



BC Housing can request training records at any time to audit CPD participation.

## Training records

Training records provide evidence of CPD participation.

BC Housing can request training records at any time to audit CPD participation and only verifiable training is acceptable for CPD points. Licensees must keep training records for three years from the date of completion.

Training records are prepared by the training provider and include the following:

- The name of the student
- A description of the training
- When the training took place
- The organization delivering the training
- The learning method
- The number of hours
- Confirmation that the participant attended

In the case of formal training, the documentation would also include a certificate (or something similar) that shows the participant passed a graded exam or assignment.



*If you have trouble getting the required documentation, contact our Licensing & Consumer Services branch — ideally before training begins — to determine what would be acceptable evidence.*

## CPD audits

Audits can be conducted at any time during your licence period. We may request verification of specific training records when reviewing your renewal application or when reviewing CPD submissions that have not been pre-approved by our office.

We also perform random CPD audits every year. If you're selected for a random CPD Audit, you will receive a Notice of Audit letter in the mail. To comply with the audit, you will need to provide training records within 30 days to [cpdaudit@bchousing.org](mailto:cpdaudit@bchousing.org). These records will be used to verify attendance for the particular licence term that is being audited.

## Questions

### Where do I get the training documentation?

Your training provider will supply the necessary documentation. Before you take training, check with the training provider to ensure that they will provide the training record. If we cannot verify attendance, the training will not count towards CPD points.

### What format should I use to keep the records?

We recommend you ask for electronic versions or scan hard copies of your training records. That way, if we ask to see the documents, it's easy to supply us with the records.

### How many licences will be selected for audit each year?

Up to three per cent of licences that record CPD will be audited annually.

### How are licences chosen for audit?

The software program used to generate audit selections randomly draws licence numbers. This means that all licensees have an equal chance of being selected for an audit.

### What could happen if I don't respond to an audit or fail to provide adequate information?

Only verifiable CPD is acceptable for CPD points. Failing to respond or to provide adequate information may result in the recorded training being retroactively rejected, leaving you with a shortfall of CPD points. CPD is a condition of licensing. Breaching that condition could lead to your renewal being denied, your licence being suspended or a monetary penalty.

### What should I do if I've lost my training records?

It is up to you to contact the training provider to obtain a new copy to forward to us. BC Housing is not responsible for obtaining training records.

### How will I know if I've sent in satisfactory documentation?

Please allow 30 - 60 days for our office to review and verify the training records. We will contact you if we have any questions or concerns prior to completing the audit.

### How will I know the final outcome of the audit?

You will receive a letter in the mail from BC Housing. A digital copy of the letter will also be emailed to the primary contact on the licence file, informing you of the outcome of the audit.



Make sure nominees provide their CPD records to their company as proof of each completed CPD activity. If the nominee leaves the company, this ensures the company/licensee will still have the necessary records.