

RICS AGM 2025: QUESTIONS AND ANSWERS

At this year's Annual General Meeting, RICS undertook to answer all questions submitted and publish answers on our website. We have included all questions submitted to us in advance, all questions asked during the AGM and all questions submitted prior to the AGM.

We have not published the names of those who asked questions and removed any identifying details from questions. We have summarised and/or joined together similar questions in order to avoid duplication.

[Regulation and public interest](#)

[Member value and engagement](#)

[Entry and assessment](#)

[Early engagement and the skills challenge](#)

[Diversity, Equity and Inclusion](#)

[Governance](#)

[Miscellaneous](#)

Regulation and public interest

Surveyors are using their professional credibility to create or endorse unregulated tech tools that simulate surveys but disclaim liability. Shouldn't these fall within the scope of regulation if they influence consumer decisions?

We recognise the increasing use of technology in surveying and valuation services, including tools that simulate elements of a property survey. While technology offers exciting opportunities to improve access to information and consumer engagement, we are also mindful of the risks where

tools are developed, marketed, or endorsed by RICS members in ways that may inadvertently mislead consumers or blur the line between regulated professional advice and general guidance.

All RICS members are bound by the [RICS Rules of Conduct](#), including obligations to act with integrity, to avoid misleading clients or the public, and ensure that any service or endorsement they provide is clear, accurate, and not likely to cause confusion about its regulatory status.

This is an evolving area, and we are actively exploring how best to respond to emerging technologies and non-traditional service models, balancing consumer protection, professional accountability, and innovation.

When will RICS create an accurate and up-to-date independent directory of regulated member firms on its own platform that the public, businesses and other authorities can access for verification purposes?

The SRB is committed to a public-facing register of members and firms. This will be implemented as soon as possible. [Find a Surveyor](#) is not a register of regulated firms but does have mechanisms to identify firms regulated by RICS, which are also clearly differentiated on the platform. [Find A Member](#) on [rics.org](#) also provides individual member details, including links to disciplinary outcomes.

Any interested party is welcome at any time to contact RICS Regulation team at regulation@rics.org to confirm registration details of a regulated firm or individual.

How many firms have been contacted by the RICS because they have not registered for regulation and what action has RICS taken?

We operate a principles-based, self-regulatory model. This approach reflects the trust placed in our members to act with integrity, uphold the [Rules of Conduct](#), and proactively ensure compliance with their regulatory obligations.

We do not routinely verify every single Companies House or international corporate record to identify potential firm registration concerns. However, if potential non-compliance is identified (through a regulatory check, third-party concern, conduct review or other intelligence) we will investigate the matter in accordance with our regulatory procedures. When breaches take place, we take a proportionate, risk-based approach, and outcomes may range from advice and engagement to formal disciplinary proceedings where necessary.

The current ADR cap of £25,000 leaves many consumers without a viable path to redress. What reforms will RICS consider to better support these consumers and prevent reputational harm?

We are committed to promoting public confidence and consumer protection through fair, independent, proportionate and timely regulation of RICS members and regulated firms. While recognising that we are not a statutory body, we fully acknowledge that some consumers face difficulties, particularly where redress through ADR is not viable due to claim value, ongoing litigation/ prohibitive legal costs, or where firms cease trading without adequate run-off insurance or fall into bankruptcy.

The £25,000 cap on ADR awards is not set by RICS – it is an industry threshold for consumer ADR schemes in the UK. This is intended to balance accessibility and proportionality and reflects similar limits in other professional contexts. While we understand that some property-related disputes may exceed this threshold, alternate ways to resolve disputes remain an important route for most consumer complaints, particularly where court action is not feasible or available. We continue to engage with redress providers and government stakeholders to review the long-term suitability of this model and to ensure regulated firms engage properly and fairly with ADR processes.

What steps is RICS taking to address the PII run-off gap when a firm closes without sufficient coverage?

A fundamental purpose of professional indemnity insurance (PII) is to protect clients against financial loss where a firm cannot meet its liabilities. In the UK and Ireland, we require firms to buy cover that meets the terms in our Minimum Policy Wording, approved annually by the Standards and Regulation Board. This cover must be from an RICS-listed insurer, who must offer terms that meet these requirements.

To clarify and strengthen protections where firms cease trading without sufficient insurance, the [SRB has approved changes to the RICS Minimum Policy Wording, effective from July 2025](#). These will confirm that eligible consumers will benefit from six years of automatic run-off cover, even where the firm has not fully paid the premium, including in cases of insolvency or financial distress. Insurers cannot charge extra for this cover, nor cancel it for non-payment, and it applies automatically without requiring firms to notify their insurer on cessation.

Does RICS acknowledge the reputational damage caused when consumers either give up in exhaustion without finding a resolution or protest outside the AGM on Great George Street?

As is the case for most professional regulators in the UK, we do not have the power to award compensation to consumers or other parties who may be impacted by a member's misconduct, incompetence or where a Court has decided that they have acted negligently. Legal avenues are available through the Courts, ADR providers, a range of tribunals and Ombudsman services so that consumers can seek redress or making a claim against the public liability insurance.

In terms of further support, we do provide detailed guidance and advice to complainants and consumers, helping to identify and signpost the appropriate avenues and agencies to pursue redress.

Will RICS confirm how much and how many payments have been made directly to consumers due to surveyors' non-payment of ADR awards, and if this money is taken from the Client Money Protection Scheme?

