



RCN ACCREDITATION
GUIDANCE BOOKLET
September 2011

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The RCN AU reserves the right to make changes to information printed in this document

CONTENTS:

3	Accreditation Unit principles
4	Continuing professional development PREP (CPD requirements for nurses)
4	The Accreditation process
6	RCN Reviewers
7	RCN Principles of Nursing Practice
8	Assessment (providing evidence of)
9	General Information including study hours and certificates
10	Use of the RCN Trademarks – and Marketing information
10	Promotion, marketing and advertising - industry codes of practice
12	RCN Standards for Accreditation
14	Terms and Conditions

This guidance document contains information about the accreditation process, the Accreditation standards and terms and conditions.

RCN Accreditation

The RCN accredits learning for a broad range of organisations who want to ensure that their initiatives are up to date, of the highest quality, effective in educating nurses and the wider health care family, and to promote best practice.

The accreditation process involves peer review by expert professional representatives drawn from the clinical, management and educational fields of practice.

Equality statement

The RCN AU is committed to implementing equality of opportunity, eliminating unlawful discrimination and promoting good relations between different groups in all aspects of its day-to-day operation and strategic development. The AU will therefore fully comply with the legal obligations contained in the Equality Act 2010 and the RCN's existing equality, diversity and human rights framework.

Accreditation Unit principles

The principles used to determine whether applications proceed through the accreditation process include the following:

1. The application does not conflict with the RCN mission, policy and strategy; professional and ethical positions, nor does it compromise any issues which could be commercially sensitive
2. Applications for accreditation are directly or indirectly relevant to nursing practice and other health care groups working in health and social care and practising within the UK legislative framework.
3. The AU has access to professionally relevant and experienced independent reviewers who are able to judge applications.
4. There is a consensus among the professional reviewers that the application meets the accreditation standards.
5. The AU's service is not compromised because of the resource intensiveness of the topic requiring accreditation
6. The applicant has incorporated policies, professional standards and evidence relevant to the topic, and meets the accreditation criteria
7. Any patient safety and other risks associated with the learning have been identified and mitigated

Applicability of Accreditation

- RCN accreditation only applies to an event, course or resource and not to any individual who participates in it.
- RCN accreditation is not transferable: Where an organisation is awarded RCN accreditation and then franchises this out, the franchisee cannot state that this training is accredited. The franchisee must themselves apply for RCN accreditation

The following areas are not being considered at present for accreditation:

- Manual handling
- Control and restraint
- The use of dermal fillers and medical aesthetics
- Applications for dissemination within the UK that do not comply with recognised UK practice and/or language style.

Continuing professional development PREP (CPD requirements for nurses)

The Nursing and Midwifery Council's (NMC) post-registration education and practice (PREP) requires that when nurses re-register they must have undertaken at least five days (35 hours) of learning in the previous three years. This learning can be completed in a variety of ways as long as it maintains and develops their professional competence.

Practice standard

Nurses must also complete a minimum of 450 hours of practice during the three years prior to renewal of registration. For more information about this please read the [PREP Handbook \[PDF\]](#)

Details of professional development, with suitable reflective narrative, can be included in practitioners' portfolios to provide evidence of learning. There are a number of frameworks available that meet this requirement. Probably the one most widely used is by Johns* (2006) which has been adapted for many courses.

The RCN provide a 'framework for reflection form' with accreditation certificates.

*Johns C. (2006) *Engaging reflection in practice, A narrative approach*. Oxford: Blackwell Publishing Ltd

Application Category

- 1) Fast-track - for conferences, study days, meetings and short events
- 2) Short courses and modules etc
- 3) Resources and e-learning – (including learning packs, USB sticks, DVDs e-learning packages etc).

