

Agenda Item 8

Enclosure 7

Paper ETC40/02

Education and Training Committee

**BUSINESS PROCEDURES FOR HPC BROCHURES AND
MANUALS AND APPOINTMENT OF " PARTNERS "**

From the Executive

for discussion and agreement

Executive Summary

Processes

The attached schedule A shows the processes which will have to be carried out by the Education and Training Committee after the end of the first transitional period by references to Sections of the HPO.

These tasks will each be codified in due course for inclusion in HPC's operations manual and brochures, whose brief is attached at schedule B. The eventual brochures / manuals will be organised by themes (eg. " student admissions ") rather than HPO section number.

A comment is provided against each task, but the Committee and Council should note that the largest and most complex part of the manual – the guidance on how approvals and re-approvals of institutions, courses, and qualifications should operate – is at the core of HPC's own consultation and of pilot work still to be evaluated by DoH and the Quality Assurance Agency.

Partners

Part of this process includes the appointment of a range of " partners " to assist the Council in its business.

The one form of partners specific to ETC are the visitors the Council has the discretion to appoint on the request of ETC. (Advice on other types of partner associated with registration work is being sought initially from the Registration Committee).

It is recommended that no matter what the outcome of the consultation exercise or of other development elsewhere, the Council should safeguard the discretion to appoint visitors in principle. The terms and conditions, criteria, specifications and other such details will be developed by the Committee at subsequent meetings.

The Committee is asked to resolve to request the Council to appoint visitors in due course.

Part II

| | | | |
|---|-------------|--|--|
| 3 (9) (a) and Schedule I Part II 17 |) }) | Establishment, appointment, and scope of the Committee | For Council and matters of fact for pre-ambles to manuals, brochures, etc. |
|---|-------------|--|--|

Part III

| | | | |
|---------------|--|---|---|
| 7 (3) | | Being consulted on fee levels and changes | A Council procedure to remit this business formally to ETC. |
| 9 (2) (a) (b) | | Registrants must hold an approved qualification, and | Approval of qualifications dealt with under Part IV below, registration procedures have been remitted to the Registration Committee for advice. Appeals being dealt with separately under Rules to be drawn up by the lawyers. |
| (5) (6) (7) | | Handling and notification of applications and appeals | |
| 10. | | Renewal of registration and re-admission to the Register | The standards and qualifications required will be set under procedures in Part IV below. The procedures have been remitted to the Registration Committee. |
| 12 (2) (a) | | Assessment of non-UK qualifications as to their equivalence to approved UK qualifications, and discretion to publish a list of non-UK qualifications deemed to be equivalent to UK qualifications | Detail of this process to be remitted to Registration Committee against standards to set by ETC under Part IV. The outcome of the HPC consultation on Part IV 15 (b) will inform the Council and Committee as to whether to take up the discretion to publish non- UK courses. |
| 12 (2) (b) | | Other assessment processes for non-UK applicants | Detail of the assessment process remitted to Registration Committee against standards to be set by ETC under Part IV. |
| 13. | | "Transitional provisions" for registration (ie. grandparenting) | Detail of the assessment process remitted to Registration Committee against standards to be set by ETC under Part IV. |

| <u>Part IV</u> | <u>Task / Procedure</u> | <u>Comment</u> |
|--------------------------|---|--|
| 14 (a) | Standards of Proficiency | Due for completion December 2002. |
| 14 (b) | | See (15) 1 and 19 (4) |
| 15 (1) (a) and 15 (2) | Standards (and outcomes) of Education and Training | Eight professions already enjoy these as Subject Benchmarks (SB), QAA is working with the other four to develop them. SBs are used as the audit tool to ensure the provision is appropriate and outcomes robust. |
| 15 (1) (b) | Criteria for admission to and staying on courses | Out for consultation. Use consultation document analysis (CDA) pro tem. |
| 15 (3) | Consultation on ETC's own proposals | To be derived from general HPC consultation procedures. |
| 15 (4) (a) | Notification to institutions | Formal procedure to be agreed with UUK and SCOP for their bulletins (and web-sites) to communicate this information. |
| 15 (4) (b) | Compliance with standards | See 15 (5) below |
| 15 (5) (a – c) | Approvals processes | For consultation and development with QAA. Use QAA Academic Reviewers' Handbook pro tem. |
| 15 (5) (d) | English language competence and testing | Remitted to Registration Committee. |
| 15 (6) | Discretion to approve courses and qualifications outside the UK | For consultation. Use CDA pro tem. |
| 15 (7) | Criteria for approval | These will have been developed as part of the processes in 14 and 15 (1 – 5) and can be extracted from them in due course. |
| 15 (8) | Register of approved courses, institutions, and qualifications | Being developed in conjunction with LTSN and H & CPEF. Timescale to be devised with LTSN following approval in principle at all three bodies in July 2002. |