What disciplinary action did RICS take against the members? What action has been taken to recover the costs imposed following the outcome of a disciplinary?

We maintain a separate insurance policy that covers Ombudsman awards if a regulated member or firm refuses or fails to comply with an award issued by an alternative dispute resolution (ADR) body. This provides assurance that consumers can still receive redress even if the responsible firm does not pay. This policy is separate to the client money protection scheme. The Standards and Regulation Board will consider whether publishing information about payments from this policy in its annual report.

All regulated members that fail to honour ADR awards are referred to further investigation and further disciplinary action is taken, if appropriate.

We would make all legal efforts to recover costs incurred by RICS in respect of the investigation and prosecution of a disciplinary case. Any debts and their recovery are handled by our central Finance function.

What steps is RICS taking to improve the quality, transparency, and timeliness of disciplinary investigations, particularly where serious concerns impacting consumers, including fraud, are raised?

How will RICS ensure disciplinary processes genuinely protect the public and uphold trust in the profession?

What proactive measures will RICS take to strengthen ethical enforcement, ensuring members consistently adhere to the highest professional and ethical standards?

We are committed to continually improving the effectiveness and integrity of our regulatory processes. In line with this, the Regulation team has worked to strengthen the quality and transparency of disciplinary investigations, particularly those involving serious concerns such as fraud or potential harm to consumers.

1. Case prioritisation framework: a risk-based approach to assess and prioritise concerns and referrals, ensuring that matters involving allegations of dishonesty, fraud, or significant consumer detriment are progressed as a priority.
2. Regulatory operating procedures: we have published detailed procedures for the handling of concerns and investigations, setting clear expectations for fairness, impartiality, and timeliness.
3. Increased transparency: where appropriate and in the public interest, we publish decisions and outcomes from disciplinary proceedings. The publication policy, including criteria and timescales, is outlined in Supplement 3 to the Sanctions Policy: Publication of Regulatory/Disciplinary Matters.
4. Performance monitoring: Overseen by the Standards and Regulation Board, the Regulation team continuously monitors investigation performance, including key indicators for timeliness and resolution rates. Our priority is to ensure a fair, objective and timely disciplinary process, maintaining that fairness and ensure evidence-based decisions. Complex or sensitive cases may sometimes require extended timeframes for resolution.

Will RICS back the proposed UK Whistleblowing Bill and implement safe reporting procedures for its volunteers?

We take all concerns seriously, including those raised by members, volunteers, and other stakeholders. These are assessed and acted upon in line with our regulatory policies, governance procedures, and public interest commitments. We are closely following the proposed UK Whistleblowing Bill, which would broaden whistleblower protections to include volunteers and non-executive roles. At the same time, we continue to assess how this evolving legislative landscape may inform or require updates to our policies and procedures in the future.

Following a case heard by the Upper Tribunal, the current RICS professional guidance was subject to a formal request by the then Mr Justice Holgate for RICS to review. This was done over 7 years ago - when will the current working group report on its work with a definitive update to the guidance?

The ['Assessment of viability in planning under the National Planning Policy Framework 2019 for England'](#) (published in 2021) is the current relevant professional guidance. This addresses the issues raised by Mr Justice Holgate, as well as provides professional guidance on applying the reforms introduced by government in its Planning Practice Guidance 2019.

Reforms have been proposed by the previous UK Government in this area since 2019, the most significant one being the Infrastructure Levy. However, this is not being taken forward by the current Government. Their intention is to reform the existing regime based on the combination of the Community Infrastructure Levy and Section 106 agreements. We are engaged with the Ministry for Housing Communities and Local Government (MHCLG) to ensure any new measures can be effectively applied in practice to meet their aims and avoid unintended consequences. We have also informed MHCLG that following publication of government's reforms to assessing viability we will review our professional guidance straight away.

Considering that RICS President stood aside in February and then referred himself to Regulation, can we have an up-date on the current position of Regulation's review of the circumstance that resulted in his action?

What is the status of the investigation on the allegation against Mr Justin Sullivan?

Given that Justin Sullivan has temporarily stepped aside from the role of President whilst an independent regulatory is ongoing, could RICS please provide an update on the current status of this investigation? What specific steps are being taken to ensure transparency and accountability throughout the process?

Justin Sullivan FRICS has agreed to step aside while the relevant regulatory processes take place, and we will not be commenting on any regulatory processes as we want to ensure that this operates independently, objectively and impartially. Due to the work involved in carrying out an investigation, we cannot give a specific timeframe. The investigation processes and procedures remain the same for all regulated members under investigation and all investigations are treated as confidential.

All regulatory processes are overseen by the [RICS Standards and Regulation Board](#).

Does RICS plan to survey public opinion on the organisation since the four non-exec director dismissals and the recent Justin Sullivan incident? How will you improve RICS's and therefore your members image and credibility?

We have just begun a public polling initiative in the UK, asking a set of questions around RICS' leadership and regulation, as well as the public understanding of the work our members do. Once we have a more comprehensive data set and a fuller picture of the findings, we'll explore how this research could be most useful.

As a building surveyor post Grenfell and following the Building Safety Act 2022, it mandates that individuals working in the profession must demonstrate the necessary competence. What is RICS doing about this?

The area of competence is a priority, particularly following the Grenfell tragedy. The Entry and Assessment Review implementation will be a key time to build on the competency requirements (including mandatory competencies) around fire safety and building safety. For existing members, we have developed and are continuing to develop training programmes in fire safety and building safety to support members. We will, of course, involve the BSBC Professional Group Panel in taking this work forward.

