

**PART 3
MINIMUM PROFESSIONAL STANDARDS &
CPD**

1. Minimum Professional Standards

1.1 General Standards

A Member shall:

- (a) conduct themselves with courtesy and consideration towards all persons with whom they come into contact in the course of their profession;
- (b) endeavour to provide the highest levels of service and technical expertise in the course of their professional activities.
- (c) support and encourage the work of the Association in developing and maintaining the highest professional standards;
- (d) encourage an awareness amongst all individuals with whom they are involved in the course of their professional activities that Members are bound by this code of professional conduct;
- (e) ensure, where their professional activities are carried out from a facility, that it is properly maintained; and
- (f) ensure that any advertisement or other public announcement with which their name or qualifications are associated will not damage the reputation or standing of the Association or any fellow Member.

1.2 Insurance

A Member shall maintain at all times appropriate insurance cover relevant to their role as a PGA Professional.

2.0 Continuing Professional Development (CPD)

2.1 Objectives

Ongoing and structured learning is vital for the maintenance of high professional standards in the golf industry, the reputation of the Association and to the professional development of Members.

2.2 Definition

Continuing Professional Development or CPD means a course, lecture, seminar or other programme or method of study, as well as other appropriate personal development, that is relevant to the professional needs and responsibilities and technical standards of Members and complies with guidance issued from time to time by the Association and the Training Academy.

2.3 General Principles

Members must:

- (a) keep up to date with developments in the game of golf, techniques for its teaching and commercial aspects of retailing, as failure to do so may compromise or impair their proper standard of work and compromise the PGA brand;
- (b) take every opportunity to improve their professional standards and make every effort to complete their ongoing CPD requirements;
- (c) encourage others to attain their professional qualification; and
- (d) when requested, supply education providers with details of Assistants' training needs to enable providers to meet core training standards.

2.4 CPD Requirements

The Accredited Register is an official list, maintained by the PGA Member Education Department, of all current PGA Members who have met and continue to meet The PGA's CPD Standards on an annual basis.

2.4.1 For Members to first join the register they must submit a CPD record for the current CPD year that meets The PGA CPD Standards.

2.4.2 Once a Member has joined the register, they will remain on it throughout their time in membership unless they:

- (a) Request to be removed from the register.
- (b) Do not submit, by the set annual deadline, their CPD records for the CPD year.
- (c) Are found not to be meeting the PGA CPD Standards.

2.5 Member CPD Statuses

The PGA uses the term 'Accredited' to differentiate between Members who are on the Accredited register from those Members who are not on the register.

2.5.1 Accredited status is only awarded to those Members who are on the Accredited Register.

2.5.2 To be eligible for Accredited status Members must be qualified as a Member in accordance with the provisions of Part 2, 2.2

2.6 The PGA CPD Standards

The PGA holds four CPD standards that Members on the Accredited Register must accomplish on an annual basis.

- (i) Meet or exceed a set level of various forms of professional development activity that may improve or benefit their current or future professional practice.
- (ii) Maintain a true and accurate CPD Record of their Professional Development Activity.
- (iii) Retain and maintain satisfactory evidence to support their CPD Record.
- (iv) Take part in an Audit if Requested

The requirements for each standard are detailed in The PGA CPD Policy document.

2.7 Annual Regrade

The CPD year commences annually on 1 November and ends on 31 October the following year, with an annual CPD classification regrade taking place each year on 1st November.

2.7.1 At the time of the regrade, if a Member is currently on the Accredited Register, they will maintain their 'Accredited' status if they have submitted their CPD records for the previous CPD year by the set deadline published in The PGA CPD Policy document.

2.7.2 Members will not gain or will lose Accredited status for the coming CPD year if they have:

- (a) Not submitted an initial CPD record that meets the PGA CPD Standards during the previous CPD year.
- (b) Not indicated they met the PGA CPD Standards for the previous CPD year by submitting a CPD record by the set published deadline.
- (c) Been suspended from the Accredited Register by either failing to comply with the audit process or did not demonstrate sufficient evidence of compliance with The PGA CPD Standards during an audit.

2.7.3 Once the regrade has taken place, Members will retain their status for the whole of the upcoming CPD year. If a Member without Accredited' status subsequently wishes to obtain 'Accredited' status, they can do so during the current CPD year by submitting a CPD record which indicates they have met The PGA CPD Standards, however, this does not apply to those Members who are serving a suspension from the register.