We are unable to accredit websites, but the learning hosted on a site can be considered, provided it complies with content accessibility guidelines – see page 6 - e-learning and information about the web - W3C Content accessibility guidelines

The Accreditation process

1. A completed application form should be submitted with any supporting materials at least four weeks before an event and eight weeks before a course/module is due to take place. Applications for resources and e-learning should be submitted at draft stage wherever possible.
2. An email receipt is sent when an application is received by the AU, this is followed by a formal email acknowledgment containing an event reference number and details of the accreditation fee. If you have not had a response from the AU within five working days after you have sent your application please contact us.
3. An invoice for the accreditation fee will be sent to you from the RCN Finance Department.
4. Applications are reviewed against the accreditation standards and feedback will be provided if the reviewers require any additional information or clarification. Revisions may be required to the content in order to meet the accreditation standards. If for any reason the application cannot be progressed to accreditation you will be notified at the earliest opportunity.
5. The accreditation process normally takes up to four weeks for an event, eight weeks for a course and up to three months for complex courses and resources to be processed. This may vary according to the resubmission of

additional information required by applicants.

6. Once the accreditation process is complete a letter will be sent confirming accreditation. Both copies of the letter should be signed and one copy returned to the AU. This letter contains information about the statements that can be used and terms and conditions of accreditation. The letter will also invite you to contact the AU in order to have the event, course or resource listed on the RCN website
7. Certificates are issued if they were requested on the application form.
8. Evaluation forms and a framework for reflection form should be provided to delegates, they are available from the RCN AU website. Evaluation informs organisers of the relevance and experience of the learning. The RCN AU reserves the right to see the evaluation forms and requires a summary of evaluations from previous periods prior to offering renewal of accreditation.
9. Accreditation is valid for one occurrence for conferences and one- off events. Repeated events and courses are accredited for one year and may then be renewed for year two and year three of the accreditation cycle when a renewal fee is payable. Resources and e-learning are accredited for a three year period. The accreditation cycle expires after three years and a new application will be required for accreditation.
10. If applicants wish to purchase the RCN 'hands' logo, a licence agreement will be sent for its use. The logo will be released once the licence has been signed and returned. Information on use of the RCN trademarks is on page 7.
11. Applicants' will be informed as soon as possible if applications are unable to be progressed to full accreditation when all reference to RCN accreditation must be removed.
12. The RCN AU asks all applicants to provide feedback on the accreditation service. All feedback is collated and used to improve our customer services and to inform the accreditation process

Independent review of events

The RCN AU reserves the right to send a representative to attend and evaluate any initiative that has received accreditation or that is run in association with a resource that has received accreditation. If this is the case the AU will arrange this with applicants prior to the event.

Renewal of accreditation

The accreditation cycle runs for a maximum of three years. If required accreditation for events and courses can be renewed for the second and third years of the accreditation cycle when the following information is required:

- **Events** - a summary of evaluations for the previous period and information including any update in content
- **Courses** - a brief report containing a summary of evaluations *(please see box below) from the past year and information about how any concerns have been addressed. This should include any update in content such as government policy and an overview of any changes made to ensure that the content is current and represents contemporary practice.
- **Resources and e-learning** – accreditation is valid for three years and renewal is not applicable. However the AU should be informed of any changes to the resource.

*Summary of Evaluation submitted to the AU

When submitting a summary of your evaluations to the AU please include the following information:

1. **RCN event reference number**
2. **Name of organisation**
3. **Title of event/course**
4. **Date(s) held**
5. **Delegate numbers**
6. **Number of RCN certificates issued (please attach list of names matched with certificate numbers)**
7. **Number of completed evaluations received**
8. **Summary of evaluations (to include questions asked, numbers of responses in each category etc)**
9. **Summary of themes within additional comments**
10. **Action plan based on summary of evaluation.**

RCN Reviewers

RCN Reviewers are comprised of a pool of professional nurse expert clinicians, managers and educators. They will have the relevant expertise and experience in education and the topics submitted for accreditation. Their key role is to review the content of applications against the RCN accreditation standards and to provide feedback to applicants to enable accreditation to be achieved.

