

## ON PAPERS

### Registration Appeals Committee (CPD Appeal)

23 April 2026

**Name:** HERSI, Asho Abdi  
**Registration number:** 307849  
**Case number:** CAS-213960-Q4K3P8

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**General Dental Council:** Lauren Francis, ILAS

**Registrant:** Unrepresented

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**Outcome:** Appeal dismissed

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**Committee members:** Harpreet Ark (Chair, Dentist member)  
Clive Powell (Lay member)  
Jodie Mahoney (DCP member)

**Legal adviser:** Jenny Appleton

**Committee Secretary:** Sarah Crewe

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At this meeting the Committee made a determination that includes some private information. That information shall be omitted from any public version of this determination and the document marked to show where private material is removed.

1. This was an appeal meeting before the Registration Appeals Committee (RAC). The meeting was conducted remotely on Microsoft Teams.

2. The appeal was against the decision of the Registrar of the General Dental Council (the Council) to erase Miss Hersi from the Register for apparent non-compliance with the statutory Continuing Professional Development (CPD) requirements. The hearing was held in accordance with the terms of the General Dental Council (Registration Appeals) Rules Order of Council 2006 ('the Registration Appeal Rules'), pursuant to Schedule 4A of the Dentists Act 1984 (as amended) ('the Act').
3. Neither party was present at today's meeting. The Committee first considered the issues of service and whether to proceed with the meeting on the papers in the absence of Miss Hersi and any representatives for either party. The Committee accepted the advice of the Legal Adviser on both of these matters.

### **Decision to conduct the appeal in the absence of Miss Hersi and on the papers**

4. Notification of this appeal was sent to Miss Hersi by Recorded Delivery and secure email on 4 March 2026 in accordance with Rule 5 of the Registration Appeal Rules.
5. The Committee noted that conducting the appeal on the papers is the default position of the GDC unless an appellant requests an oral hearing. It took into account that the GDC's acknowledgement of Miss Hersi's appeal, dated 10 December 2025, informed Miss Hersi that she could request an oral hearing within 28 days of the date of the letter. Having considered the documents provided, the Committee was satisfied that Miss Hersi had made no such request.
6. In the circumstances, the Committee was satisfied that it was appropriate to consider today's appeal in the absence of either party and on the papers.

### **Private Hearing**

7. At the beginning of the hearing, the Committee considered whether, under Rule 14(1) of the Appeal Rules, this appeal should be held in private since the matters under consideration relate to matters relating to Miss Hersi's private and family life.
8. The Committee bore in mind that, as a starting point, hearings should be conducted in public session. However, having accepted the advice of the Legal Adviser, the Committee decided that to protect Miss Hersi's private and family life a private and public determination will be produced if required.

### **Decision and reasons on the appeal**

#### **Background**

9. The General Dental Council (Continuing Professional Development) (Dentists and Dental Care Professionals) Rules 2017 ('the CPD Rules') set out the CPD requirements placed on DCP registrants as of 1 August 2018, and the steps that the GDC shall take in respect of registrants' compliance and non-compliance with those requirements.
10. The CPD Rules came into force on the 1 January 2018 and took effect in respect of dental care professionals on 1 August 2018.
11. In accordance with Rule 1, a 'CPD cycle' means, in respect of a dental care professional, a period of five years beginning on 1 August following the date the dental care professional is

first registered and each subsequent period of five years. A 'CPD year' means, in respect of a dental care professional, a period of 12 months beginning on 1 August in any calendar year.

12. Miss Hersi appealed against the Registrar's decision that her CPD is non-compliant because failed to provide a CPD record demonstrating that she has completed the minimum requirement for the period 1 August 2023 to 31 July 2025.

### Summary

13. The GDC's case in support of its decision was summarised as follows:

*Miss Asho Abdi Hersi first registered with the General Dental Council ("the Council") as a dental care professional, with the title dental nurse on 31 May 2023. Therefore, Miss Hersi's current CPD cycle began on 1 August 2023 and will end on 31 July 2028.*

*On 22 May 2025, the Council sent an email reminder to Miss Hersi's registered email address. This reminder notified Miss Hersi that her CPD year was coming to an end and reminded her that she was required to submit her CPD statement, detailing how many CPD hours she had completed during that year, by 28 August 2025. Miss Hersi was advised that if she did not submit a compliant statement before the deadline, her registration may be put at risk.*

