

# GHANA ACADEMY OF NUTRITION AND DIETETICS

## GAND

### MEMBER FREQUENTLY ASKED QUESTIONS (FAQs)

*Official Reference Guide for Members | 2025–2026*

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## A. MEMBERSHIP & REGISTRATION

### 1. How do I become a member of GAND?

To become a member of the Ghana Academy of Nutrition and Dietetics (GAND), follow these steps:

- Visit the official GAND website: [www.gandonline.org](http://www.gandonline.org).
- Review the membership categories and applicable fees before applying
- Complete the online registration form by providing accurate information
- Make the required payment through the website.
- Await validation and confirmation from the GAND Secretariat via email

GAND offers six (6) membership categories including Full Member, Student Member, Associate Member, Honorary Member, Life Member, and International Member. Ensure you select the category that matches your qualifications and status.

### 2. What is the official process for registering with GAND?

All registrations must be completed exclusively on the GAND website ([www.gandonline.org](http://www.gandonline.org)).

The steps are:

- Go to [www.gandonline.org](http://www.gandonline.org) and create or log in to your account
- Select the appropriate membership category (e.g., Employed, Unemployed, Student)
- Complete the online registration form with accurate details

- Make payment through the website portal. Unemployed members should select 'Unemployed' on the portal and pay GHS 150 via Mobile Money to: 054 813 9602
- You will receive a payment acknowledgement and activation email upon successful registration

Important: Do not register through any other platform. Only website registrations can be validated and submitted to AHPC.

### **3. Is GAND membership renewal done annually, and why does my membership expire mid-year?**

Yes, GAND membership is renewed annually. The GAND membership calendar year runs from July to June. If you registered mid-year (e.g., in January or April), your current membership will be valid only until the end of June. You will then be required to renew when the new calendar year begins in July. This is a standard practice aligned with GAND's operational calendar.

### **4. I registered as a student member and paid GHS 60. Why is my renewal fee now higher (e.g., GHS 240)?**

Student membership fees are lower because they are subsidised. Once you graduate or your student status changes, you transition to a different membership category (e.g., Full Member or Associate Member), which attracts a higher fee. If you believe you still qualify for the student rate, contact the GAND Secretariat at [secretariat@gandonline.org](mailto:secretariat@gandonline.org) with evidence of your current student status. Renewal fees are set by GAND's governing board and may also be subject to periodic review.

### **5. Can I delay my membership payment until the new GAND calendar year begins (e.g., July)?**

Please note that you will not receive mandatory CPD points or access GAND member benefits during the period you are unregistered. It is advisable to register as early as possible to ensure your details are submitted to AHPC and your CPD points are processed before critical deadlines such as employment portal closures.

**6. Will I receive confirmation after making payment for registration?**

Yes. A payment acknowledgement is automatically generated after a successful registration and payment on the website. Please ensure all your details are accurately entered during registration. If you do not receive a confirmation, check your spam/junk folder or contact the Secretariat.

**7. How do I join official GAND platforms (e.g., WhatsApp groups, announcements)?**

After completing and confirming your registration, send evidence of your registration (e.g., a screenshot or payment confirmation) along with your GAND Membership ID to any GAND admin. You will then be added to official GAND platforms including WhatsApp groups, where you can access updates, announcements, and professional resources. Only registered members in good standing are added to these platforms.

## **B. CPD POINTS**

**8. Why are my CPD points not showing on the AHPC portal?**

CPD points are collated and submitted to AHPC each year at the end of the CPD program of activities between October/November. This is to allow sufficient time for AHPC to upload the points during the PIN renewal period in December. For instance 2025 CPD attendance list was submitted to AHPC in December 2025 for 2026 PIN renewal. Likewise, 2026 CPD attendance list will be submitted by end November 2026 for 2027 PIN renewal

Members are encouraged to see the published CPD schedule for the year.

