

Registration Department Performance Report

Report date: August 2025

Prepared by: David Fell, Operational Manager UK Registration and Contact Centre
Nicole Small, Operational Manager Quality Assurance and Training
Helen Molloy, Operational Manager International Registration

Registration – Performance Report Summary

G

Overview and New Developments

- **UK applications:** We are in the peak period for applications to join our Register from learners completing HCPC approved UK education programmes. The team is managing the demand (over 5,000 applications received in May – July) well. The median processing time for UK registration applications was between one to two working days throughout the reporting period May 2025 to July 2025 (see page 3), which is significantly below the 10-working day KPI. We have managed this summer peak well in recent years, helped by the use on technology (moving applications online). This year is the first summer peak period since we introduced our new operating model in registration and that combined with the ongoing benefit of an online application process means our performance is better than all previous years.
- **International applications:** As forecast, by the end of July we are back within to our KPI for the assessment of international applications. This was enabled by the additional fixed term contract roles approved in February 2025 by the Executive Leadership Team (ELT) to provide additional capacity in the international registration team to manage the spike in applications at the end of 2024 and early 2025. We will continue to monitor international performance closely (see page 5).
- Our contact centre continues to provide a timely response to both telephone and email enquiries (see pages 13, 15 and 16).

G

Risks & Issues

International applications:

The time to assess international applications has dropped significantly this month to 44 working days. While it is excellent news to bring this back to within KPI as forecast and reflects the hard work and dedication of the teams, we should also apply caution for the following reasons:

- **International team capacity and changes to the assessment model** - We have a new Registration Advisor (RA) team (as highlighted above in terms of the additional capacity added to the team). This team needs time to embed and grow stability to enable them to respond effectively should international application numbers increase back to the levels seen in recent years. We also plan to deliver further changes to the international assessment process later in the calendar year and we need to ensure the teams continue to be involved in supporting these changes and are fully trained when these changes are implemented.
- **Plagiarism cases** – The additional capacity in the team has allowed us to manage new applications coming in very quickly and we have been able to work through the spike in applications received in early 2025 and this has improved the median assessment time. Applications that have been investigated for plagiarism (which is still a relatively new process for the HCPC) can result in applications being resumed if the investigation means we are satisfied that there has been no plagiarism. In these situations, the age of those applications will be ‘older’ due to the time taken for the plagiarism investigation. Therefore, this may affect the KPI data in future months as cases investigated for plagiarism flow through. We will explain this in our reports to the ETC if this occurs.

Appeals:

There has been a 154% increase of appeals lodged compared to the same period May to July last year linked to spike in applications in December 2024 and January 2025 flowing through. We have 3 new Chairs who received panel training on 6 August 2025, bringing our total number of Chairs to 7. We continue to work with the Tribunal Service Team to ensure a smooth transition of the scheduling and appeal hearing facilitation work which will be transferred to them from 1 October 2025.

Performance summary	Performance RAG rating Jul 2025	Performance RAG rating Jun 2025	Performance RAG rating May 2025
Core registration processes			
UK applications			
International applications			
Renewals			
CPD			
Readmissions			
Appeals			
Contact centre			
Emails			
Postal			
Telephone enquiries			

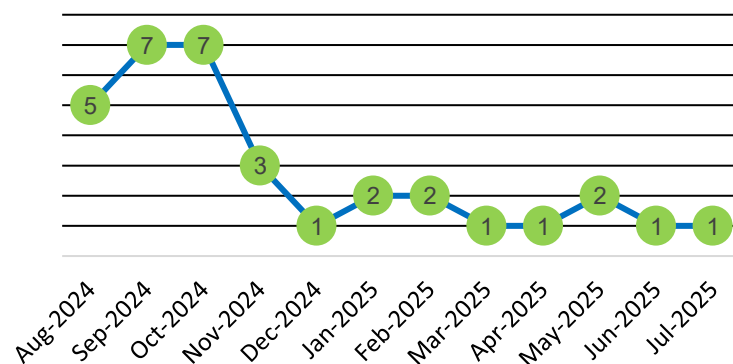
Registration – Performance Report

UK applications

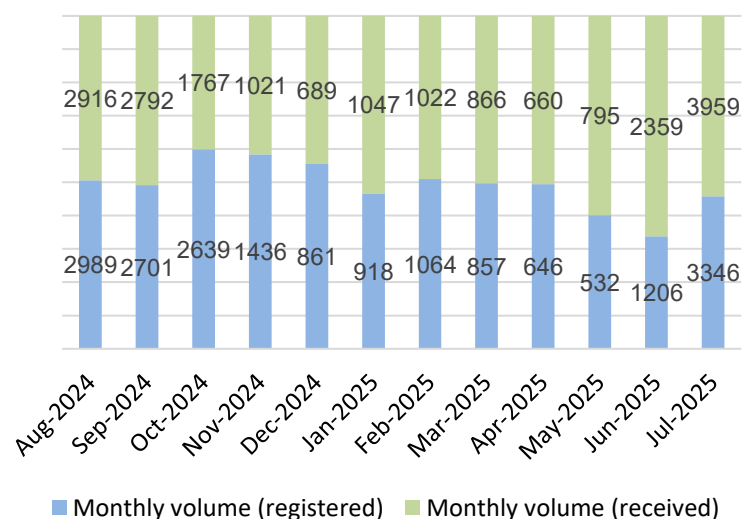
Month	Monthly performance median (10 working days)
July-2025	1
June-2025	1
May-2025	2
April-2025	1
March-2025	1
February-2025	2
January-2025	2
December-2024	1
November-2024	3
October-2024	7
September-2024	7
August-2024	5

Monthly target performance

(Monthly performance median in working days)



Received vs Registered



Analysis

- Performance against our service standard for UK applications has been consistently met.
- Between May and July 2025 5,084 people joined the Register via the UK registration route, compared to 4,528 during the same period in 2024-25, which is an increase of 12%.
- The application assessment time median was 1 working day in both July and June, and 2 working days in May 2025
- The number of paper and emailed application forms received remains low as expected following the move to online applications. Paper and email applications remain an option for applicants who require a reasonable adjustment.

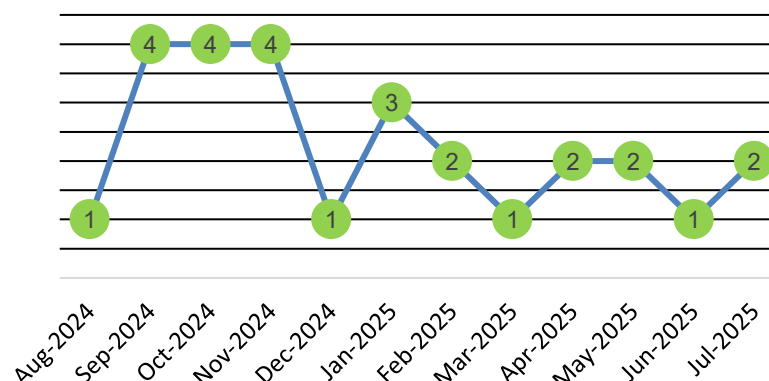
Registration – Performance Report

Readmission applications

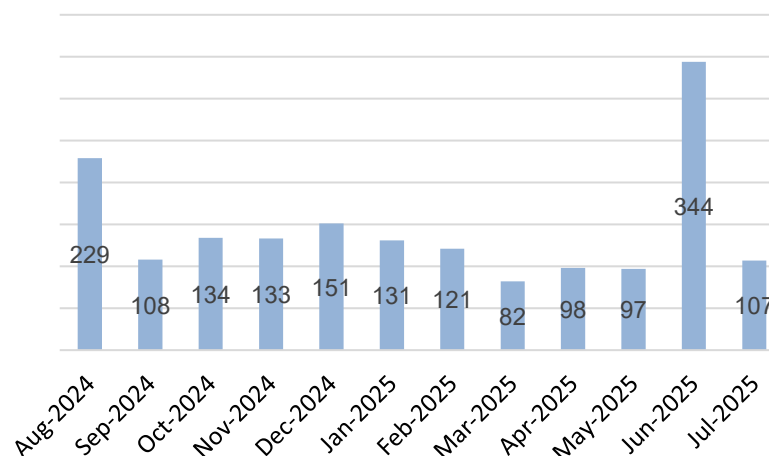
Month	Monthly performance median (10 working days)
July-2025	2
June-2025	1
May-2025	2
April-2025	2
March-2025	1
February-2025	2
January-2025	3
December-2024	1
November-2024	4
October-2024	4
September-2024	4
August-2024	1