Part IV

Task / Procedure

Comment

| | | |
|-----------------------|---|---|
| 16 (1 – 6) | Power, criteria and scope for Visitors | Criteria for appointment where not in HPO are being developed in the context of the general work on Partners. |
| 16 (7) and (9) | Procedures for reporting | To be elaborated in due course in the light of wider procedures. |
| 16 (8), (10) and (11) | Powers of visitors, and periods of notice | Statements of fact to be incorporated into the manuals in due course. |
| 16 (12) | Publication of reports | Circumstances of privacy still to be decided. Publication guidelines then to be issued. |
| 16 (13) | Visitors' fees and expenses | For development elsewhere in the context of Partners. |
| 17 (1 – 3) and (5) | Powers and definitions of information which can be demanded of institutions | Matters of fact to be incorporated into guidance in due course. In England, compliance with S 17 will be a contractual condition of funding from WDCs, and a linkage could be made. |
| 17 (4) | Refusal or withdrawal of approval for withholding information | To be dealt with under manual for S 18 below. |
| 18. | Procedure for refusing or withdrawing approval | These have the same status as Rules and must be drafted by the lawyers. |
| 19. | CPD | No work to be undertaken until the outcome of the consultation process informs the definitions, scope, and content of the Rules. |
| 20. | Wales | For development of a manual only if Council wishes to invoke this Section (and, as at Council meeting 18 June 2002, it does not for the time being). |

Section V

| | | |
|--------|---|---|
| 21 (2) | Education and training of support workers | Guidance here awaits comments from the consultation exercise and a major DoH consultation exercise. |
|--------|---|---|

Part VI

37.

Appeals against ETC
decisions

These are Rules which must be
drafted by the lawyers.



| | | | |
|-------------|--------------------|-----------------|------------|
| News/Events | Meetings | Meetings | Pictures |
| Staff Info | Business Processes | Human Resources | IT Systems |
| | | | EMT |

Business Processes
info

(General project

| |
|-----------------|
| IT Registration |
| Business Proce |
| Brochures |
| ISO Accreditati |

| | | | |
|----------------|--------------|------|------|
| Project Detail | Current Work | Link | Link |
|----------------|--------------|------|------|

Business Procedures

Background

When HPC functions under its powers from the Health Profession Order 2001, it is anticipated that manuals and procedures will be developed to document how we at HPC carry out our day-to-day business. The chief executive submitted a paper to the Council on Thursday 18 July 2002 outlining the requirement for HPC brochures and operating manuals (business procedures) and requested the Council to direct all committees to develop a list of all brochures and operating manuals that they will need to develop by 1 April 2003. This paper is out the bottom of this page.

Procedure/Operating Manual Names

A suggested list of operating manuals and processes from HPC Directors, Council and Co-ordinators and the Chief Executive are below.

Investigating Committee

(Anne Barnes)

Investigating Committee Rules

Investigating Committee Guidance Notes

Conduct & Competence Committee

(Tom Berrie)

Conduct and Competence Committee Rules

Conduct and Competence Guidance Notes

Health Committee

(Gerald Milch)

Types of Medical Assessors

Selection of Medical Assessor & General Practitioner Criteria

Health Committee Rules

Health Committee Guidance Notes

Registration Committee

(Lucinda Pilgrim)

Investigating Committee Rules

Investigating Committee Guidance Notes

Finance Committee

(Paul Baker)

Registration Committee Rules

Registration Committee Guidance Notes

Communication Committee

(Chris Middleton)

Communication Committee Rules

Communication Committee Guidance Notes

Communications

(Chris Middleton & Eleanor Price)

Lobby Process

Direct Marketing Process

Conference/Public Meeting Process

Market Research

Crisis Management

Professional Body Management

(Tom Berrie, Lucinda Pilgrim, Gerald Milch)

Professional Body Relationship Development and Management

Council Procedures

(Niamh O'Sullivan)

Preparation of Council Agenda and Papers

Preparation of Council Meeting

Preparation of Council Minutes & Follow-Up of Actions

Council Election Scheme

Council Membership Management of Performance and Attendance

Council Member Induction Program

On-going Council Member Training

Education & Training

First Time Approval of Courses, Examinations and

(Peter Burley)

Qualifications

First Time Approval of Further and Higher Education Institutions (FHEI)

First Time Approval of Clinical Practice Placements and Laboratories

Major Changes to Provision

Minor Changes to Provision

Continued Approval of Courses, Examinations and Qualifications and Institutions

Joint Validation Committees - Entirely at the cost of the university concerned.

