

Registration Department Performance Report

Report date: February 2026

Prepared by: Richard Houghton, Head of Registration

Registration – Performance Report Summary

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Overview and New Developments

- Overall team performance remains good and consistently within our KPIs. Registration appeals is the exception to this and is covered below (risks and issues) and in more detail on page 14.
- UK applications, renewals, CPD, readmissions and contact centre: The median processing time for UK registration applications was achieved during the reporting period and was well below the ten-working day KPI. Additionally, CPD and renewals performance (pages 6 to 9) continues to be managed effectively by the team. The contact centre continues to provide a timely response to both telephone and email enquiries (see pages 10, 12 and 13) and there has been a smooth transition to the new contact centre technology that went live at the end of 2025 as part of the technology roadmap.
- International applications: The monthly performance median has increased to 52 working days (within our KPI of 60 working days). We have looked at the reasons for this and as previously forecast this is due to older plagiarism cases now being closed and the applications progressing when we are satisfied that the applications were not plagiarised. The planned changes to the international assessment process (removing the ‘further information’ part of the assessment process) came into effect from the 20 November 2025. These changes will increase the number of tests of competency (TOCs) we will run.

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Risks & Issues

Plagiarism cases – Applications which are under investigation for plagiarism are either rejected at the end of that investigation (if we have found evidence of plagiarism) or the application is resumed (if we are satisfied that the application has not been plagiarised). The time taken to investigate potential plagiarism cases adds to the overall length of an application for those which are resumed. Recently we have been able to assign more resource into plagiarism investigations. As forecast in the previous performance report, now we are concluding the older investigations this has affected the KPI data. Our median assessment time increased from 34 working days in December 2025 to 52 working days in January 2026 (but this is still within our KPI).

International team capacity - As the number of international applications received each month has remained lower than forecast since February 2025 and the performance against our KPI has improved we have scaled down the International team. We will continue to actively monitor the number of applications received and the performance of the team to ensure the team is appropriately resourced to meet demand.

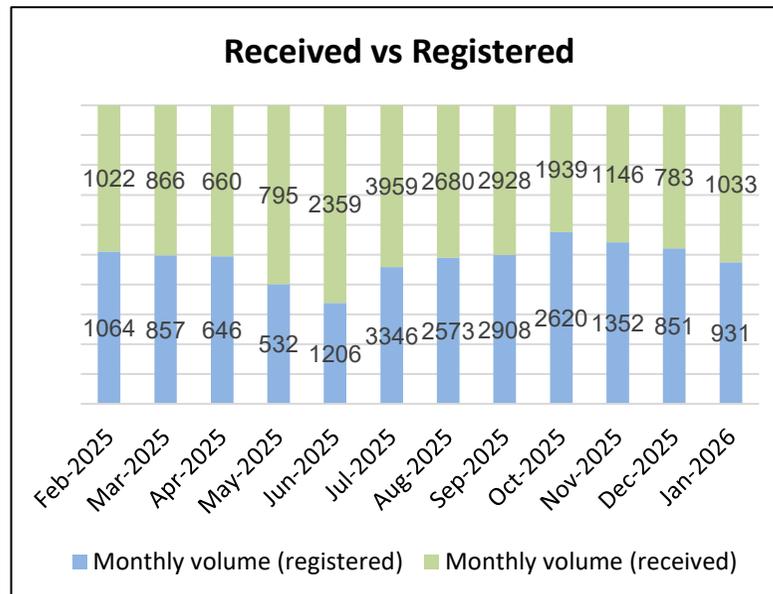
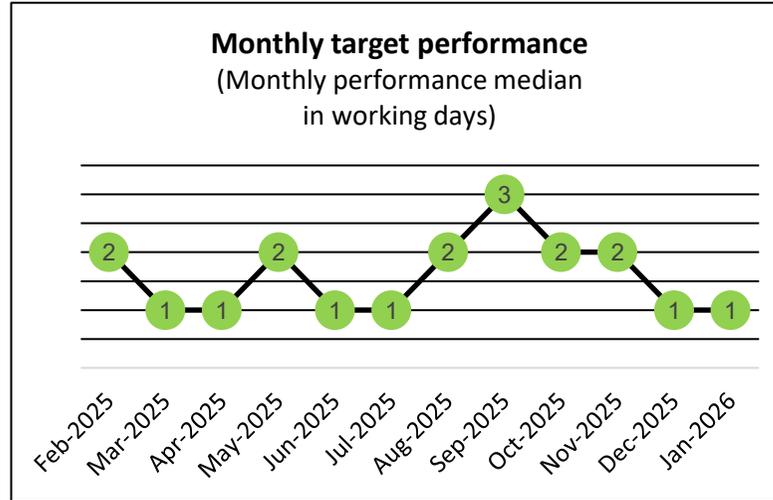
Appeals - Performance against our service standard was not met between October 2025 and January 2026. Variation in KPIs is attributed to several variables, including the number of hearings, the number of withdrawn cases, and cases being reassessed by the Education and Training Committee (ETC) before proceeding to a full hearing. See page 14 for further details.

