

A conservator wearing blue gloves is using a fine tool to work on a circular fresco of a woman's face. The fresco is set within a larger circular frame, and the conservator is focused on a small detail. The background is a dark, textured surface, possibly a wall or a large canvas.

# Icon Accreditation Guides Continuing Professional Development Review Process

May 2026

**Icon**

THE INSTITUTE OF CONSERVATION

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# INTRODUCTION

Professional membership carries a responsibility to uphold high standards by acting ethically, adhering to the profession's code of practice and maintaining up-to-date knowledge through ongoing development. Within Icon's Accreditation Framework, Continuing Professional Development (CPD) recall is a core mechanism for ensuring that Accredited members continue to align their practice with the Icon Professional Standards.

Accredited members are expected to periodically submit a CPD review demonstrating how they are maintaining and developing their capabilities. Becoming and remaining a successful conservator requires knowledge and skills that evolve over time. These reviews serve as evidence of commitment to professional growth and help ensure that all members continue to practise at a high standard.

## WHAT IS CPD?

Continuing Professional Development (CPD) is the process by which conservator-restorers maintain, improve, and broaden their knowledge, skills, and professional competence throughout their careers. It is a fundamental responsibility of professional membership and is particularly important for those accredited by Icon.

CPD encompasses a wide range of learning activities, including formal learning (such as conferences and training courses), self-directed learning (such as reading and practising hand skills), and informal learning (such as discussions with stakeholders and specialists). Its purpose is not only to ensure practitioners remain up to date with developments in the field, but also to cultivate broader professional capabilities including leadership, ethical judgement, and engagement with the wider heritage community.

CPD is an ongoing, self-directed cycle of reflection, planning, action, and review. Accredited Conservator-Restorers (ACRs) are expected to regularly assess their development needs, undertake learning activities to address those needs, and reflect on the outcomes to inform future goals.

CPD embraces all types of learning relevant to professional practice and is not limited to formal training. Activities are considered acceptable where they contribute meaningfully to knowledge, skills, understanding, or professional effectiveness, and where learning outcomes can be identified and reflected upon.

The defining feature of acceptable CPD is not the activity itself, but the learning gained and the ability to reflect on and apply that learning. CPD should demonstrate:

- Awareness of current practice
- Development of professional competence
- Reflection on learning and its impact
- Planning for future development

## FORMAL LEARNING ACTIVITIES

Structured activities designed to develop knowledge and skills, including:

- Accredited courses, qualifications, and training programmes

- Workshops, seminars, and conferences
- Specialist technical training or certification
- Online courses, webinars, or distance learning

These activities often provide clear learning objectives but should still be supported by reflection on how learning has been applied in practice.

### INFORMAL AND WORK-BASED LEARNING

CPD also recognises that significant professional learning occurs through everyday work and experience. Examples include:

- Learning gained through projects, commissions, or new responsibilities
- Problem-solving in professional practice
- Learning new techniques, materials, or methods on the job
- Reflecting on successes, challenges, or unexpected outcomes

### SELF-DIRECTED LEARNING

Independently undertaken learning activities such as:

- Reading professional journals, books, or research papers
- Undertaking personal research
- Reviewing case studies or professional guidance
- Participation in online discussions or professional forums

This type of learning demonstrates engagement with current developments in the profession.

### PROFESSIONAL ENGAGEMENT AND NETWORKING

Active participation in the professional community, including:

- Attending professional meetings or special interest groups
- Networking and discussions with peers
- Membership of committees or working groups
- Contributing to professional bodies or initiatives

These activities support awareness of current issues and shared practice.

### TEACHING, TRAINING, AND KNOWLEDGE SHARING

Contributing to others' learning can also constitute CPD, including:

- Delivering training, lectures, or workshops
- Mentoring colleagues or students
- Publishing articles, guidance, or research
- Presenting at conferences or events

Such activities demonstrate 'extended professionalism' and reinforce your own learning.