How do we address the question of competency, particularly with experienced surveyors?

The focus of CPD should be on the quality and usefulness to the member, rather than hours logged. In May, the [Standards and Regulation Board \(SRB\)](#) approved 12 important changes to strengthen RICS' CPD framework. We will be working to implement these changes by January 2026 and aim to better support lifelong learning and maintain professional standards. We're also aware that sole practitioners and SME members can't invest in CPD the same way larger companies can, so we are looking for ways to make all CPD beneficial for the entire membership.

What steps will RICS take to ensure that malfeasance by a registered firm does not result in the client being out of pocket, given the public have a right to expect that registration will include

oversight over matters such as current liability insurance, competence of staff and lack of criminal record?

As is the case for most UK professional regulators, we do not have the power to award compensation to consumers or other parties who may be impacted by a member's misconduct, incompetence or where a Court has decided that they have acted negligently. Legal avenues are available through the Courts, ADR providers, a range of tribunals and Ombudsman services by which consumers can seek redress or making a claim against the public liability insurance. We also provide detailed guidance and advice to complainants and consumers helping to identify and signpost the appropriate avenues and agencies to pursue redress and gain support.

We have also enhanced the entry declarations to ensure greater transparency and alignment with professional and ethical standards from the outset. This proactive approach supports continuous improvement, helps members to meet their obligations, and ensures that regulatory oversight is consistent, proportionate, and focused on maintaining trust in the profession globally.

Member value and engagement

RICS fees are high when compared to other professional bodies. Many members question the value they receive for these fees. What does RICS plan to do to better demonstrate value for money to its members?

Why are RICS fees very high compared to other professional bodies that have fewer members but give better service and contribute on a global scale?

We understand that value is crucial to our members, and that should be judged by the benefit derived from the organisation. Members feel this most directly through our CPD, career development, knowledge sharing and networking opportunities, which we're expanding regularly. For example, there were 500 hybrid member-led and RICS-enabled events in around 50 countries in 2024. These engaged 23,744 attendees, surpassing 19,000 in 2023.

In 2025, we are committed to providing more localised initiatives to members and further expanding the Matrics community internationally. For individuals, RICS membership reinforces members' professional credibility, strengthening trust with clients, consumers and employers. Members help shape our standards through participation in consultations, working groups and professional group panels. Your contributions help to set the agenda as we advocate for the

profession with Governments and organisations such as COP and MIPIM, where we lead on issues including housing, skills and sustainability.

Enhancing member value is a pillar of our [Future Foundations strategy](#), so there is also a strong pipeline of developing initiatives designed to provide increasing value for your membership over the next year and beyond.

As one of the highest fee organisations, can you assure us that the fee review that was undertaken earlier this year will be fair, in particular to those who may be working part-time or have caring responsibilities and not a single line in the sand?

We conduct a review of fees every year, using a global framework that's now in place – we must also consider the affordability of our plans and priorities. In addition to this, RICS is unique in having a regulating entity, which makes a like for like comparison with other sector bodies difficult.

We have been reviewing the way in which we approach concessions to ensure that it is equitable and supports members when they need it most but also ensures the financial sustainability of the organisation.

A group comprised of representatives from Governing Council, World Regional Boards, the Executive, DEI and finance has participated in this review and worked up potential alternatives; a proposal is due to be submitted to Governing Council this month.

Could RICS consider reduced fees for members of other professional bodies, such as CICES, especially where a collaboration agreement exists? Many employers cover only one membership, making it hard to maintain both.

We recognise that some professionals are also members of other recognised organisations. If you are a qualified RICS member and a full member of one of the organisations listed [here](#), you can benefit from the dual membership concession. This concession can be applied alongside one personal concession. This concession reduces the annual fee by 20%.

Can we have free monthly CPD?

There is a lot of free CPD available in the [CPD Support Pack](#). This year's content includes:

- weekly podcasts

- webinars on technical, professional and regional CPD
- two global conferences
- Regional CPD and networking: 89 events held so far this year, with 4,044 attendees
- Modus, Journals, library service
- All standards and regulation content

There is more CPD available at low or significantly discounted cost.

Why can you not provide further free CPD for members?

CPD is a central priority for us and members, and we're always looking to add more CPD to the Support Pack and increase that value for members. We've just updated the CPD framework to ensure that CPD is more useful to members and offers quality over quantity. Part of the work going forward is to offer even more products and training as part of the member CPD pack. We're also making the logging of CPD easier - there's a new member app on the horizon, as well as website improvements.

CPD is also costly to create, and the current levels of funding do not mean that we can offer all CPD for free. To improve this, we are looking at growing our commercial revenue by selling our services, conferences etc to non-members.

Do members have access to the guides for the new 2024 JCT contracts (access to Construction Information Services)?

JCT (The Joint Contracts Tribunal) contracts are proprietary content of JCT so we do not hold these. However, on isurv (free at RICS HQ) members can access the [JCT Construction Administration templates](#) that complement the JCT contracts.

For any members in construction, we also have two new e-books: Guide to JCT Design and Build Contract 2024 and Guide to JCT Minor Works Building Contract 2024. More about the e-book service and how to sign up can be found at <https://www.rics.org/profession-standards/knowledge-and-information-services/vlebooks-via-rics-knowledge-services>

What can RICS do to help the recognition of Quantity Surveyors in Philippines as separate and distinct professionals, rather than an off shoot of the engineering profession?