Performance summary	Performance RAG rating Jan 2026	Performance RAG rating Dec 2025	Performance RAG rating Nov 2025	Performance RAG rating Oct 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)
January-2026	1
December-2025	1
November-2025	2
October-2025	2
September-2025	3
August-2025	2
July-2025	1
June-2025	1
May-2025	2
April-2025	1
March-2025	1
February-2025	2



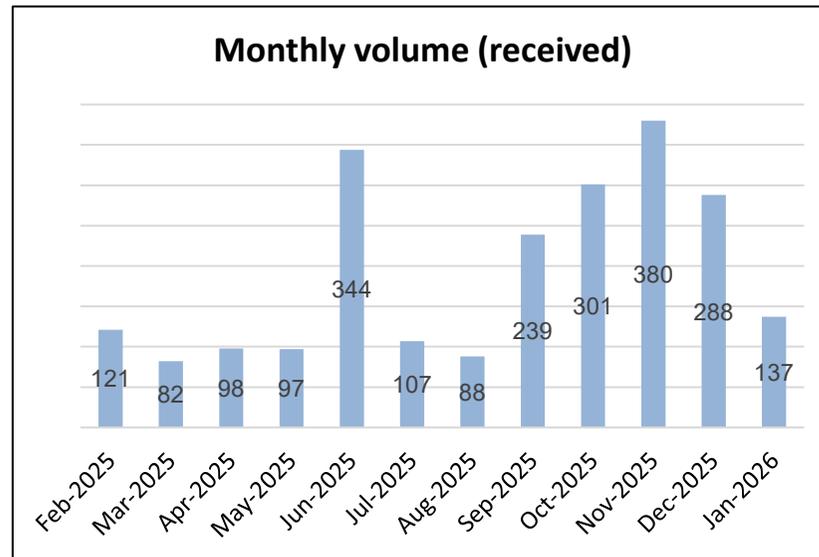
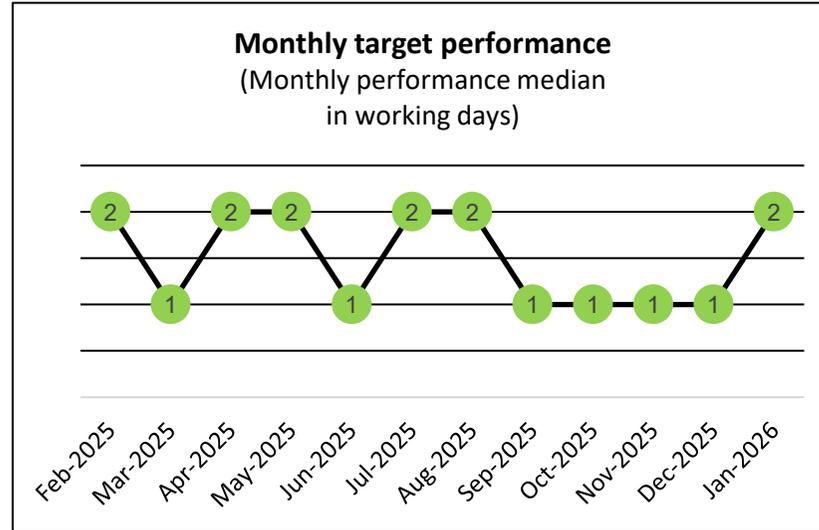
Analysis

- Performance against our service standard for UK applications has been consistently met.
- In the period October 2025 to January 2026, 5,754 people joined the Register via the UK registration route. This compares to 5,854 for the same period in the previous year.
- The application assessment time median was one working day in January 2026 and December 2025 and two working days in November and October 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)
January-2026	2
December-2025	1
November-2025	1
October-2025	1
September-2025	1
August-2025	2
July-2025	2
June-2025	1
May-2025	2
April-2025	2
March-2025	1
February-2025	2



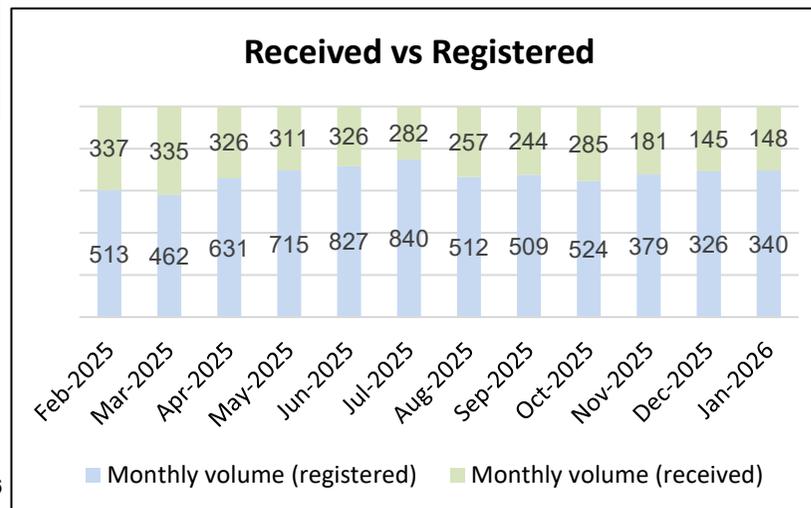
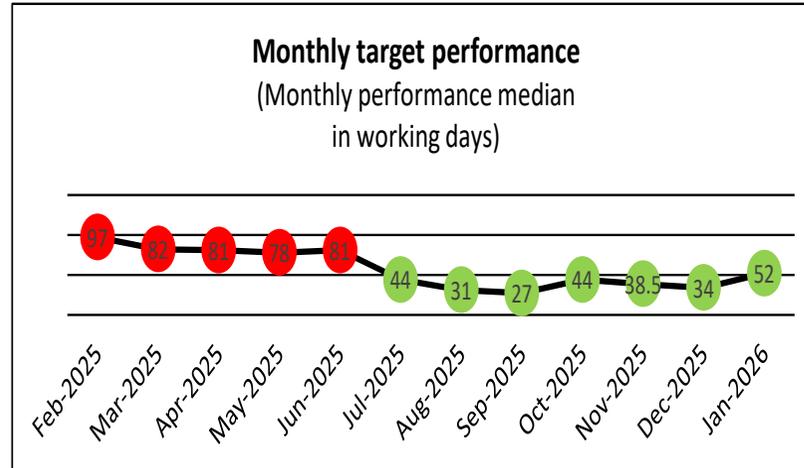
Analysis

- The median has remained within the service standard of ten working days through the reporting period.
- During the period October 2025 to January 2026, we received 1,106 applications for Readmission compared to 789 in the previous year.
- Readmission volumes remain high due to a number of professions’ renewal cycles closing in Q3 2025.
- 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.