Monthly target performance

(Monthly performance median in working days)



Monthly volume (received)



Analysis

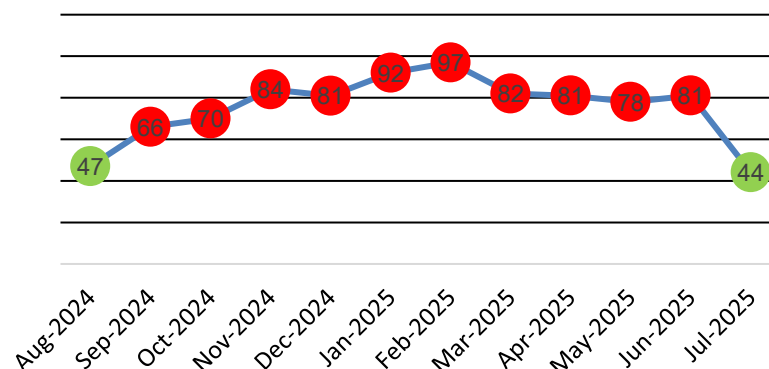
- The median has remained within the service standard of ten working days between May – July 2025.
- We saw an increase of readmission applications in June due to the Practitioner Psychologists renewals ending on 31 May.
- We continue to work with professional bodies and unions requesting that they share our guidance and remind their members to renew their registration – this negates the need for people to apply to re-join the Register if they unintentionally do not renew their registration.

Registration – Performance Report

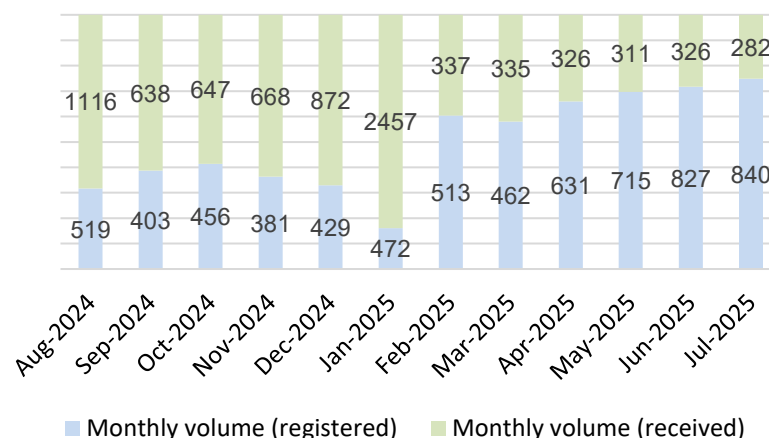
International applications

Month	Monthly performance median (60 working days)
July-2025	44
June-2025	81
May-2025	78
April-2025	81
March-2025	82
February-2025	97
January-2025	92
December-2024	81
November-2024	84
October-2024	70
September-2024	66
August-2024	47

Monthly target performance
(Monthly performance median
in working days)



Received vs Registered



Analysis

The monthly performance median sits at 44 working days. This is a significant drop from June as means we are back to within our KPI by the end of July as forecast.

We continue to monitor performance in this area as these are a number of complex factors to consider, including:

- International team capacity** - We have a new Registration Advisor (RA) team (as highlight earlier in this report terms of the additional capacity added to the team). This team needs time to embed and grow stability to enable them to respond effectively should international application numbers increase back to the levels seen in recent years. We will also continue to actively monitor the application numbers to ensure that should application numbers remain at a lower level then we are able to scale down the size of the team (as part of the flexible resourcing model we have with the current fixed term contracts).
- Planned further changes to the international assessment model:** The planned changes to the international assessment process (removing the 'further information' part of the assessment process) later in the calendar year require the team's continued involvement in supporting these changes and time to ensure they are fully trained when these changes come into effect.
- Plagiarism cases** – Applications that have been investigated for plagiarism (which is still a relatively new process for the HCPC) can result in applications being resumed if the investigation means we are satisfied that there has been no plagiarism. In these situations, the age of those applications will be 'older' due to the time taken for the plagiarism investigation. Therefore, this may affect the KPI data. We will explain this in our reports to the ETC if this occurs.

Registration – Performance Report

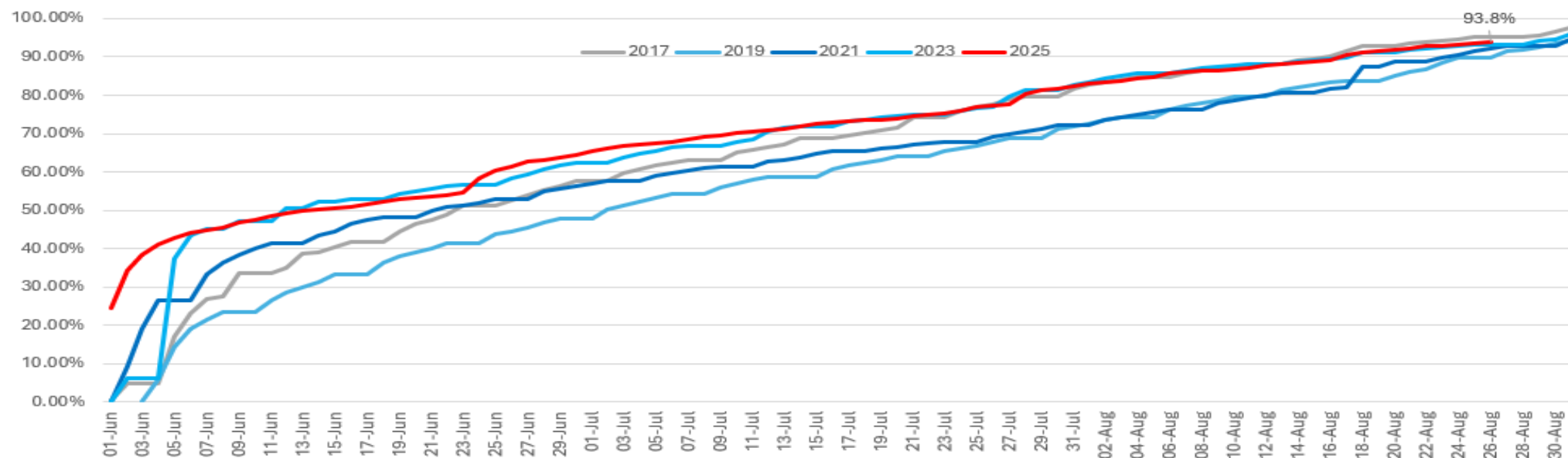
Renewal rates

Analysis

On 1 June 2025, our Paramedics began their renewal period.

- As at 27 August, 93.8% have renewed their registration, this is broadly in line with same period 2 years ago, reminders had been issued early August with final reminder issued on 17 August.
- We are seeing the benefits of the changes to the renewals process, improvements to our communications and registrant portal that have been implemented over the last two years. All the professions are now familiar with the new system and correspondence methods as they were introduced over two years ago, prior to their previous renewal.