**9. How long does it take for CPD points to reflect after registration or participation?**

CPD points are collated and submitted to AHPC each year at the end of the CPD program of activities between October/November. This is to allow sufficient time for AHPC to upload the points during the PIN renewal period in December. For instance 2025 CPD attendance list was submitted to AHPC in December 2025 for 2026 PIN renewal. Likewise, 2026 CPD attendance list will be submitted by end November 2026 for 2027 PIN renewal

Members are encouraged to see the published CPD schedule for the year.

**10. I participated in CPD activities, but my points are still not reflecting. Why?**

CPD points are collated and submitted to AHPC each year at the end of the CPD program of activities between October/November. This is to allow sufficient time for AHPC to upload the points during the PIN renewal period in December. For instance 2025 CPD attendance list was submitted to AHPC in December 2025 for 2026 PIN renewal. Likewise, 2026 CPD attendance list will be submitted by end November 2026 for 2027 PIN renewal

Members are encouraged to see the published CPD schedule for the year.

**11. I joined CPD sessions (e.g., Zoom), but I have not received my points. Why?**

CPD points are collated and submitted to AHPC each year at the end of the CPD program of activities between October/November. This is to allow sufficient time for AHPC to upload the points during the PIN renewal period in December. For instance 2025 CPD attendance list was submitted to AHPC in December 2025 for 2026 PIN renewal. Likewise, 2026 CPD attendance list will be submitted by end November 2026 for 2027 PIN renewal

Members are encouraged to see the published CPD schedule for the year.

**12. My CPD points are still zero despite making payment. What could be the issue?**

Having a zero CPD points balance after payment is normal in the short term. Making payment is the first step; your points are only awarded after GAND validates your registration and submits to the AHPC. Participation list will be published within 1-2 weeks after the program. Quarterly attendance will also be published.

**13. Why do some members have different CPD points (e.g., 20 vs 40)?**

The difference in CPD points between members is typically due to:

- Total number of CPD participation
- Participation in additional CPD activities beyond mandatory points (e.g., congresses, workshops, seminars)
- AHPC awards different points for different categories of CPD activities. Eg every category and the CPD point awarded.

The mandatory 4 points awarded through GAND registration are the same for all qualifying members in good standing. Any additional points above this are earned through further CPD participation.

**14. Is it compulsory to pay GAND dues before receiving CPD points?**

Yes. You must be a registered GAND member who has paid the required dues to be eligible for mandatory CPD points. Your payment status is part of the 'good standing' criterion that determines whether you qualify for CPD points. Members with outstanding dues are not considered in good standing and will not receive mandatory points. If you are not in good standing, you will be required to pay for the CPD activities before the points are awarded,

**15. Can I receive CPD points if I attend sessions but have not paid my dues?**

No. Attending CPD sessions without completing your GAND registration and dues payment does not entitle you to CPD points. You must be a paid-up, registered member in good standing before GAND can submit your details to AHPC for mandatory CPD point allocation.

**16. Are CPD activities free after registering with GAND, or are there additional fees?**

Your GAND membership registration and annual dues cover the mandatory 4 CPD points awarded to members in good standing as well as other CPD programs. However, always make sure to fill in the attendance forms. Failure to attend CPDs means forfeiture of the points. Check the GAND website or communications for details on specific CPD events and whether additional fees apply.

**17. Is there any fee specifically attached to CPD participation?**

Your GAND membership registration and annual dues cover the mandatory 4 CPD points awarded to members in good standing as well as other CPD programs. However, always make sure to fill in the attendance forms. Failure to attend CPDs means forfeiture of the points. Check the GAND website or communications for details on specific CPD events and whether additional fees apply.

**18. How are mandatory CPD points awarded?**

Mandatory CPD points are awarded to GAND members in good standing (i.e., registered and dues-paid). Once you have registered on [www.gandonline.org](http://www.gandonline.org) and your membership is validated:

- GAND compiles and validates your membership details
- Validated details are submitted to AHPC

- AHPC verifies the information
- The Registrar grants final approval
- 4 mandatory CPD points are then recorded on your AHPC portal

#### **19. Can GAND assist in uploading missing CPD points to the AHPC portal?**

GAND submits member details to AHPC for CPD point allocation; however, GAND does not directly input points onto individual AHPC portals. That is the responsibility of AHPC. If you believe your points are missing due to an error or oversight, contact the GAND Secretariat with your Membership ID, payment confirmation, and details of the CPD activity in question. GAND will liaise with AHPC on your behalf to resolve the issue.