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International applications

Month	Monthly performance median (60 working days)
January-2026	52
December-2025	34
November-2025	39
October-2025	44
September-2025	27
August-2025	31
July-2025	44
June-2025	81
May-2025	78
April-2025	81
March-2025	82
February-2025	97



International applications:

The time to assess international applications stands at 52 working days.

Plagiarism cases – Applications which are under investigation for plagiarism are either rejected at the end of that investigation (if we have found evidence of plagiarism) or the application is resumed (if we are satisfied that the application has not been plagiarised). The time taken to investigate potential plagiarism cases adds to the overall length of an application for those which are resumed. Recently we have been able to assign more resource onto plagiarism investigations. As forecast in the previous performance report, now we are concluding the older investigations this has affected the international assessment KPI data. Our median assessment time increased from 34 working days in December 2025 to 52 working days in January 2026 (but this is still within our KPI).

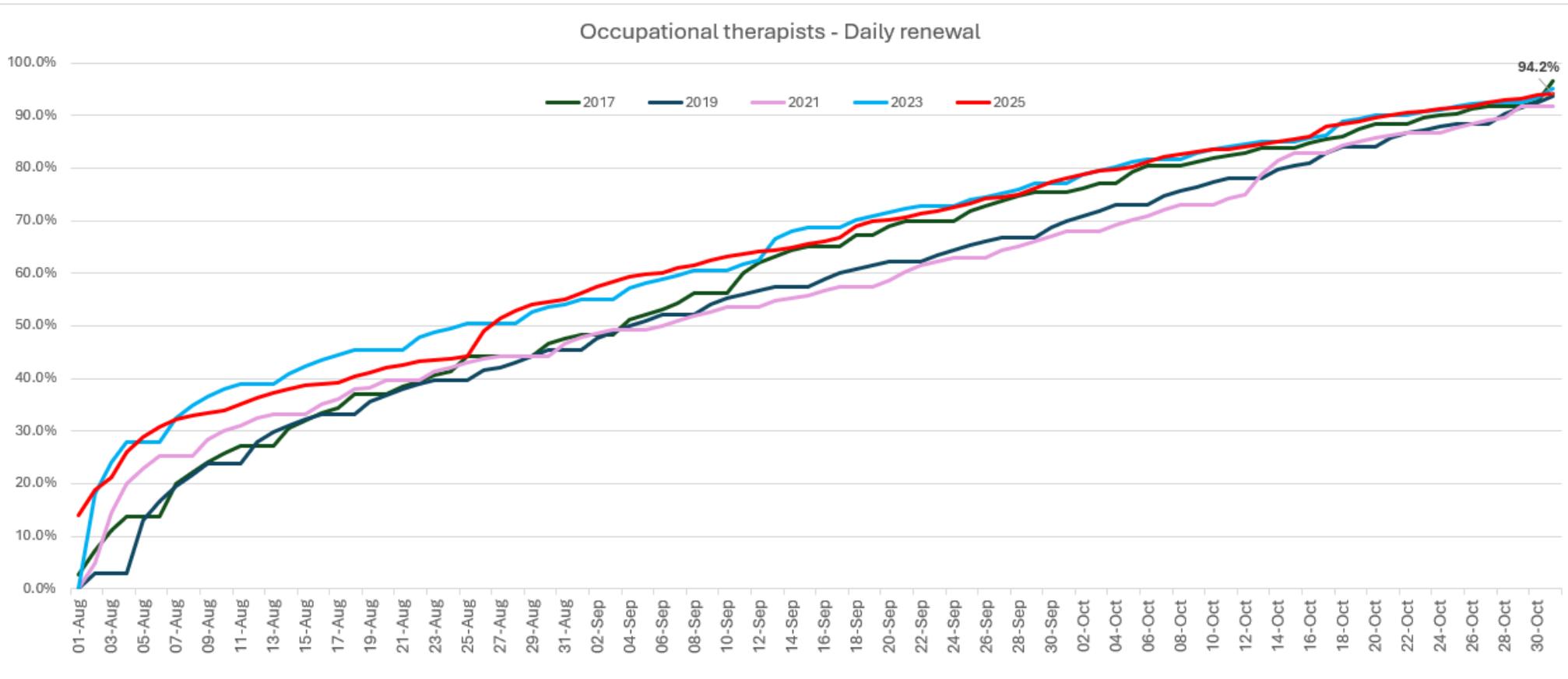
International team capacity As the number of international applications received each month has remained lower than forecast since February 2025 and the performance against our KPI has improved we have scaled down the international team. We will continue to actively monitor the number of applications received and the performance of the team to ensure the team is appropriately resourced to meet demand.

Registration – Performance Report

Renewal rates

Analysis

On 31 October 2025, occupational therapists ended their renewal period. 94.2% have renewed their registration. This is 1% lower than the previous renewals cycle.



