

# Frequently Asked Questions – RICS Professional Portal

We have compiled a list of frequently asked questions to help with your queries. If you can't find the answer to your questions, please [contact us](#).

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## System

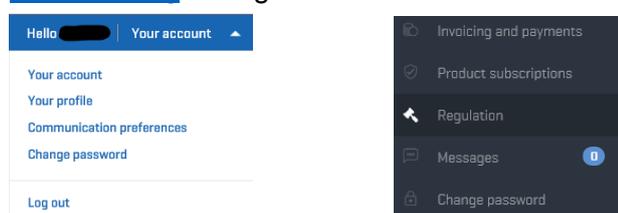
### What is the professional portal?

The professional portal supplies our members with easy access to their RICS details and the ability to apply for Regulation.

### How do I use the portal?

#### How do I log on?

You will need to use your existing RICS email address and password to log on to the portal through [www.rics.org](http://www.rics.org) then go to Your account. You will find the Regulation section on the left-hand side



#### Trouble logging on?

If you've forgotten or lost your password, you can create a new one.

[Reset your password](#) to begin.

If the problem further persists, then please ring +44 (0)24 7686 8555 or email [contactrics@rics.org](mailto:contactrics@rics.org).

## Responsible Principal

The [Rules for the Registration of Firms](#) (effective from 1 April 2020), introduce the requirement for all RICS regulated firms to appoint a responsible principal. A responsible principal will have primary responsibility for ensuring that RICS' professional, technical and ethical standards are applied, upheld and supported by an appropriate assurance framework within a regulated firm. A [Responsible Principal Application](#) must be completed prior to registering your firm for RICS Regulation

### How can I complete a registration application?

#### How do I register my firm for RICS Regulation?

Before starting your application, you should ensure that you have read and understood the [Rules for the Registration of Firms](#), your firm details are up to date, your nominated Responsible Principal has completed their [Responsible Principal Application](#) and you have your card to make payment or you have already set up your trade account for your firm to be invoiced. You can apply for a trade account from the link in the Introduction screen when you first click on Apply. This will need to have been confirmed before you are able to make use of it.

In your portal, go to the “Regulation” section, then “Firm Registration” then “Apply”.



The firm registration is split into the following sections:



**Eligibility** – In this section you will be asked to add/update your firm details on to the system:

- Registering Firm
- Primary Office
- Legal Name of the firm
- All of the offices that you wish to include in the Registration (ensure that you add the primary office here as well. Any offices not added here will not show as Regulated)
- Principals (If you are a Sole Practitioner, make sure you add yourself here as a Principal)
- Responsible Principal
- Registration Scope (What countries does my firm provide Surveying services to?)

After updating your eligibility details, you will be directed to the page “**Available Registrations**”.

Depending on the answers you have already provided, you will see one or both of the following available registrations:

- Firm Regulation
- Sponsored Non-Regulated Organisation (SPONRO) – Sponsoring Non-Regulated Organisations are organisations that pay fees and provide firm related regulatory information on behalf of their Registered Valuer employees but are not Regulated by RICS. For further guidance on these type of organisations please click [here](#)

If you are registering as a SPONRO, you will be directed to the Insurance and Alternative Dispute Resolution pages. For Firm Regulation, you will be asked what further work your firm undertakes. There are fees linked to all of these additional schemes and they cannot be changed once they have been selected. If you are unsure, you can apply for these schemes separately once your firm is Regulated

- Sponsoring VR Members - Click [here](#) for further guidance.
- Applying for the Designated Professional Body Scheme - Click [here](#) for further guidance.
- Clients’ Money - Click [here](#) for further guidance.

**Useful Hint: You can save your progress and return to the application when it suits you.**

**Application** – In this section you will be asked to add/update your firm details regarding:

- Professional Indemnity Insurance (PII) - Click [here](#) for further guidance.

- Complaints Handling Procedure (CHP) - Click [here](#) for further guidance.
- Conduct / Criminal Convictions
- Percentage of time spent on the services you provide
- Complaints/Claims information
- Firm's annual turnover
- Questions specific to any extra schemes you may have chosen (Client Money, General Insurance Distribution Activities)

**Useful Hint: Make sure to answer all questions so you can proceed with the registration.**

**Declaration** – In this section you will review your answers and make sure all the information provided is correct. If you are not the Responsible Principal, you will be asked at this stage to let your Responsible Principal know that you have completed everything and they can log in to check the information and sign it off.