Similar situations exist in other countries where the surveying profession is not recognised as a profession in its own right. As a global professional body and regulator, it's important that RICS works closely with local professional bodies to achieve recognition of professionalism and professional activities within national legislation. We have relationships with bodies in the Philippines and look forward to continuing to work closely in the future.

We have had some challenging times in the EU and the EWRB with changes of staff due to the reorganisation. What is the expected time frame that all staff will be in place?

To date, there have been 7 new staff roles added to the Europe market team. Recruitment is underway for vacancies and new staff members should be in place over the summer months.

Will there be any inter-continental gathering in the future in RICS HQ?

This suggestion has been put forward for consideration during 2026. All events held in RICS HQ are always open to members worldwide, but an event designed with an international audience in mind is a great idea.

With the Whole Life Carbon Assessment becoming so much more important in the existing and the future of the built environment, what are the possibilities in reducing the costs for WLCA training for members? Such as paying over a period of time or accessing government grants?

We have a range of CPD and training around WLCA in different formats – training programme, webclass and webinars - to give members a choice at different price points. Where grants are available from the Government, we will certainly look to access these. A recent example is our External Wall Systems Assessment Training programme which was free for members to complete for 3 years. Payment in instalments is also under consideration for our CPD and training products.

Why don't all countries know about quantity surveyors by 2025? Is RICS too UK-centered? How many countries legally recognize QS? In France, Luxembourg, Belgium architects do this work instead.

Similar situations exist in other countries where the surveying profession, let alone a specific pathway, is not recognised as a profession in its own right. Part of the remit of our markets team,

in close collaboration with the World Regional Boards in various countries, is to ensure we spread the word about the profession and the work our members do in various regions around the world.

We are also committed to providing more funding for local events and engagement - local investment has been increased by £1.9M this year, along with more dedicated staff available to support regional activities and member engagement.

Quality engagements in India have reduced over last few years post COVID. How will you address this?

In 2024, our outreach grew with 27 events – 4 webinars, 3 flagship conferences, and the RICS South Asia Awards, drawing over 2,500 participants. In addition to our core cities – Mumbai, Bengaluru, and Delhi/NCR – we expanded our presence to Hyderabad and Chennai. We also introduced a new format of casual breakfast networking, which received an enthusiastic response.

So far in 2025, we have delivered 13 events, with a total participation of 1,613 attendees so far. Looking ahead, we have 4 events scheduled in July across Sri Lanka, Bengaluru, and Delhi/NCR, and we plan to conduct around 15 more events in the South Asia region this year. We are also gearing up for major conferences and awards ceremonies in India as part of our ongoing commitment to connect, engage, and grow with the industry.

- 6 August – RICS India Residential Property Conference at Taj Santacruz, Mumbai
- 17 August – RICS CRE & FM Conference and RICS South Asia Awards at ITC Gardenia, Bangalore
- 29 October – RICS Valuation Conference at The Lalit, New Delhi
- 5/6 November – RICS Construction Conference, Mumbai

Why can you not allow Retired Members to have Free Membership for a one-off payment of £50?

We have been reviewing the way in which we approach concessions to ensure that it is equitable and supports members when they need it most but also ensures the financial sustainability of the organisation.

A group of representatives from Governing Council, World Regional Boards, the Executive, DEI and finance has participated in this review and worked up potential alternatives. A proposal is due to go to Governing Council this month.

Are there any plans to reopen regional offices in the UK?

In addition to the HQ in London, we currently have local offices in Cardiff, Edinburgh, Belfast and Birmingham. We do not anticipate this to change in the next few years.

The contract administration guidance document has been withdrawn for quite some time. Are there any plans to release a new one, and when?

Our standards and guidance work is informed by collaboration with the [Professional Group Panels](#) (PGPs), Expert Working Groups and Knowledge and Practice Committee, along with the regional boards who feed in member feedback and requests. We invite any member with an idea or an ask for any particular guidance to engage with the relevant PGP. Creating standards and guidance takes time, so the updated contract administration document will be part of the 2026 plan.

Does RICS have a defined strategy to attract more members to join the internal workforce, particularly in roles that help shape policy, education, and standards?

While we don't currently have a formally defined strategy for attracting members to internal positions, we do communicate relevant job opportunities to the membership. This approach is particularly helpful for roles requiring specialised member expertise and professional knowledge, and we actively promote these opportunities to ensure that members are aware of how they can make a difference.

When opportunities become available, we strongly encourage members to put themselves forward – their participation ensures that RICS continues to be led and guided by those with direct, relevant experience and knowledge base.

There were two figures presented at the AGM: 140,000+ as a total number of the RICS Members and Candidates; and 2,500+ attendees of the RICS face-to-face events over the last year. Is this figure sufficient to ensure a proper Members relationship and engagement?

In 2024, there were 32 regional conferences held in the UK and overseas, with over 5,000 attendees. We also held 15 regional RICS Awards ceremonies, welcoming almost 2,500 delegates globally, offering opportunities for networking and knowledge exchange for members. This is in addition to many smaller local activities such as CPD and networking events. These face-to-face touchpoints have continued to build stronger professional peer networks, and social networking relationships to support the next generation talent of professionals.

Can you provide an update on the status of D365 and when that project will be completed and its benefits to members?