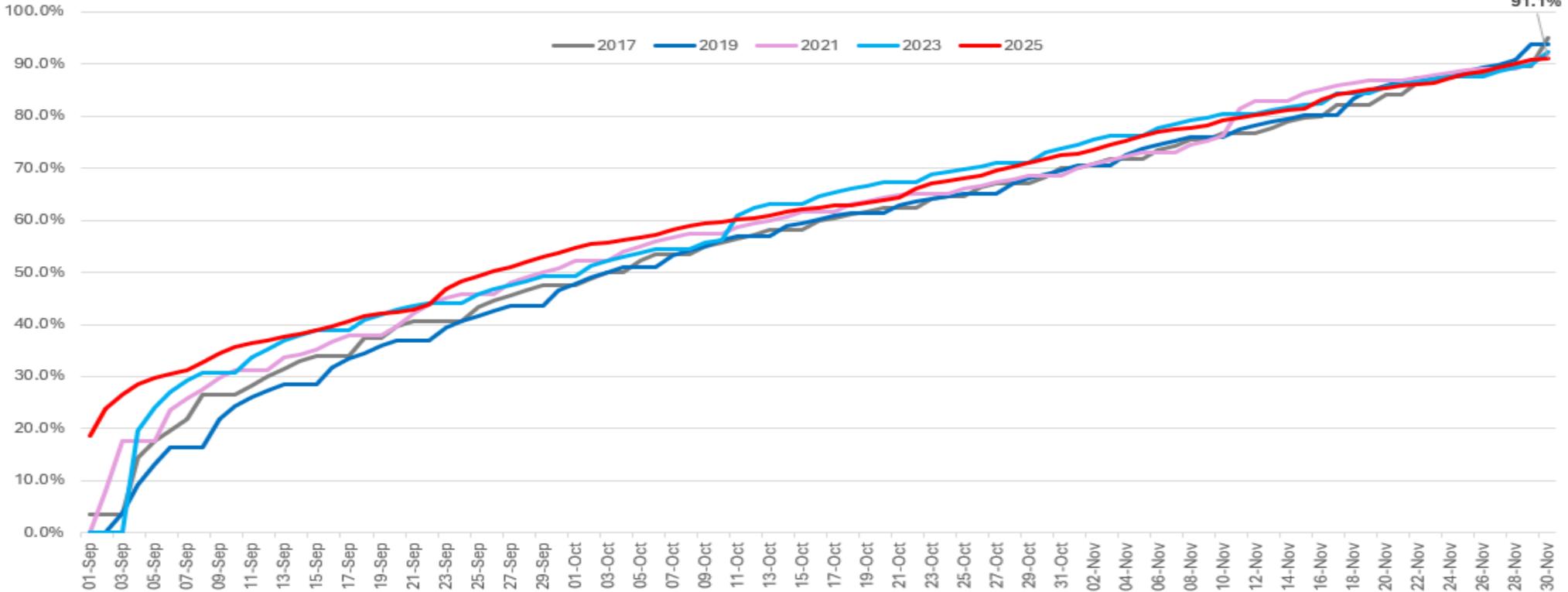
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Renewal rates

Analysis

On 30 November 2025, biomedical scientists ended their renewal period at a renewal rate of 91.1%. This was 1.3% lower than the previous renewals cycle.

Biomedical Scientists - Daily renewal



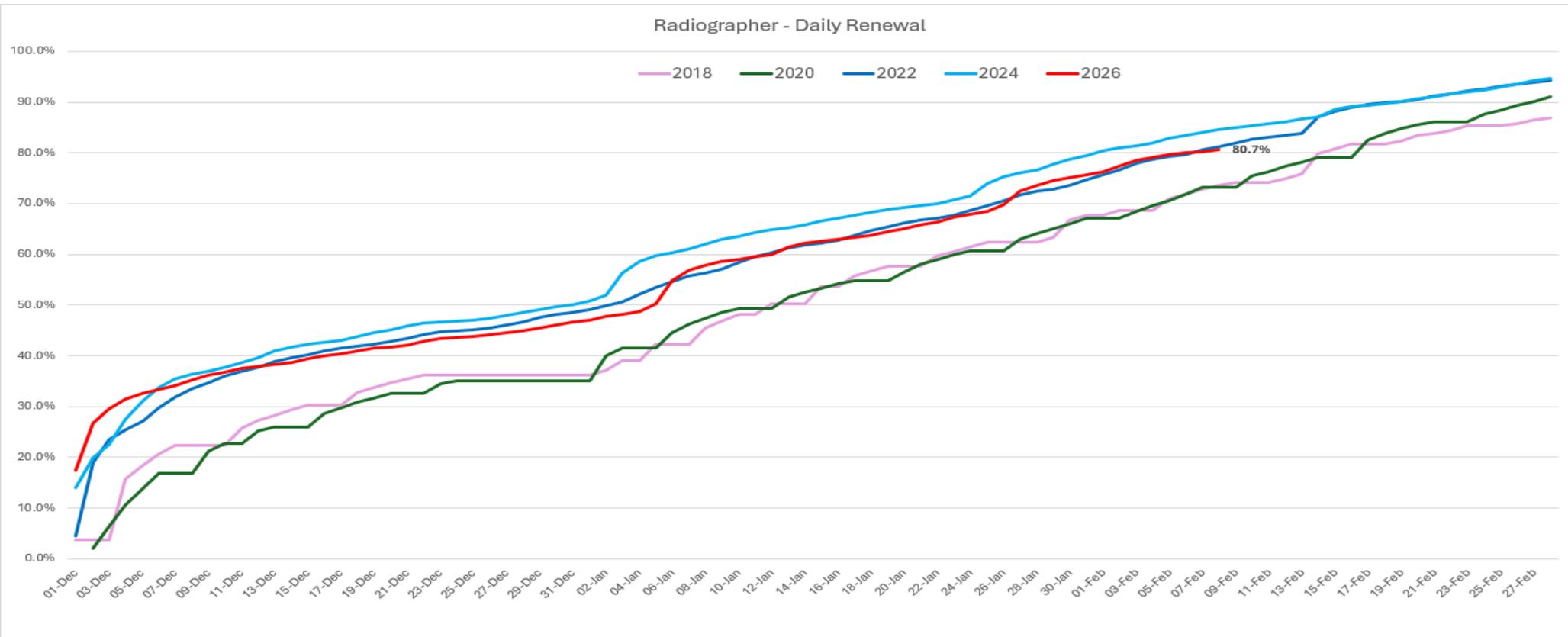
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Renewal rates