### **C. PIN RENEWAL & LICENSURE (AHPC-RELATED)**

#### **20. Does registering with GAND automatically renew my AHPC PIN?**

No. Registering with GAND does not automatically renew your AHPC PIN. PIN renewal is a separate process that depends on:

1. Your mandatory CPD points reflecting on your AHPC portal, and
2. AHPC verification and final approval by the Registrar.

GAND registration is a prerequisite for obtaining mandatory CPD points, which are required for PIN renewal but the PIN renewal itself must be completed through AHPC's registration portal at [registration.ahpcgh.org](http://registration.ahpcgh.org).

#### **21. What are the requirements for renewing my PIN?**

To renew your AHPC PIN, you must:

- Be a registered GAND member in good standing (dues paid)
- Have a minimum of 10 CPD credit points (Diploma) or 20 CPD points (Degree and above) accumulated for the renewal year, as required by AHPC
- Complete the PIN renewal process on the AHPC portal before 31st December of the current year
- Pay the annual renewal fees applicable to your qualification level

The 4 mandatory CPD points from GAND registration contribute toward this requirement; additional points can be earned through approved CPD activities.

**22. Do I need to pay for PIN renewal more than once?**

No. You should only need to pay for PIN renewal once per year, provided your payment is processed correctly on the AHPC portal. If you encounter system errors or duplicate charges, contact AHPC directly. Ensure you complete the renewal process on the official AHPC portal ([registration.ahpcgh.org](http://registration.ahpcgh.org)) to avoid payment complications.

**23. How can I check if my PIN is active?**

Log in to the AHPC portal at [registration.ahpcgh.org](http://registration.ahpcgh.org) using your credentials. Your dashboard will display your PIN status, including whether it is active, pending, or expired. If you are unsure of your login details, use the password recovery function on the portal or contact AHPC directly.

**24. Where can I check my CPD points for PIN renewal?**

Your CPD points are displayed on your AHPC professional portal at [registration.ahpcgh.org](http://registration.ahpcgh.org). Log in with your credentials to view your accumulated CPD points. If you believe points are missing or incorrectly recorded, contact both GAND (for mandatory points) and AHPC (for portal corrections). CPD Participation list will be published within 1-2 weeks after the program. Quarterly attendance will also be published.

**25. Why is my PIN still pending after renewal?**

A 'Pending' status on your AHPC portal after renewal means your application is still under verification by AHPC. This is a normal part of the process and does not necessarily indicate a problem. Please be patient while AHPC completes its review. If the status remains pending for an extended period, contact AHPC directly for an update.

**26. Why are unemployed professionals required to renew their PIN with mandatory CPD points?**

AHPC requires all registered allied health professionals including those who are currently unemployed to maintain their licensure through annual PIN renewal, which includes meeting

CPD requirements. This ensures that professionals remain current and competent even when not actively employed. The rationale is that a valid PIN may be needed to apply for employment through government portals or to resume practice at any time.

GAND acknowledges the financial challenge this poses for unemployed members and has introduced a reduced registration fee (GHS 150 for unemployed members) to ease the burden of GAND dues. However, GAND cannot do anything about AHPC fees,

### **27. Are NSS personnel required to renew their PIN?**

NSS (National Service Scheme) personnel who hold a provisional PIN are not required to renew their pins. As a general rule, you are advised to check your AHPC portal for any renewal prompts or contact AHPC for guidance specific to your registration type and service status. GAND recommends that all NSS personnel register with GAND regardless, to ensure their details are in the system for CPD point processing.