**Useful Hint: The firm's registration for regulation needs to be signed and submitted by a responsible principal.**

**Sponsorship** – If you have chosen to sponsor Registered Valuers, you need to select how many licences you will need for the next 12 months. These are not assigned to a specific Member; they belong to the firm. When a Registered Valuer uses the licence code to complete their return, they will show in the list under the Manage section on the portal. You need to make sure you purchase enough licences. More can be added if you need them later. If you need to buy more licences over 6 months into your subscription year, you will receive a 50% discount on them as they are only valid until the firm's renewal date. If a member no longer works for your firm, you can remove them from your list and reuse the licence.

**Payment** – In this section you will need to pay any fees due, which will be based on your answers to the earlier questions.

For clarification on making payment via a trade account, please go to <https://myaccount.rics.org/tradeaccount>

The system will calculate the amount due and will bring you to the secure payment area to enter your card details.

Once you have paid, we will review the information you have provided and contact you if necessary.

**Useful Hint: Please ensure your details are correct on our system to ensure we can get in touch.**

### **Where can I find the code to give to my sponsored Valuers?**

When your application has been approved, under the 'Your Regulation' section you will see your firm's details. You can see the start and end date of your subscription, which schemes you have and which ones are available to apply for should you ever need to. You will see the orange Manage button. In the Manage section you will find the sponsorship code. You will also be able to manage your Registered Valuers from this section and purchase more codes should you need them.

Regulated schemes	Start	End	Status	Actions
Regulated by RICS <i>i</i>	20/08/2019	20/08/2021	Licence Approved	<a href="#">Manage</a> <a href="#">Certificate</a>
Valuer Registration Sponsorship <i>i</i>	20/08/2019	20/08/2021	Licence Approved	
Designated Professional Body (GIDA) <i>i</i>	N/A	N/A	Application Available	<a href="#">Apply</a>
Client Money <i>i</i>	N/A	N/A	Application Available	<a href="#">Apply</a>

Once you have clicked on the manage button you will find the information about Valuer Registration sponsorship. You will see there is a Manage users section in here.

#### Valuer Registration Sponsorship

Regulated reference	SCH0000209765
Start date	16/11/2020
End date	16/11/2021
Number of licences	5
Please provide anyone you wish to sponsor with the following code	VHR0001170

[Manage users](#)

The Manage users section shows you who has used the code and how many licences you have free. If someone is no longer working for your firm, you can remove them from here and the licence becomes free for another Registered Valuer to use. If you need more licences, you can purchase additional ones from here.

#### Manage users

5 Outstanding licences  
0 Registered users

[Back](#)

#### Details

##### VR Sponsorship

Owner: [Redacted]  
 Organisation: [Redacted]  
 Order no.: ORD-13035-X5QBK2  
 Status: Active

[Purchase additional licences](#)

## I am looking to make a change to my Regulated Firm, what do I do?

Within the Manage section, you will find the button 'Make a change to my Regulation'. Click on this to inform RICS Regulation of any changes to your Regulated firm - including things like changing your office address, additional Directors, change of a trading name. You will also find the link to the de registration form on this page if your firm needs to de register from RICS Regulation for any reason.

Request a change to this scheme

[Make a change to my regulation](#)

If you wish to deregister please click [here](#)

## How can I change my Responsible Principal?

In the Manage section, you are able to add the RICS Membership number or registered email address of the Principal you would like to be your new Responsible Principal. They must have completed the Responsible Principal application first.

Update your Responsible Principal

Please enter the RICS membership number or registered email address of the responsible principal who will be signing off this application

Add Responsible Principal

## How can I download a copy of the Firm Certificate?

The Firm Certificate is now available under the Regulation section of the portal system. Under “Your Regulation” you will see a certificate button where you are able to download your firm certificate. If you have selected a scheme that also has a certificate, you are able to download that in the same way.

Regulated schemes	Start	End	Status	Actions
Regulated by RICS ⓘ	20/08/2019	20/08/2021	Licence Approved	<a href="#">Manage</a> <a href="#">Certificate</a>
Client Money (Residential) ⓘ	21/10/2020	21/10/2021	Licence Approved	<a href="#">Certificate</a>
Valuer Registration Sponsorship ⓘ	20/08/2019	20/08/2021	Licence Approved	
Designated Professional Body (SIDA) ⓘ	N/A	N/A	Application Available	<a href="#">Apply</a>

## What is Valuer Registration?

Valuer Registration is a risk monitoring and quality assurance programme, which checks compliance with the Red Book.

For further guidance and support on what Valuer Registration entails, please click [here](#).

