Provider guidance – submitting observations

Contents

This guidance can also be accessed as an [e-learning module](#)

Have you tried using our [education provider self-service portal](#)? Through this, you can access live assessment information, submit documentation, and add comments for us to review.

Purpose of this stage
- We have finalised recommended outcomes, and provided these to you within a report
- The report will be submitted to our Education and Training Committee (ETC) for consideration, and a decision on next steps and / or outcomes
- You now have the opportunity to formally comment on the report contents and recommendations
- Any comments will be provided to the ETC alongside the report

Guidance on submitting observations
- This is your opportunity to provide your view to the ETC, which is the body which makes decisions through our processes
- You can provide formal observations about any part of the process, and the contents of the process report, but we would usually expect them to be a challenge to:
  - the recommended outcome; and / or
  - a specific part of the process report such as any requirements set.
- There is no requirement for you to submit observations – if you are satisfied with the contents of the process report, please inform us as soon as possible
- You should not submit information about how you meet any requirements as part of your observations, these should instead be submitted as part of your response to the requirements set
- We normally publish any observations submitted alongside the process report on the Committee meetings section of the website. If you do not want us to publish your observations, please let us know when you submit them
- You can submit observations in any form that you wish, but we ask that you produce a document that lists the areas of the report that you wish to provide

observations on, along with reasons for doing so. We also ask that you submit these via the [the portal](#)
- Please ensure that your reasoning is clear, as this is the document, along with the process report, that ETC will base their decision on
- Your education executive can help you to frame your observations for the ETC if this would be useful

Other feedback channels available

If you would like to feedback on the outcome of the process, or the way in which the process was conducted, providing observations may not always be the most appropriate course of action. There are several other feedback mechanisms available to you throughout our processes:
- If there are factual inaccuracies in a process report, it is usually possible to change these by discussing them with your education executive. Examples of factual inaccuracies could include misspelling names, or inaccurate references to page numbers on documents
- If you have feedback or a complaint about the process, please contact our Service and Complaints Manager by emailing feedback@hcpc-uk.org

Step by step guide / results to achieve

1. Consider the process report, including any requirements set
2. Consider if there are factual inaccuracies in the report which you would like to be corrected
3. Consider if you disagree with any of substantive outcomes
4. As soon as possible, provide information about any factual inaccuracies to your education executive
5. If you do not wish to make formal observations, inform us as soon as possible
6. If you do wish to make formal observations, please return your observations within 28 days (or by when the executive has requested them) via [the portal](#)

Continuing process – next steps and key milestones
- If required, you provide any factual inaccuracies for us to update, and we make updates to the report
- If required, you submit formal observations
- Submission of report and any observations to the ETC
- ETC make decisions based on the report and any observations
- We inform you of the ETC's decision