

Education provider guidance – engaging with quality activity

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Purpose of this stage

- We have assessed your submission, and have developed the themes / questions we would like to explore with you
- We will work with you in a proportionate way to explore these themes / questions
- We will do this by undertaking quality activities

Quality activities overview

- Quality activities are not always limited to 'problems'. We may undertake quality activities to explore an innovative approach or example of good practice.
- We consider each theme / question first prior to deciding the quality activity required for that theme / question. We do not apply a blanket solution for all, meaning we may undertake a range of quality activities
- We aim to undertake the lowest burden activity required to explore each theme / question

The following is a list of quality activities, which we have used as a guideline when arriving at the quality activities we would like to undertake with you:

Activity	Appropriate use
Email response to questions	To clarify understanding of small queries
Phone call clarification	<ul style="list-style-type: none"> • To clarify understanding of small queries • When questions best addressed to one person
Further documentary evidence	When information being documented is important for the issue being addressed
Virtual meeting	When multiple participants are needed to ensure issues can be explored fully
On site assessment of resources	Scrutiny of specific resources to answer a particular question
Face to face meeting	<ul style="list-style-type: none"> • When assurances cannot be sought via a virtual meeting • Only a face to face meeting can give assurances needed

Arranging and undertaking quality activities

- We will begin the conversation about the quality activities required
- We will be clear which areas we need to explore via each quality activity
- You are able to suggest alternatives to HCPC proposals, if you consider that there is another more effective way of exploring areas identified
- Virtual meetings can be arranged by us or by you, depending on what works best for inviting and managing attendees
- We are happy to chair meetings, but you can supply a chair if you wish
- Ensure you brief attendees at any meetings on:
 - the subject of the HCPC process;
 - the meeting itself (ie the areas we will be exploring); and
 - how you would like them to contribute to the meeting.

Step by step guidance for education providers

1. Agree the quality activities needed to explore the themes / questions raised
2. Arrange these quality activities, including ensuring the right people to answer questions are in attendance at any meeting(s)
3. Prepare those involved in quality activities
4. Undertake quality activities

Continuing process – next steps and key milestones

1. We arrange and undertake quality activities
2. We provide informal feedback once quality activities are concluded
3. We produce a quality summary report which will detail our recommendations and next steps
4. We may set further requirements of you (such as conditions) to progress the process