2.8 Returning to the Register

If a Member is removed or removes themselves from the Accredited Register, they can re-join the register the following CPD year by submitting a CPD record, that meets the PGA CPD Standards, of the professional development activity they have undertaken during that current CPD year.

2.9 Misconduct or Abuse of System

When engaging with the CPD requirements, Members are expected to abide by the principles set out in Part 5 of the PGA Regulations. Members found in breach of the code of ethics may face disciplinary action.

2.10 Exemptions

Notwithstanding the requirements set out in sub-paragraphs 2.4.1 to 2.9:

(a) On being elected to membership, Members will not be automatically awarded 'Accredited' status. Once they have submitted a CPD record for the current CPD year that meets The PGA CPD standards from the date of their election to membership, they will gain 'Accredited' status. Thereafter, 'Accredited' status is maintained in accordance with 2.7.

(b) A Member with Accredited status may lose their Accredited status during the current CPD year if, after an audit, they are found not to have satisfied all CPD standards.

(c) When a Member reaches the age of 55, if they are on the Accredited Register, they will remain on it for the remainder of their time as a Member. A member aged 55+ without 'Accredited' status can subsequently upgrade to 'Accredited' status and remain on the Accredited Register for the remainder of their time as a Member by submitting a CPD record for the current CPD year which indicates they have met The PGA CPD Standards.

(d) When a Member has been awarded PGA Master Status or previously awarded PGA Advanced Fellow status, they will remain on the Accredited Register for the remainder of their time as a Member.

(e) Those Members who achieved or maintained AA Status at the 1 October 2019 CPD classification regrade have been automatically added to the Accredited register for the 2020-21 CPD year only. From 1 November 2020, they must meet the requirements set out in sub-paragraphs 2.4.1 to 2.7.3 to remain on the register.

(d) Members who were added to the register by virtue of the number of CPD points they had previously amassed under the previous system are exempt from the auditing process until after 1st November 2021. No further auditing exemptions will be offered after this point in time. All Accredited Members are still expected to maintain annual CPD records from 1st October 2019 in case they are selected to take part in future audits.

(e) If a Member is removed from the Accredited Register after an audit, they will be ineligible to re-join for two calendar years from the date of removal.

Once two calendar years from the date of removal has elapsed, Members wishing to be reinstated on the register must submit CPD records of the professional development activity they have undertaken during the past two CPD years and notify the PGA Member Education Department in writing of their wish to be reinstatement.

3. PGA Excel (Formally known as Accreditation of Professional Achievement and Learning – APAL)

The PGA Excel process is a vehicle by which the Association can bestow upon individual Members an enhanced membership designation in recognition of their achievement and/or contribution to the profession or the game of golf.

3.1 Designations

Enhanced designations are specific to the category of membership namely;

(a) PGA Professional

(b) PGA Coach

(c) PGA Manager

The designations are common to all categories of membership namely;

(a) Advanced

(b) Fellow

(c) Advanced Fellow

(d) Master

3.2 Assessment Process

The assessment process is fully articulated on the PGA website and may be adapted from time to time. In essence however, in order to be considered for an enhanced membership designation, a Member must submit a digital application to the Membership Department. This application will convey their justification for an enhanced membership grade based on their achievement and/or contribution to the profession or the game of golf. This application will be graded by professional markers utilising standardised assessment criteria. The grades of these markers will then be moderated to ensure consistency.

. A PGA Excel guidance document is available to Members on The PGA website, which

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identifies the benchmarks against which the Members' application will be assessed.

3.3 Master Status

Those applications that the markers deem to be suitable for Master recognition will be submitted to the Master Council for ratification. The Master Council shall;

- (a) be made up of esteemed Members drawn from the three categories of PGA Membership.
- (b) be chaired by a member of the PGA Board of Directors
- (c) will include no more than two Members of PGA senior staff.
- (d) comprise of a maximum of six Members, and a minimum of four Members and will not conduct its business should there not be a quorum of 3 present.
- (e) meet quarterly to coincide with the Board Meetings.

Each member of the Master Council shall serve for a term of four years and may be eligible for re-appointment for a second term only (and not for any subsequent terms) if considered appropriate by the Executive Committee.

3.4 Final Approval

The professional markers and the Master Council will make recommendations to the Board and the Executive Committee who will be the final arbiters of the awarded designations.

3.4 Appeals

The Association shall endeavour to apply consistent objective criteria for the award of such enhanced membership grades, however, any such award shall be made by the Association at its sole discretion on the basis of evidence provided to it by the applicant. The applicant will have one opportunity to appeal their grading should they feel aggrieved.