### BROADER PROFESSIONAL DEVELOPMENT

CPD may include learning beyond core conservation practice where relevant to your role or aspirations, such as:

- Management, leadership, or project management skills
- Business development or consultancy skills
- Teaching or communication skills
- Knowledge of wider heritage, cultural, or policy contexts

### TYPES OF LEARNING TO INCLUDE

When selecting CPD, you may find it helpful to consider three broad categories:

- General learning: keeping up to date with developments in the field
- Developmental learning: activities that extend your capability or open new opportunities
- Specific learning: short-term problem-solving (only include where it has wider or lasting impact).

### PURPOSE OF THE CPD RECALL

- Ensure that accredited members continue to maintain their skills and standard of practice in line with the Icon Professional Standards and Code of Conduct.
- Support reflective practice and encourage continual professional growth.
- Provide assurance to the public, employers, and peers that accredited members remain competent and effective practitioners.
- Promote engagement with current developments, research, and best practice within the conservation profession.
- Encourage contribution to the wider professional community, including knowledge-sharing and mentoring.

### ROLES AND RESPONSIBILITIES

The CPD Recall process involves Accredited Members of Icon, CPD Reviewers and relies on Icon to manage and quality-assure the system. Each contributes to ensuring that CPD Recall fully meets the requirements of the process. It is fair, consistent, and professionally robust.

<b>ACRs</b>	<ul style="list-style-type: none"> <li>• Complete the CPD Recall on demand.</li> </ul>
<b>Icon</b>	<p>Responsible for managing and delivering the assessment process, including:</p> <ul style="list-style-type: none"> <li>• Coordinating the CPD recall.</li> <li>• Developing policies and maintaining quality assurance.</li> <li>• Matching submissions with CPD Reviewers and supporting all parties.</li> <li>• Recruiting, training, and maintaining pools of CPD Readers</li> <li>• Providing ongoing standardisation and training.</li> <li>• Ensuring decisions are reliable and valid.</li> <li>• Managing appeals, and complaints.</li> </ul>
<b>CPD Reviewers</b>	<p>Volunteers who review submissions to ensure the candidate has met the requirements of the CPD Recall and continues to adhere to the Icon Professional Standards.</p> <p>Key responsibilities:</p> <ul style="list-style-type: none"> <li>• Reviewing submissions.</li> <li>• Providing feedback on submissions.</li> <li>• Taking part in training and standardisation activities.</li> </ul>

<b>Professional Standards and Development Committee (PSD)</b>	<p>The PSD Committee oversees the CPD Review Process, including:</p> <ul style="list-style-type: none"> <li>• Ensuring consistent, high-quality professional standards.</li> <li>• Leading ongoing reviews and development of the scheme.</li> <li>• Developing and reviewing core policies.</li> <li>• Managing complaints and appeals.</li> </ul>
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## OVERVIEW OF CPD RECALL PROCESS

The Continuing Professional Development Recall runs from May to September each year. Accredited members of Icon are selected based on the outcome of their previous recall. Members selected are required to complete the recall unless they are registered on a ‘Career Break’ or have formally requested a deferral.

Each submission is reviewed by two CPD Readers who assesses the overall submission to ensure that it has fully met the requirements of the recall. They provide feedback on the submission to highlight strengths or suggest areas on which the member should focus on to strengthen their learning and development.

### SELECTION OF MEMBERS FOR RECALL

Accredited members of Icon are selected based on the outcome of their previous recall, or date of accreditation.

- First recall following successful Accreditation – two years post Accreditation.
- Previous recall graded as ‘Exceeds Expectations’ or ‘Meets Expectations’ – five years.
- Previous recall graded as ‘Below Expectations’ – two years.

### DEFERRAL OF CPD RECALL

Accredited members can defer their submission until the subsequent year provided that at least one of the following reasons apply.