- **Physiotherapists**
- **Occupational Therapists**
- **Radiographers**

Joint Quality Assurance Committee - Statutory visit at the cost of HPC or in case of chiropractors

- **Chiropractors**
- **Dietitians**
- **Arts Therapists**

Office Management

(Deborah Farley)

Crisis Management & Disaster Recovery

Building Security

Fire Evacuation and Drills

Building Alarm

Security Key Allocation

Visitor Sign-In

Stationary Orders

Facility Management

Air-con Maintenance

Lift Maintenance

Cleaning

Paper Recycling

Building Maintenance

European Union Policy Involvement in EU Policy Making and Strategic Intent
 (Giercia Malcolm)

UK Registrations Registration of New Applicant
 (Claire Harkin) Re-registration of Existing registrant

International Registrations Registration of New Applicant
 (Liz Mayers) Re-registration of Existing registrant

Finance HPC Staff Expense Policy
 (Paul Baker) Council/Committee Expense Policy

IT Creation New User
 (Ming Trinh) Deletion of Old User
 Registration System Back-up
 File/Print System Back-up
 Acquisition/Set-up of New PC
 Acquisition/Set-up of New Laptop
 Registration System Maintenance
 File/Print System Maintenance

Legal Services Preparation of Formal Hearing
 (Anne Barnes) Formation of Panel
 Training of Panel Members
 Training of Partners

Grandfathering
 (TBA)

Human Resources Partners

(Denise Thompson)

Recruitment of Partners

Training of Panel Members

Training of Partners

HPC Staff

Joining Process - Induction Pack etc

Exit Process

Performance Review

Salary Review

Employment Policy and Guidelines

Occupational Health and Safety

1st Aid

Fire Wardens

Floor Wardens

Management Program

Gerald - Arts Therapists, Chiropodists, Dietitians

Tom - Paramedics, radiographers, Prosthetists and Orthotists

Lucinda - Orthoptists, Occupational Therapists, Speech Language Therapists

Cathy - MLSOs, Clinical Scientists

Niamh - Physiotherapists

Assessors

- Legal
- Medical
- Registrant

Complaints

How do
make a
complaint

What is
role of
HPC?

CPD

- Registrants
- Members of the Public

**Code of Conduct
Conduct and Competence**

- Registrants

Committee

- Advisors
- Members of the Public

Council Members

- New Members Induction

**Education and Training Standards
Election Scheme for Council
Grandparenting
Health Committee**

- Registrants
- Advisors
- Members of the Public

Health Professions Council

- Members of the Public
- New Registrants
- First Year Students

What is
Health
Profes
Counc

Investigating Committee

- Registrants
- Advisors
- Members of the Public

**Joint Validation Committees
Mediation**

- Potential users
- Mediators

**New Professional Bodies
Partners**

- | | | |
|----------------------|-------------|--------------------------------|
| Legal Assessors | Recruitment | How do become Partners |
| Medical Assessors | Training | |
| Registrant Assessors | Deployment | What is role of Partners |
| Screeners | Management | |
| Visitors | | |

**Returning to Clinical Practice
Registration**

- UK
- International

The Register

- Employers

Visitors

- Partners
- Institutions

Paper Submitted to Council on Thursday 18 July 2002

Introduction

With the start of the Consultation process on 1st July the next stage of preparing introduction of the HPC Rules has commenced. The Health Professions Order 2001 requires to publish its Rules. In addition, the Process Flow charts that were presented to the Council on 14th February outlined the top level process that HPC will use to implement the

However, two further documents need to be produced. They are Operating Manual Brochures.

Although the Rules will not be finalised until after the end of the Consultation processes submission to the Privy Council work can start in parallel to produce both the Operating Manual Brochures.

Operating Manuals

The Operating Manuals will describe in detail exactly how HPC's internal procedures and processes will work. The detailed information contained in the Process Manuals will include: time cost identification of individuals who have to approve decisions, record keeping and proforma. In essence the Process Manuals will map the flow of information and set information requirements to be received and sent to outside agencies. Clearly this Project will work hand-in-hand

design of the new IT Registration System. Only at the later stages of the project to produce Operating Manuals will appropriate Forms be designed and printed.

The Operating Manuals will then enable HPC to build a quality management system which will be the basis for ISO 9002 accreditation.

Brochures

The Operating Manuals will be written primarily for HPC employees. They will not be suitable for members of the general public, Registrants or our Partners who may wish to find out in less detail how HPC works.

Therefore, a range of Brochures will be produced for the diverse range of audiences that deal with explaining in plain English how our procedures and processes work.

Examples of the Brochures that may be required are attached.

The Brochures will have to be prepared in time for distribution on 1st April 2003.

Both the Operating Manuals and Brochures will be published in hard copy and electronically on Intra and Internet.

The Council is asked to:

Request the Committees to report to the HPC Council meeting on 18th September on requirements for Process Manuals and Brochures.

Examples of Brochures

Assessors - Legal
 - Medical
 - Registrant

Complaints

CPD

Code of Conduct

Conduct and Competence - Registrants

Committee - Advisors

- Members of the Public

Council Members - New Members Induction

Education and Training Standards

Election Scheme for Council

Grandparenting

- Health Committee*
 - *Registrants*
 - *Advisors*
 - *Members of the Public*
- Health Professions Council*
 - *Members of the Public*
 - *New Registrants*
 - *First Year Students*
- Investigating Committee*
 - *Registrants*
 - *Advisors*
 - *Members of the Public*
- Joint Validation Committees*
- Mediation*
 - *Potential users*
 - *Mediators*
- New Professional Bodies*
- Returning to Clinical Practice*
- Registration*
 - *UK*
 - *International*
- The Register*
 - *Employers*
- Visitors*
 - *Partners*
 - *Institutions*