## How do I apply for the Valuer Registration Scheme?

If you are an RICS qualified professional, you can register for the Valuer Registration (VR) scheme through the professional portal and click the purple apply button next to Valuer Registration

Valuer Registration ⓘ

Apply

**Eligibility** – In this section you will be asked to:

- Enter your sponsorship code (if you are sponsored member).
- Update your Valuation Activity – Please choose the relevant countries and employer(s) for whom you are undertaking valuation work.
- Eligibility Summary – You will be asked to review your answers and ensure it is all correct.

**Useful Hint:** If you cannot see your employer on the list, please contact us [here](#).

Please note: depending on what information we hold for the employer, we may ask additional questions in relation to:

- Professional Indemnity Insurance (PII) - Click [here](#) for further guidance.
- Complaints Handling Procedure (CHP) - Click [here](#) for further guidance.

**Survey** – In this section you will be asked to provide information regarding:

- Claims Received
- Complaints Received
- Valuation Time
- Valuation Assets

**Useful Hint: To see how far along you are in the application, please view the Progress Bar on the right-hand side.**

**Payment** – If you are a non-sponsored member, you will be asked to pay the Valuer Registration Fee. Once payment has been made, the data submitted will be reviewed by our Regulation Team. If any further information is required by the Regulation Team, they will be in contact.

### How much do I need to pay for Valuer Registration?

The fee you will need to pay varies depending on whether you will be sponsored or not and the country you are based in.

Please see [fee scale](#) for Valuer Registration

### Is the charge a one-off fee or will it be an annual requirement?

The fee to join Valuer Registration is an annual fee. The annual fee will be due at renewal.

### Why am I not showing as a sponsored member?

In order to become a sponsored member, please speak to your firm's Contact Officer, who can provide you with the sponsorship code.

### I am looking to de-register from the Valuer Registration Scheme, what do I do?

In order to de-register from the Valuer Registration Scheme, please complete the form [here](#). Once completed, please return by email to: [regulation@rics.org](mailto:regulation@rics.org)

### How can I download a copy of the Valuer Registration (VR) Certificate?

The Valuer Registration Certificate for members is now available under the Regulation section of the portal system. Next to your Valuer Registration details, you will see the certificate button where you are able to download your certificate.

Member				Actions
Regulated schemes	Start	End	Status	
RICS Valuer Registration	16/11/2020	16/11/2021	Licence Approved	<a href="#">Details</a> <a href="#">Certificate</a>
Responsible Principal	16/04/2019	-	Licence Approved	

## How do I register my firm for the Designated Professional Body (DPB) Scheme for General Insurance Distribution (UK)?

Before you start your application, you need to ensure that you have read and understood the [Designated Professional Body Rules](#).

If you did not apply for the Designated Professional Body scheme during the firm's registration for RICS regulation, you can apply for it separately. This will then become part of your firm's renewal.

This is done by clicking on the apply button next to the relevant scheme you wish to apply for.

Regulated schemes	Start	End	Status	Actions
Regulated by RICS <sup>i</sup>	20/08/2019	20/08/2022	Licence Approved	<span>Manage</span> <span>Certificate</span>
Designated Professional Body (GIDA) <sup>i</sup>	N/A	N/A	Application Available	<span>Apply</span>
Client Money <sup>i</sup>	N/A	N/A	Application Available	<span>Apply</span>
Valuer Registration Sponsorship <sup>i</sup>	N/A	N/A	Application Available	<span>Apply</span>

When applying for the DPB scheme you will be asked to provide details on:

- Professional Indemnity Insurance
- Conduct
- Complaints
- General Insurance Distribution Activities

The Insurance Distribution Directive requires us to collect information about your firm's shareholders and close links. This information will be reviewed as part of this registration and then deleted.

Please complete and upload the [Shareholders and close links information form](#)

**Useful Hint: The Designated Professional Body Application will not proceed forward unless the "Shareholders and close links information form" is attached.**

### DPB Annual Fee

All firms are liable to pay an annual fee to RICS.

Total number of principals/directors within a firm	Annual Fee
1	£225
2-4	£240
5-9	£420
10-24	£1,260

25-49	£3,150
50+	£3,150

## RICS Client Money Protection Scheme

The RICS Client Money Protection for Residential Agents scheme has been approved by Government under [The Client Money Protection Schemes for Property Agents \(Approval and Designation of Schemes\) Regulations 2018](#). This means that RICS registered firms holding money in the areas covered by the regulations will have met the requirements under The Client Money Protection Scheme for Property Agents Regulations (2018) to belong to an approved scheme.