Paramedic - Daily renewal



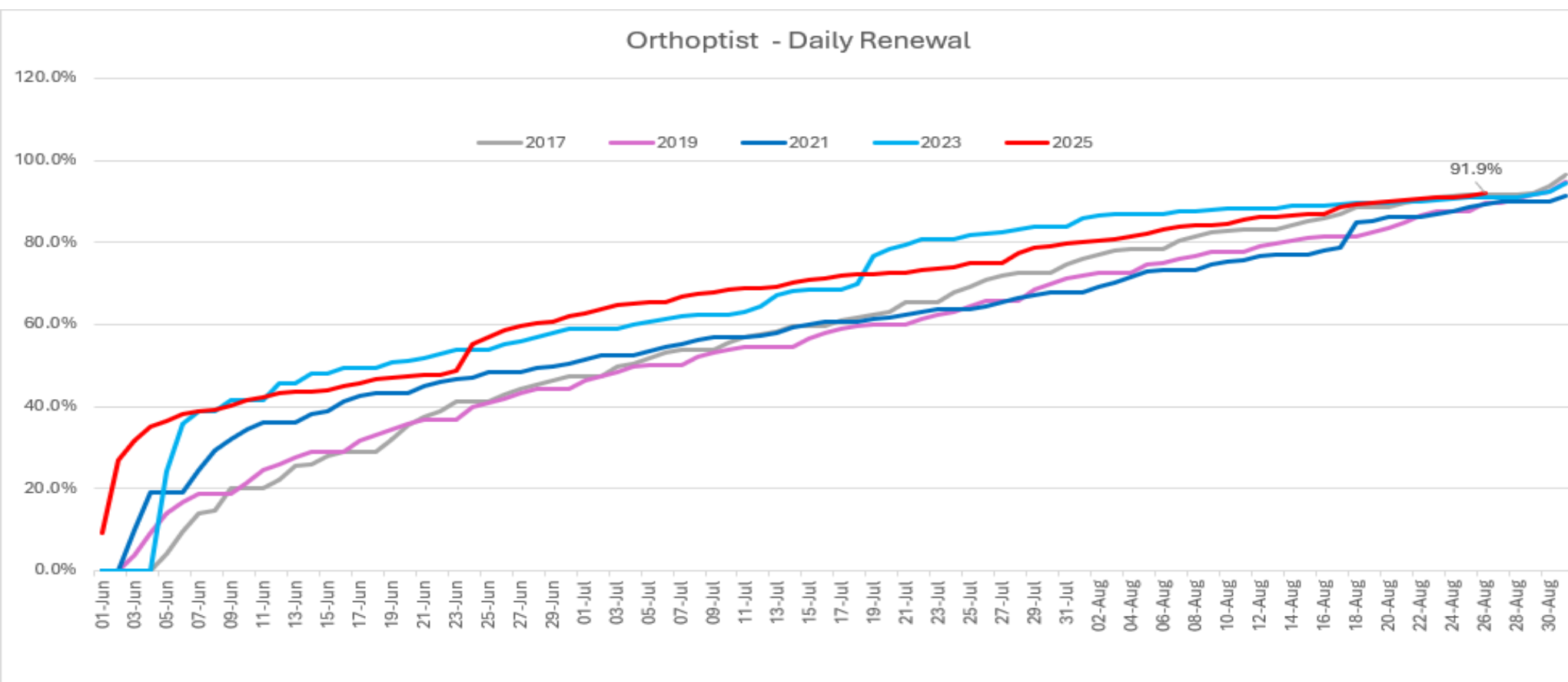
Registration – Performance Report

Renewal rates

Analysis

On 1 June 2025, our Orthoptists began their renewal period.

- As at 27 August, 91.9% have renewed their registration, this is broadly in line with same period two years ago, reminders had been issued early August with final reminder issued on 17 August.



Registration – Performance Report

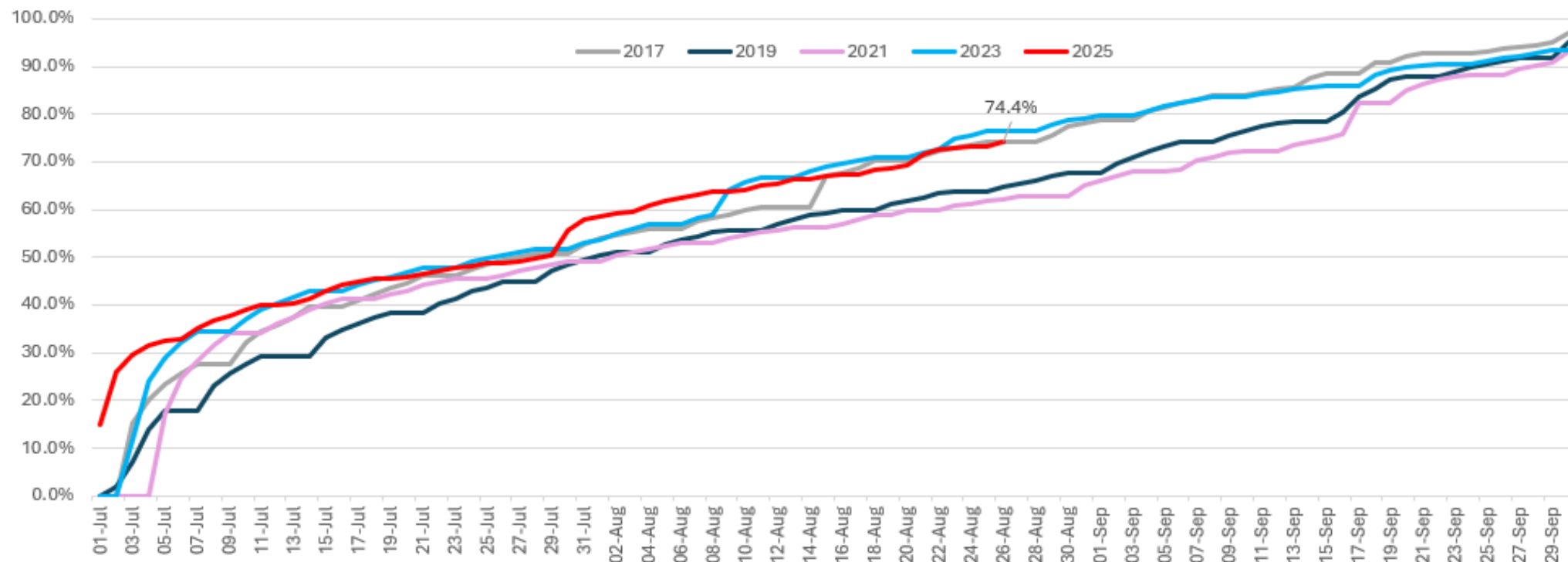
Renewal rates

Analysis

On 1 July 2025, our Clinical Scientists began their renewal period.

- As at 27 August, 74.4% have renewed their registration, this is circa 2% lower than the previous renewals cycle, reminders have been issued mid August with final reminder to be sent on 16 September.

Clinical Scientist - Daily Renewal



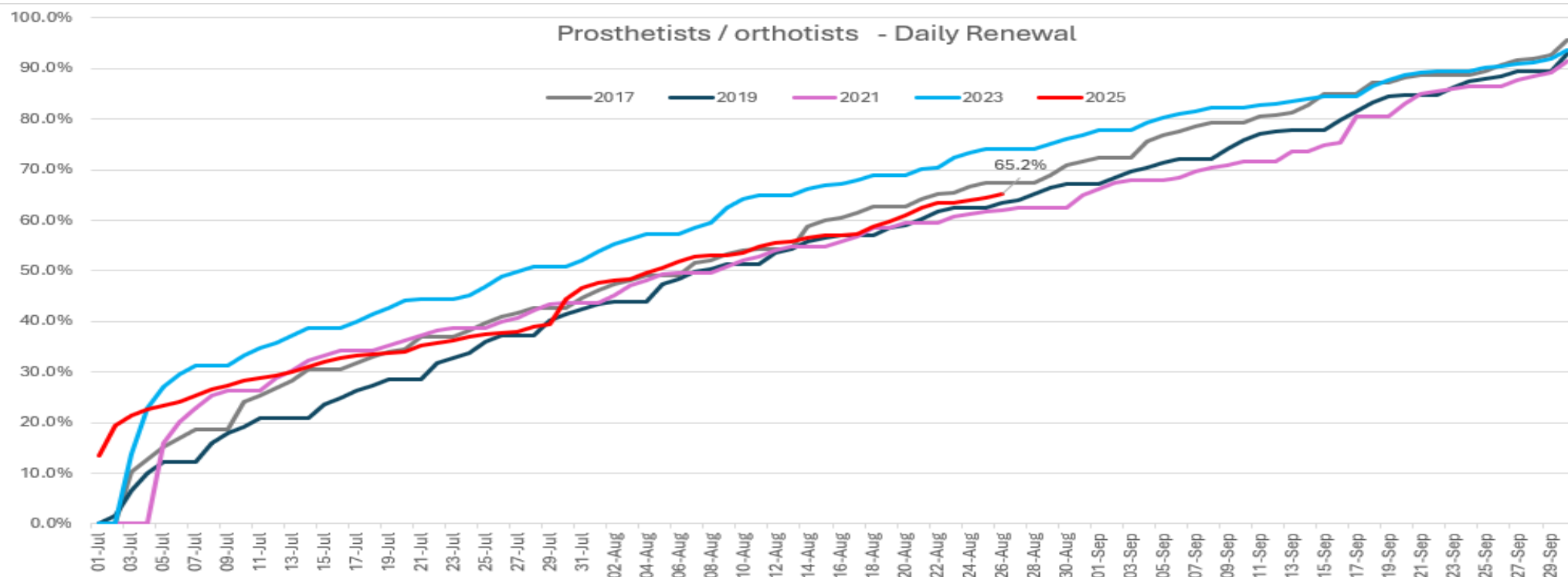
Registration – Performance Report

Renewal rates

Analysis

On 1 July 2025, our Prosthetist/Orthotists began their renewal period.