We are continuing to invest in stabilising and improving our core membership management platforms, with a strong focus on streamlining and automating processes to increase internal efficiency and improve the overall member experience. Over the next twelve months, a key priority will be to enhance the member subscription renewals and payment process for both members and their employers.

**Will the RICS Americas explore MOUs with the AACE and the PMI professional bodies here?
Operating in Washington DC / Maryland / Northern Virginia**

RICS in the Americas is working with several partner organisations across the region. Although there is currently no formal MOU in place with AACE or PMI, we do carry out joint activities from time to time.

Will RICS consider opening its first office in Africa in Morocco?

We are developing a Global Markets Framework that will help inform how we provide services to members worldwide. Working with the World Regional Boards, the Global Markets Framework will provide a way to consistently assess opportunities in new countries and regions. Currently we don't plan to have a physical presence in Morocco, but we would welcome the help of members to discuss ideas for future activity. If you'd like to share yours, please contact our Director of Markets Lory Paterson on lpaterson@rics.org

For overseas retired RICS members, are there any opportunities for employment in their areas of expertise in UK due to years of work experience? Does RICS have any advisory policies for member firms to recruit retired RICS professionals as all are willing and able to work .

We are aware of the knowledge and insight retired members provide to the profession and are looking at how we can retain that expertise and better connect with our retired community globally.

We would encourage firms to access the experience of retired members and our events for example provide an opportunity for those connections to be made.

Access to CPD and continuing to abide by the code of conduct means that the experience of retired members continues to remain relevant and valuable.

What engagement is RICS undertaking with the European Union particularly but not solely in the matter of Mutual Professional Recognition?

RICS experts have been invited to the European Parliament to engage with MEPs on the subject of fire safety. RICS is also a member of the European Fire Information Exchange Platform and various European fire safety organisations, who we collaborate with to engage with DG Grow at EU level.

RICS is also a key presence in the EU valuation sector, engaging in the review of [La Charte de l'Expertise](#), working with Central Bank of Hungary on ESG valuation and assisting Dutch Ministry of the Interior in developing valuation guidelines. We are actively promoting RICS standards, with the Italian Compliance Network adopting the [Anti-Money Laundering](#) standard, and the European Investment Bank adopting the [WLCA standard](#).

The RICS Recognition of Professional Qualifications (RPQ) framework is a mechanism for qualifications to be evaluated and, where appropriate, permits exemptions to our entry and assessment requirements, subject to strict conditions and oversight. We have [recognition routes](#) in different countries, including Germany, Romania and Sweden. These routes must provide a balanced comparison, evidencing how the qualification is at least equal to the requirements for MRICS or AssocRICS. As a regulator, there must be assurance that RICS' entry and assessment standards are not compromised.

We work closely with the UK's Department for Business and Trade (DBT), including to maintain entries on the [Regulated Professions Register](#), which sets out the requirements for practitioners seeking to work in the UK.

The rapid advancement of AI and other technologies presents both opportunities and challenges for the surveying profession. What does the RICS plan to do to support members in adapting to these changes?

We are committed to helping the profession understand the power of AI and to reinforce their critical role on providing expert professional judgement to stakeholders across the built and natural environment. This is why we are developing a new professional standard on the responsible use of AI. The new standard will focus on:

- how AI, technology, and data should be referenced in professional engagements
- communication and transparency with clients regarding the use of AI
- considerations around the reliability of AI outputs
- issues related to privacy, and confidentiality
- knowledge requirements to use AI responsibly
- governance and risk management
- procurement and due diligence.

More broadly, we are working on ways to bring tech and AI experts together so that members can then gain access to their expertise through events or thought leadership papers or other means.

In October, we will launch a Foundation Certificate in the Ethical Build of AI, in collaboration with the Chartered Institute of British Computer Science, as well as a number of eLearning bite-sized modules for members who want to increase their understanding and knowledge of AI, data and technology.

When will non-UK members also be able to receive printed Modus and Journals?

As most organisations, we have been moving away from printed materials due to their high cost and negative ecological impact. However, a limited print run of RICS journals has returned for the UK due to member demand. Although we are currently not seeing that demand elsewhere, we would absolutely review this approach for important publications and to meet member demand. Should a member, anywhere, require a print copy for accessibility reasons, we will share hard copies via a local RICS office.

After several years of turbulence, what is the single most important change RICS will deliver in the next 12 months to restore trust and demonstrate that the Institution is truly member-led and accountable?

The most important change RICS will deliver in the next 12 months is the full implementation of our reformed governance model – designed to make RICS truly member-centric, globally representative, and accountable. This includes a stronger, clearer relationship between Governing Council and the independent Standards and Regulation Board, along with enhanced global engagement structures that ensure all members, regardless of geography or discipline, have meaningful influence.

Alongside this, we are delivering two transformational programmes: the Entry & Assessment Review and a reimagined global CPD framework. These reforms will create a fairer, more transparent, objective and inclusive professional competence journey for all members—from aspiring entrants to experienced practitioners.

Together, these changes respond directly to what members told us they needed: trust built on visible action, standards applied equitably across world regions, and an institution that listens, adapts, and supports every stage of a professional's career.

Entry and Assessment

Can you provide more detail relating to the anticipated timeline for concluding and implementing the Entry and Assessment Review?

Next steps on the implementation of Entry and Assessment Review are of central priority to RICS and GC. We are in the process of delivering the first phase of these changes and we are scoping out the implementation of the larger scale Review recommendations. To ensure that we are upholding the standards expected of our qualifications, SRB has set an [implementation oversight group](#), working closely with RICS Board and GC.

