

CPD QUESTION MASTER (CQM)

The CQM software package is designed as a Training Needs Analysis tool and helps diagnose the gaps in and boundaries of an adviser's knowledge. It examines knowledge across a range of subjects, with tests designed by the supervisor or T&C Officer, to be relevant to the individual concerned.

The intention is that the test results be debriefed by the supervisor or T&C Officer, and the ensuing discussion can form the basis of the CPD Plan for the adviser.

The main features of the software are:

- Tests are constructed from 14 broad categories
- Tests are individually created for the adviser concerned
- Each category has 12 questions
- Recommended maximum test size is 5 categories (60 questions)
- Each category contains questions at varying degrees of difficulty, but overall, the standard is broadly in line with the Advanced FPC/Diploma level exams
- Tax tables are accessible on screen
- Easy to use - fully mouse operated
- Marking is dealt with automatically, and can be actioned by the T&C Officer or supervisor invigilating the test
- Results available instantly, to be discussed with adviser
- Links naturally into discussion of CPD Plan
- Each question accompanied by "Hint screen" briefly expanding on answer
- System keeps records of past test results for comparison purposes
- Results can be compared by branch or supervisor if required
- Results printed out in Action Plan format
- System is password protected at two levels, so supervisors can access data relating to their own advisers, and the T&C Officer or other designated individual can access information globally
- Benchmark is user defined
- Question bank is changed twice yearly in January and September

(following the Finance Act)

- Interim update in April to reflect Budget changes for new tax year
- Firm specific categories can be added for an additional annual charge
- System can be personalised by inclusion of logo on entry screen, for an additional one off cost
- Annual licence fee based on number of users
- Launched in 1996
- Based on English law and practice and current for the 2008/09 tax year