- As at 27 August, 65.2% have renewed their registration, this remains circa 10% lower than the previous renewals cycle, reminders have been issued mid August with final reminder on 16 September.
- We continue to closely monitor the completion rate and engage with the professional body to encourage renewals. We have proactively engaged with the professional body about this slower rate of renewal observed so far this year and will provide additional reminders via social media etc to encourage renewal.



Registration – Performance Report

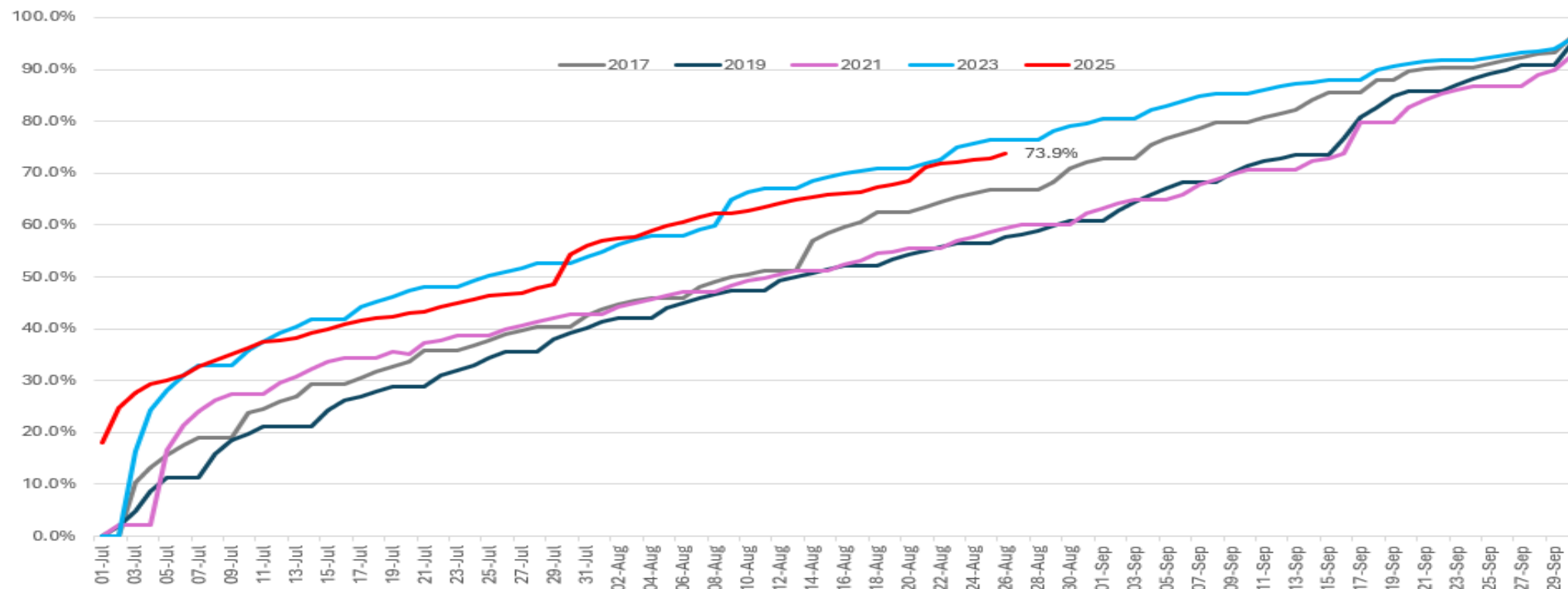
Renewal rates

Analysis

On 1 July 2025, our Speech and Language Therapists began their renewal period.

- As at 27 August, 73.9% have renewed their registration, this is circa 2% lower than the previous renewals cycle, reminders will be issued mid August with final reminder on 16 September.

Speech and language therapists - Daily Renewal



Registration – Performance Report

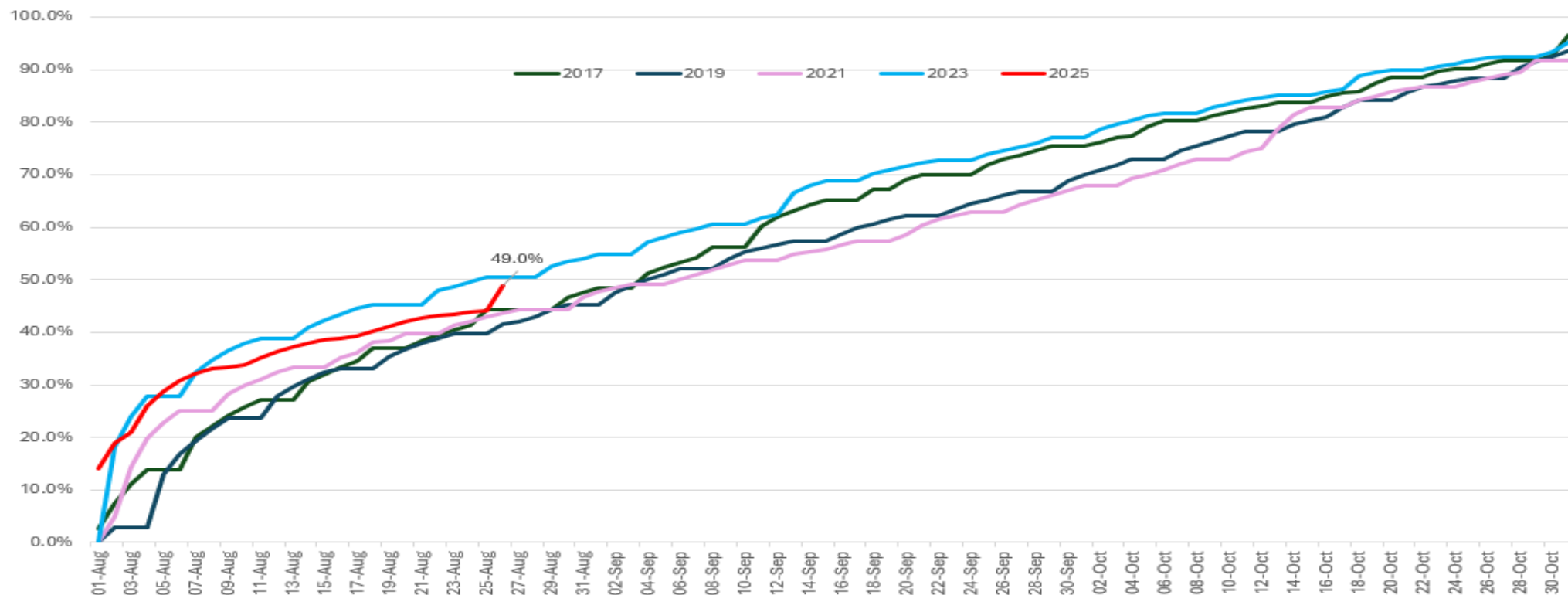
Renewal rates

Analysis

On 1 August 2025, our Occupational Therapists began their renewal period.

- As at 27 August, 49% have renewed their registration, this is circa 1% lower than the previous renewals cycle, reminders will be issued mid Sept with final reminder on 17 October.