- Registered on a Career Break in line with Icon’s Career Breaks and Membership Fees Policy
- Formal parental leave – a defined period of leave taken to care for a child following birth, adoption, or placement.
- Serious health concerns – physical or mental health conditions that significantly affect the member’s ability to undertake professional activities.
- Substantial caring responsibilities - ongoing care for a dependent (such as a child, partner, relative, or another person requiring support due to age, disability, or illness) that limits the member’s ability to work.
- Other exceptional circumstances - situations that result in temporary professional inactivity, at Icon’s discretion, where the member can demonstrate that their ability to undertake professional work is substantially restricted.

Work pressures are not normally considered reasonable grounds for deferral; however, if there is exceptional circumstance deferral may be offered at the discretion of the Icon staff team. If it is offered, candidates must submit in the subsequent year.

### REASONABLE ADJUSTMENTS

If a candidate has a disability, neurodiverse condition such as dyslexia, or long-term health condition that make it challenging to access the CPD Recall process, Icon can put in place

reasonable adjustments to support them. The nature of the reasonable adjustments offered will depend on the candidate’s specific circumstances, however examples of adjustments include, deadline extensions, or being permitted to submit the information in a different format (such as an audio or video recording). To request reasonable adjustments, candidates must complete a Reasonable Adjustments Request Form (available from [accreditation@icon.org.uk](mailto:accreditation@icon.org.uk).) If form-filling is problematic to the candidate, they can arrange to discuss their needs with a member of the Icon Skills Team who can establish the circumstances and record the information on the candidate’s behalf.

Please note, a request for reasonable adjustments must be made at the start of the process, reasonable adjustments cannot be applied retrospectively once the candidate has submitted their CPD information.

### SUBMISSION OF CPD RECALL

Members are given a period of at least 10 weeks to complete their CPD Recall form and they must submit it, by the advertised deadline, to Icon by uploading their submission to their account on the Icon website. (See the section ‘Writing Your CPD Review’ for further details on producing and submitting the form.)

Members are expected to take responsibility for getting the CPD form submitted by deadline.

### REVIEW OF SUBMISSIONS

Once a candidate’s submission has been received, the Icon Skills Team will appoint 2 CPD Readers to review and grade the submission. CPD Readers are ACR volunteers who have themselves produced exemplary CPD reviews in the past. Readers must declare that they have no conflict of interest with the candidate before they receive the submission. For the purposes of CPD Recall, a conflict of interest is counted as:

- Someone who shares the same specialism as the candidate
- A family relationship or close friend
- A colleague, manager or stakeholder who has hired / been hired by the candidate within the past 5 years.
- Anyone who has a vested interest in the outcome of the CPD Review. For instance, a close commercial competitor.

CPD Readers each review the submission individually and then come together to discuss and agree grading and feedback to the candidate. Results are then submitted to the Icon Skills Team by deadline.

### OUTCOMES

CPD Recall Submissions are given one of the following grades.

<p><b>Exceeds Expectations</b></p>	<p>The candidate gives a detailed, specific and reflective response. They show thoughtful, consistent engagement with their CPD needs/ goals. They fully address all sections of the form.</p>	<p>Candidate will be recalled for their next CPD Review in 5 years.</p> <p>Candidate may be recommended as a potential future CPD Reader.</p>
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<b>Meets Expectations</b>	Candidate gives a satisfactory response that addresses all sections of the form. Whilst showing commitment to their CPD goals and aspirations, their response may lack the reflection and insight necessary to be awarded 'Exceeds Expectations'.	Candidate will be recalled for their next CPD Review in 5 years.
<b>Below Expectations</b>	Candidate has failed to provide adequate detail and reflection.	Candidate will be recalled for their next CPD Review in 2 years.

For further detail on grading, please refer to the 'Grading CPD Submissions' section later in this guide.