All reviewers are required to

- Disclose to the RCN AU any potential conflict of interest between themselves and the applicant, or if their relationship with the applicant might compromise their objectivity
- Ensure that all materials remain the copyright of the original provider.
- Treat the material received from applicants and their own feedback as confidential.
- If necessary be prepared to discuss any concerns and potential ways forward with the applicant.
- Work within the timeframe for reviewing applications
- Contact/discuss with the AU staff any major concerns prior to completing the reviewer feedback form.

Explanatory notes - application form

There are notes and examples to guide you on the application forms. Some additional information is provided below:

The evidence-base

Where appropriate applications for accreditation should contain the underpinning research or evidence of best-practice to support the application. The evidence-base should focus clearly on the topic and include robust, relevant and contemporary research. It is accepted that not all activities are underpinned with published research, and thus other types of legitimate evidence can be submitted to determine the rigour and relevance of the content of the application.

In order to illustrate this, please provide at least three key references, or sources of evidence to demonstrate the evidence-base. The criteria to consider when choosing key references are:

- Title and dates of when the research was undertaken
- The scope and purpose of the research/evidence
- The rigour –the method used in the research and its validity, reliability or the provenance of the evidence
- The conclusions it reached
- Its applicability to the event, course or resource
- Any possible conflict of interest from the applicant linked to any underpinning research

RCN Principles of Nursing Practice

The Principles of Nursing Practice describe what everyone can expect from nursing; and represent the RCN's dedication to excellence in nursing care. The Principles make clear exactly what quality nursing care looks like, provide a framework for supporting the evaluation of care, and support quality improvement. The RCN is committed to driving forward quality improvements – these Principles are an invaluable contribution to that task. Where relevant the AU's reviewers' will be looking to see how your application supports the RCNs commitment to these principles and you may find it useful to demonstrate how your training supports learning around the Principles of Nursing Practice

<http://www.rcn.org.uk/development/practice/principles>

Applications indirectly relevant to nursing practice

If your application is indirectly relevant to nursing such as complementary/holistic therapies, counselling or hypnotherapy, you are asked to describe how your learning would benefit nurses and other health care professionals.

Accreditation by other professional bodies

You are also asked to identify whether or not the learning is accredited by other Professional Bodies (e.g. UKCP, BACP). Please state whether students who complete any event, course or resource will be able to register with those bodies. Information should also be provided to potential students about the value and use of the qualifications they may gain for participating.

Assessment

The learning programme may include **formative** or **summative** assessment.

- **Formative assessment** is the process by which participants receive structured and focussed feedback on their work as a developmental opportunity, but does not contribute to the final outcome (e.g. pass/fail).
- **Summative assessment** is the process by which a participant's work is assessed, and the outcome of that assessment informs a mark or pass/fail award.

If assessment is used describe the assessment processes, using the bullet points below as a guide. Please note that we require this information for the purposes of accreditation **in the format in which it is given to the participants, as we are evaluating the quality of your materials from a user perspective.**

Please state:

- The type of assessment for example case study, MCQ or skills based practical
- At what stage the assessment(s) occur and the arrangements for the participants to receive feedback on the outcomes
- Please include details of the guidance to be given to the participants which should include:
 - The question and the guidelines
 - Behavioural elements which must be observed such as competences for use of equipment
 - The knowledge that underpins the question
 - The weighting of each part of the question if there is more than one part/element
 - The maximum word count for a written assessment
 - Examples of previous assessments; for example, this might be a question, portfolio guidance or an outline of the requirements for a skills-based assessment. This helps the candidate to prepare for the assessment task.
 - Pass/fail criteria – to include statement that any unsafe practice in a practical assessment will be deemed an automatic fail;
 - Clear information, including contact details, of where the candidate may seek learning support
 - Details of resubmission of work in the event of unsuccessful first attempt
 - Details of Appeals Procedures if these are in place
 - Any other information specific to the assessment

E- learning and information about the web (for resources and e-learning applications)- W3C Content accessibility guidelines

All web related materials including CD ROMs submitted for accreditation should at minimum comply with W3C WCAG 1.0 Level A. However, the RCN are now working towards BS8878 and WCAG 2.0 Level AA and we would encourage all providers to adopt this route as in the near future we may only accept web based materials that adhere to the BS8878 standard and the WCAG 2.0 guidelines. This also applies even if it is just part of the application i.e. workbook, assessment etc.