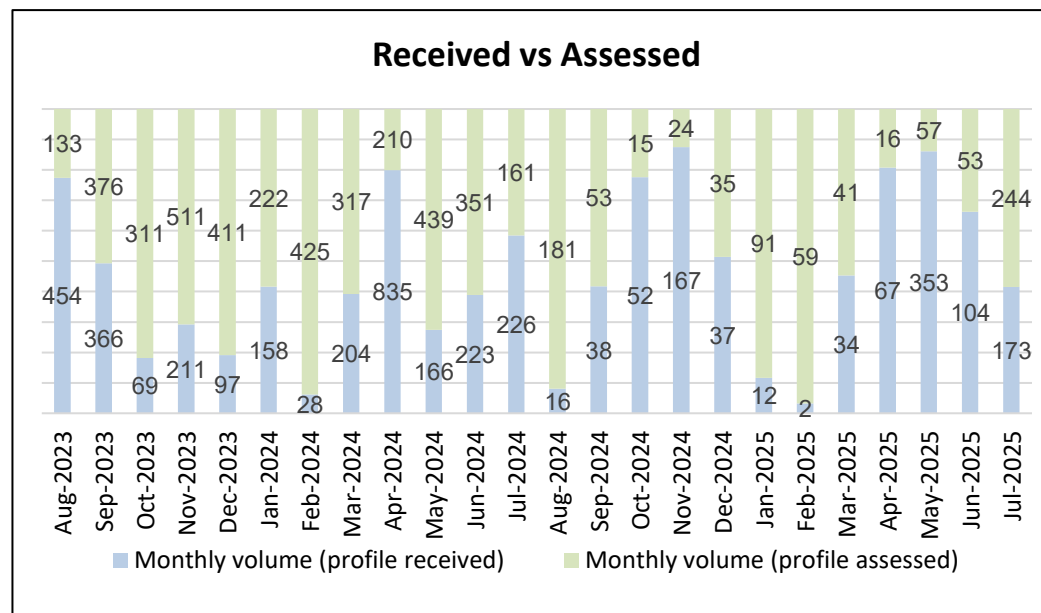
Occupational therapists - Daily renewal



Registration – Performance Report

CPD audits

Month	Monthly performance median (60 working days)
July-2025	37
June-2025	33
May-2025	31
April-2025	31
March-2025	57
February-2025	55
January-2025	41
December-2024	33
November-2024	29
October-2024	18
September-2024	50
August-2024	10
July-2024	27
June-2024	32
May-2024	21
April-2024	13
March-2024	12
February-2024	6
January-2024	29
December-2023	31
November-2023	24
October-2023	17
September-2023	17
August-2023	14



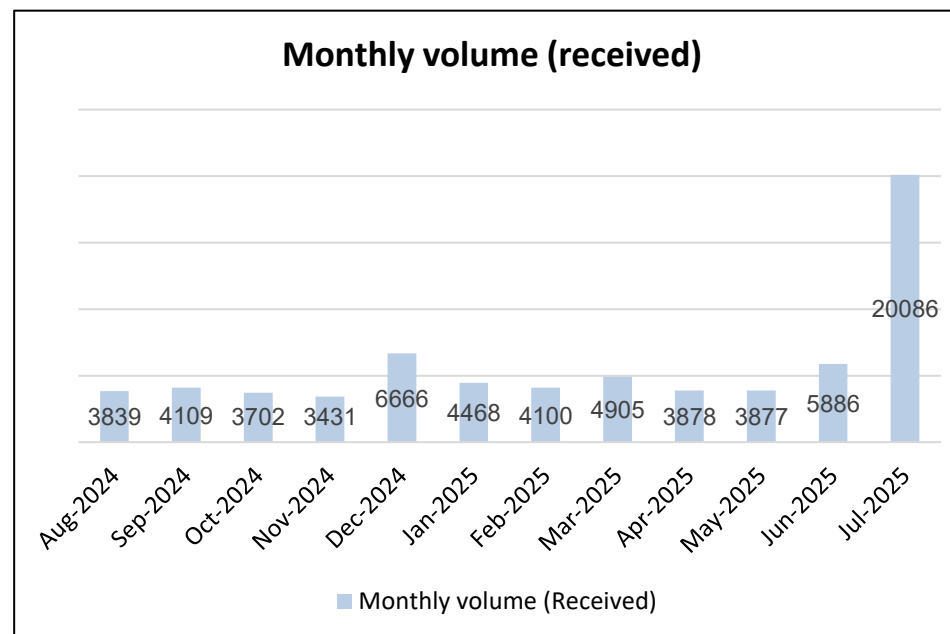
Analysis

- During the period from May 2025 through to July 2025, the 60-day median service standard target was achieved.
- The increase in profiles received in May is linked to the renewals period for Practitioner Psychologists closing.

Registration – Performance Report

UK emails - Enquiries relating to UK and readmission applications to join the Register, renewal and CPD

Month	Monthly performance median (5 working days)
July-2025	1
June-2025	1
May-2025	1
April-2025	1
March-2025	1
February-2025	1
January-2025	1
December-2024	1
November-2024	1
October-2024	1
September-2024	3
August-2024	1



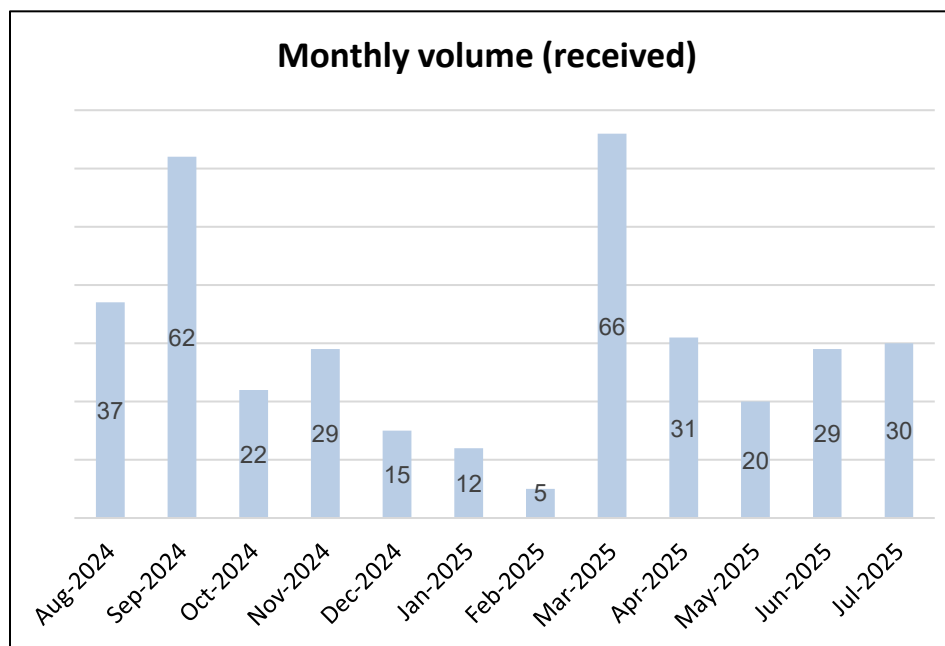
Analysis

- The use of AI in our contact has enabled us to provide a near same day service for email enquiries.
- The increased volume in July 2025 (over 20k in the graph) related to a technical issue which resulted in receiving many encrypted emails/reminders from an external have now blocked. The actual volume of emails received that needed a response was 6988.
- The continued improvement to our UK and readmission application service times has had a positive impact on the number of emails received.
- We continue to work with the Communications Team to try to reduce the need for people to email us and updated our direct communication with registrants during their renewal period, providing clear guidance on the renewal process and encouraging them to self-serve. We have updated messages on social media, on our website and on the automated email response to help manage the expectations of those contacting us by email and to encourage people to self-serve.

Registration – Performance Report

Postal correspondence

Month	Monthly performance median (10 working days)
July-2025	0
June-2025	1
May-2025	1
April-2025	2
March-2025	1
February-2025	1
January-2025	3
December-2024	1
November-2024	2
October-2024	3
September-2024	2
August-2024	2



Analysis

- During the period from May 2025 through to July 2025 the ten working days median service standard has been consistently met.
- Increase in correspondence in March is linked to the renewals cycle that started for the Practitioner Psychologists.

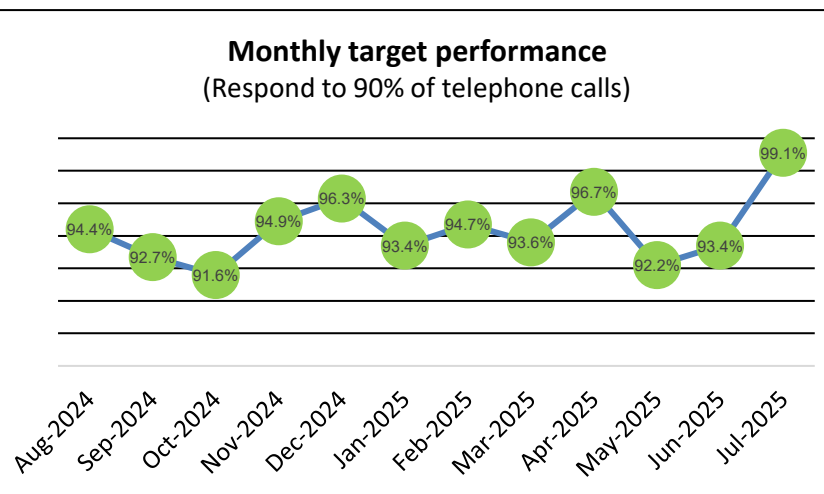
Registration – Performance Report

UK telephone calls - Enquiries relating to UK and readmission applications to join the Register, renewal and CPD

