

# CPO Membership Terms & Conditions

## 1. Introduction

These Terms & Conditions govern membership of the Care Professional Organisation (CPO). By applying for and maintaining membership, you agree to comply with these Terms.

CPO exists to support the professionalisation of the care sector through clear standards, practical support and recognition of care professionals, while acknowledging the challenges within the sector.

## 2. Membership Structure

CPO membership is available across four membership tiers:

- **Core**
- **Bronze**
- **Silver**
- **Gold**

Each membership tier provides access to specific benefits and features. The benefits available to members are:

- Dependent on the membership tier selected
- Non-transferable
- Subject to availability
- Subject to change in accordance with these Terms & Conditions

CPO may introduce, amend or discontinue particular benefits, tools, partner services or features associated with any membership tier.

Details of the benefits associated with each membership tier will be communicated to members at the point of membership and/or through CPO's current membership information.

## 3. Nature of CPO Offering

CPO provides members with access to:

- Professional resources and tools
- Partner services and offers
- Recognition aligned to CPO standards
- Membership-related information, support and resources
- Other benefits applicable to the member's chosen tier

CPO does not:

- Deliver care services
- Act as a regulator
- Act as a care service provider
- Guarantee professional, financial, operational or business outcomes
- Replace the responsibilities of care providers, employers or individual professionals

Membership is intended to support, not replace, the responsibilities of care providers and care professionals.

## 4. Partner Services

Certain CPO membership benefits may be delivered by third-party partners.

Where a member accesses a service provided by a third party:

- The member may contract directly with the relevant partner
- Partner services are subject to the partner's own terms and conditions
- The partner is responsible for the delivery of its own services

CPO is not responsible for:

- The delivery of partner services
- The quality, suitability or performance of partner services
- The availability of partner services
- Any dispute arising between a member and a partner

Partner offers and services may change or be withdrawn at any time.

## 5. Pricing and Offers

Membership pricing reflects the level and positioning of each membership tier.

Prices:

- May vary between membership tiers
- May change from time to time
- Will be communicated to members before applicable changes take effect where required

Exclusive offers and discounts may be provided by CPO partners. Such offers:

- May vary

- May be subject to eligibility requirements
- Are not guaranteed
- May be withdrawn or changed by the relevant partner at any time

## 6. Tools and Access

CPO may provide members with access to digital tools, resources, documents, platforms and other materials.

Members must:

- Use CPO tools only for their own professional or organisational purposes
- Not share, distribute, reproduce or resell CPO tools without permission
- Not provide unauthorised persons with access
- Not attempt to circumvent access controls or security measures
- Use all tools in accordance with any additional terms or instructions provided by CPO

CPO may suspend or withdraw access where tools are misused or these Terms are breached.

## 7. Training

Where CPO membership includes or refers to training described as "mandatory", this refers to training or core subjects identified by CPO as relevant to safe and professional care practice.

Members remain fully responsible for:

- Meeting all applicable legal and regulatory training requirements
- Ensuring staff are appropriately trained
- Maintaining appropriate training records
- Ensuring training remains current where required

CPO training or membership does not constitute certification of regulatory compliance and does not replace any training required by law, regulation, commissioners, employers or other relevant bodies.

## 8. Workforce Benefits

Workforce-related benefits may be made available through CPO or third-party partners.

Where benefits are provided by a third party, they are:

- Subject to the partner's terms and conditions
- Subject to eligibility and availability
- Outside CPO's control

CPO does not:

- Provide financial services
- Provide financial advice
- Guarantee access to specific financial, employment or workforce benefits
- Guarantee the suitability of any third-party benefit for an individual member

## 9. Recognition

CPO recognition varies according to membership tier.

### **Core**

Core membership provides access to CPO membership and associated core resources and recognition features applicable to the Core tier.

### **Bronze**

Bronze membership may include:

- Internal recognition using CPO tools
- Benefits applicable to the Bronze membership tier

### **Silver**

Silver membership may include:

- Internal recognition
- A limited number of CPO certificates
- Benefits applicable to the Silver membership tier

### **Gold**

Gold membership may include:

- Internal recognition
- CPO certificates
- Inclusion in CPO publicity, where applicable and subject to CPO approval
- Benefits applicable to the Gold membership tier

The specific recognition and benefits available at each tier may be updated from time to time.