### NOTIFICATION OF OUTCOMES

The Icon Skills Team will issue results to candidates via email, according to the timetable stipulated in the CPD timeline. If candidates do not receive their result by deadline, we recommend checking junk folders before contacting the Icon Skills Team. (Results emails do contain attachments and over-zealous cyber security software may have diverted these to junk.)

If candidates submit their CPD form to Icon *after* the submission deadline, their result will likely be delayed. (Candidates are reminded that CPD Readers are volunteers and require sufficient time to process CPD submissions.)

### APPEALS

If your accredited status is removed following a CPD review, you have the right to lodge a formal appeal.

#### Notification and Acknowledgement

Upon receipt of your appeal, Icon will formally acknowledge your request and notify the Icon Board. Your appeal will then be scheduled for consideration.

#### Appeals Panel

Your appeal will be reviewed by an Appeals Panel, appointed by the Professional Standards and Development Committee. The Panel will assess your case based on the CPD documentation held by Icon in relation to your CPD recall(s).

You will be notified of the members of the Appeals Panel in due course.

#### Decision Process and Outcome

The Appeals Panel will meet and provide a decision within a defined timeframe. The Panel will reach one of the following outcomes:

1. **Uphold the original decision**  
Your accredited status will be removed.
2. **Reject the original decision**  
Your accredited status will be retained, with no further CPD recall required for three years.

### **3. Require a further CPD submission**

You will be recalled for an additional CPD review. You will be required to work with a mentor to support your submission.

- If this submission is deemed satisfactory, your accredited status will be retained.
- If it is not satisfactory, your accredited status will be removed. This decision will be final and not subject to further appeal.

### **Grounds for Appeal**

To ensure your appeal can be fully considered, you must provide clear and detailed grounds for appeal, supported by relevant information or evidence.

This documentation must be submitted by the specified deadline provided in your appeal acknowledgement.

# CANDIDATE GUIDANCE

There are two versions of the CPD form:

- The Standard Version is for the majority of ACR members.
- The Late Career Version is for ACRs who believe it will be their last CPD recall before retirement or leaving the profession. The Late Career Version is identical to the Standard Version except for section 4, which has amended questions (to reflect the fact that ACRs intent on leaving the profession soon may find it difficult to complete future learning activities.)

## COMPLETING THE FORM

The Icon Skills Team can provide mock-up examples of both the Standard Version and Late Career Version, should you need reference materials.

### SECTION 1 | WORK CONTEXT

Briefly describe the context of your practice. What are your main areas of work and your responsibilities? This section helps the CPD readers to understand the situation in which you work, together with your personal responsibilities within it and how this may impact on your CPD activity.

- (This is not the same as repeating your job description, which may not be an accurate reflection of what you do!) You can also include any voluntary roles or activities you undertake outside of the workplace that contribute to your professional learning.
- Remember CPD readers will not have the same specialism as you and so will not necessarily be familiar with terminology from your specialist area; please avoid using abbreviations and specialist technical terms without explanation.

### SECTION 2 | SELF APPRAISAL

Use this section to reflect on your life since your last review and the factors that have influenced your CPD during this time. There are no right or wrong answers here. Consider any circumstances, challenges or changes you have experienced since your last review.

- You may find it helpful to revisit recent workplace appraisals or any CPD activities/ targets you wrote in your last CPD recall form, if you have one. (However, rest assured, Icon will not hold candidates to targets set in previous CPD forms, we understand that personal and professional priorities evolve and change over time.)
- If you were newly accredited two years ago, your review should focus on the period since accreditation.

### SECTION 3 | CPD ACTIVITIES

Please describe and reflect on a selection of your professional development activities over the last 12 months to 2 years. Use one table per activity. You are expected to provide details on at least 3 CPD activities; however, you may include more should you wish.

