hcpc health & care professions council

Education and Training Committee, 5 June 2014

Amendments to approval visit suggested agendas to include a mandatory meeting with service users and carers

Executive summary and recommendations

Introduction

This paper sets out amendments made to the suggested agendas for approval visits to include a mandatory meeting with service user and carer groups. Suggested agendas are provided to education providers as part of the pre-visit process to define:

- required meetings for approval visits;
- who is expected to attend these meetings; and
- expected discussion areas at these meetings.

A meeting with service users and carers will become mandatory for approval visits for pre-registration and approved mental health professional (AMHP) programmes from September 2014. This change compliments previous Committee decisions regarding:

- the introduction of a new standard of education and training, which makes service user and carer involvement in education and training programmes a mandatory requirement for all programmes visited from September 2014; and
- the introduction of lay visitors for approval visits in the 2014–15 academic year.

Many approval visits in the 2012–13 and the 2013–14 academic years have included a meeting with service users and carers, as this meeting is included on the joint visit agenda agreed with the College of Social Work.

Due to the update to the suggested agendas, the standard visitors' report has also been amended to include a section for the visitors to record whether they met service users and carers at the visit (appendix 3).

No meeting with service users and carers has been included for one day approval visits. Only prescribing programmes are considered at these visits, which are assessed against the standards for prescribing. There is currently no equivalent service user and carer involvement standard in the standards for prescribing, and the visitors therefore would not expect to meet service user and carer groups when considering these programmes.

Due to the six month lead in requirement for approval visits, the Executive has:

- made amendments to the suggested agendas;
- published the amended agendas on the HCPC website; and
- distributed the agendas to education providers who are currently engaging with the approval process.

Decision

The Committee is requested to note the documents in the appendices. No decision is required.

Background information

Education and Training Committee paper – 12 September 2013 – [The use of lay visitors on approval visit panels](#)

Resource implications

None

Financial implications

None

Appendices

- Appendix 1 – Amended suggested agenda (two day approval visit)
- Appendix 2 – Amended suggested agenda (three day (multi-professional) approval visit)
- Appendix 3 – Extract from approval visitors' report

Date of paper

14 May 2014

Suggested agenda – two day approval visit

This suggested agenda indicates the meetings we require, and the people who we would expect to attend at these meetings, to provide evidence of how your programme meets our standards. The agenda for your approval visit should be discussed and agreed with the education executive who is coordinating the visit.

Day one	
12pm	**Working lunch and HCPC private meeting**
	As an independent regulator, we must come to our decisions independently, which is why we need private meetings throughout the event. This initial private meeting will be used to discuss the visitors' review of the documentation, and to agree the detailed points of discussion for the various meetings.
2pm	**Joint panel meeting**
	This meeting allows the HCPC panel and the other joint panel members (eg chair, secretary, quality assurance personnel, professional body representatives) to agree the detailed points of discussion for the meetings, and general approach to the event.
2.30pm	**Facilities and resources**
	A tour helps the HCPC panel to determine whether the learning resources available are appropriate to support the programme. The tour may include specialist teaching areas, the library and IT facilities.
	This meeting can be conducted in different ways (via a physical tour of facilities, a virtual tour or documentary evidence of resources available). Alternative arrangements can be discussed with the education executive who is coordinating your visit.
3.30pm	**Meeting with students**
	This meeting allows the HCPC panel to gauge the students' experience of the programme. This meeting should include student representatives for the programme, and should include a range of students from different years, along with recent graduates if possible.
	For new programmes where there are no current students, the HCPC panel would like to meet students from an existing programme in the same, or similar, subject area.
4.30pm	**Meeting with senior staff (eg senior managers, Deans / Heads of School / Faculty, senior managers from funding / commissioning bodies)**
	This meeting allows the HCPC panel to discuss issues with those responsible for the resourcing and financing (as opposed to the delivery) of the programme. For programmes delivered in partnership, the HCPC panel should meet senior representatives from the other bodies.
5.30pm	**Finish**

Day two	
9am	**Joint panel meeting**
	This meeting allows the HCPC panel to feed back their findings from day one and confirm the detailed points of discussion for the meetings on day two.
9.30am	**Meeting with practice placement providers and educators**
	This meeting allows the HCPC panel to discuss issues with the practice placement providers, managers and educators responsible for practice placements.
10.30pm	**Meeting with service users and carers**
	This meeting allows the HCPC panel to discuss issues with service users and carers who are involved in, and contribute to, various aspects of the programme. It allows the service users and carers (and / or their representatives) to give their views about their involvement (eg in admissions and selection, design and delivery, assessment and evaluation) and how they are supported.
11.30am	**Meeting with the programme team (including the programme leader and placement coordinator)**
	This meeting allows the HCPC panel to discuss issues with those responsible for the day-to-day management and delivery of the programme.
1.30pm	**Working lunch and HCPC private meeting**
	During their working lunch, the HCPC panel will meet privately to allow the visitors to agree the recommended outcome of the approval visit including any conditions and recommendations. If there are any unresolved issues, the HCPC panel may recall individuals at this stage, to investigate matters further, or to provide points of clarity.
3.30pm	**Joint panel meeting**
	This meeting allows the HCPC panel to feedback the visitors' recommended outcome of the approval visit to the joint panel and discuss how the conclusions from the visit will be delivered to the programme team.
4pm	**Feedback to programme team**
	The HCPC panel will give informal feedback on the visitors' recommended outcome for the approval visit, including any conditions and recommendations set, if appropriate. Please note, this is not a requirement of the Health and Social Work Professions Order, however, and therefore the HCPC panel may elect to not feed back at the visit.
4.30pm	**Finish**

Suggested agenda – three day (multi-professional) approval visit

This suggested agenda indicates the meetings we require, and the people who we would expect to attend at these meetings, to provide evidence of how your programme meets our standards. The agenda for your approval visit should be discussed and agreed with the education executive who is coordinating the visit.

