

Education team Performance report September 2025 - ETC

Report date 1 September, data correct 1 September

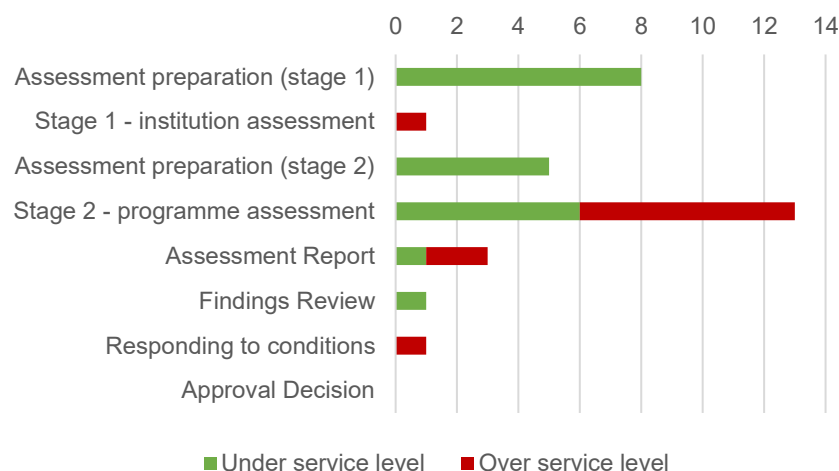
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KPI summary and narrative

Performance measure	What does this tell us?	RAG rating description	Current performance	Commentary
Percentage of active case within service levels (live cases) (<u>timeliness</u>)	Whether we are progressing <u>live cases</u> in a timely manner	Red <80% Amber 80-90% Green >90%	►	<ul style="list-style-type: none"> The percentage of active assessments over service level has increased from 31% to 35%. This is due to us focusing on ensuring programmes can start in September 2025 as planned, and deprioritising assessments within our performance review and focused review processes due to this. This has also been compounded by several complex assessments within the approval and focused review processes meaning complicated/multiple rounds of quality activities.
Observations across processes (<u>quality</u>)	In the <u>last three months</u> , whether assessment outcomes have been objected to by providers	Red >10% Amber 5-10% Green >5%	►	<ul style="list-style-type: none"> In the last three months, we have received observations on 8% of cases, up from 7% in the last report - this means this KPI is maintained at amber. No changes were made to outcomes by the ETP based on these observations, which means the initial recommendations made were fair.
Time taken through the approval process (stage conclusion)	In the <u>last three months</u> , whether we have delivered cases to conclusion in a timely manner	Red >5 months Amber 4-5 months Green <4 months	▲	Performance has improved to amber.
Approvals subject to conditions (<u>quality</u>)	In the <u>last three months</u> , whether we have supported providers to meet our standards through a frontloaded processes	Red >30% Amber 20-30% Green <20%	►	We have set conditions on one assessment in the last three months, which is within the target for the KPI.
Time taken to complete the performance review process	In the <u>last three months</u> , whether we have delivered cases to conclusion in a timely manner	Red >6 months Amber 5-6 months Green <5 months	►	We concluded one assessment in the last three months – which took longer than our target due to our focus on approving new programmes for September start dates.
Percentage of <u>quality</u> checks completed	In the <u>last month</u> , whether we have ensured quality at key process points via mandatory quality checks	Red <95% Amber 95-99% Green 100%	►	<ul style="list-style-type: none"> We expect a high level of compliance with mandatory internal quality checks. In the last month, 100% of quality checks were carried out at the required time.
Spot check outcomes (<u>quality</u>)	Findings from the <u>last month</u> of quality checks, showing performance linked to administration, timeliness and quality	Red <80% Amber 80-90% Green >90%	Administrative ▼	<ul style="list-style-type: none"> We reviewed and refined existing spot checks and introduced several new checks in May 2025 – we are now able to categorise spot checks to give more meaningful results. Measuring new areas led to a drop in the compliance level reported, but as expected we are now seeing improvements following feedback to the team (including increases where the overall RAG rating has not improved). Issues found were with timeliness of triage and report production (although this is improving) and some administrative actions such as documentation being stored in the correct place are currently a significant drag on the overall compliance rating.
			Timeliness ►	
			Quality ▲	
			Overall ►	