Remember:

- CPD can take many forms. It doesn't just have to be formal learning opportunities like conferences and workshops. It may be self-directed learning, such as reading around a topic. It may be informal learning, such as having discussions with other specialists to understand more about an object or materials. Think holistically.
- CPD is about growth, not your regular duties. So, think about what you have done to develop and challenge yourself professionally.
- Include some detail. Don't just list completed activities — explain how they've influenced your practice and what further development you need.

## SECTION 4 – FUTURE ACTIVITIES

### MEMBERS COMPLETING THE STANDARD VERSION OF THE CPD FORM

The aim of this section is to identify areas where you anticipate a need to develop your knowledge, understanding or skills, or gain different perspectives. You must identify how you will go about this.

- If possible, show a connection between your future activities and your earlier comments on the form.
- Remember that you are planning for your own personal and professional development. (Although some learning will benefit your business or employer, a CPD review for you to reflect on what this learning means for you personally. So, consider your own interests and aspirations, as well as workplace needs.)
- Make your goals as specific as possible. If you want to spend some time reading about treatments for archaeological leather, then tell us which books / papers you are going to read. If you intend on registering for a course, include a proposed date or time frame. Vague, poorly defined goals often get pushed into the background when work pressures mount – so keep things focused.
- If you have a large goal, consider breaking it down into smaller, more targeted, actions to get you started. Big achievements start with small steps!
- Understand that any actions planned are not fixed — this is a tool to help you structure your development. But it's normal for goals and timelines to evolve.

### SECTION 4 (FOR MEMBERS COMPLETING THE LATE CAREER VERSION OF THE CPD FORM)

In this section, you have a choice of two options. Select one.

The first option asks you to think about the steps you need to take in concluding your career. For instance, this could be winding down or handing over a business. It could be ensuring a smooth handover for your successor / team at work. It could be focused on knowledge transfer. Identify a minimum of 3 activities you want to complete.

- Make your activities as specific as possible. If you need to train up a colleague to take over from you, what will this training look like? (What content will you need to cover and how /when will you deliver this training?) Vague, poorly defined activities often get pushed into the background when work pressures mount – so keep things focused.
- If you have a large activity, consider breaking it down into smaller, more targeted, actions to get you started. Big achievements start with small steps!

- Understand that these plans are not fixed — this a tool to help you focus on next steps. However, it's normal for goals and timelines to change.

The second option asks you to consider your personal legacy to the conservation profession. There are no right or wrong answers here – everyone's career and life stories will be different. The form provides some prompts to help you but there is no requirement for you to use these, you may have other ideas.

- Avoid just writing a biography. You should be reflective in your approach.
- Remember that legacy doesn't have to be purely focused on conservation of objects – it could be about the people you supported and influenced along the way, attitudes you helped change, resources you secured etc, so think holistically.

## SUBMITTING THE COMPLETED FORM

Ensure you have a copy of your review saved. Candidates complete their CPD Review offline and then log in to the Icon website, go to the 'My Account' button and select 'Submit CPD Recall' from the drop down menu. Candidates can then upload their document. If candidates have any difficulty with this process, they can email [accreditation@icon.org.uk](mailto:accreditation@icon.org.uk) for support.

# GUIDANCE FOR CPD READERS

## INTRODUCTION

Thank you for volunteering to be a CPD reader. You have been invited to join the team of CPD readers because you have demonstrated, in your own CPD Review, that you have a full understanding of CPD and its benefits. Being a CPD reader means that you are making a valuable contribution to the profession. You are applying your understanding to ensure that those ACRs recalled are actively maintaining their professional development in a manner that meets the requirements of being an accredited conservator.

We are incredibly grateful for your efforts. We hope that you participate year on year and find the process stimulating. However, as a volunteer, you can decline to participate in any given year without prejudice.