These recommendations and a proposal for actioning the programme of changes will be discussed at the GC in July. This is change at a large scale that will modernise the profession, so we need to ensure that we work with the professional body to be able to bring in the changes smoothly and in the right manner that works for employers, members and educators.

Can RICS confirm a review of the current FRICS assessment, in accordance with the wording set out in A7(3) of the Summary of recommendations of the Entry and Assessment Review?

Following the SRB's approval of the [Entry and Assessment Review recommendations](#), we have already started addressing some of the more pressing changes, including ensuring that only those with five or more years of post-Chartered Surveyor experience can apply for Fellowship.

We are in the process of delivering the first phase of these changes while scoping the implementation of the larger, longer-term change. To ensure that we are upholding the standards expected of our qualifications, SRB has set an [implementation oversight group](#), working closely with RICS Board and GC. These recommendations and a proposal for actioning the programme of changes will be discussed at the GC meeting in July. We're confident that these changes will lead to a better experience for candidates, academics and employers.

What steps is RICS taking to ensure a more inclusive and responsive approach for APC candidates with disabilities, including providing clear guidance on reasonable adjustments and streamlining the process to reduce unnecessary barriers?

We strive to support all candidates and work hard to agree all adjustments with candidates in advance of their assessment. We know there is still work to do, and that the current one-time final-stage assessment interview needs to change, including the changes planned as part of the short- and medium-term improvements to candidate experience, and changes to the entry and assessment process. Assessment processes should be robust and fair; requests for [reasonable adjustments and access arrangements](#), as covered by the Equality Act 2010 or relevant legislation in the candidate's own country, are considered on a case-by-case basis.

We ask candidates to support their applications with documentary evidence (supporting letter from a medical professional, copy of an assessment report or letter from an education provider or employer). Whilst evidence is not essential, it does help us agree adjustments with the candidate that will meet their individual needs. To read more, please find the full Access Arrangements policy [here](#).

Will RICS commit to working with Lionheart to enhance the user experience at renewal and contact members throughout the year, making it easier for them to donate?

We encourage all members to support Lionheart. There are already many ways to do so, both at subscriptions renewal time, as well as throughout the year via direct debit, or via text. We are

working closely with Lionheart to welcome their representatives at more RICS events, and our members have more direct contact with the charity.

As the RICS APC is currently online (compared to the physical attendance prior to Covid) can the APC fee be revisited?

The APC fees have remained unchanged since 2018. While assessment costs were higher before March 2020 due to venue expenses, the current assessment fees do not fully cover the costs of delivering assessments. This includes increased assessor fees implemented in 2020.

As part of the Entry and Assessment review, we conducted research to benchmark entry costs across various professions. These findings have been published in our final report, which is available on our website: [Entry and Assessment into the Profession](#)

Is there any way in which becoming a member of the RICS can be streamlined? The process is long, it can be difficult to gain relevant CPD and is heavily based on the ability and time of your mentor.

Our assessment routes provide a range of options to suit individuals with varying education and experience backgrounds. Importantly, candidates must be supported by their counsellor as competent and ready for assessment. Some of these routes take longer to reach assessment than others; we also recognise that candidates' work experiences can be different, and it may take some candidates longer to acquire the necessary knowledge and skills.

We also offer a range of APC [candidate support resources](#) and training courses to support candidates with their assessment journey.

Some potential candidates have trouble with registering online and joining for APC. They then have difficulties in getting support from the RICS online. What is being done to help improve customer services and what are the target times for responses to issues with online platforms?
This is part of our programme of work following the Entry and Assessment Review. We expect to deliver improvements in this area from the end of 2025.

Can you elaborate on how an AssocRICS can easier become an MRICS to contribute to the industry between the UK and Asia?

[The Entry and Assessment Steering Group final report](#) recognised that progression options from Associate to Chartered Surveyor need to be reviewed, and we are working to implement those recommendations as soon as possible.

In the meantime, Associate members who meet the current eligibility requirements for Chartered Surveyor assessment can enrol onto the most appropriate assessment route that reflects their education and work experience. Candidates can use work experience from the UK and Asia in their submissions if they wish to.

Early engagement and the skills challenge

Tell us more about RICS accredited degree courses and apprenticeships to bring people into the profession?

RICS accredits over 150 universities globally, who deliver over 630 accredited degree programmes, some of which are the degree requirement for the Chartered Surveyor Degree Apprenticeship. We publish a list of [accredited degree programmes](#), and the [standards](#) programmes need to meet in order to be accredited.

We also work with employers and education providers to collaboratively deliver two surveying apprenticeships: the Surveying Technician Apprenticeship, and the Chartered Surveyor Degree Apprenticeship. Read more about apprenticeships here: <https://www.rics.org/surveyor-careers/how-to-become-a-surveyor/surveying-apprenticeships>

How do you see the cooperation with Universities in Europe, since we see that they want to engage but no longer want to be accredited due to the cost and procedures?

We are investing more time and resources in developing and building our relationships with universities. We recognise the need to have a "partner friendly" model for accreditation and one which recognises the rigour and quality which the universities and employers expect. A very important aspect of the accreditation model is the eligibility for MRICS assessment conferred on an accredited-degree graduate. Assuring the standards of education delivery and mapping to RICS' requirements requires a robust process. We are confident our accreditation standards' processes are efficient and reflect best practice in degree accreditation.