### **28. Is a provisional PIN the same as a permanent PIN?**

No. A provisional PIN and a permanent PIN are different. A provisional PIN is issued to graduates who have completed their academic programme and are serving their internship or national service. It is valid for one year and allows practice only in AHPC-approved institutions. A permanent PIN is issued after the internship has been completed and AHPC is satisfied with all requirements. Once you transition to permanent registration, a new PIN number is assigned. If you are using your provisional PIN on the AHPC portal, it may still be your active PIN until AHPC processes your permanent registration. Contact AHPC to clarify your current registration status.

### **29. For those who upgraded qualifications (e.g., certificate to diploma), why are renewal fees and penalties still applied?**

Renewal fees and applicable penalties are based on your current registration status in the AHPC system, not solely on your qualification upgrade. If you have upgraded your qualification, you may need to formally update your records with AHPC to reflect your new qualification tier, which may affect your fee category. Until AHPC updates your records, the fees applicable to your previous registration category may continue to apply. Contact AHPC directly to have your records updated and to request a review of any penalties that may have been applied in error during the transition period.

## D. AHPC PORTAL STATUS & SYSTEM ISSUES

### **30. Why is my AHPC portal status showing 'Pending'?**

A 'Pending' status indicates that your details are currently undergoing verification by AHPC. This is a standard part of the review process and does not necessarily mean there is a problem with your application. The verification process involves review by AHPC officials and final approval by the Registrar. Please be patient and check your portal periodically for updates.

### **31. Why is my 'Good Standing' status still pending despite completing payment?**

Completing payment with GAND is the first step in a multi-stage process. Your 'Good Standing' status on the AHPC portal will only be updated after GAND has validated your details, submitted them to AHPC, and AHPC has completed its verification and given approval. If you have paid and are awaiting this update, allow the standard 2–4 week processing period. If it has been longer, contact the GAND Secretariat with your payment details.

### **32. My name appears on the good standing list, but my portal shows pending. Why?**

GAND registration and AHPC pin renewal are two separate procedures. For your pin renewal, you need to be in good standing to be able to renew your pin.

### **33. Why was my application rejected?**

A rejection means that issues were identified during AHPC's verification of your application. Common reasons may include discrepancies in personal details, incomplete documentation, unresolved compliance matters, or eligibility concerns. AHPC will contact you directly with the specific reason(s) for rejection and guidance on how to resolve the issue. Do not re-apply before receiving and addressing AHPC's feedback.

### **34. Will AHPC communicate the reason for rejection and next steps?**

Yes. If your application is rejected, AHPC will contact you to explain the specific issues identified during verification and outline the steps required to resolve them. Ensure your contact details on the AHPC portal are current and check both your email inbox and spam/junk folders for communications from AHPC.

### **35. Why are there delays in updating member status on the portal?**

Portal updates depend on AHPC's internal verification workflows, the volume of applications being processed, and the Registrar's final approval. These processes involve multiple layers of review and cannot be rushed without compromising accuracy. GAND submits member details as promptly as possible, but the final update timeline is determined by AHPC. Members are encouraged to plan their registrations early to avoid last-minute delays.

## **E. PAYMENT & COMPLIANCE ISSUES**

### **36. Why are penalty charges applied in certain cases?**

Penalty charges are applied by AHPC when a member's PIN has lapsed. Meaning the member failed to renew their PIN before the 31st December deadline of the previous year. These are standard regulatory penalties to encourage timely compliance with licensure renewal requirements. If you believe a penalty has been applied in error, contact AHPC with your registration details to request a review.

### **37. Is it mandatory to pay dues before accessing GAND services?**

Yes. Payment of GAND dues is required for full membership benefits, including the award of mandatory CPD points, access to official GAND platforms, and submission of your details to AHPC. Unpaid dues result in a non-good-standing status, which disqualifies you from receiving CPD points and other member services.

