

## **Disciplinary Panel Hearing**

### **Case of**

**Ms Dina Tasbulatova MRICS**

### **On**

Wednesday 25 September 2019

### **Paper Hearing**

### **Panel**

John Anderson (Chair)  
Patrick Bligh-Cheesman (Lay Member)  
Joshua Askew (Surveyor Member)

### **Legal Assessor**

Alastair McFarlane

### **The Formal Charge is:**

That between 1 January 2018 and 1 February 2019 you have failed to comply with RICS' requirements in respect of Continuing Professional Development (CPD) in that you have not completed and recorded, or caused to be recorded at least 20 hours of CPD on the RICS CPD portal

**Contrary to Rule 6 of the Rules of Conduct for Members 2007 version 6.**

And that you are therefore liable to disciplinary action under Bye-law 5.2.2.

### **Preliminary matters – Hearing on the papers**

1. The case of Ms Tasbulatova, the Relevant Person, had been referred for consideration on the papers in the absence of the parties, pursuant to Rules 4(d) and 43(a) of the Disciplinary, Registration and Appeal Panel Rules 1 April 2009 (Version 7, 1 January 2017) (“the Rules”).
2. The Panel first considered the issue of service of the Notice of Hearing. The Legal Assessor reminded the Panel that:
3. The case had been referred to the Disciplinary Panel under Rule 4(d) for consideration in accordance with Rule 43(a), that it is a hearing on the papers;
4. Rule 43a(a) requires that not less than 28 days’ notice of a paper hearing be given;
5. Rule 23(e) provides that in cases referred to the Panel under Rule 4(d), the Notice must require the Relevant Person to indicate within 7 days whether he requires an oral hearing;
6. Rule 43a(d) provides that there will be no oral hearing of the case unless an application has been made under Rule 23(e), or unless the Panel decides that it is necessary in the interests of justice or in the public interest to refer the case for an oral hearing.
7. The Panel received a witness statement from Mrs Jae Berry, Regulatory Tribunal Manager for RICS, dated 18 September 2019. The statement confirmed that the Notice of Hearing had been sent to the Relevant Person on 7 August 2019, both to the email address and postal address held on RICS’ system. The email and notice were exhibited to the statement of Mrs Berry. The Panel also had sight of an email and postal receipt confirming delivery of the email and notice.
8. The Panel noted that the Notice of Hearing gave the required notice of the hearing date and informed the Relevant Person of the right to request an oral hearing within 7 days.
9. The Panel was satisfied that the requirements of the Rules for the case to be heard on the papers were satisfied. The Panel was further satisfied that the matter could properly be dealt with on the papers and that it was not necessary to refer the case for an oral hearing.

### **Response**

10. Ms Tasbulatova had not responded to this case until an email to RICS of 23 September 2019 [REDACTED]. As I explained, I missed to complete some formal CPD courses. In the forthcoming 3 weeks, I will do my best to close this issue in due course. I am sorry for inconvenience and please consider my tough circumstances.”
11. Further, on 24 September 2019, when she stated: [REDACTED] I have downloaded in CPD all certificates on training courses that I have had during the year. Today, my CPD recording requirements met with 21.00 total hours for 2019 and 11.00 Formal as requested (print

screen attached). Sorry again for any inconvenience and please consider my tough circumstances and during Panel hearings.”

## **Documents**

12. The Panel received the hearing bundle prepared by RICS numbered pages 1 – 61 and the completed Listing Questionnaire and attachments, but considered the separate stages of this case and the evidence on each stage separately and sequentially.

## **Summary**

13. Rule 6 provides: “Members shall comply with RICS’ requirements in respect of Continuing Professional Development (CPD).”
14. CPD requirements for members are set out in RICS’ document “CPD Requirements and obligations”.
15. Members must each calendar year complete at least 20 hours CPD and must record their CPD activity online by 31 January the following year through the RICS portal.
16. The Panel had sight of a witness statement of Mr Joe Poole, dated 4 June 2019, which confirmed that on inspection of the CPD records relating to the Relevant Person, 0 CPD hours had been recorded by or on behalf of the Relevant Person for the year 2018 by 31 January 2019. Print outs of the Relevant Person’s CPD record were exhibited to the witness statement.