CPO recognition reflects alignment with CPO standards and membership requirements. It does not constitute regulatory approval, accreditation, inspection, certification or endorsement by a statutory regulator.

## 10. Badging and Use of CPO Branding

Members may be provided with CPO badges, certificates or other membership identifiers appropriate to their membership tier.

Where permitted, these may be used:

- On websites
- On professional profiles
- In communications
- In other professional or organisational materials

Members must:

- Use CPO badges and membership identifiers accurately
- Not misrepresent their membership level
- Not imply regulatory approval or statutory accreditation
- Not suggest that CPO has endorsed a service, individual or organisation beyond the scope of the membership
- Ensure use remains consistent with CPO standards and professional practice

CPO reserves the right to require removal or amendment of any inappropriate use of its branding, badges or membership identifiers.

Misuse may result in suspension or termination of membership.

## 11. Choice and Availability

Membership benefits, tools, recognition features and partner services may vary according to:

- Membership tier
- Availability
- Geographic location
- Partner eligibility
- Operational circumstances

CPO does not guarantee that every benefit will be available to every member at all times.

CPO reserves the right to:

- Change partners

- Update or replace tools
- Modify access
- Introduce new benefits
- Remove or discontinue benefits

## 12. Changes and Notice

CPO may update:

- The membership structure
- Membership benefits
- Pricing
- Partner arrangements
- Tools and resources
- These Terms & Conditions

Where reasonably possible, CPO will provide reasonable notice of material changes.

Where changes are required by law, regulation, security, operational circumstances or circumstances outside CPO's reasonable control, changes may take effect sooner where necessary.

Continued membership following notification of changes will constitute acceptance of the updated Terms, to the extent permitted by law.

## 13. Use of Membership

Membership is:

- Non-transferable
- For use only by the registered individual or organisation
- Subject to the membership tier purchased

Members must not:

- Misuse their membership
- Share membership access without authorisation
- Misrepresent their membership status or tier
- Use CPO membership in a misleading, unlawful or inappropriate manner
- Represent membership as regulatory approval, statutory accreditation or a guarantee of professional competence

## 14. Liability

Nothing in these Terms excludes or limits liability where doing so would be unlawful.

To the fullest extent permitted by law, CPO is not responsible for:

- Third-party partner services
- Decisions made by members
- Actions or omissions of members
- Services delivered by members
- Outcomes resulting from the use of CPO membership, tools or resources

Members remain responsible for their own professional conduct, decisions, services and compliance with all applicable legal and regulatory requirements.

## 15. Suspension and Termination

CPO reserves the right to suspend or terminate membership where:

- These Terms are breached
- Membership is misused
- CPO tools or resources are misused
- Membership status is misrepresented
- Conduct is deemed inappropriate, harmful, unlawful or materially inconsistent with CPO standards
- Continued membership presents a risk to CPO, its members, partners or reputation

Suspension or termination may result in:

- Removal of access to CPO tools and benefits
- Removal of recognition
- Removal of CPO badging and membership identifiers
- Removal from CPO publicity or membership listings, where applicable

Any refund following suspension or termination will be dealt with in accordance with the CPO Refund & Cancellation Policy and applicable law.

## 16. Acceptance of Terms

By registering for CPO membership, you confirm that:

- You have read and understood these Terms & Conditions
  - You agree to be bound by these Terms & Conditions
  - You will use your membership responsibly and in accordance with CPO standards
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# CPO Membership Refund & Cancellation Policy

## 1. Introduction

This Refund & Cancellation Policy applies to CPO membership subscriptions across all membership tiers, including Core, Bronze, Silver and Gold.

This policy is intended to operate in accordance with applicable UK consumer law, including the Consumer Contracts Regulations 2013 and the Consumer Rights Act 2015.

By purchasing CPO membership, you agree to the terms outlined below.

## 2. Right to Cancel — Cooling-Off Period

Where applicable under UK consumer law, consumers have the right to cancel their membership within 14 days of the contract being formed, without giving a reason.

Where a valid cancellation is made within the applicable cooling-off period, a refund will be provided in accordance with applicable law and the provisions below.

## 3. Early Access to Membership Benefits and Services

CPO membership may provide immediate access to digital tools, resources, partner services, recognition features and other membership benefits.