Analysis

On 1 December 2025, radiographers began their renewal period. As of 9 February 2026, 80.7% have currently completed renewal. This is in line with 2022 but around 4% behind when compared to the 2024 cycle.

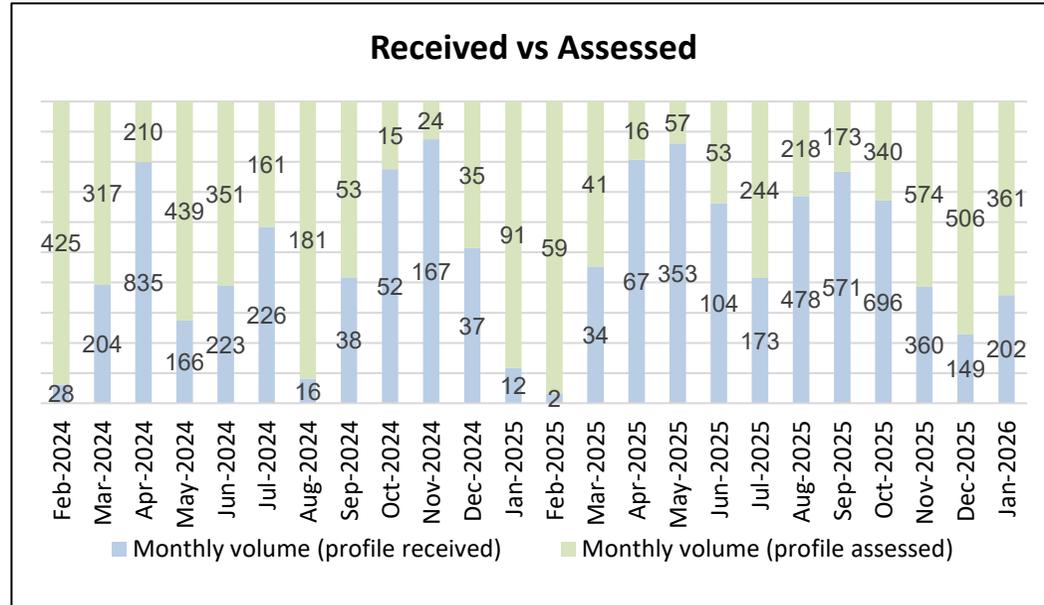
Final reminder to be sent on 14 February 2026.



Registration – Performance Report

CPD audits

Month	Monthly performance median (60 working days)
January-2026	27
December-2025	45
November-2025	36
October-2025	29
September-2025	37
August-2025	44
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



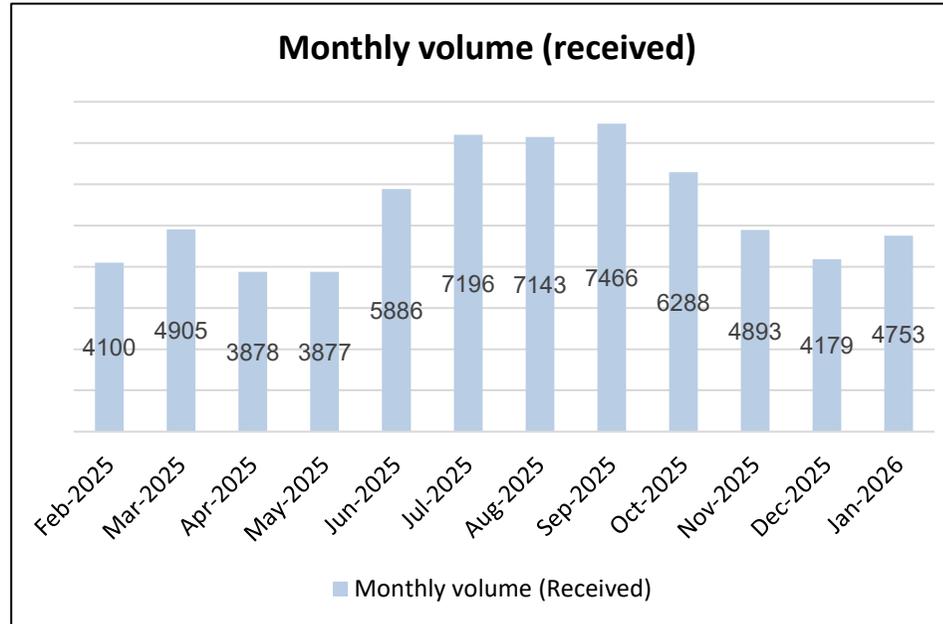
Analysis

- During period October 2025 to January 2026, the 60-day median service standard target was achieved.