The CPD review process runs through 9 months of the year, beginning with the selection of ACRs to be recalled in April and finishing with a review meeting for all CPD readers in December/January. Most communication is undertaken through email and telephone. Please ensure that Icon has correct telephone number(s) and a correct email address, which is confidential to you, and which will receive email correspondence with attachments. If you think you need to update your contact information with us, please email [accreditation@icon.org.uk](mailto:accreditation@icon.org.uk)

## ALLOCATING CPD READERS

- At the start of each CPD Recall process, CPD Readers will be contacted by email to ask if they are able to participate. Readers who agree to participate must complete the **conflicts of interest survey** (a link to this will be provided in the email) to identify candidates with which they should not be paired. For the purposes of CPD Recall, Icon counts a conflict of interest as:
  1. Someone who shares the same specialism as the candidate
  2. A family relationship or close friend
  3. A colleague, manager or stakeholder who has hired / been hired by the candidate within the past 5 years.
  4. Anyone who has a vested interest in the outcome of the CPD Review. For instance, a close commercial competitor.
- Each CPD Reader will be allocated 5 CPD submissions for review, unless agreed otherwise with the Icon Skills Team.
- Each CPD submission is reviewed by 2 CPD Readers. You will be given the details of your co-reader by Icon. Readers should review submissions individually at first before connecting with their co-reader over phone, video messaging or email to discuss and agree both a grade and written feedback to the candidate.
- Once feedback has been agreed, readers should complete the CPD Recall Feedback Form and return this to Icon.
- CPD Recall is a **confidential** process. Readers should not discuss CPD Recall submissions with anyone other than their co-reader and the Icon Skills Team.

- Remember to destroy / delete all reviews received for reading once the feedback has been returned and after the CPD review meeting has taken place.

## REVIEWING SUBMISSIONS

- Upon receiving the CPD submissions you should **review the form independently** to assess whether the member has met the requirements of the recall and identify your suggested outcome.
- You should then contact your co-reader to discuss the submission and agree the outcome of the review. If you and your co-reader are unable to agree the outcome you should con

## GRADING SUBMISSIONS

CPD submissions are assessed against the requirements of the CPD Recall process and the Icon Professional Standards. Reviewers evaluate the overall quality of reflection, engagement with learning, and commitment to ongoing professional development, using a ‘best fit’ approach to determine whether the submission **Exceeds Expectations, Meets Expectations, or Below Expectations.**

### EXCEEDS EXPECTATIONS

The candidate gives a detailed, specific and reflective response. They show thoughtful and consistent engagement with their CPD needs/ goals. They fully address all sections of the form.

- In their self-appraisal they provide **thoughtful reflection** that demonstrates a strong understanding of how circumstances during the review period have impacted / influenced their CPD.
- They provide evidence of at least 3 relevant CPD activities undertaken during the period. They give an **insightful** account of past skills gaps that influenced these activities, the learning that occurred and how they have, or intend to, implement this learning.

For ACRs using the standard version of the CPD form:

- They demonstrate an **insightful** understanding of their current skills gaps. Identifying at least 3 areas they wish to address through future learning. They provide a specific, achievable and time-focused plan of how they wish to address these.

For late-career ACRs using the ‘late career’ version of the form. **Either:**

- They demonstrate a **clear, focused** understanding of the actions necessary to wind down their career and/or ensure effective knowledge transfer. They identify at least 3 areas they wish to address. They provide a specific, achievable and time-focused plan of how they wish to address these.

**or**

In their legacy statement they provide **thoughtful reflection** of their contribution to the profession. Their statement demonstrates a **strong understanding** of their areas of strength and the impact that they have had.

## MEETS EXPECTATIONS

Candidate gives a satisfactory response that addresses all sections of the form. Whilst showing commitment to their CPD goals and aspirations, their response may lack the reflection and insight necessary to be awarded 'Exceeds Expectations'.

- In their self-appraisal they provide a **straightforward reflection** that demonstrates an understanding of how circumstances during the review period have impacted / influenced their CPD.
- They provide evidence of at least 3 relevant CPD activities undertaken during the period. They give a **satisfactory** account of the skills gaps that influenced these activities, they can **explain** the learning that occurred and how they have, or intend to, implement this learning.