If you request access to membership benefits or digital services during the cooling-off period, you acknowledge that:

- You are requesting that services begin before the end of the cooling-off period
- Where permitted by law, a reasonable deduction may be made to reflect services already supplied before cancellation
- Where digital content is supplied immediately with the required consent and acknowledgement, statutory cancellation rights may be affected where permitted by law
- Where services have been fully performed with the member's express request and acknowledgement, the statutory right to cancel may no longer apply where permitted by law

## 4. How to Cancel

To exercise a right to cancel, you must inform CPO of your decision in writing.

**Email:** [enquiries@thecpo.org](mailto:enquiries@thecpo.org)

Please include:

- Full name
- Membership reference, if applicable
- Date of registration
- Membership tier
- A clear statement that you wish to cancel

Refunds will be issued to the original payment method without undue delay and, where applicable, within the period required by law.

## 5. Cancellation After the Cooling-Off Period

Once the applicable cooling-off period has expired:

- Members may cancel their membership at any time
- Unless otherwise required by law or expressly agreed by CPO, no refund will be provided for the unused portion of the current subscription period
- Membership will normally remain active until the end of the current paid subscription period

Cancellation will prevent future renewal payments where cancellation is completed before the applicable renewal date.

## 6. Nature of Membership — Digital Services

CPO membership may provide access to:

- Digital tools
- Online resources
- Partner services
- Recognition features
- Certificates or membership documentation
- Other digital membership benefits

Some of these benefits may constitute digital content or digital services under applicable consumer law.

Where digital content or services are accessed during the cooling-off period, the member's statutory cancellation and refund rights may be affected in accordance with applicable law.

## 7. Subscription, Direct Debit and Auto-Renewal

Where membership is purchased on a recurring subscription basis:

- Membership will automatically renew at the end of each billing period unless cancelled
- Payment may be taken by Direct Debit, card or another agreed payment method
- The applicable billing frequency will be confirmed at the time of purchase

## Direct Debit

Where a member sets up a Direct Debit, they authorise CPO or its payment provider to collect recurring membership payments in accordance with the agreed payment schedule.

Members will be notified of applicable changes to payment amounts, dates or frequency in accordance with applicable requirements.

## Auto-Renewal

Unless cancelled before the applicable renewal date, membership may automatically renew using the member's chosen payment method.

Members are responsible for cancelling their membership before renewal if they do not wish to continue.

## 8. Renewal and Refunds

Renewal payments are generally non-refundable once processed, unless:

- Required by law
- The payment was taken in error
- The payment was duplicated
- CPO has otherwise agreed to provide a refund

This applies to automatic renewals and recurring Direct Debit collections.

Members are responsible for monitoring their renewal dates and cancelling in advance where they do not wish to renew.

## 9. Refund Exceptions

A refund may be considered where:

- A payment was duplicated
- An incorrect amount was charged
- A payment was taken in error
- CPO fails to provide the membership service as described
- A refund is required under applicable consumer law

- Another circumstance arises where CPO determines that a refund is appropriate

All refund requests will be assessed in accordance with applicable legal obligations and the circumstances of the request.

## 10. Suspension or Termination

Where membership is suspended or terminated due to:

- Breach of the Membership Terms & Conditions
- Misuse of membership
- Misrepresentation
- Inappropriate or unlawful conduct

no refund will normally be provided, unless required by law.

## 11. Changes to This Policy

CPO reserves the right to update this Refund & Cancellation Policy to reflect:

- Changes in legal or regulatory requirements
- Operational changes
- Changes to CPO's membership structure
- Changes to membership services or payment arrangements

Where changes are significant, reasonable notice will be provided where appropriate.

## 12. Contact

For cancellation or refund enquiries:

**Email:** [enquiries@thecpo.org](mailto:enquiries@thecpo.org)

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# Membership Agreement

Before completing membership registration, members will be asked to confirm:

**I have read and understood and agree to the CPO Membership Terms & Conditions and Refund & Cancellation Policy.**

**I agree to the CPO Membership Terms & Conditions.**

**I agree to the CPO Refund & Cancellation Policy.**

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**Care Professional Organisation (formerly NACAS)**

**Care Professional Registration (CPR)**