Approval process – performance

Number of active cases - by case stage



Active cases

- Since the last report, there has been a large reduction in the number of active cases (from 48 to 32) – this is because we have concluded assessments for September start dates.
- Cases within the 'assessment preparation (stage 2)' stages onwards are generally for January 2026 and September 2026 start dates.
- There are currently 10 cases within these process stages which are outside of service levels – these are generally due to complexities arising for assessments of degree apprenticeship programmes having not secured an employer, which is a key requirement of our standards.

Conditions applied on approval

- An explicit aim of moving to our current quality assurance model was to frontload regulatory burden and reduce the number of formal 'conditions' applied when approving programmes.
- We still hold providers and programmes to the same high standards, but work with them to fix problems early, rather than resorting to formal requirement setting through conditions.
- We have set conditions for one cases within the three month period, which is within our service levels.

Observations

- Low levels of observations show process outcomes are acceptable to providers, and that we have undertaken a fair assessment.
- We have received one set of observations for cases concluded in the three month period, which was not an observation on the process (i.e. the provider disagreeing with the outcome), but was presented as a broader question for the ETC linked to how we consider specific standards.

Completed cases

Period	Number competed	Conditions set (% of cases)	Observations received (% of cases)	Stage 1 age at stage conclusion (months)	Stage 2 age at case conclusion (months)
Last month	12	▲8	▲8	8	▼4.6
Last 3 months	21	▲5	▲5	8	►5.5
Target		Less than 20%	Less than 5%	3 months	4 months

Approval duration

- Performance has improved to amber for the stage 2 age.
- We took longer than intended through stage 1 of the process. These assessments are for new education providers to the HCPC and are often highly complex due to us approving institution level standards for the first time.
- This judgement underpins how we will view the institution through all future approval and monitoring activities, and therefore it is important that we make high quality judgements through this process stage.
- Since moving to our current model in September 2021, we have only reviewed six new education providers to the HCPC (out of 160 assessments)
- It may be reasonable that these assessments take longer than the current target of three months, due to the importance of this decision, and therefore this is a KPI we will review with the above points in mind.

Professional pipeline

- We include this information to provide insight about learner number changes into the professions we regulate.
- Through our processes, we capture proposed learner numbers for each programme – figures presented through this table are not actual learner numbers, but are the maximum capacity we would expect programmes to be operating at.
- This data and information can be used by commissioning organisations and others to understand capacity within approved and proposed programmes.
- The work with our Insight and Analytics team to match pass lists registrant data is close to being concluded, which should give a fuller picture of how capacity translates to the number of individuals with approved qualifications, and the number who then become registered.

Profession	Yearly capacity of approved and open programmes	Capacity change in the last 12 months (new programme numbers - closed programme numbers)	% change	Proposed programmes	Difference between future closures and proposed programmes	Potential capacity change, 12 months ago to future	% potential change
Arts therapist	927	20	2%	3	30	50	5%
Biomedical scientist	2,844	32	1%	3	45	77	3%
Chiropodist / podiatrist	1,182	10	1%	2	40	50	4%
Clinical scientist	970	-	0%	0	-	-	0%
Dietitian	1,888	89	5%	1	15	104	6%
Hearing aid dispenser	1,147	105	9%	0	-	105	9%
Occupational therapist	6,271	162	3%	12	311	473	8%
Operating department practitioner	2,430	140	6%	2	40	180	7%
Orthoptist	276	-	0%	0	-	-	0%
Paramedic	7,104	248	3%	4	171	419	6%
Physiotherapist	8,538	50	1%	7	194	244	3%
Practitioner psychologist	3,638	55	2%	7	146	201	6%
Prosthetist / orthotist	140	-	0%	0	-	-	0%
Radiographer	5,787	130	2%	3	60	190	3%
Speech and language therapist	2,685	135	5%	5	120	255	9%
Total	45,827	1,176	3%	49	1,172	2,348	5%