## **Liability to Disciplinary Action**

17. RICS submitted that it implemented a system in relation to CPD requirements. The requirement was reasonable and designed to ensure consistent standards within the profession. Members are required to maintain up to date knowledge in their area of expertise and, crucially, to demonstrate their compliance by completion of the CPD record. RICS submitted that the CPD scheme is in the interests of the maintenance of professional standards and of public protection.
18. RICS submitted that it had introduced a system for dealing with breaches of CPD obligations and that breaches must be treated as serious by RICS as the Regulator and by its disciplinary panels.
19. By her failure to comply, the Relevant Person had disregarded a clearly expressed rule and a requirement imposed by his regulator. As a member of RICS she had accepted the

obligation to comply with RICS' Rules, guidance and Bye-laws and also that she may be liable to disciplinary action if she failed to do so.

20. RICS submitted that a single breach of the requirements was sufficient to give rise to a liability to disciplinary action.
21. RICS submitted that the Relevant Person was liable to disciplinary action under Bye-law 5.2.2(c).

### **Legal Advice**

22. The Panel received and accepted the advice of the Legal Assessor. The Panel was mindful that the burden of proof of facts in RICS proceedings is upon the RICS, which brings the charges. The standard of proof in RICS disciplinary proceedings is the civil standard, that is the balance of probabilities, meaning that before finding a fact proved, the Panel must be satisfied that it is more likely than not that it occurred.
23. The issue of whether there was liability to disciplinary action was a matter for the Panel's own judgment rather than the legal standard of proof. Before finding liability established, the Panel should be satisfied that the failings in question were of a serious nature and fell far short of the standards expected of RICS members.

### **Panel decision on facts**

24. The online CPD print out record was attached to the charge. The Panel noted the evidence of Mr Joe Poole, a RICS CPD Administrator, which confirmed that if no entry appeared in the CPD print out for any particular year, this indicated that no CPD had been recorded for that year. The Panel examined the record for Ms Tasbulatova and was satisfied that it showed that he had not recorded the requisite hours of CPD for the year 2018 and that Ms Tasbulatova did not have any relevant concessions for 2018.
25. The Panel found the factual allegation proved based on the documentary evidence produced by RICS.

### **Panel decision on liability to disciplinary action**

26. The Panel concluded that the Relevant Person's failure to comply with the CPD requirements and Rule 6 of the Code of Conduct for Members amounted to a serious falling short of her professional obligations. The Panel was satisfied from the statement of Hayley Moore, a RICS' Improvement and Performance Manager that the Relevant Person had been sent explicit reminders of the requirements from RICS.

27. In any event, it was the Relevant Person's responsibility to ensure she was aware of and complied with her professional obligations regarding CPD. The Panel was concerned that the failure to record CPD tended to undermine public confidence in the profession. Compliance with its rules was a mainstay of proper professional regulation and ensuring public protection. For these reasons the Panel was satisfied that this failure was sufficiently serious to render Ms Tasbulatova liable to disciplinary action.

## **Sanction**

28. At the sanction stage, the Panel considered "Stage 3" documents (pages 44-61) and the Listing Questionnaire and attachments.
29. The documents presented included a further statement from Mr Joe Poole, dated 4 June 2019, which informed the Panel of the Relevant Person's CPD history. Mr Poole confirmed that Ms Tasbulatova was issued with a Caution for non-compliance with CPD requirements for the year 2015, when she completed 0 hours. She was issued with a Caution and a fine for the year 2016, when she completed 0 hours. A referral to a Disciplinary Panel for 2017 when she also completed 0 hours was withdrawn on the basis that she would have been eligible for a concession at the time as she indicated that she was on maternity leave from November 11, 2016 to October 31, 2017. Mr Poole's statement further confirmed that having checked RICS' systems, it was evident that the Relevant Person had been sent notification of these decisions.
30. The Panel's attention was directed to RICS' Sanctions Policy in respect of CPD breaches. Paragraph 21.1 provides that policy is as follows:
31. the appropriate order for a single breach is a Fixed Penalty (Caution);
32. for a second breach within 10 years of receipt of a Caution, a Fixed Penalty (Caution and fine);
33. and for a third breach within 10 years of receipt of a Caution, referral to Disciplinary Panel with a presumption of expulsion.

## **Decision on Sanction**

34. The Panel bore in mind that the purpose of a disciplinary sanction is not to be punitive, though that may be its effect. The purpose of a sanction is to declare and uphold the standards of the profession, to safeguard the reputation of the profession and of RICS as its regulator and to protect the public. Sanctions must be proportionate to the matters found proved.
35. The Panel paid careful heed to the advice of the Legal Assessor and to RICS' sanctions guidance. It considered carefully whether any mitigating or aggravating factors were present

in this case. The Panel considered the issue of proportionality in weighing up the most appropriate response.