Day one	
12.30pm	**Working lunch and HCPC private meeting**
	As an independent regulator, we must come to our decisions independently, which is why we need private meetings throughout the event. This initial private meeting will be used to discuss the visitors' review of the documentation, and to agree the detailed points of discussion for the various meetings. First half – spilt into sub-groups and look at individual programmes. Second half – come together as one HCPC panel and pull together findings and agree common issues / themes.
2.30pm	**Joint panel meeting**
	This meeting allows the HCPC panel and the other joint panel members (eg chair, secretary, quality assurance personnel, professional body representatives) to agree the detailed points of discussion for the meetings, and general approach to the event.
3.30pm	**Facilities and resources**
	A tour helps the HCPC panel to determine whether the learning resources available are appropriate to support the programmes. The tour may include specialist teaching areas, the library and IT facilities. First half – as one HCPC panel see shared facilities (eg library, IT). Second half – spilt into sub-groups to see the specific facilities for individual programmes. This meeting can be conducted in different ways (via a physical tour of facilities, a virtual tour or documentary evidence of resources available). Alternative arrangements can be discussed with the education executive who is coordinating your visit.
4.30pm	**Finish**

Day two	
9am	**Meeting with senior staff (eg senior managers, Deans / Heads of School / Faculty, senior managers from funding / commissioning bodies)**
	This meeting allows the HCPC panel to discuss issues with those responsible for the resourcing and financing (as opposed to the delivery) of the programmes. For programmes delivered in partnership, the HCPC panel should meet senior representatives from the other bodies. First half – as one HCPC panel discuss shared issues across all programmes. Second half – as one HCPC panel (but with sub-group leading) or split into sub-groups and discuss specific issues for individual programmes.
10.30am	**Break**
10.45am	**Meeting with practice placement providers and educators**
	This meeting allows the HCPC panel to discuss issues with the practice placement providers, managers and educators responsible for practice placements. First half – as one HCPC panel discuss shared issues across all programmes. Second half – spilt into sub-groups and discuss specific issues for individual programmes.
12.15pm	**Lunch**
12.45pm	**Meeting with students**
	This meeting allows the HCPC panel to gauge the students' experience of the programmes. This meeting should include student representatives for the programmes, and should include a range of students from different years, along with recent graduates if possible. For new programmes where there are no current students, the HCPC panel would like to meet students from an existing programme in the same, or a similar, subject area. First half – as one HCPC panel discuss shared issues across all programmes. Second half – as one HCPC panel (but with sub-group leading) or split into sub-groups and discuss specific issues for individual programmes.
2.30pm	**HCPC private meeting**
	This meeting allows the HCPC panel to consider the visit this far and plan for the remainder, in relation to the detailed points of discussion previously identified. First half – as one HCPC panel discuss common issues / themes. Second half – spilt into sub-groups and look at individual programmes.
3.30pm	**Joint panel meeting**
	This meeting allows the HCPC panel to report their findings from the first two days and reconfirm the detailed points for discussion with the programme team on day three.
4.30pm	**Finish**

Day three	
9am	**Meeting with service users and carers**
	This meeting allows the HCPC panel to discuss issues with service users and carers who are involved in, and contribute to, various aspects of the programme. It allows the service users and carers (and / or their representatives) to give their views about their involvement (eg in admissions and selection, design and delivery, assessment and evaluation) and how they are supported.
10am	**Meeting with the programme team (including the programme leader and placement coordinator)**
	This meeting allows the HCPC panel to discuss issues with those responsible for the day-to-day management and delivery of the programme. First half – as one HCPC panel discuss shared issues across all programmes. Second half – spilt into sub-groups and discuss specific issues for individual programmes.
1pm	**Lunch**
1.30pm	**HCPC private meeting**
	The HCPC panel will meet privately to allow the visitors to agree the recommended outcome of the approval visit including any conditions and recommendations. If there are any unresolved issues, the HCPC panel may recall individuals at this stage, to investigate matters further, or to provide points of clarity. First half – spilt into sub-groups to look at individual programmes and agree the outcome of the visit. Second half – come together as one HCPC panel and pull together findings and confirm the outcome of the visit.
3.30pm	**Joint panel meeting**
	This meeting allows the HCPC panel to feedback the visitors' recommended outcome of the approval visit to the joint panel and discuss how the conclusions from the visit will be delivered to the programme team.
4.15pm	**Feedback to programme team**
	The HCPC panel will give informal feedback on the visitors' recommended outcome for the approval visit, including any conditions and recommendations set, if appropriate. Please note, this is not a requirement of the Health and Social Work Professions Order, however, and therefore the HCPC panel may elect to not feed back at the visit.
4.45pm	**Finish**

Appendix 3

Extract from the template approval visitors' report

During the visit the HCPC saw the following groups and facilities:

	Yes	No	N/A
Senior managers of the education provider with responsibility for resources for the programme	☐	☐	☐
Programme team	☐	☐	☐
Placements providers and educators / mentors	☐	☐	☐
Service users and carers	☐	☐	☐
Students	☐	☐	☐
Learning resources	☐	☐	☐
Specialist teaching accommodation (eg specialist laboratories and teaching rooms)	☐	☐	☐