

## Introduction to CPD

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## What is CPD?

Continuous Professional Development (CPD) is a practice which facilitates your personal learning and growth. The process involves a combination of planning learning activities, recording your progress and reflecting on those experiences in a way that accelerates your professional development.

The GSA-UK has developed its own CPD scheme specifically for outsourcing professionals – our user-friendly online tool will enable you to continually hone your skills and knowledge in a clear, structured manner.

What's more, we will give you something to show for it. Our CPD Overview constantly documents your progress and allows you to capture every one of your learning activities. Taking a planned and methodical approach to your development will help you improve your performance at work and further your career prospects.

The GSA-UK CPD is available to all employees of companies that are corporate GSA-UK members and all workers with individual GSA-UK memberships.

## The Benefits of Keeping a CPD Record

### How CPD benefits you

- Gain greater knowledge of your industry
- Focus on the skills that will help you reach your full potential at work
- Develop your professional capabilities and increase your earning potential
- Show your employers exactly how you've developed your professional abilities
- Take a detailed account of your CPD progress into appraisals with your employer

### How CPD benefits your employers

- Achieve a higher level of workplace performance
- Provide your employees with added motivation and focus
- Encourage commitment to professional development from both you and your staff
- Demonstrate your dedication to your staff to both existing and potential clients
- Unlock any talent and potential that is lying dormant in your organisation

### How we help you

We will provide you with a personalised CPD account, which will allow you to:

- Document every professional development activity that you undertake
- Keep track of the hours you dedicate to CPD, to ensure you're meeting your requirements
- Make the most of your activities with your Reflective Learning Diary
- Produce CPD reports and share them with your employers

## CPD Activities

The GSA-UK CPD framework recognises that learning can happen both formally and informally. We have set a minimum target of 25 hours CPD per annum, of which 15 hours need to be formal development and then 10 hours informal.

## Formal CPD learning

Formal CPD is structured learning with clear objectives and outcomes. The GSA-UK classifies the following activities as formal learning:

1. Attendance at seminars/briefings  
Investing time attending knowledge-based events to learn from others is an important CPD activity. We count joining roundtables within this too.
2. Industry contribution  
This covers a wide range of activities but will include taking part in GSA-UK Steering Committees, the development of Standards, Government committees, research projects, judging Awards etc.
3. Presenting to others – external to company  
It is often said that an effective way to learn is to teach others. Presenting at events is an effective way of engaging with others in an active way.
4. Undertaking formal training  
Formal training activities will define a clear set of learning objectives.
5. Completing recognised qualifications  
Obtaining relevant qualifications offers a very clear route to CPD.

## Informal CPD learning

Informal CPD is self-managed learning that relates to your professional role. The GSA-UK classifies the following activities as informal learning:

1. Attendance at networking events  
Investing time in attending events and engaging with others is an important CPD activity. Networking events include: networking lunches, drinks receptions and industry award ceremonies.
2. Presenting to others – internal to company  
It is often said that an effective way to learn is to teach others.
3. Mentoring  
Coaching, mentoring, peer review, and project research work all constitute informal learning.
4. Reflecting on experiences  
This is a highly effective learning approach, and is likely to be undertaken alongside the other activities listed above. However, some of the most effective reflective learning is that which uses day to day work based experiences. We will provide you with an effective Reflective Learning Diary for you to maintain.

Reading, watching, listening to relevant material: journal, books, articles, videos, podcast etc.

The learning from this activity is difficult to measure – reading a book is not the same as learning from it. Hence the GSA-UK gives no CPD credits for reading.

## **FAQs**

### **What are CPD hours?**

Your CPD hours indicate the amount of time that you have committed to learning activities. Refer back to the 'CPD Activities' section to see what activities count towards your CPD learning. All valid CPD learning contributes to your CPD hours.

### **When does the CPD year begin and end?**

The GSA-UK CPD year is the same as one calendar year (i.e. 1<sup>st</sup> January – 31<sup>st</sup> December). When a new year commences, your targets and progress tracking will be reset. However, your activities and learning from past years will all remain on an archive which you can easily access.

### **How should I classify the hours I spend at GSA-UK training and qualifications?**

If you're attending GSA-UK training workshops (whether open or delivered in-house), these hours qualify as 'Undertaking Formal Training'.

If you then decide to embark on gaining a qualification, the hours you dedicate to writing the necessary paper(s) qualify as 'Completing Recognised Qualifications'.

### **What specific hours count when I attend events?**

When completing your formal CPD through attending seminars/briefings, only the hours spent listening to presentations, attending breakout sessions, participating in roundtables and other similar activities should be counted. You cannot include breaks – however, those hours can potentially fall under 'Attendance at networking events', which qualifies as informal CPD learning.

### **Can non-GSA-UK activities be logged as part of my CPD?**

Yes! Provided that the activities you have undertaken qualify as either formal or informal CPD learning, you can include them regardless of whether they were conducted through the GSA-UK. Refer back to the 'CPD Activities' section to see what activities count towards your CPD learning.

### **If I move to a new company that is an existing GSA-UK member, can I transfer my CPD account?**

Yes, if you move to work with a different company you will still qualify for a CPD account, provided that company is an GSA-UK corporate member.

Get in touch with us and we'll transfer all of your CPD information over to your new account – our contact details can be found at the end of this document. If you're an individual member of the GSA-UK then moving companies will have no impact on your personal CPD account.

### **If I move to a new company that is not an GSA-UK member, what happens to my CPD account?**

If you had access to GSA-UK CPD through your company's corporate GSA-UK membership and you move to work for a different company, they must also have GSA-UK corporate membership in order for you maintain access to your CPD account.

If this is not the case, we can set you up with an individual GSA-UK membership. Once that is active, we can move all of your CPD information over to your new account.

### **What questions should I focus on when practising reflective learning?**

Reflective learning is an important exercise, whether your reflections are spontaneous or occur after formal learning events. We highly encourage you to incorporate the reflective cycle of 'What? – So what? – Now what?' into your learning. This should help you to identify your learning needs, objectives and outcomes.

### **How do I get value from my CPD?**

CPD provides its own value – the main incentive of practising CPD is to hone your knowledge and skills, which in turn improves your job performance and increases your earning potential. The more you use CPD, the more you will gain from it. Involving your employers with your professional development and bringing CPD reports to appraisals will also add further value to your CPD.