



THE CHARTERED INSTITUTE
OF LOSS ADJUSTERS

Continuing Professional Development Guidance Document

September 2026

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1. Introduction

One of the principal objectives of the CILA is “to maintain high standards of professional practice and conduct by all members”.

Today the role of a loss adjuster is complex, demanding a high level of technical, legal and regulatory knowledge, as well as competence across a wide variety of business and management skills. As professionals you are expected to maintain this knowledge and competence throughout your working life. Achievement of CILA professional qualifications is an excellent starting point, however, to cope with the demands and changes in the industry all members will need to undertake Continuing Professional Development (CPD) to maintain their knowledge and competence.

This Guide will take you through the process explaining each of the steps. We have developed an Online CPD Record in your MyCILA account, to make the process of recording your CPD easy.

2. What is CPD?

There are many definitions of CPD but one which incorporates our stance is:

“The systematic maintenance, improvement and broadening of knowledge, understanding and skills and the development of the personal qualities necessary to undertake your duties throughout your working life”.

In short it is a process which enables you to continually keep up-to-date and develop your knowledge and skills. It is about taking personal responsibility for your own development. Without undertaking CPD members will soon see their knowledge and skill level reduce and become out-of-date.

CPD will:

- Maintain your level of competence
- Build credibility with customers and Clients
- Develop your knowledge to be enable the handling of more complex cases or to move into a new area of business
- Record your achievements and development
- Achieve your career goals and maximise your potential by structuring your professional development
- By constantly updating your skills you will be able to cope positively with change
- Increase your productivity and efficiency by strengthening your knowledge and closing skills gaps

3. What are the requirements?

All members holding Certificate or higher CILA qualifications must complete a minimum of 35 hours of CPD learning every 12 months of which 21 hours must be structured learning activity.

There are two forms of CPD activity structured and unstructured.

Structured learning is any form of learning with a specific learning outcomes or objectives. Examples of structured learning are attending training workshops, e-learning, webinars, technical authorship, studying for an exam, technical conferences.

Unstructured learning is any self-managed learning that is relevant or related to your professional role such as reading trade publications/ bulletins etc., attending focus groups or committee meetings, mentoring activity etc.



The minimum time spent on any one CPD activity is 30 minutes though this may be made up of shorter time interval which when combined equals 30 minutes.

All members must complete CPD apart from the following categories who can apply for exemption:

- Ordinary/Student members
- Retired members
- Members on parental, maternity or adoption leave
- Members on carers leave
- Members absent from work due to long term illness

4. How do I record my CPD Activity?

We would prefer you to use the MyCILA CPD log in your account. However, we recognise that other professional bodies and Companies have their own CPD records therefore these will be acceptable as long as they clearly show all the required information:

- Learning Outcomes / objectives
- Activities
- Start Date - End Date
- Number of hours spent
- Structured / Unstructured
- Review statements

As you may be called upon to demonstrate compliance, we recommend that you safeguard attendance certificates evaluation forms etc. We do NOT need you to retain a full set of handouts, copy of the reading material etc.

Remember, as a member you must comply with the Ethics and Core Principles and all submissions must be accurate and a true record. The Institute may call for evidence of attendance and completion, so you are advised to maintain evidence.

5. CPD Audit

Each CPD period the CILA will carry out an audit of a random selection of CPD records, approximately 10% of the membership. You will receive a notification if your records have been selected and given three weeks to update your CPD records.

If you are using the Online system, then the audit will take place electronically at the designated time. If you select to use a different CPD Record, then on receipt of the notification you must advise the Institute Office that you will be sending in copies of your alternative CPD record.

CPD is seen as a fundamental part of any loss adjusters' role Non-compliance with the CPD scheme may affect your right to use designatory letters. In addition, the results of any disciplinary action may be published and /or your employers advised.



Appeal

Should you fail your CPD audit you may Appeal to the Council of the Institute, in writing, within 14 working days of receiving your CPD Audit feedback.

Your appeal should state the basis upon which you are appealing. This could, for example, be that you have been unable to comply with the CPD requirement due to extenuating circumstances. The appeal will be considered by the Membership Committee. Following the Appeal, the Council's decision will be final.

FAQs

I already keep CPD Record for my Company / other professional body do I need to complete the CILA online system as well?

No, as long as the information on your current records covers the CILA requirements and meets the CPD requirements. You will need to scan an electronic copy to the CILA Office as a copy will need to be kept on your records to prove compliance with the CPD Policy.

I am a qualified member of CILA which took a number of years to complete the necessary studies etc. who should I keep CPD records?

The World and the insurance industry are continually changing from new legislation, regulation, technical and product advances. What you learnt in your formal qualifications is constantly changing and being updated. Therefore, as a professional it is important to keep your skill set current, so you are fit for practice. CPD proves your continuing high professional standards and provides confidence to your clients and customers as well as your employers.

I work part-time will this reduce the number of hours of CPD activity?

No, the 35 hours are a minimum requirement. CPD is concerned about maintaining professional standards and competence and therefore all members are required to achieve this minimum level of CPD activity.

I have achieved over 90 hours of CPD activity. Can I carry the excess hours over?

No, the 35 hours is a minimum requirement, and the learning activities have to be current and up to date.

I am going on paternity / maternity/ sick (etc) leave. How does this affect the CPD requirement?

Please advise the Institute of any long-term leave so we can update your records. During this period, you will be exempt from CPD activity, however, on your return to work you will need to recommence CPD activity. It may be as part of your Return to Work that a training plan is put in place which will count towards your CPD activity.

I need help understanding CPD further or am struggling to log my record.

Please contact the CILA Team at info@cila.co.uk for any further assistance in your CPD journey.