*On 10 June 2025, the Council also sent Miss Hersi an Annual Renewal Notice letter by post to her registered address. The Annual Renewal Notice is designed to remind registrants that their registration with the Council is due for renewal, of the need to pay their annual retention fee and make their indemnity declaration and of the need to make their CPD statement. Miss Hersi was also reminded in this notice that she was required to submit her CPD statement by 28 August 2025. It was stated that Miss Hersi would need to have completed at least 10 hours of CPD over the last two years, unless she was in the first year of her first CPD cycle.*

*On 7 July 2025, the Council sent an email to Miss Hersi in which she was reminded that her Annual Renewal was due on or before 31 July 2025. It was noted that the Council was yet to receive her Annual Retention Fee or her indemnity declaration. Miss Hersi was reminded within this email of the need to complete her CPD statement.*

*On 12 June 2025, 18 July 2025 and 5 August 2025, the Council sent email reminders to Miss Hersi's registered email address. These reminders notified Miss Hersi that her CPD year was coming to an end. The reminders stated that she was required to submit her CPD statement by 28 August 2025. Miss Hersi was notified that if she failed to submit a compliant CPD statement by this date, her registration may be put at risk.*

*Between 12 August 2025 and 28 August 2025, the Council sent three SMS reminders regarding the CPD statement to Miss Hersi's registered mobile number.*

*On 23 August 2025, Miss Hersi submitted an annual CPD statement for the 2024-2025 CPD year, declaring that she had completed five verifiable CPD hours.*

*On 25 September 2025, the Council sent a notice under Rule 6 to Miss Hersi by recorded delivery to her registered address. The notice stated that, although Miss Hersi had submitted a CPD statement to the Council, she had not declared enough hours to meet the requirement to complete a minimum of 10 hours of CPD over two consecutive years. It was noted that she had submitted an annual CPD statement of two verifiable hours for the 2023-*

*2024 CPD year and an annual CPD statement of five verifiable hours for the 2024-2025 CPD year.*

*The notice stated that if Miss Hersi wished to retain her registration, she should submit her CPD record to the Registrar by 23 October 2025 in order to demonstrate that she had met the requirement. Further, Miss Hersi was asked to let the Council know if there were any reasons or exceptional circumstances that meant she was unable to submit a compliant statement this year. Miss Hersi was informed that if the Council did not receive a response to the notice or if her response was unsatisfactory, she may be erased from the dental care professionals register.*

*On 26 September 2025, a copy of the notice was also sent via email to Miss Hersi's registered email address.*

*On 22 October 2025, the Council received an email from Miss Hersi which stated:*

*"I was out of the country I came back last night, can I email the certificate instead of sending it by post or can you please give me until Monday to send it by post".*

*On 23 October 2025, an Operations Officer on behalf of the Council emailed Miss Hersi and confirmed her CPD evidence could be sent via email. Further the email asked Miss Hersi to ensure that she provided her CPD record for 1 August 2023 to 1 July 2025, Activity Log and Personal Development plan.*

*On 23 October 2025, the Council received CPD evidence from Miss Hersi via post. The CPD evidence comprised of 4 x CPD certificates that were accepted, 4 x CPD certificates that were not accepted as they were out of cycle and 1 x CPD certificate that was not accepted as it did not meet the verifiable criteria.*

*On 5 November 2025, the Council sent a Rule 8 notice to Miss Hersi's registered address by recorded delivery. This notice confirmed that Miss Hersi had failed to provide a compliant CPD record demonstrating that she had met the minimum requirement for the period 1 August 2023 to 31 July 2025. It was assessed, based on the evidence provided that Miss Hersi had completed two hours of verifiable CPD between 1 August 2023 – 13 July 2023 and three hours of verifiable CPD between 1 August 2024 – 31 July 2024. The letter stated Miss Hersi's CPD remained deficient because: 4 x Agilio certificates dated 22 October 2025 were out of cycle. HTS certificate dated 7 February 2023 did not contain aims, objectives and learning content. She was outstanding 5 CPD verifiable hours.*

*Further, it was noted that Miss Hersi had not provided any evidence of exceptional circumstances that may have prevented her from completing her CPD as required. As a result, the Registrar had made the decision to remove her name from the dental care professionals register for non-compliance with the Rules. Miss Hersi was notified that unless an appeal was submitted, the Registrar's decision would take effect on 5 December 2025.*

*On 6 November 2024, a copy of the notice was sent via email to Miss Hersi's registered email address.*

*On 1 December 2025, the Council received an email from Miss Hersi. The email stated:*