Programme capacity

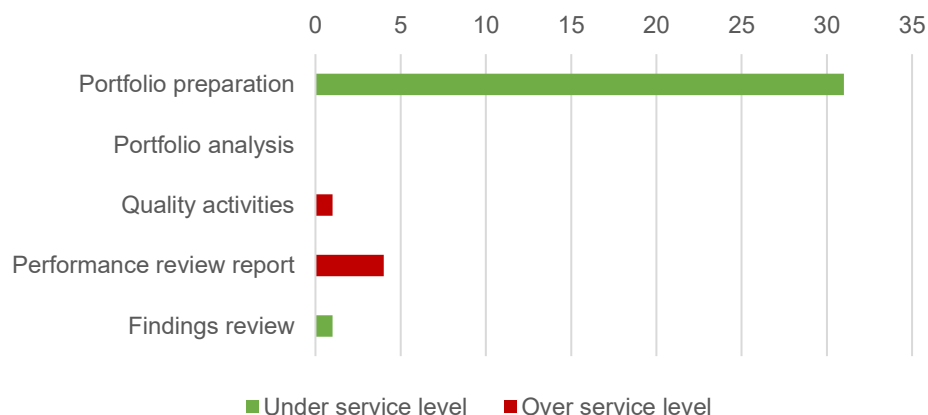
- Most professions have increased capacity in the last 12 months and are predicted to increase capacity further if proposed programmes become approved.
- Within current commissioning systems, there is a potential overall increase in capacity of 5%.

New programmes

- New programmes are currently being developed in all professions except clinical scientists, orthoptists and prosthetists/ orthotists
- There are no programmes currently proposed in Northern Ireland, but we have recently received intelligence that there will be additional allied health professional earner numbers in Northern Ireland as part of delivery of their NHS workforce plan.

Performance review process

Number of active cases - by case stage



Current activity

- We are finalising assessments for the 2024-25 academic year, with the small number of assessments undertaken nearing conclusion. These assessments are over our service levels as we have focused on delivering assessments for new programmes in recent months.
- We have started preparing for assessments for the 2025-26 academic year – at this stage in the cycle, this means working with education providers to define deadlines that work for education providers and managing our own workload within the team.

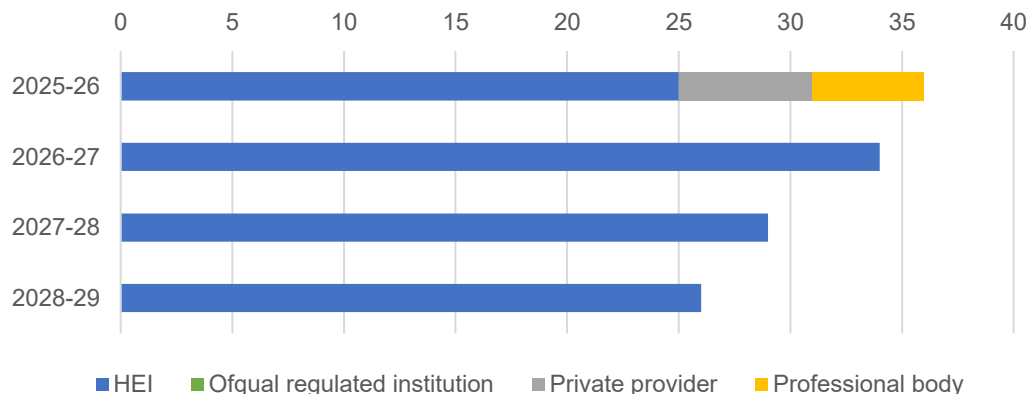
Review outcomes

- We concluded one assessment in the last three months – which took longer than our target due to the reasons outlined above.
- Variance in outcomes is driven mainly by provider type, which is mainly driven by providers not being included in higher education institution (HEI) data returns, and not establishing a data supply through the process.
- To remain confident with provider performance, we rely on regular supply of data and intelligence to help us understand provider performance outside of the periods where we directly engage with them.

