would be at its discretion.
- IRCM reserves the right to review and amend the Accreditation Fee Schedule from time to time. The applicable fee will be the published fee in force on the date a complete application is received.
- VAT will be charged additionally, if applicable.

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