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)
January-2026	1
December-2025	1
November-2025	3
October-2025	2
September-2025	2
August-2025	1
July-2025	1
June-2025	1
May-2025	1
April-2025	1
March-2025	1
February-2025	1



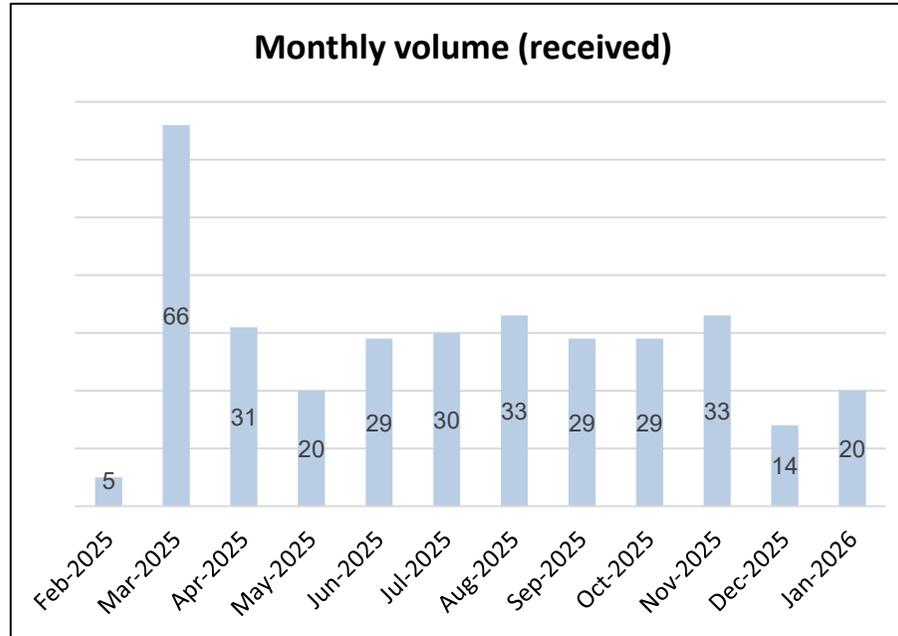
Analysis

- The use of artificial intelligence (AI) in our contact has enabled us to provide a near same day service for email enquiries.
- The sustained performance in our UK and readmission application service times continues to have 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.

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Postal correspondence

Month	Monthly performance median (10 working days)
January-2026	4
December-2025	0
November-2025	0
October-2025	0
September-2025	0
August-2025	1
July-2025	1
June-2025	1
May-2025	1
April-2025	2
March-2025	1
February-2025	1



Analysis

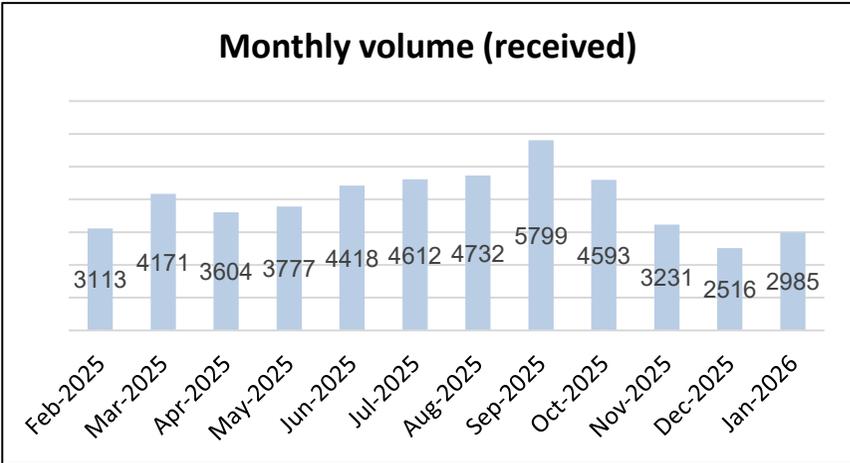
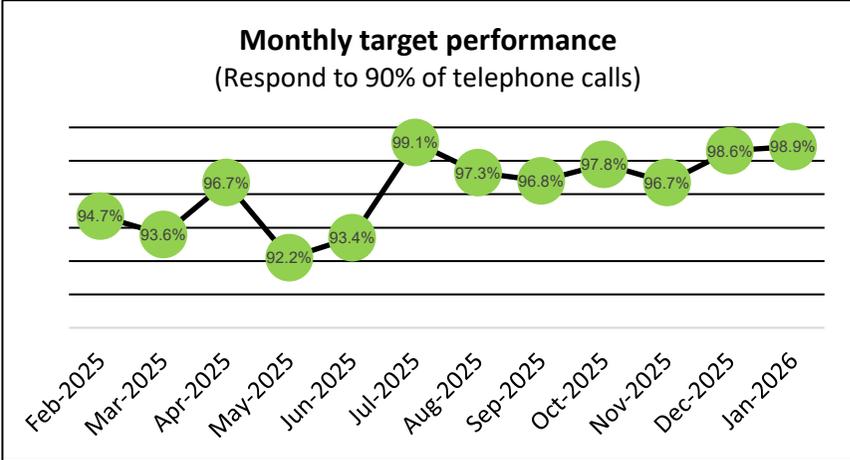
- In the period October 2025 to January 2026 the ten working days median service standard has been consistently met.