Completed cases

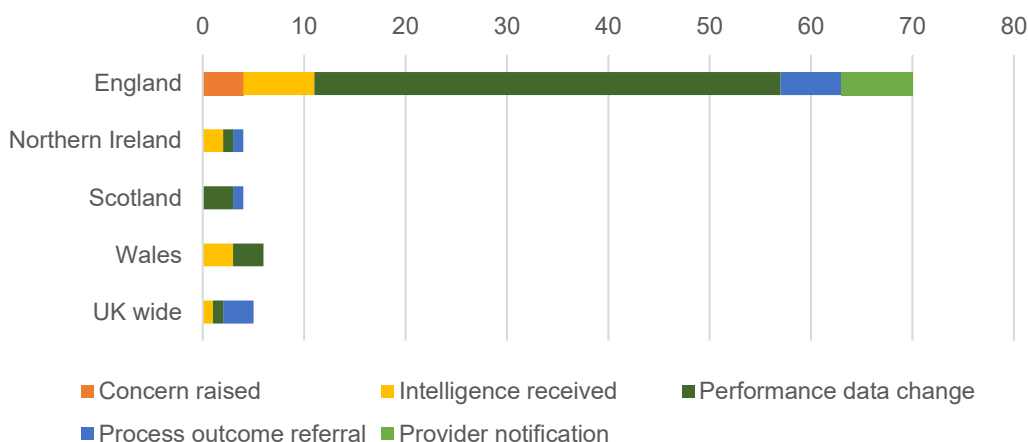
Period	Completed	Observations received (% of cases)	Age at case conclusion (months)
Last month	1	0	7
Last 3 months	1	0	7
Target		Less than 5%	5 months

Next review period outcomes

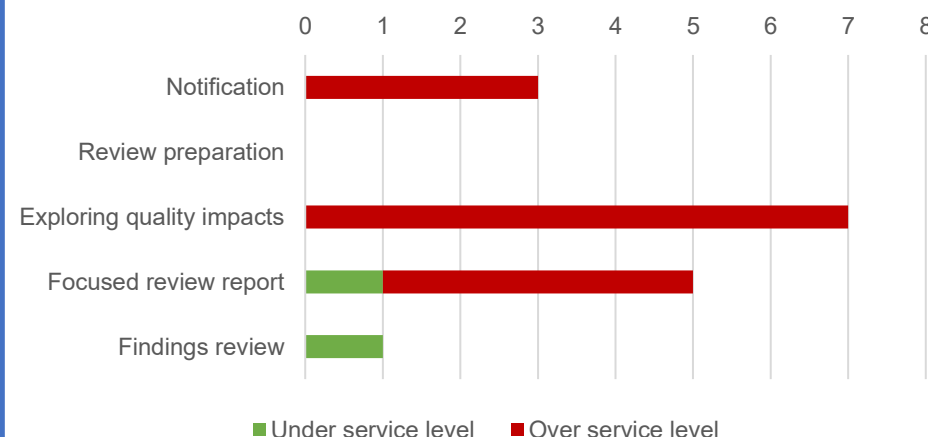


Focused review process

Focused review triggers - 12 months



Number of active cases - by case stage



Cases – received and completed

Period	Triggers received	Review required %	Number competed (full process)	Observations received (% of concluded cases)	Age at case conclusion (months)
Last month	0	N/A	0	N/A	N/A
Last 3 months	5	▼20	8	▼0	▼5.8
Target		50%		5%	5 months

- There are still too many assessments which are over service level, with about 90% cases being out of service levels relevant to their case stages. This is a significant increase since the last report, due to us deprioritising these assessments due to focusing on September programme starts.
- The two case stages for which we have most direct control within the team are the notification (initial triage) and report stages – we are focused on progressing overdue cases to the next process stage, and on preventing cases ending up overdue in the first place.
- Since the last report, we have further reduced the number of focused review cases by eight, which means we are now holding fewer open cases. This is down from a high of 34 cases in April.
- The 'review preparation' and 'exploring quality impact' stage can take longer than our service levels, depending on education provider engagement and the complexity of the assessment leading to more detailed or multiple iterations of evidence gathering to reach our conclusions.

