

Terms and Conditions

Contact Details

Please ensure we are kept informed of any changes of address and contact details in order that we can keep your membership up to date.

Achievement of Points

A minimum of 30 CPD points must be achieved within each 3 year membership term.

Points advisory

It is advised Members should have gained at least 15 points before the end of year 2 within the 3 year membership. If the member has not achieved 15 points before the end of year 2, an advisory letter will be sent to the member requesting an update on outstanding points.

Failure to Achieve Points

Members who fail to achieve the required 30 points by the end of the 3 year membership will initially be suspended for 45 days. If the required points have still not been achieved after 45 days, the membership will be cancelled. Once cancelled for this reason, a member cannot re-join the scheme for a minimum of 12 months from the date of cancellation.

A 'Mitigating Circumstances Form' can be submitted by any member who has been impacted by circumstances beyond their control which may have adversely affected their achievement of CPD points, for example medical matters or actions of an employer. This form is available on the NROSO website.

Reinstatement of Current Membership from Suspended Status

If a member achieves 30 CPD points whilst suspended the membership will be reinstated to current status and a membership card issued, provided the membership fee has been paid. The outstanding points required to make up the shortfall must be backdated within the previous 3 year membership term. A maximum of 10 points can be carried over into the next 3 year membership term.

Payment of Fees

If a member fails to make payment within 45 days of their renewal date they will be cancelled from the scheme. If this occurs at the end of a 3 year term of membership, as long as a minimum of 30 points has been achieved, they will be eligible to re-join without an enforced waiting period subject to payment of any relevant joining fee.

Refunds

Requests for refunds must be submitted within 30 days of payment date. NO refunds will be issued after the 30 day period. All refunds will be issued at our discretion.

Inactivated Memberships

It is the member's responsibility to ensure that we hold correct contact details. Members will be made inactive if we do not hold correct address details and are unable to contact them. We will make best efforts to contact the member or employer (by letter, e-mail and/or telephone) to obtain the correct details before making them inactive.

If a member has been made inactive and then wishes to re-join the scheme they should contact the NRoSO Support Team to discuss whether they are eligible to re-join.

Illness

Members who are ill for an extended period of time may be granted an extension of up to 12 months to their current 3 year membership term, in order to achieve the required 30 points. Written evidence of the illness must be provided, usually in the form of a doctor's note, before a decision can be made by the NRoSO Support Team.

Employer

If your employer is responsible for paying for your membership, please make sure we have up to date details in order to keep your membership current.