Target

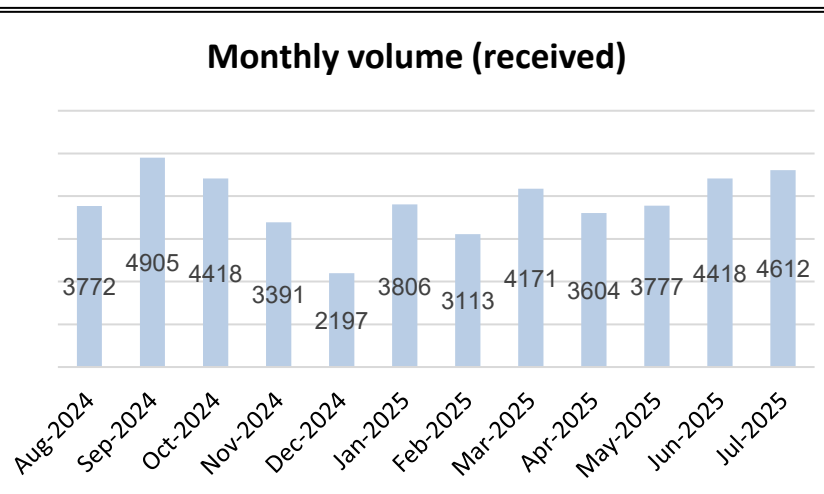
90% of all calls
answered

Month	Monthly performance median (% of calls answered)
July-2025	99.1%
June-2025	93.4%
May-2025	92.2%
April-2025	96.7%
March-2025	93.6%
February-2025	94.7%
January-2025	93.4%
December-2024	96.3%
November-2024	94.9%
October-2024	91.6%
September-2024	92.7%
August-2024	94.4%



Analysis

- The team answered 99.1% of UK calls in July, 93.4% in June and 92.2% in May 2025.
- We are now seeing improved answer rates as the pipeline of outstanding international applications reduces back in line with their SLA (as some people call the UK phone lines rather than the international enquiries lines for assistance).



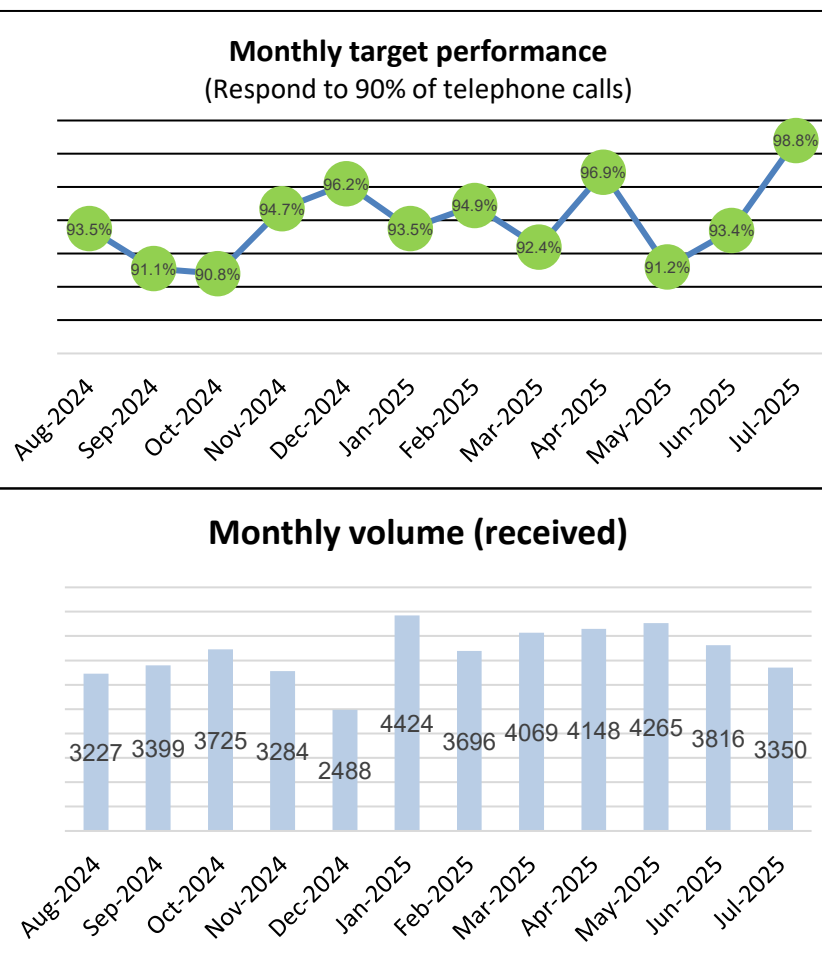
Registration – Performance Report

INT telephone calls - Enquiries relating to non-UK applications to join the Register and other non-UK related processes

Target

90% of all calls
answered

Month	Monthly performance median (% of calls answered)
July-2025	98.8%
June-2025	93.4%
May-2025	91.2%
April-2025	96.9%
March-2025	92.4%
February-2025	94.9%
January-2025	93.5%
December-2024	96.2%
November-2024	94.7%
October-2024	90.8%
September-2024	91.1%
August-2024	93.5%



Analysis

- The team answered 98.8% of international calls in July, 93.4% in June and 91.2% in May 2025.
- We are now seeing improved answer rates as the pipeline of outstanding international applications reduces back in line with their SLA.

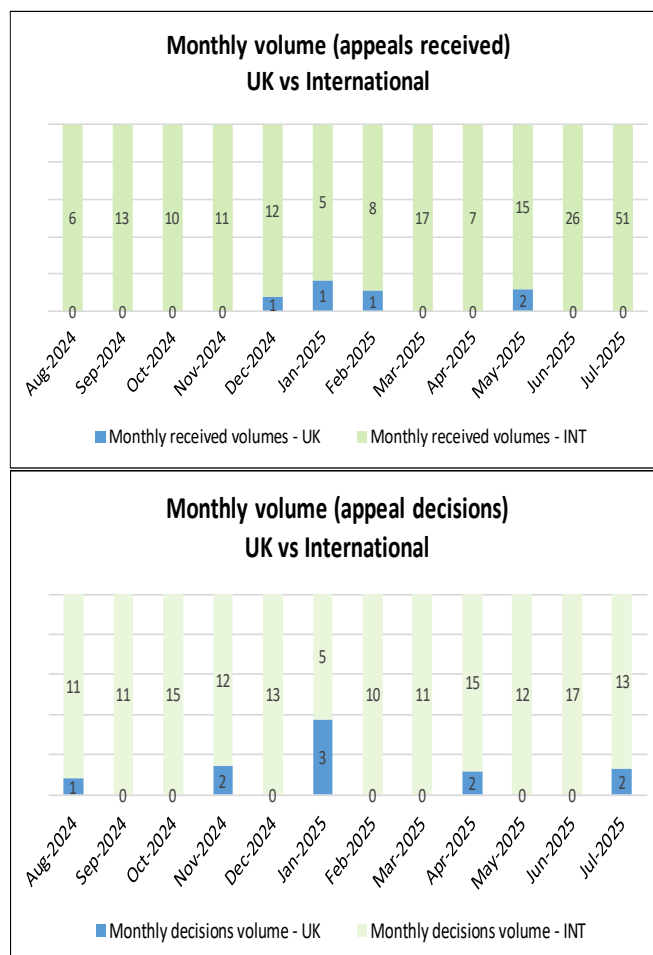
Registration

Registration Appeals

Registration – Performance Report

Appeals

Month	Monthly performance median (100 working days)
July-2025	114
June-2025	39
May-2025	185
April-2025	262
March-2025	264
February-2025	215
January-2025	68
December-2024	251
November-2024	161
October-2024	32
September-2024	258
August-2024	250



Status of appeal cases

- We have 118 active appeal cases
- Of those, 40 have appeal hearings scheduled, 63 are awaiting scheduling and 15 are awaiting further information to progress to a hearing.
- Hearings have been scheduled for 7, 12, 15, 26 and 28 August 2025.

Analysis

- Between May to July 2025, the Registration Appeals team received a total of 94 appeals, consisting of two UK and 92 International.
- Between May and July 2025 there were 37 appeals lodged, in the same period (May to July 2025) there has been 94 appeals lodged which is a 154% increase. It would appear that this increase is a direct result of the spike in international applications in January 2025, caused by the change in English language requirements, which are now filtering through.