We are currently reviewing the fees associated with the costs of delivering our accreditation standards to ensure these remain fair and consistent for all accredited providers.

What is being done to accelerate the accreditation of university programmes overseas?

Our market teams are working with world regional boards across the world to focus efforts on developing and expanding our relationships with universities. We absolutely want to engage with the education providers who want to give their students this opportunity to study on a RICS-accredited course.

In terms of the accreditation process itself, while timelines can vary individually, the process does reflect best practice in degree accreditation.

There continues to be a shortage of Surveyors in the UK. What specific, measurable strategies are being implemented to broaden the appeal of the surveying profession?

Recruiting surveyors is an ongoing cause of concern for many of our members. To address this we're casting our net far and wide to find individuals from all backgrounds who may be interested in pursuing a career in surveying. As part of our student campaign 'Shape the world, build your future' that aims to build awareness of the impact of surveying, we held focus groups with graduates. Insight and data from the groups will help us to understand and respond to the barriers preventing graduates from pursuing a career in surveying, and the important factors driving young people's career choices.

Our recent collaboration with Minecraft is just one example of our outreach to pique interest in surveying – in this case, we introduced the profession to nine and 10-year-olds. Exposure to surveying as a profession from an early age will be key to attracting talent.

British politicians referenced the value of surveying apprenticeships three times in the Houses of Parliament in February, thanks in no small part to our work to engage MPs during National Apprenticeship Week. Furthermore, MPs on the influential Environmental Audit Committee heard from RICS about our calls for the creation of an English built environment GCSE, which is already live in Wales, to inspire school students into the sector. Our message that we must embed built environment skills into curricula and career pathways is being heard, and we will continue to galvanise that interest into action and investment.

In addition, we have just reaffirmed our commitment to diversity, equity and inclusion with CEO Justin Young having signed a five-year extension of the existing [B.E. Inclusive Memorandum of Understanding \(MoU\)](#). The initiative places an emphasis on data as an essential component for understanding why talent continues to leave the profession early. Only complete and accurate data, collected by firms and professional bodies, can show where the gaps in support are, and what can be done to close them.

Diversity, Equity and Inclusion

Does RICS have data on the BAME (Black, Asian and Minority Ethnic) community in terms of the enrolment through to Chartership? And what is RICS doing more broadly to ensure equitable access to the profession?

We are still trying to build an accurate and meaningful data set for RICS membership. To achieve this, we need every member doing their part by completing the diversity questionnaire in their [rics.org](#) member profile. This data is secure and only used anonymously to help establish baselines and measure our progress year on year.

We are actively shaping our strategy to target areas of clear underrepresentation, acknowledging the need for action. Our Inspired to Hired initiative targets underrepresented communities to provide comprehensive access, support, and industry awareness. This initiative aims to map clear pathways from initial interest through to chartership, demonstrating specific stepping stones for career progression. We plan to deliver this project by the end of 2025.

However, attracting diverse talent is not enough without industry-wide commitment to retention and promotion. While the sector is attracting more diverse talent year on year, there are significant challenges in retaining and advancing professionals from diverse backgrounds, largely due to workplace culture issues. Industry culture is everyone's responsibility, and we have provided guidance and expectations for our members and member organisations in [Rule 4 of the RICS Rules of Conduct](#).

Governance

Are we paying for two Presidents? How long will this situation continue? When will RICS reform the way Presidents are elected and confirm it has the power to act if public trust is at risk?

Many members strongly wish to directly elect the RICS President. What plans does RICS have, and what is the timeline, for reviewing and potentially implementing a system that allows all eligible members to vote directly for the President?

Justin Sullivan has stepped aside while an investigation is ongoing. He is still entitled to remuneration until there is an outcome to the process.

As part of our ongoing commitment to improvement, the election process underwent a review in 2024, which aimed to make it easier for members to apply and stand for election. This change was implemented and led to an increase in the number of candidates participating in the most recent election.

Regarding the significant question of which cohort – the Governing Council or the entire membership – will elect RICS Senior Vice President in the future, this will be part of the next independent review which will run later this year. Until the outcome of this review, the election of the RICS Senior Vice President will remain with GC, with the possibility of change thereafter. Any change in the framework will have to allow for similar proportional representation of the whole membership so that it is not skewed by the UK and demographics - the existing process has resulted in the last 5 out of 8 Presidents being female, and 3 were from overseas – we need to keep this diversity of representation.

When will RICS introduce mechanisms to increase the communication and transparency of the work of Professional Group Panels (PGPs), UK & Ireland Board, and Regional Boards, and how can members engage with or hold these bodies to account?

The Professional Group Panels and regional boards are made up by volunteers, and we are very grateful to those that give up their time to share their experience and insight through these forums. Since 2024, more than 70 members have been appointed across the six Professional Group Panels (PGPs), and both members and staff have been working collaboratively to ensure these panels function effectively. WRBS are instrumental in providing local insight to help shape

our response and strategy in these regions. While progress has been made, there are still areas for improvement.

One key area is ensuring that the PGPs provide direct input into RICS' plans and priorities by offering valuable market insight, feedback, and strategic advice. Strengthening the connection between members and their relevant PGPs is also a priority, to foster greater engagement and alignment. Any member can contact their [relevant PGP](#) by emailing PGP@rics.org.

Encouragingly, interest in joining the panels remains high, with over 80 members having expressed a desire to get involved when vacancies arise. This strong volunteer base reflects a healthy appetite for participation and offers a solid foundation for future development.