Assurance and current focus

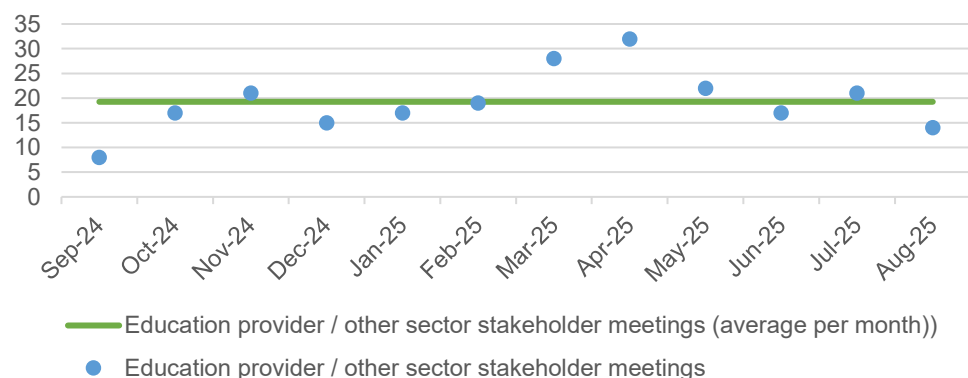
Current focus	Risks and issues	QA audit ratings		Recommendations delivered
<ul style="list-style-type: none"> Delivering overdue assessments from the 2024-25 academic year. Planning for performance review in the 2025-26 academic year. Concluding approval assessments for October and January start dates. 	<ul style="list-style-type: none"> We are experiencing a significant case backlog due to focusing on approval of programmes due to start in September 2025. These assessments were more complex than in previous years, primarily due to our enhanced requirements for education providers to define employers for apprenticeship programmes. 	Approval		✓
		Performance review		✓
		Focused review		In progress
		Programme records		✓
		Spot checks		✓

Continuous improvement activity		
Planned	In progress	Completed (last three months)
Delivery of process improvements following audit of focused review process (Q3)	Delivery of process improvements following audit of focused review process (Q1-3)	Develop spot checks following conclusion of audit (Q1)
	Ensure an accurate and auditable picture of closed programme records (Q1-2)	Delivery of process improvements following audit of programme records change process (Q1)
	Establish EQO peer review of reports for quality checking (Q1-3)	System for new clinical scientist modalities updated (Q1)
		System development to ensure adherence to the minimum data set (Q1)

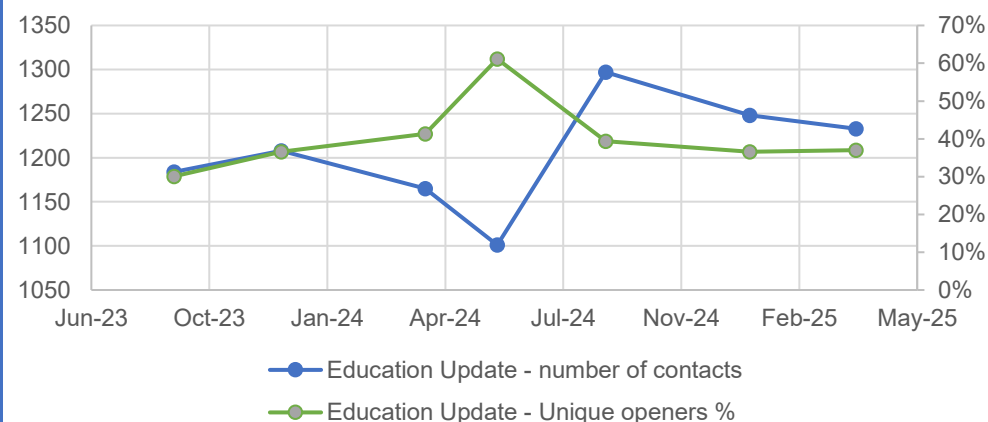
Stakeholder engagement

- We have included further metrics in this section, to help the reader understand engagement over time, including what normal looks like with our engagement activities.
- We are currently developing further measures internally, and will develop this section further in the coming months.