For further information please visit [here](#).

### How do I declare to RICS that my firm is holding clients' money?

As above, you can apply for the Clients' Money scheme by clicking the apply button next to that scheme and let us know what date you started to hold Client Money.

Regulated schemes	Start	End	Status	Actions
Regulated by RICS 	20/08/2019	20/08/2022	Licence Approved	<a href="#">Manage</a> <a href="#">Certificate</a>
Designated Professional Body (GIDA) 	N/A	N/A	Application Available	<a href="#">Apply</a>
Client Money 	N/A	N/A	Application Available	<a href="#">Apply</a>
Valuer Registration Sponsorship 	N/A	N/A	Application Available	<a href="#">Apply</a>

If your firm no longer holds clients' money, then please complete the section "Request a change to the scheme" which is found by clicking on the Manage button.

### RICS Client Money Protection Scheme – Is there a fee?

All regulated firms who hold clients' money pay a regulatory review fee on an annual basis. The income generated from these fees covers the operational costs of the client money regulatory review visit programme. The fee is set based on the number of directors/principals in each firm, which includes both RICS members and non-member individuals.

The invoice also includes a levy that is collected for the clients' money protection scheme. All regulated firms that hold clients' money will also pay the relevant levy.

Please see levy table below:

Total Principals in firm	Total Levy for all firms holding client money but NOT for residential property agency	Total Levy for firms holding client money for residential property agency work in	Total Regulatory Review Fee

	<b>work in England from 1 April 2019</b>	<b>England from 1 April 2019</b>	
1	£64.50	£214.50	£225
2-4	£129	£279	£500
5-9	£483.75	£633.75	£1,400
10-24	£913.75	£1,063.75	£3,500
25-49	£2365	£2,515	£6,750
50+	£4837.50	£4987.50	£14,500

### How can I download a copy of the Client Money Protection Scheme Certificate?

The Client Money Protection Scheme Certificate is now available under the Regulation section of the portal system. Under “Your Regulation” you will have access to the Client Money Protection Scheme Certificate. This certificate is only available to firms that are holding Clients’ Money for residential property agency work in England.

Regulated schemes	Start	End	Status	Actions
Regulated by RICS <i>i</i>	20/08/2019	20/08/2021	Licence Approved	<a href="#">Manage</a> <a href="#">Certificate</a>
Client Money (Residential) <i>i</i>	21/10/2020	21/10/2021	Licence Approved	<a href="#">Certificate</a>
Valuer Registration Sponsorship <i>i</i>	20/08/2019	20/08/2021	Licence Approved	
Designated Professional Body (GDA) <i>i</i>	N/A	N/A	Application Available	<a href="#">Apply</a>

## Annual Returns

### How do I renew my firm’s Regulated status?

The contact officer will receive an email 28 days before the end date displayed on their firm’s detail on the portal. You will need to log in to your Regulation section on the portal and check that your firm’s details are up to date.

- Check all of the schemes that your firm is approved for are still required
- Check the number of Directors/Principals are correct
- Check the list of Member Directors/Principals is correct
- Check the addresses of all offices are correct
- Check if any offices need to be removed or added
- Check the Countries that you are providing Surveying services in
- Check the Responsible Principal is correct

If any changes to the above need to be made, you should proceed to the section ‘Renew your scheme’.

### Renew your scheme

You will see your renewal under this section with the Eligibility section in orange.

Regulated by RICS <i>i</i>	<b>Eligibility</b> <i>i</i>	Application <i>i</i>	Declaration <i>i</i>	Payment <i>i</i>
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Click on to the eligibility section and you will see the option to 'Make a change to my regulation'. This will allow you to let the Regulation team know what changes need to be made to your firm. Anything that needs to be updated on your firm will need to be done before you go ahead with completing your return. If you move past this page without confirmation that the changes have been made, this could affect the fees that you are charged at submission.

### Request a change to this scheme

If your firm's eligibility information has changed please click "Make a change to my regulation" and provide details of the required changes

Change requests will be reviewed and updated by the Regulation team. Please await confirmation from the Regulation team before continuing with your submission

[Make a change to my regulation](#)

When you receive confirmation that all the updates have been made, check that they are correct and proceed with completing your return in the same way that your registration was completed.

### How do I get a new certificate?

There is no end date on your certificate just a valid from date. The certificate remains valid for as long as your firm is Regulated by RICS and you will not need a new certificate.