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)
January-2026	98.9%
December-2025	98.6%
November-2025	96.7%
October-2025	97.8%
September-2025	96.8%
August-2025	97.3%
July-2025	99.1%
June-2025	93.4%
May-2025	92.2%
April-2025	96.7%
March-2025	93.6%
February-2025	94.7%



Analysis

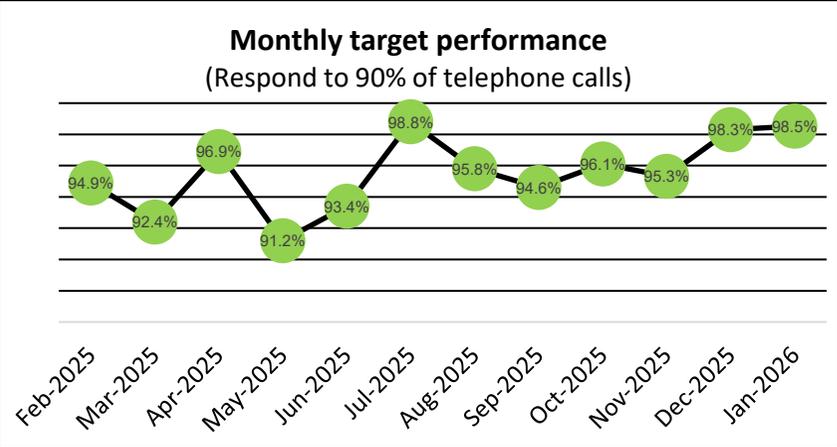
- The team answered 98.9% of calls in January 2026, 98.6% in Dec 2025, 96.7% in Nov and 97.8% in October 2025.
- On 25 November 2025, we successfully launched the Five9 telephony platform within the UK Registration Contact Centre team and Teams telephony within the wider HCPC organisation, replacing the legacy Mitel system.
- The implementation was executed seamlessly with no disruption, reflecting the excellent planning and collaboration across all the teams. Marking a significant milestone in our operational transformation, this telephony platform upgrade delivers enhanced functionality and better real time analytics, aligned with our long-term operational objectives.

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

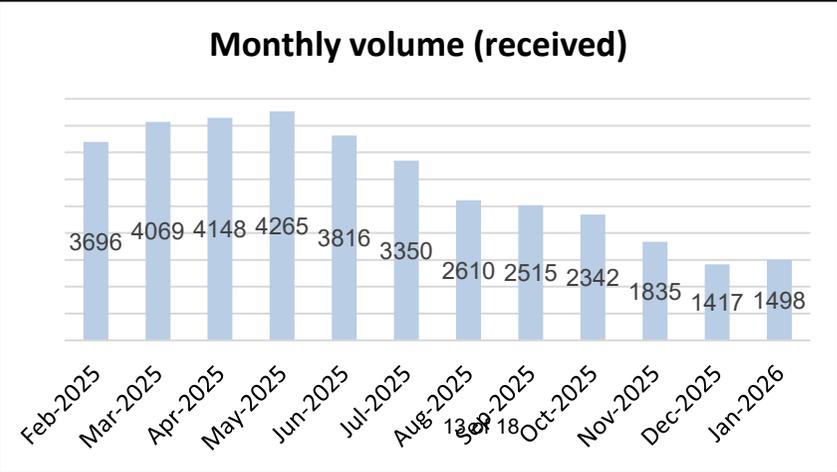
Target 90% of all calls answered

Month	Monthly performance median (% of calls answered)
January-2026	98.5%
December-2025	98.3%
November-2025	95.3%
October-2025	96.1%
September-2025	94.6%
August-2025	95.8%
July-2025	98.8%
June-2025	93.4%
May-2025	91.2%
April-2025	96.9%
March-2025	92.4%
February-2025	94.9%



Analysis

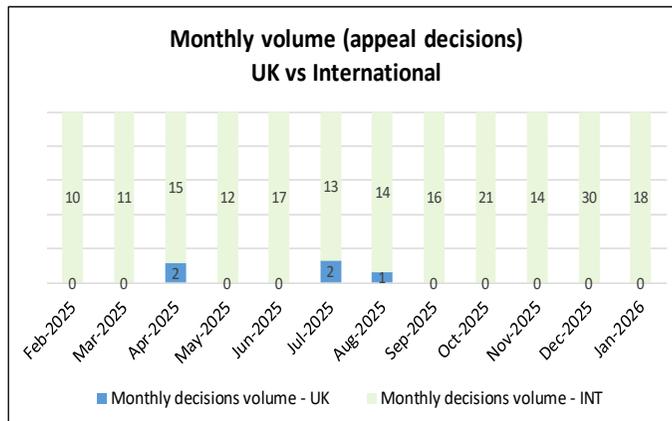
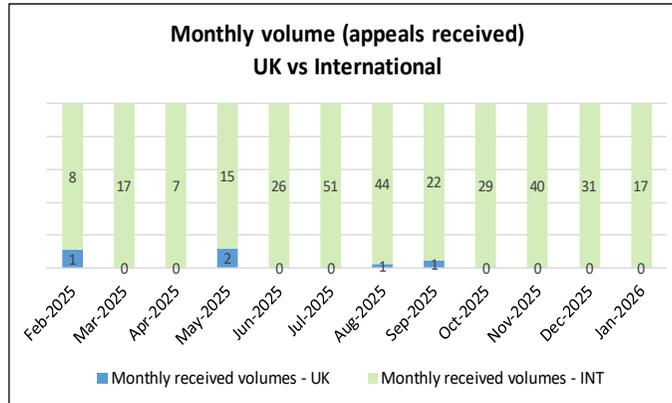
- The team answered 98.5% of calls in January 2026, 98.3% in December 2025, 95.3% in November and 96.1% in October 2025.
- We continue to see a reduction in the number of international related calls due to the improved international application performance.