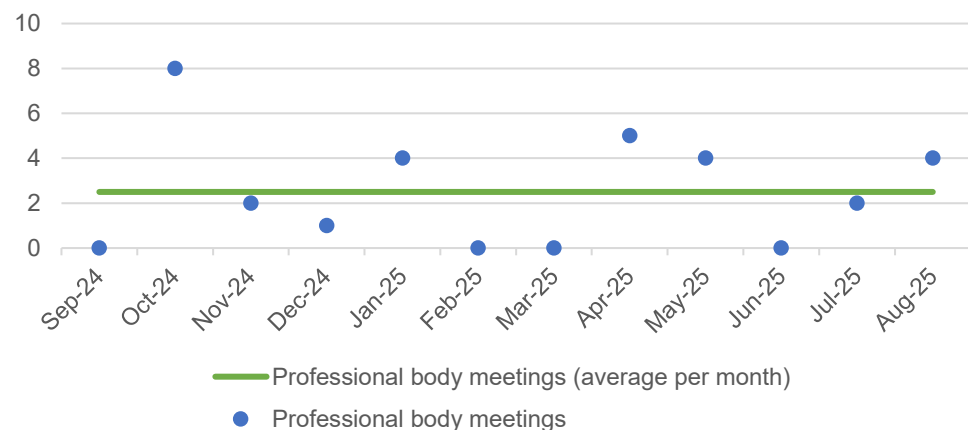
Education provider/other stakeholder 1-2-1 meetings






Education Update e-newsletter engagement



Professional body 1-2-1 meetings



Highlights

-  Communicated to education providers involved in performance review for the 2025-26 academic year
-  HCPC contributing to cross-regulator consideration of artificial intelligence (AI) in education, and the use of data in decision making
-  Continued work to establish formal information sharing with professional bodies – we have now established arrangements with **nine** professional bodies (two in the last month)