36. The Panel took note of the Relevant Person's e-mail in September 2018 and recent emails of September 2019 to RICS. The Panel identified the following mitigating factors.
- [REDACTED]
  - She has paid the fine for her previous failures
  - She has apologized and is now engaging with RICS
  - She has shown that she values her membership and has demonstrated a willingness to comply with her CPD obligations in future.
  - She has stated in an email dated 24 September 2019 that she has downloaded in CPD all certificates on training courses that I have had during the year and that "Today, my CPD recording requirements met with 21.00 total hours for 2019 and 11.00 Formal as requested (print screen attached)."
  - She has demonstrated some insight as to the importance of the Regulator being able to verify compliance and thereby ensure public protection
37. The Panel considered that the following aggravating factors were present:
- The Relevant Person had previously been sanctioned in respect of CPD breaches on two occasions, namely a Caution for 2015 and a Caution and Fine for 2016
  - She had not contacted RICS after her email of 18 September 2018 and had not engaged with RICS in relation to this case
  - The Relevant Person had been sent multiple explicit reminders
  - The substantive engagement with RICS was at the last minute
38. RICS is a professional membership organisation and sets standards for its members as a condition of membership. It is not difficult to record CPD online. Compliance is not optional.
39. The Panel first considered whether to impose a sanction. The Panel concluded that the repeated failure to meet CPD requirements was serious and in the absence of exceptional circumstances imposing no sanction would be neither proportionate nor appropriate.
40. The Panel went on to consider a Caution, but concluded that the failure could not be described as minor. It concluded that a Caution would not reflect sufficiently the seriousness of the case, recognising the cumulative pattern of non-compliance over two previous years and the fact that a Caution had already been imposed for the years 2015 and 2016.
41. The Panel went on to consider a Caution, but concluded that the failure could not be described as minor. It concluded that a Caution would not reflect sufficiently the seriousness of the case, recognising the cumulative pattern of non-compliance over two previous years and the fact that a Caution had already been imposed for the years 2015 and 2016. The Panel did consider that its concerns in this case including the risk to the public would be adequately addressed by the imposition of a reprimand accompanied by a fine and a condition. Recording is necessary so RICS can ensure that members comply with the requirements and this promotes professional standards and enables RICS to protect the public.

42. The Panel was mindful that paragraph 21.1 of the Sanctions Policy states that expulsion is likely where there is a third breach of Rule 6 of the Rules of Conduct for members within 10 years of a receipt of a caution for breach of the same rule. The Panel noted that Ms Tasbulatova had paid the fine for her 2017 failure. The Panel considered that to go beyond a Reprimand and Fine would be excessive and disproportionate in the circumstances, having balanced the aggravating and mitigating factors.
43. The Panel's decision was to impose a Reprimand, a Fine of £300 and to impose a Condition in the following terms:
  - As a condition of continuing membership Ms Tasbulatova is directed to comply with the RICS CPD requirements for 2019 by completing her CPD hours for the year 2019 by 31 December 2019 and recording her CPD hours online by 31 January 2020 and with the RICS CPD requirements for 2020 by completing his CPD hours for the year 2020 by 31 December 2020 and recording her CPD hours online by 31 January 2021.
  - Failure to comply with this condition will result in automatic expulsion from membership, without further reference to a Disciplinary Panel.

### **Costs**

44. RICS applied for costs in the sum of £400 pursuant to Supplement 2 to the Sanctions Policy. The Panel noted that a schedule of costs had been provided to Ms Tasbulatova with the Notice of Hearing.
45. The Panel directed that Ms Tasbulatova pay the costs of RICS in the sum of £400.

### **Publication**

46. The Panel considered the policy on publication of decisions, The Sanctions Policy Supplement 3 - Publication of Regulatory Disciplinary Matters. This decision will be published on the RICS website and in the RICS Modus.

### **Appeal Period**

47. Ms Tasbulatova has 28 days, from the service of the notification of the decision, to appeal this decision in accordance with Rule 59 of the Rules.
48. In accordance with Rule 60 of the Disciplinary, Registration and Appeal Panel Rules, the Honorary Secretary of RICS has 28 days, from the service of the notification of the decision, to require a review of this Decision.