The RCN AU cannot enter into any discussions about these criteria and it is the responsibility of the organisations submitting materials for accreditation to ensure that

these are met. Any instances of non-compliance with WCAG 1.0 AA or either BS8878 or WCAG 2 should be clearly stated in all submissions to the RCN AU

General Information

Accreditation Fees – please refer to the current fee sheet.

- Once work has commenced on an application the accreditation fee becomes payable. If applicants decide not to proceed with an application once work has commenced, an assessment fee is payable to cover the review process
- Invoices are issued by the RCN Finance Department once applications have been acknowledged by the AU
- An additional fee is required for use of the RCN 'Hands' logo.
- If the AU is unable to progress your application due to any conflict with RCN policy, professional or ethical positions any fees paid will normally be refunded.
- Late applications are subject to a 50% surcharge.

Certificates

If certificates have been requested on the application form these will be sent once accreditation is confirmed. In respect of resources - certificates can be offered where there is an assessment.

- Certificates contain a unique reference number for applicants to issue to participants
- A record should be kept of certificates issued for a minimum of one year and be made available to the RCN AU on request for audit purposes.
- It is not necessary to submit this information to the RCN AU unless it is requested.
- Unused or spoiled certificates should be returned to the RCN AU as soon as possible.

Certificate template - an electronic certificate template can be purchased for a large event such as a conference. A licence is issued for its use and once this has been signed and returned the template will be released to you.

Study hours

Once full accreditation is granted for events and courses participants are entitled to a certificate of attendance showing the number of study hours that they have completed. Study hours are estimated on the basis of 6 hours per day (3 hours per half-day). Resources that are used in a structured way and in sequence with assessment may also be eligible for study hours.

Credit Accumulation and Transfer Scheme Points (CATS) and AP(E)L

The RCN AU offers professional accreditation. CATS points are for academically validated courses and degrees provided by Universities. If delegates include a reflection on their learning within a portfolio of evidence, this can be submitted to a University/College in order to make a CATS claim via AP(E)L (Accreditation of Prior Experiential Learning).

Use of the RCN Trademarks – and Marketing information

The initials **RCN**, the words **Royal College of Nursing** and the current **RCN ‘hands’ logo** are all registered trademarks, and may only be used with **written consent** from the AU.

Once accreditation has been granted applicants may state that their learning has ‘been accredited by the Royal College of Nursing’, the use of these RCN trademark words is included in the accreditation fee.

There is an additional fee payable for use of the RCN ‘Hands’ logo and applicants who wish to purchase this will be asked to sign a licence for its use.

The RCN trademarks can only be used on materials associated with the accredited learning, e.g. educational materials, flyers etc. The RCN trademarks are not transferable to any third party and can only be used by the organisation that has been granted accreditation for the event, course or resource. The RCN trademarks cannot be used on business cards or attendees’/users’ websites.

Proofs of all materials containing the RCN trademarks must be submitted to the AU and be signed off before publication. (Please see full terms and conditions of use of the trademark on page 15).

Promotion, marketing and advertising

Our reviewers will consider the overall purpose of the learning and may require specific information so that the boundary between education (provision of information) and marketing/advertising is clear. For example this might be the case in applications which seek to inform a selected specialist audience about the latest data in drug trials for a specific product.