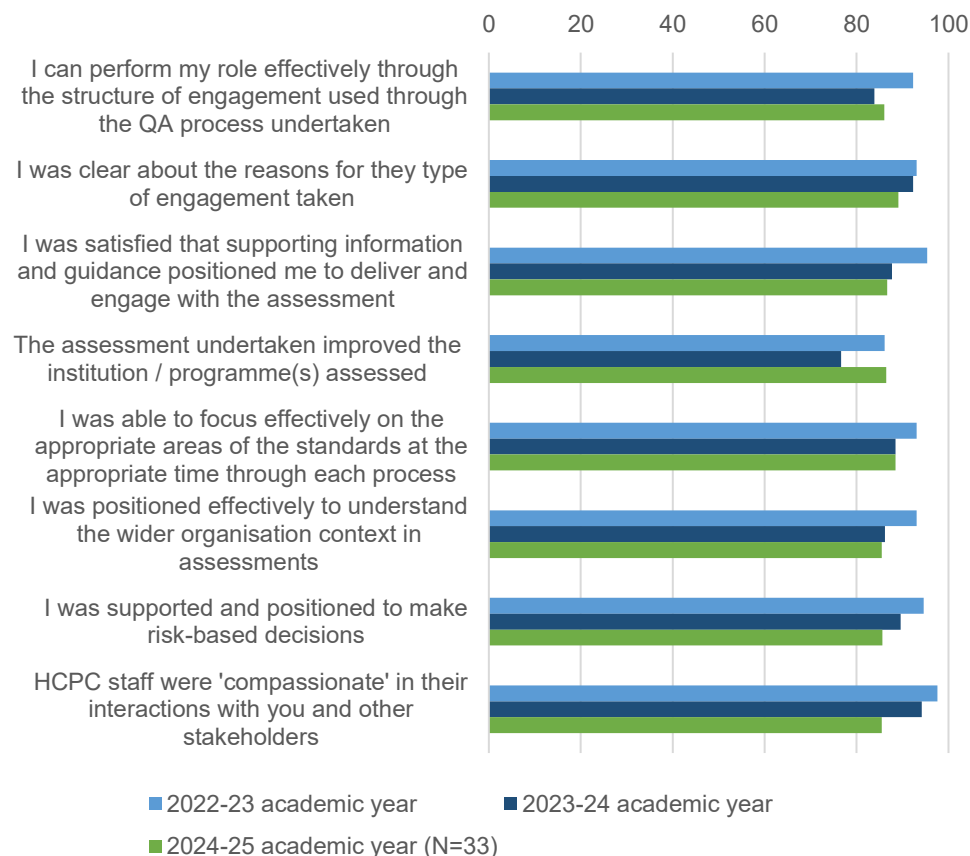
Stakeholder feedback

- We have included this information to show stakeholder experience and views of our processes – the generally high satisfaction ratings should be seen as a positive.
- This data is from a post-process survey, and is collated since we started running in September 2022.
- We have used results from the whole of the 2022-23 and 2023-24 academic years as baselines, which we compare recent results against in real time.
- It is worth noting that the satisfaction ratings for education providers have now risen to be more in line with previous years – previously, one education provider who reported a poor experience with an assessment impacted the figures due to a low number of respondents. We have worked with this education provider to understand how their experience can be improved in the future.

Education provider satisfaction rating

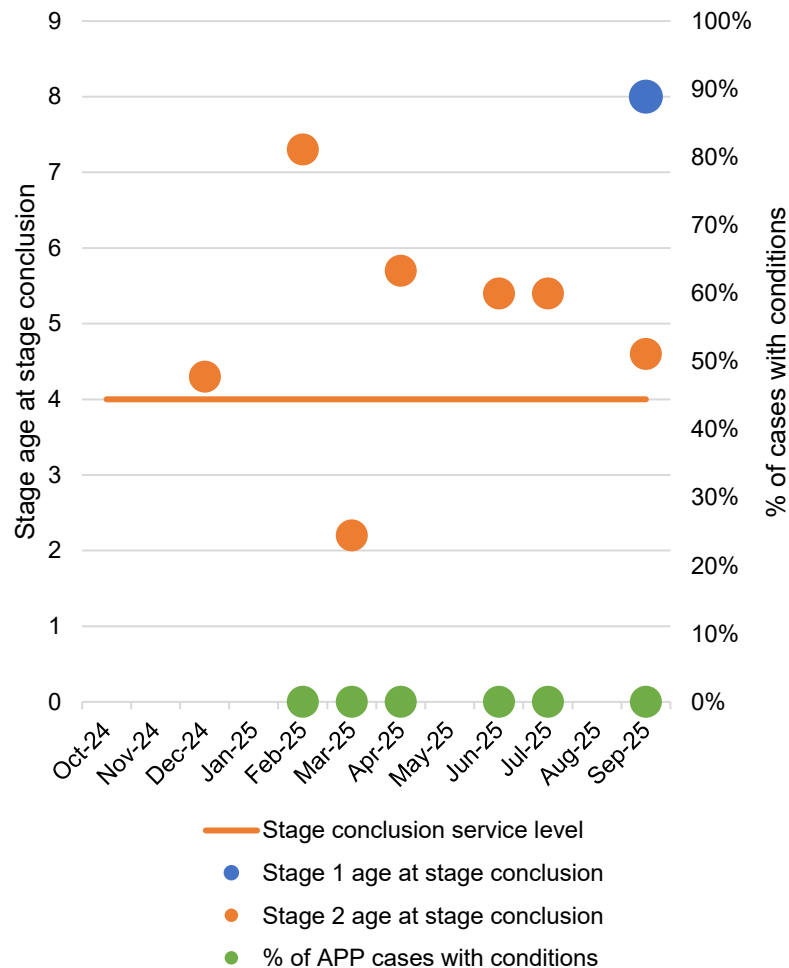


Partner satisfaction rating



Appendix – historical performance

Approval process KPIs - 12 months



Performance review and focused review KPIs - 12 months