Wider context:

- Year to date in 2025-26: 9,018 registration applications have been received. Of these:
 - 1,245 were international applications
 - 7,773 were UK applications.
- Year to date 2025-26: We have received 101 appeals (1.12 % of applications). Of these:
 - 98 related to international applications (7.87% of international applications)
 - two related to UK applications (0.025% of UK applications).

A total of 44 appeals were concluded in May, June and July 2025, of which eight were upheld, eleven were dismissed, six were remitted to ETC, one substitute decision and 18 were withdrawn due to failure to meet the threshold for a valid appeal.

Performance against our service standards was achieved in June 2025 but not in May or July. This is mainly attributed to the high percentage (52.9%) of cases in June that were withdrawn due to not meeting the threshold and therefore not proceeding to an Appeal panel and reducing the number of days for the Appeal to be concluded.

A key limitation of our current legislation is Appeal Chairs having to be a Council member. Over the summer we have engaged with the Council and we have three new Chairs who received panel training on 6 August 2025, bringing our total number of Chairs to seven. We continue to work with Council members who are Panel Chairs to secure availability to sit as Chairs as far into the future as possible.

We also continue to work with the Tribunal Service team to ensure a smooth transition of the scheduling and appeal hearing facilitation work which will be transferred to them from 1 October 2025.

Appeal panel feedback: May- July 2025

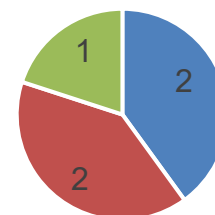
Month	Number of feedback forms received
May 2025	0
June 2025	1
July 2025	6

7 feedback forms completed

Participant feedback in 6 out of 7 of the forms was positive with phrases like "knowledgeable, quick, efficient, good and excellent".

1 feedback form stated "It was a challenge to complete 3 hearings in a day particularly as one applicant attended to give evidence"

Strategic and Policy Issues identified from feedback



- Standards of Proficiency
- Presenting Officers
- Test of Competence

Standards of Proficiency (SOP): Clearer guidance requested on what to do with an application that was originally assessed using the old SOPs comes before an Appeal Panel. *Action taken: Guidance shared with panel Chairs and legal advisors and HCPC presenting officers*

Presenting Officers (POs): Greater clarity on the role of the POs in relation to setting out the expectations of which SOPs are being assessed against. *Action taken: Guidance issued to clarify that statement of facts will highlight which SOPs are not met, and, where applicable, specify the new SOPs. The Presenting Officer will have this information when presenting.*

Test of Competence (TOC): Question about what happens if an applicant failed a TOC and then appeals that decision with documentary evidence rather than resitting the TOC. *Action taken: Legal advice sought, and we will update the ETC.*

Registration

Training & development

Registration – Training and Development

This is the second report to ETC that includes an overview of the work of the Training and Development Partner within the Registration department. As this is a new role within the department, we thought it would be helpful to remind the Committee that since the implementation of the new operating model within the Registration department several initiatives have been undertaken to support the onboarding and development of staff.

We have successfully developed and implemented a comprehensive induction program designed to ensure that all Registration Advisors (RAs) within the UK team are thoroughly trained on the processes and services provided by the team. One-on-one training sessions are primarily conducted face-to-face, ensuring that all activities outlined in the induction checklist are completed with oversight from a trained team member. These sessions also include exercises aimed at reinforcing learning and verifying the accuracy of the work completed. To date, six new starters have participated in the induction programme, and feedback has been overwhelmingly positive.

At the last meeting of the ETC we reported on the following developments:

- Distribution of vouchers to staff who have actively contributed to the training of new employees.
- Encouragement for staff to attend and participate in Council and Committee meetings.
- Support for employees seeking internal promotions within the organisation.
- Regular team meetings to foster collaboration and communication.
- Involvement of staff in facilitating department inductions for colleagues outside the Registration team, and
- Positive feedback being recorded on the Perform platform
- Our Training and Development Partner had also created bite-sized training sessions covering topics such as plagiarism and renewals.

Since the last meeting of the ETC we have continued to make progress in the following areas:

- Developed materials and training sessions on fraudulent and incorrect entry and on multi-factor authentication (ready for the move away from SMS authentication to authentication via an app or email in September 2025).
- Developed a series of eLearning modules, which include an introduction to the Registration department and explaining key procedures and systems e.g. for managing UK applications, renewals and Business Central (the finance system which links to our registration system).
- Begun developing an eLearning module for registration assessors to support the implementation of changes to the assessment model within the international application route due to happen later this year.

Registration

Quality Assurance Overview

Registration – Quality Assurance

This is the second report to ETC that includes an overview of the work of the Registration Quality Assurance Team (RQAT). As this is a new team within the department, we thought it would be helpful to remind the Committee that since the implementation of the new operating model within the Registration department, the RQAT have established a comprehensive work program aimed at ensuring oversight of all services within the Registration department. This programme of work has been developed in collaboration with the centralised Quality Assurance (QA) team to avoid duplication and ensure this is complementary to the wider layers of quality assurance and audit.

The approach

The approach to QA within the Registration department is multilayered. This will provide a golden thread of reflective, improvement focussed activity from day-to-day frontline work (routine audits) through to service wide ‘deep dive’ analysis (projects). The emphasis will be on learning and professional development ensuring that practice complies with departmental policies, procedures and expectations.

Where possible, a 95% confidence level will be used to ensure a high degree of certainty that the sample accurately represents the population, with a minimal margin of error of 5%. Samples will be randomly selected from the previous month and encompass the applicant’s entire journey from initial submission to the outcome (for routine audits).

Following the completion of an audit, the RQAT will compile a comprehensive QA report highlighting both strengths and areas for improvement. These reports will be presented to the management team during calibration meetings, where all participants will have the opportunity to discuss, challenge, and clarify the feedback provided.

While the primary focus of these reports is on process evaluation, if recurrent errors are identified at the individual staff level, an error report will be shared with the respective line manager. This will facilitate targeted discussions and the implementation of appropriate support measures within their one to ones.

Approximately two to four months after the initial feedback is provided, the RQA team will conduct a follow-up audit focused on the specific process or individual previously identified. The aim of this follow-up is to assess whether improvements have been achieved. If no progress is observed, the matter will be escalated to the operational manager for further action.

If an audit uncovers an issue deemed to pose a significant risk—such as potential reputational damage or a threat to public safety—the Head of Department will be notified immediately to ensure prompt response and resolution. It should be noted the RQAT work closely with the Audit and Compliance team to ensure methodologies align and work is not duplicated.

In June we reported to the ETC on the findings from audits in the following areas:

- International applications (start to end of application process)
- UK applications and;
- UK Readmissions

As a result of the above audits two recommendations (related to translated documents and evidencing passport checks for International applications) were made and are in the process of being implemented.

Where the audit identified certain individuals as responsible for recurring errors the recent follow-up audit has identified that this no longer the case demonstrating the positive impact of targeting intervention and training.

In this report we are providing an overview of the audits that took place in May, June and July which include:

- Implementation of the new English language requirements
- Renewals
- CPD
- International applications (start to end of application process) follow up audit from original completed in April 2025

In the next quarter our programme will include the following areas of work:

- UK applications (start to end of application process).

Overview of QA activity between May to July 2025 undertaken by the registration QA Team

Month	QA Activity	Cases audited		Mean audit score per case	
May-June	International (English Language Checks)	150*	218*	98%	89%
June	Renewals	29		95%	
July	CPD	222		100%	
July	International Applications	217		94%	
Total		836			

* 150 audits of those identified as not requiring an English Language Test (ELT); 218 identified as requiring an ELT

International - Those requiring and English Language Test (ELT)

This audit was a review of the changes to the English language requirements for International applicants. The audit looked at whether those who required an ELT were correctly identified, and once correctly identified if the tests they submitted adhered to HCPC requirements.