- The current NMC Code of Practice states that nurses must ensure that any advice they give is evidence-based if they are suggesting healthcare products or services (NMC 2008, p4). Pharmaceutical companies are required to abide by the Association of British Pharmaceutical Industries (ABPI) Code of Practice 2011. <http://www.abpi.org.uk/our-work/library/guidelines/Pages/code-2011.aspx>
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- Device and Equipment providers have a similar body, the Association of British Healthcare Industries (ABHI) and are required to work within their Code of Practice (2009) <http://www.abhi.org.uk/multimedia/docs/home/abhi-cobp-december-2009.pdf>
- Other relevant codes of practice (e.g. AHP/HPC) must be adhered to as appropriate.

The ABPI and ABHI Codes go into detail about sponsorship and any mention of a drug must include prescribing information (PI). These educational meetings typically include a ‘scientific session’ on the drug in development and a second more generic session, perhaps about clinical management in general, or communication or service development, e.g. nurse-led clinics.

Device training

An area which can blur the marketing/education boundaries is device training (e.g. infusion devices, or airway management systems).

- The ABHI requires its members to provide training on their equipment, and indeed there is an educational need for all staff to use equipment safely and effectively.
- The RCN AU cannot endorse specific drugs or devices, but acknowledges that education in these areas is essential. The way forward with this is to be very clear about what is being accredited. In these instances commercial organisations may use a strapline which states - **'RCN Accreditation applies to the educational content of the resource and does not apply to any product'**

Post-purchase training

RCN can only accredit device training where the device is already in use; i.e. the Trust or Employer is offering training to employees on the device/medical equipment already purchased. The existence of RCN-accredited training cannot be used as a marketing device when selling the device or product.

Confidentiality

All applications and supporting information remain the copyright of the applicant and are treated confidentially by AU staff and their reviewers

Disclaimer

It should be noted that whilst the RCN AU has made every effort to ensure that each accredited initiative meets its standards and criteria, it cannot be held responsible for delivery of individual training or any problems that might ensue.

Appendix 1

RCN AU STANDARDS

These are the standards that our reviewers assess applications against:

Section A – (all applications must meet these standards)

1. The application is relevant to nursing and health/social care and fit with RCN mission, policy and strategy.
2. Applicants have considered equality, diversity, human rights and health and safety legislation including World-Wide Web consortium standards (W3C).
3. The evidence-base supporting the content of the application has been considered and the relevance to the application is clearly defined.
4. Products and services have been considered for UK-wide involvement (England, Wales, Scotland and Northern Ireland) and development where applicable
5. Applications adhere to the RCN AU Code of Practice, and abide by (inter alia) the NMC Nursing and Midwifery Council code of practice (NMC 2008) and the Association of British Pharmaceutical Industries (ABPI) code of Practice (2008). Association of British Healthcare Industries (ABHI) Code of practice and any other relevant Health and Social care codes of practice.
6. The target audience is clearly described with reference (if appropriate) to required professional and/or educational qualifications and practice experience.
7. There is a rationale/explanation for offering the initiative, which is relevant to nurses, nursing and other health care workers in order to enhance practice. (Attention should be paid to RCN specialist competences / Knowledge and Skills Framework (KSF), NICE, SIGN etc where appropriate).
8. There is a clearly stated aim, which reflects the overall purpose of the event, course or resource.
9. Any patient safety and other risks associated with the learning have been identified and mitigated
10. Key learning outcomes for the event/course/resource are explicitly articulated in behavioural terms.
11. The planning group/steering committee has relevant professional and/or educational qualifications and clinical/work experience.
12. The relevant internal and external stakeholders, including users, have been detailed in the development of the application.
13. The application includes a programme which details key dates and/or the time required to engage in resources/e-learning.
14. Structured reflection is promoted.
15. Evaluation is undertaken (if appropriate) and informs future planning and relevant stakeholders.
16. Copyright ownership and authorship are specified and intellectual property rights are acknowledged.
17. Applicants provide a copy of any certificate they plan to issue in association with the accredited initiative.