## **F. GENERAL CLARIFICATIONS & PROFESSIONAL SUPPORT**

### **38. What are the best practices in dietetics and nutrition professional work?**

As a nutrition and dietetics professional in Ghana, best practices include:

- Maintaining current registration with both GAND and AHPC to practice legally and ethically
- Engaging in continuous professional development (CPD) to stay current with evidence-based practice
- Adhering to the AHPC Code of Professional Conduct and ethical standards

- Providing client-centred, culturally sensitive nutrition care and counselling
- Basing recommendations on credible scientific evidence and current clinical guidelines
- Maintaining accurate and confidential client records
- Engaging in interprofessional collaboration for holistic patient care
- Participating in research, advocacy, and community nutrition activities
- Staying informed on national nutrition policies and public health initiatives in Ghana

### **39. Are there professional forums or platforms for networking and knowledge sharing?**

Yes. GAND maintains official communication platforms (including WhatsApp groups) for registered members to network, share updates, and access professional resources. Access to these platforms is granted after completing GAND registration. GAND also organises annual congresses, CPD workshops, and other professional events. Additionally, members may explore international bodies such as the International Confederation of Dietetic Associations (ICDA) for global networking opportunities.

- 👉 Facebook: Ghana Academy of Nutrition and Dietetics [ <https://web.facebook.com/OfficialGAND? rdc=1& rdr#> ]
- 👉 Instagram: @officialgand\_ [ <https://www.instagram.com/officialgand> ]
- 👉 Twitter/X: @officialGAND [ <https://x.com/OfficialGAND> ]
- 👉 LinkedIn: Ghana Academy of Nutrition and Dietetics [ <https://www.linkedin.com/company/ghana-academy-of-nutrition-and-dietetics> ]
- 👉 YouTube: GANDTube\_Online [ [https://www.youtube.com/@gandtube\\_online](https://www.youtube.com/@gandtube_online) ]
- 👉 WhatsApp Channel: Ghana Academy of Nutrition and Dietetics [ <https://www.whatsapp.com/channel/0029Va8eVE984OmA6KSxiE02> ]
- 👉 GAND Website: Ghana Academy of Nutrition and Dietetics [ <https://gandonline.org> ]

## **G. SPECIAL CASES & INDIVIDUAL CONCERNS**

### **40. My CPD points are incomplete. How can I resolve this?**

If your CPD points are incomplete, take the following steps:

- Confirm that you are a registered GAND member in good standing (dues paid)
- Contact the GAND Secretariat with your Membership ID, payment receipt, and details of the CPD activities you participated in
- GAND will investigate and, if necessary, resubmit or correct your details with AHPC

Note: GAND cannot upload points directly to your AHPC portal. That is managed by AHPC. However, GAND can liaise with AHPC on your behalf to ensure your records are correct.

**41. I need assistance with missing mandatory CPD points. What should I do?**

If your mandatory CPD points (4 points for GAND members in good standing) are missing from your AHPC portal, contact the GAND Secretariat with:

- Your full name and GAND Membership ID
- Your AHPC PIN number
- Proof of payment (receipt or screenshot)
- Date of registration

GAND will verify your records and follow up with AHPC to ensure the points are correctly attributed to your profile.

**42. I recently joined GAND, but my records (CPD/PIN status) are not updated. Why?**

It is completely normal for records to take time to update after a new registration. After you register on [www.gandonline.org](http://www.gandonline.org):

- GAND compiles and validates your membership details (this may take a few days to weeks depending on the volume of registrations)
- Validated details are submitted to AHPC
- AHPC conducts its verification process
- The Registrar grants final approval
- Your AHPC portal is then updated accordingly

The entire process may take 2–4 weeks. If your records are still not updated after this period, contact the GAND Secretariat for follow-up.

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## **GAND CONTACT INFORMATION**

Website: [www.gandonline.org](http://www.gandonline.org)

Email: [secretariat@gandonline.org](mailto:secretariat@gandonline.org)

Support Lines: 055 802 4661 | 020 272 4209 | 020 624 1704 | 020 824 2175 | 024 450  
3113

Unemployed Members MoMo: 054 813 9602

AHPC Portal: [registration.ahpcgh.org](http://registration.ahpcgh.org)