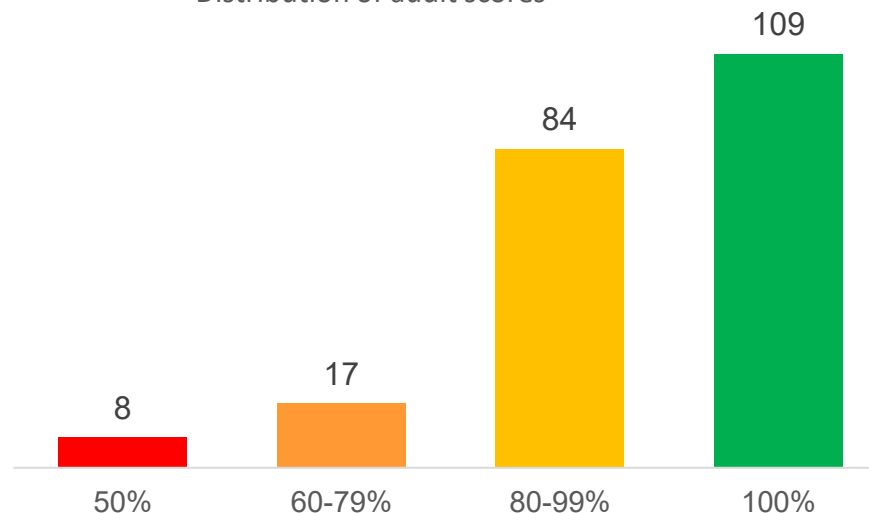
89% Mean audit score

92% Median audit score

50% Minimum

100% Maximum

Distribution of audit scores



Areas of good practice (this is not exhaustive)

High level of compliance with our policies and procedures for:

- The Primary qualification listed on the application corresponds with the supporting qualification certificate and course information
- The applicant was correctly assessed as requiring or not requiring an ELT
- Required to submit an ELT box ticked on CRM

Opportunities for improvement (this is not exhaustive)

- Correspondence i.e. the correct ELT email template was not used and/or responses to emails to the applicant were not as clear as they could have been
- Verification of English Language Test evidence not complete on CRM (this does not mean that it was not done but the audit trail of this check was missing in some instances).
- Recording of test scores e.g. the verification boxed was ticked but the scores are not fully/accurately recorded on CRM

UK Renewals QA Summary July- Results by Application

Every two years registrants need to renew their registration. This audit looked at the compliance with our policies and procedures for how we process and assess renewals.

95%

Mean audit
score

100%

Median audit
score

0%*

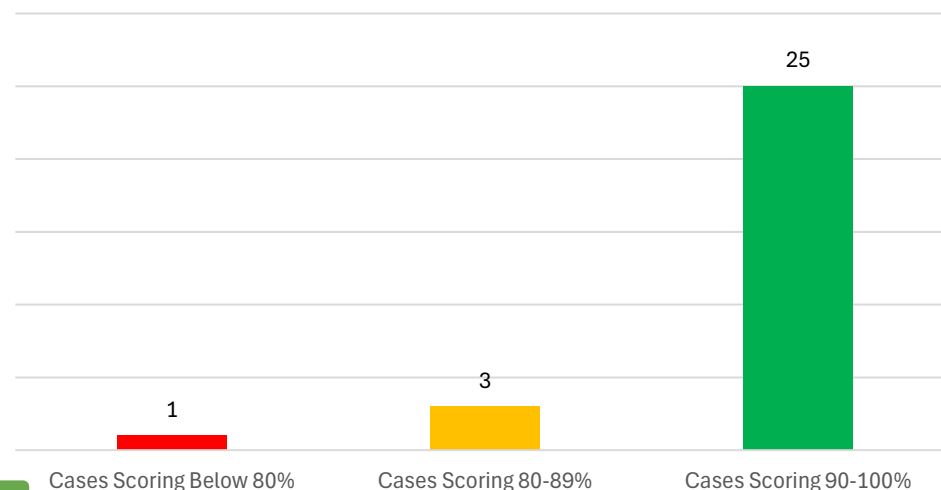
Minimum audit
score

* Due to the Renewal form not being attached to CRM – the rest of the audit standards and application could not be checked resulting in a score of 0%

100%

Maximum audit
score

Distribution of Application Audit Scores



Areas of good practice (this is not exhaustive)

High level of compliance with our policies and procedures for: Process status

- Accurately identifying and escalating declarations that may call into question an applicant's fitness to practise
- Correspondence i.e. is accurate and replies sent within five working days, tone is polite, and email sent from the correct inbox
- Data security has been followed i.e. information sent to correct applicant and third-party contact verified
- Customer service i.e. all information indicates that the customer received a good level of service, namely there were no internal process errors that delayed the application.

Opportunities for improvement (this is not exhaustive)

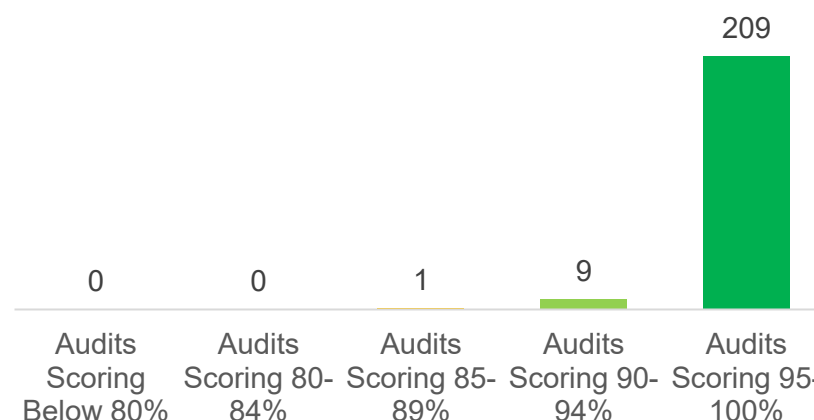
- Clarity required on what information is acceptable on renewals form i.e. registration number only without name
- Confirmation of process when the registrant changes direct debit instructions at the renewal stage

CPD QA Summary (July) – Results by Application

At the start of each renewal period 2.5 % of each profession are asked to submit there continuing professional development (CPD) profile. This audit looked at the compliance with our policies and procedures for how we undertake the review of registrants CPD

100%	Mean audit score
100%	Median audit score
85%	Minimum audit score
100%	Maximum audit score

Distribution of CPD Audit Scores



Areas of good practice (this is not exhaustive)

High level of compliance with our policies and procedures for:

- Review of submitted CPD profiles i.e. summary of work, activities list, evidence and personal statement provided by registrant
- Assigned correctly and within timescales to assessors
- Any further information (FI) requested by assessors once received was uploaded and shared with assessors and incomplete FI returned to registrant for updating

Opportunities for improvement (this is not exhaustive)

- Recording on CRM (all correspondence with registrants are recorded in CRM for audit purposes).

International QA Summary (July) – Results by Application

This audit looked at the start to end process an application goes through to be registered via the international route, and the level of compliance with our policies and procedures to ensure only those who are suitably qualified and safe to practice are registered. This was a follow-up audit, following the initial audit that was completed in April 2025.

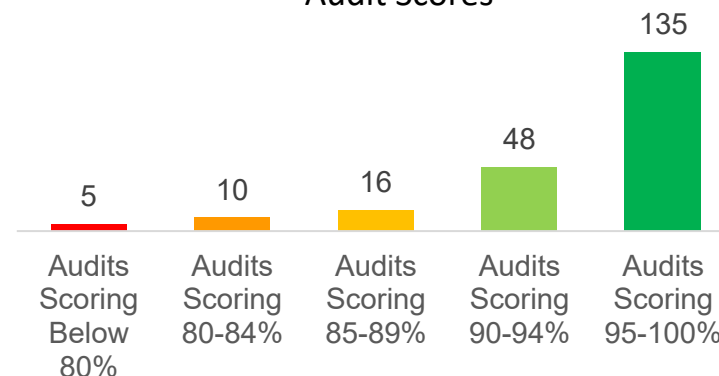
94% Mean audit score

95% Median audit score

74% Minimum audit score

100% Maximum audit score

Distribution of International Application Audit Scores



Areas of good practice (this is not exhaustive)

High level of compliance with our policies and procedures for:

- Accurately identifying and escalating declarations that may call into question an applicant's fitness to practise
- Plagiarism detection applied i.e. where an application is identified as possibly being plagiarised it is escalated to a registration manager
- Test of competence (following a Record of Assessment) i.e. the test is created on CRM, there is correspondence sent to the applicant requesting their availability to sit the test, test date is confirmed, outcome of TOC recorded, and outcome sent to the applicant.

Opportunities for improvement (this is not exhaustive)

- Processing comparable qualifications (CQ) i.e. a registration advisor missed that the applicant had a qualification that is on the CQ list resulting in an assessment being completed by assessors when not required and elongating the application process for eligible applicants.
- Correct verification of translated documents i.e. translations missing or incomplete/ original documents not provided and/or translations not certified correctly.