*The reason I was unable to complete my required CPD during the relevant period is [PRIVATE]. This situation had a significant emotional and practical impact on me, and despite my best intentions, I struggled to keep up with my professional development requirements during that time.*

*I want to emphasise that maintaining my professional standards has always been extremely important to me, and I take my responsibilities as a dental nurse very seriously.*

*I respectfully request that the GDC consider my circumstances and allow me the opportunity to remain on the register and fulfil my outstanding CPD requirements. Being a dental nurse is my only source of income, and removal from the register would have a massive impact on my life. It would affect my ability to support myself and my family, who rely on my income. I take my role and my professional responsibilities very seriously, and now that my personal circumstances have stabilised, I am fully committed to completing any outstanding CPD as soon as possible.*

*Thank you for taking the time to review my appeal. I am grateful for your understanding and would be happy to provide any further information if needed.*

*On 2 December 2025, an Operations Officer on behalf of the Council emailed Miss Hersi, and confirmed that her email had been forwarded to the Dental Hearings Team.*

*On 1 December 2025, the Council received a Notice of Appeal (“NOA”) via email. The Council received a duplicate copy of Miss Hersi’s NOA by post from Miss Hersi which confirmed that she wished to appeal against the decision to remove her from the dental care professionals register.*

*On 9 December 2025, Miss Hersi’s CPD evidence was assessed by a Registration Operations Officer. Miss Hersi was deemed to be non-compliant with her CPD requirements on the basis that she had five verifiable CPD hours outstanding for the period 1 August 2023 to 31 July 2025. It was noted that Miss Hersi’s CPD was not compliant because: She is outstanding 5 verifiable CPD hours She has not completed a PDP She has not completed an Activity log 4 x certificates were out of cycle. 1 x certificate was not accepted as it did not contain aims, objectives, learning content or outcomes.*

*It was confirmed that, as of 9 December 2025, Miss Hersi had completed five verifiable CPD hours between 1 August 2023 to 31 July 2025.*

## **Submissions**

14. It is the Registrar’s position that Miss Hersi is non-compliant with the CPD requirements because she has failed to provide a CPD record demonstrating that she has completed the minimum requirement for the period 1 August 2023 to 31 July 2025.
15. As of 9 December 2025, Miss Hersi had completed five verifiable CPD hours between 1 August 2023 and 31 July 2025, which breaches the requirement that dental care professionals submit evidence that they have completed a minimum of 10 verifiable CPD hours in each two-year period.
16. The Registrar sympathises with Miss Hersi’s personal circumstances over the relevant period. Miss Hersi was provided sufficient opportunity to provide reasons or exceptional circumstances for her non-compliance with CPD over the relevant period. Miss Hersi did not provide any supporting information for the Council to consider prior to the decision to remove her from the register for non-compliance.
17. The Registrar acknowledges Miss Hersi’s submission that she takes her professional responsibilities seriously. It is submitted by the Registrar that Miss Hersi was reminded on numerous occasions of the need to complete her CPD hours and of the requirement to complete 10 verifiable CPD hours in each two-year period, as set out in detail above.

### Committee's decision

18. The Committee had regard to the documentary evidence provided today and took account of the written submissions made on behalf of the GDC and those made by Miss Hersi in her NOA. It heard and accepted the advice of the Legal Adviser.
19. Having carefully considered the information before it, the Committee noted that Miss Hersi did not provide a CPD record demonstrating that she has completed the minimum requirement for the period 1 August 2023 to 31 July 2025.
20. Whilst the Committee gave careful consideration to the circumstances outlined by Miss Hersi and it was sympathetic to her difficult personal circumstances, it was of the view that the information before it from Miss Hersi was vague and she did not provide any documentary evidence to demonstrate why this prevented her from complying with her CPD requirements. The Committee was therefore not satisfied that these circumstances were exceptional such as to prevent Miss Hersi from complying with her CPD requirements.
21. Accordingly, the appeal is dismissed. The Committee wished to remind Miss Hersi that it is open to her to apply for the restoration of her name to the Register upon completion of the required number of CPD hours.
22. Unless Miss Hersi exercises her right of appeal to the County Court (if their address is in England or Wales) or the sheriff in whose sherrifdom their address is located (if based in Scotland), in accordance with paragraph 6 of Schedule 4A to the Act, the erasure decision will take effect upon the expiry of the 28-day appeal period. It will then be open to Miss Hersi to apply for the restoration of her name if she meets the CPD and other requirements for restoration.
23. This will be confirmed to Miss Hersi in writing.
24. That concludes this determination.