Section B (In addition all events and courses must meet these standards)

18. Applications for large/ international conferences may provide details of the selection process for papers, posters, workshops etc.
19. Additional learning outcomes are written for major topic areas/modules within events and courses (if applicable)
20. An outline of content for each session is provided.
21. Content (breadth, depth and volume) is suitable for the level of the target audience (i.e. is comprehensive with no serious omissions) and is contemporaneous and supported by a referenced evidence-base and links to national guidelines where they exist
22. The content matches the aims and learning outcomes.
23. A speaker profile is provided for each session. The presenters/contributors/ writers/facilitators are suitably qualified to contribute in their specific area.
24. Learning strategies are identified.
25. Participant guidance includes the timetable for the overall course, indicating speakers, content and any preparatory/ private study/workplace facilitation work required.

Section C (in addition resources and e-learning applications must meet these standards)

26. User guidance clearly indicates how to use/work through the resource, likely time required and details of any additional resources required to use the resource effectively.
27. User guidance clearly states whether photocopies/downloads may be made for local use e.g. teaching/with patients.
28. Content (breadth, depth and volume) is suitable for the level of the target audience (i.e. is comprehensive with no serious omissions) and is contemporaneous and supported by a referenced evidence-base
29. Resource material affords the opportunity for engagement by users.

Section D - APPLICATIONS THAT INCLUDE ASSESSMENT

30. Participant guidance on assessment clearly states the type of assessment, the date/time of the assessment, sample questions, pass/fail criteria and any opportunity to re-submit.
31. Assessors are suitably qualified and experienced to undertake that role and are supported by relevant training/education where appropriate.

Appendix 2 - Terms and conditions - RCN Accreditation

Terms and conditions – page one

Codes of Practice and UK legislation

All applications for accreditation must adhere to the RCN AU Code of Practice, and abide by (inter alia) the Nursing and Midwifery Council Code of Practice (NMC 2008) the Association of British Pharmaceutical Industries code of Practice (2008) and the Association of British Healthcare Industries (ABHI) Code of practice and any other relevant Health and Social care codes of practice..

Applications must meet current data protection legislation, equality, diversity, human rights and health and safety legislation including World-Wide Web consortium standards (W3C).

Applications must acknowledge authorship, copyright ownership and intellectual property rights.

Applicability of Accreditation

RCN accreditation applies to the training and not to any individual who participates in it.

Third Party Accreditation

RCN accreditation is not transferable: Where an organisation is awarded RCN accreditation and then franchises this out, the franchisee cannot state that this training is accredited. The franchisee must themselves apply for RCN accreditation.

Fees

- Once work has commenced on an application the accreditation fee becomes payable. If applicants decide not to proceed with an application once work has commenced, an assessment fee is payable to cover the review process.
- Invoices are issued by the RCN Finance Department once applications have been acknowledged by the AU
- An additional fee is required for use of the RCN 'Hands' logo.
- If the AU is unable to progress your application due to any conflict with RCN policy, professional or ethical positions, any fees paid will normally be refunded.
- Late applications are subject to a 50% surcharge.

Web material - W3C Content Accessibility Guidelines

- All web related materials including CD ROMs submitted for accreditation should at minimum comply with W3C WCAG 1.0 Level A. However, the RCN are now working towards BS8878 and WCAG 2.0 Level AA and we would encourage all providers to adopt this route as in the near future we may only accept web based materials that adhere to the BS8878 standard and the WCAG 2.0 guidelines. This also applies even if it is just part of the application i.e. workbook, assessment etc. Any instances of non-compliance with WCAG 1.0 AA or either BS8878 or WCAG 2 should be clearly stated in all submissions to the RCN AU

Certificates of attendance/ attendance records

A record should be kept, detailing the certificate number and name of delegate in respect of all RCN certificates issued. This information should be kept for one year and be made available to the RCN AU on request for audit purposes. Organisers should inform delegates that they are collecting this personal data and that they will share this information with the RCN, subject to the Data Protection Act 1998. Unused or spoiled certificates should be returned to the RCN AU as soon as possible.