For ACRs using the standard version of the CPD form:

- They demonstrate a **satisfactory awareness** of at least 3 skills gaps they wish to address through future learning. With a specific, achievable and time-focused plan of how they wish to address these.

For late-career ACRs using the 'late career' version of the form. **Either:**

- They demonstrate a **satisfactory understanding** of the actions necessary to wind down their career and/or ensure effective knowledge transfer. Identifying at least 3 areas they wish to address. They provide a specific, achievable and time-focused plan of how they wish to address these.
- or**
- In their legacy statement they provide some **straightforward reflection** of their contribution to the profession. Their statement demonstrates **satisfactory understanding** of their areas of strength and the impact that they have had.

## BELOW EXPECTATIONS

Candidate has failed to provide adequate detail and reflection. This could be for any of the following reasons:

- Candidate has not completed all sections of the form.
- Overall candidate has used less than 50% of the allotted word limit for questions.
- The candidate's self-appraisal is a factual summary of circumstances but offers little or no insight / reflection into how circumstances have impacted CPD during the review period.
- Candidates may have provided examples of CPD activities during the review period, but failed to reflect on the learning gained from these activities

For ACRs using the standard version of the CPD form:

- Candidates 'future activities' section is **vague**. For instance, the candidate says they will 'do some reading' around a topic but no specific titles of books/ papers etc are provided and no timeline given

For late-career ACRs using the 'late career' version of the form. **Either:**

- They demonstrate a **poor** understanding of the actions necessary to wind down their career and/or ensure effective knowledge transfer. The 'future activities' section is **vague**. For

instance, the candidate says they will ‘train others’ but provides no information on the content or format of training and no timeline is given.

**or**

- In their legacy statement they provide some **factual statements regarding** their contribution to the profession but offer **little or no reflection**. Their statement demonstrates **weak understanding** of their areas of strength and the impact that they have had.

## NOTES

- Where a CPD review submission falls between grade boundaries, CPD Readers will look at which grade boundary offers ‘best fit’ for the submission and award the grade accordingly.
- Readers should not penalise a candidate for personal circumstances that might have interrupted their CPD, such as career breaks, unemployment etc.
- Readers should not penalise a candidate for only providing the minimum 3 examples of CPD activities undertaken. (3 detailed descriptions of activities, that address clear needs and generate good learning outcomes, can be more effective as 5 less developed examples.)

## DIFFICULT REVIEWS

It is not unusual to have inconsistent reviews where candidates may have performed well in some areas and less successfully in others. Grading is awarded based on ‘best fit’, e.g. is the review more in one grade boundary than another?

If the review is problematic and you and your co-reader are unable to agree on a result, please contact the Icon skills Team at [accreditation@icon.org.uk](mailto:accreditation@icon.org.uk) who will consider the situation and arrange a third reader to review the submission, and the grades in dispute, if necessary.

To remain impartial any third reader appointed will not know the identity of the previous readers. They will review the submission and provide a judgement.

## PROVIDING FEEDBACK

Candidates invest considerable time in writing their CPD Recall submission so it is only fair that they get some constructive feedback from their readers highlight strengths and / or giving guidance on how they can improve their submission next time. Please follow the instructions provided on the CPD Recall Feedback Form and submit completed feedback to [accreditation@icon.org.uk](mailto:accreditation@icon.org.uk) by the deadline stipulated in the CPD Timeline. If you are reviewing a late submission, the Icon Skills Team will confirm a deadline extension with you.

Please remember:

- Feedback is best received by the candidate when it is supportive in tone. If you need to give criticism, try to balance it also providing some positive comments.
- To avoid any type of discrimination, the feedback should be based on how effectively a reviewer has addressed the questions and not on any other criteria.
- Avoid making comments about candidate’s personal circumstances, as even well-meaning comments can sometimes accidentally cause offence.

