

Education and Training Committee – 8 March 2012

Revised Registration Renewal Process

Executive Summary and Recommendations

Introduction

This paper provides an explanation of the revised process for inviting registrants to renew their HPC registration effective 1 May 2012.

Background information

In order for a registrant to stay on the Register, they need to:

- pay the prescribed fee; and
- complete and submit a registration renewal form.

Currently the HPC invites registrants to renew their registration **three months** before the start of a professions new registration period by posting a renewal pack containing:

- a paper registration renewal form,
- a 'How to fill in your registration renewal form' booklet,
- a business reply envelope; and
- an A4 covering letter.

In addition to posting the renewal pack, described above, each registrant is also sent **three months** before the start of their profession's new registration period their online renewal activation code and authentication code.

For those registrants who have not renewed their registration (signed the renewal form AND payed the prescribed fee) **one month** prior to the start of the new registration cycle another renewal pack is posted to each registrant, but this time containing:

- a paper **final** registration renewal form,
- a business reply envelope; and
- an A4 covering letter.

No further online renewal access code information is sent to the registrant.

Registration renewal rules

Rule 11 of the HPC (Registration and Fees) Rules 2003, as amended, governs the renewal process. This rule requires that:

Registrants must be sent a renewal form (plus notice of the fee and a warning about failing to pay by the due date) at least 42 days before the registration ends.

New approach

The Executive intends to invite registrants to renew their registration, using the online renewal service, **three months** before the start of a professions new registration period. This invitation will be included within the two online renewal access code letters that are posted to registrants together with a 'How to renew your registration' booklet. Registrants who do not want to or are unable to use the online renewal service will have the opportunity to request a paper registration renewal form via the HPC website, telephone or email.

For those registrants who have not renewed their registration **42 days** prior to the start of the new registration cycle, a renewal pack will be posted to each registrant, containing:

- a paper registration renewal form,
- a 'How to renew your registration' booklet,
- a business reply envelope; and
- an A4 covering letter.

The new process will be implemented with effect from the 1 May 2012 when chiropodists / podiatrists will be invited to renew their registration.

The changes to the registration renewal process have been approved by the solicitor to the Council.

Decision

This paper is for information only.

Resource implications

Currently 62% of registrants are utilising the online renewal service to renew their registration. It is anticipated that this will increase as a result of this change to the renewal process, reducing the resources required to process paper renewal forms. The 2012 – 2013 Registration Department forecasting model, Registration Department budget and work plan have assumed that online renewal service usage will increase by 8% to 70% of registrants.

Financial implications

The implementation of this change to the registration renewal process will save HPC in the 2012 – 2013 financial year, £86,858 in printing, stationery and postage costs. This has been assumed in the 2012 – 2013 annual budgets.

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