Evaluation

The RCN AU requires that evaluation is undertaken (if appropriate). The RCN AU reserves the right to see evaluation forms and requires a summary of evaluations from previous periods prior to offering renewal of accreditation.

Evaluation of the AU Service

The RCN AU asks all applicants to evaluate the accreditation service. All feedback is collated and used to improve customer services and to inform the accreditation process

Framework for Reflection

The RCN AU requires that all participants of accredited training are provided with a framework for reflection and are encouraged to reflect on what they have learnt. This framework is included with the RCN certificate of attendance, and can also be downloaded from the RCN AU website.

Terms and conditions - page 2

RCN Audit and attendance at accredited learning

The RCN AU reserves the right to send a representative to evaluate any event or course that has received accreditation or that is run in association with an accredited resource.

Archiving of documentation

Applicants are required to keep a copy of the final agreed submission including all documentation, during the accreditation period, as this may be required for audit purposes.

Use of the RCN Logo and Trademarks ('the Statements'):

1. Once accreditation has been confirmed the following statements can be made
For an event/ course: *"Accredited by the RCN Accreditation Unit"*
For a resource e-learning: *"This resource has been accredited by the RCN Accreditation Unit as at month and year of accreditation"* (use of these statements is included in the Accreditation fee).
2. To ensure adherence to the relevant professional codes of practice around marketing/educational issues where applicable Commercial Organisations will be asked to state: *RCN Accreditation applies only to the educational content of the resource and does not apply to any product.*
3. There is an additional fee payable for use of the RCN 'Hands' logo and applicants must sign a licence for its use.

The initials 'RCN', the words, 'Royal College of Nursing', and the RCN 'hands' logo are all registered trademarks and may only be used with written consent from the AU.

Applicants are required:

- To only use the names 'Royal College of Nursing' or 'RCN' as part of the Statements
- To acknowledge that Royal College of Nursing owns and shall retain all rights in the trade marks 'Royal College of Nursing' and 'RCN', with or without the words 'Accreditation Unit'
- Not to take any action that may damage RCN's above-mentioned trade marks, or which may render RCN's trade mark registrations liable for cancellation
- Not to take any action in relation to any third party's infringement of RCN's rights in its trade marks
- To indemnify RCN in respect of any losses whatsoever that RCN suffers as a result or in connection with RCN's granting of Accreditation (including use of the Statements).
- The trademarks can only be used on materials associated with the accredited learning, e.g. educational materials, flyers etc. The RCN trademarks cannot be used on business cards or attendees'/users' websites etc.
- The RCN AU requires that applicants submit proofs of all promotional material (including electronic and digital media) for approval, which carry the RCN name and trademarks.
- Once accreditation has ceased for any reason, you agree to cease use of the Statements, and to make no other use of RCN's trademarks, including any representations that your learning resources are or were accredited by the RCN.

Limitation of accreditation

The RCN AU retains the right to withdraw accreditation at any time for one or more of the following reasons:

- Significant changes to educational content
- Significant changes to the presentation format
- Failure to disclose significant changes/additions to presenters
- Failure to disclose to us any conflict of interest on the part of the organiser, provider or speakers
- Non-adherence to the RCN Code of Practice
- Misuse of RCN certificates or any other RCN documentation
- Misuse of RCN trademarks

Terms and conditions - page 3

Complaints

The RCN AU should be informed immediately of any complaints received about accredited events, courses and resources and any action taken to address this.

RCN AU - Appeals and Complaints Procedures

Please contact the RCN AU for a copy of the Appeals and Complaints Procedures if there is any complaint relating to the services provided by the RCN AU and actions, or lack of actions, by the RCN AU and/or its staff. Please note that the complaints procedure does not cover

- Matters where other separate policies apply, e.g. equal opportunities.
- Matters relating to the delivery of RCN accredited events, workshops, courses etc.
- Disagreement about outcomes based on the professional judgement of any reviewer working on behalf of the RCN AU.