Miscellaneous

Can RICS confirm how much it contributed to the IVSC during 2024 and did RICS get paid by the IVSC in return for RICS staff time/resources dedicated to IVSC activity in 2024?

RICS is a strategic partner of the IVSC and plays a significant role in the development and promotion of the International Valuation Standards (IVS). The relationship goes both ways, with RICS benefiting from IVS going into the Red Book Global Standards, and with RICS contributing to the consultation and implementation process of the new update to the IVS in January 2024.

What has happened to the Building Control Section?

The sector of building control does exist within RICS, albeit differently than in the past. The Institute of Building Control merged with RICS in 2000, with IBC's last President David McCulloch FRICS since serving on RICS Governing Council, chairing the Building Control Professional Group Board, and now chairing the RICS Fire and Building Safety Expert Working Group. The Group also includes building control members and explores topics related to building control and building safety.

We have also introduced a dedicated Building Control section in the Built Environment Journal, as well as the existing Building Control pathway for new members.

In addition, we established the [Building Control and Building Surveying Professional Group Panel](#) (PGP) which also includes members in the building control area.

In relation to RICS being a major proposer in formulating International Property Measurement Standards (IPMS), please give an indication of the costs incurred in getting to the position we are today since launching the concept and how many of the coalition partners are adopting IPMS fully?

IPMS required no financial input from the coalition partners, so RICS provided no funding. In terms of adoptions, IPMS is adopted at a local level by many of the coalition partners including BOMA (building owners & managers association), CLGE (Council of European Geodetic Surveyors) and organisations in Germany, New Zealand, Ireland and elsewhere.

What do you see as the biggest challenge for the year ahead?

The industry is facing a critical skills shortage, and we have been engaging with Governments and other key stakeholders over the last few years to develop a strategy around this.

We need to fully understand the root and extent of the issue in order to address it. Our recent global skills survey will inform our work to boost surveying skills and keep our vital work on the map. Early indicators from the survey show a concern around the pace of technological changes along with a decline in the knowledge-sharing amongst experienced professionals. Our next step is to create and share a report detailing the results, as well as regional roundtables and a skills summit in October.

We have also placed greater emphasis on T Levels, embed built environment topics into the existing curriculum, as well as enhance support for apprenticeships and collaboration within the curriculum. We have been advocating for surveyors collaborating with industry changemakers to identify and forge solutions that won't just benefit surveyors, but the industry and wider public too.

As RICS is in transformation, is now the time to start a conversation between Lionheart, RICS and its Regulated firms on how support can be provided to those who fall outside Lionheart's support criteria, yet contribute to the well-being and benefit of RICS members and firms? Could a voluntary levy be promoted to member firms when undertaking their annual return?

We of course encourage all members who can to support Lionheart but feel that contributions must be voluntary and giving members the freedom to reflect on their individual circumstances. There are already many ways to do so, both at subs time, as well as throughout the year via direct

debit, or one off via text. We are working closely with Lionheart so that representatives are present at more RICS events and members have more direct contact with the charity.

Given that RICS has a charter for the public good that reaches outside our membership is it right that those who work for RICS regulated firms, but are not RICS members or dependants, are not offered a similar level of support?

We are deeply committed to promoting and safeguarding the public interest through RICS' Royal Charter obligations. While our regulatory remit applies specifically to RICS-qualified members and regulated firms, we recognise that many individuals working within those firms—such as graduate trainees, apprentices, or technical staff—play a vital role in upholding the same standards of professionalism, ethics, and integrity.

Although these individuals may not fall under direct regulatory oversight, we are actively working to expand access to support and professional development through initiatives such as enhanced firm regulation engagement, clearer expectations on supervision and mentoring, and pathways into professional membership. These efforts ensure that the values of competence, responsibility, and accountability extend across the working environment—not just to individual RICS members.

Ultimately, we strive to create a profession-wide culture of support and responsibility. We are committed to ensuring that all those contributing to the built and natural environment—whether members or future members—are treated with fairness and respect and have access to the tools and guidance needed to succeed.

Will RICS consider implementing transparent version control and adding timestamps to all documents, including changes made to the website that affect members? Furthermore, does RICS have any intentions of pursuing ISO 9001 accreditation?

We clearly mark updated website content and date the content that is subject to revisions (our publications, consultations and feedback) are dated.

In relation to ISO 9001 accreditation, RICS already adheres to rigorous internal governance and quality frameworks, which may duplicate efforts, as well as the global nature of the organisation could mean that defining a unified QMS scope could be complex.

Whilst we recognise the value being accredited, this is not something we will pursue this year. However, we are mindful of keeping all principles of this accreditation in mind, and with a new Executive in place we are already setting up policies and processes to improve how we deliver.

Will RICS confirm if any data has been lost and what impact this may have had on any potential regulatory investigations? Will RICS confirm which organisations it shares members' details with, why, and that member information is secure? Will RICS introduce a documented system of consent when it uses member information in its podcasts, online articles and advise the member or firm when it does so, ensuring it is also removed.

Whilst there were some historic challenges with implementing changes to systems, we can confirm that no regulatory investigation case data was lost and as a result regulatory investigations were not impacted as a result of data loss.

We act in compliance with UK GDPR and IOC guidance which sets out principles, rights, and obligations for processing personal data. We have a clear policy which is available on the website under Privacy Policy. There is also a full table which lists the examples where data sharing might occur and the organisations with whom data may potentially be shared.