Registration – Performance Report

Appeals

Month	Monthly performance median (100 working days)
January-2026	150
December-2025	109
November-2025	143
October-2025	115
September-2025	120
August-2025	117
July-2025	114
June-2025	39
May-2025	185
April-2025	262
March-2025	264
February-2025	215



Status of appeal cases

- We have 188 active appeal cases.
- Of those, 79 have hearings scheduled; 106 are being prepared and awaiting scheduling; and three are awaiting further information from appellants.

Analysis

- Between October 2025 and January 2026, Registration appeals received consisted of 117 international cases.
- Between October 2025 and January 2026, there were 83 appeals concluded, of which ten were upheld, 33 were dismissed, five remitted back to the ETC, and 35 were withdrawn due to failure to meet the threshold for a valid appeal.
- Performance against our service standard was not met between October 2025 and January 2026. Variation in KPIs is attributed to several variables, including the number of hearings, the number of withdrawn cases, and cases being reassessed by the ETC before proceeding to a full hearing.
- Hearings are scheduled for 3, 5, 18, 19, 24 and 27 February 2026.
- Joint training was delivered on 14 January 2026 to appeal panel chairs, the Registration Appeals Team, and Tribunal Services. From 2 February 2026, all Test of Competence–related appeals now include witness statements to strengthen the panel’s understanding of case chronology and evidence weighting, and skeleton arguments are provided for all paper hearings to clearly set out the ETC’s position.

Registration- Quality Assurance

Between October and December 2025, the Registration Quality Assurance Team (RQAT) conducted a reaudit of the Record of Assessment (ROA) process for international applications. The audit evaluated the implementation of recommendations from the October 2024 audit and assessed their impact on current ROA quality.

Sample and Assurance:

The audit reviewed 247 International assessor first recommendations submitted between 1 August and 30 September 2025, comprising:

- 205 'accept' decisions
- 20 'further information' decisions
- 22 'reject' decisions

The analysis was conducted at a 95% confidence level to ensure reliability and representativeness of findings.

Standards Assessed: Each ROA was evaluated against five quality standards.

Use of the ROA Checklist – Confirming the checklist was applied to support ROA quality and the assessor's recommendation.

Clarity and Reasoning of Assessor Decisions – Ensuring the reasoning/decision for the assessor recommendation is understandable.

Identification of Areas of Concern by Registration Officers – Assessing the accuracy and completeness of concern identification using, and where necessary going beyond, the checklist.

Timeliness of Feedback to Assessors – Verifying that all concerns were communicated within five working days of ROA receipt.

Timeliness of Assessor Amendments – Ensuring required amendments were completed and returned within five working days.

Key Findings

Checklist Usage: 98% of applications had checklists saved to CRM up 28% from the previous audit

Assessor Decisions: 97% of ROAs indicated correct SOP decisions up 8% from the previous audit

Amendment Timeliness: 91% of amendment requests sent were implemented within service levels up 3% from the previous audit

Areas for Development

Clearer referencing in the ROA by assessors

Improved identification of areas to be fed back to assessors by the team

Improved verification of professional experience

Action Plan

Training for Assessors and Registration Officers on the required standard for referencing (February 2026 onwards)

Clear, updated and comprehensive Assessor guidance (and training) to enhance ROA quality and clarity (March 2026 onwards)

Updated guidance (and training) for Registration Advisors on verification checks (January 2026 onwards)

Registration- Quality Assurance

Between December 2025 and January 2026, the RQAT conducted a pilot audit of the Test of Competence (TOC) process to establish a baseline understanding of TOC quality and identify focus areas for phase 2 of the international assessment model project.

Sample and Assurance:

The audit reviewed 87 TOC undertaken between 1 August 2025 and 30th September 2025, involving the review of video recordings (of the test), training materials and the TOC record completed by assessors. Three professions were included within the audit: physiotherapists (PH), radiographers (RA) and practitioner psychologists (PYL)

Methodology: Each TOC was evaluated across four stages (see below) using 17 quality standards.

1) Pre-test: The applicant was sent the correct TOC interview email and ROA version, and their signed online test integrity statement was added to the record.

2) TOC Assessment: The full test was recorded, all security checks and introductions completed, materials anonymised, assessors conducted the test professionally and handled any concerns appropriately, and the session was closed correctly without sharing the result.

3) TOC Record: The TOC Record is fully completed, accurate, well formatted, aligned with the video and CRM evidence, and includes correct details, attached materials where required, and clear, evidence-based conclusions and recommendations.

4) Completion: The TOC has been reviewed and signed off by the Registration Officer with any required amendments completed, and the

applicant was sent the correct decision email, with the Right of Appeal and TOC Record attached where the outcome was a fail.

Key Findings

TOC Outcomes: 99% of outcomes were consistent with evidence on the form and/or video.

TOC Assessment: In 99% of test closures, Assessors gave no indication of test result at the end of the test (in line with our policy).

Areas for Development

Improve the consistency of how materials are used within tests

Improve the level of detail that is included within the TOC record

Action Plan

Clear, updated and comprehensive assessor guidance (and training) that details how materials within the test should be used, and the level of detail required to be recorded on the Test record (March 2026 onwards)

Training and Development

Over the past 12 months, the following internal training activities have been developed/facilitated by the Registration Training and Development Partner.



Training

- Business Central
- Renewal Refresher
- International Applications process changes
- Fraudulent and Incorrect Entry
- Multi-factor authentication



eLearning

- Introduction to Registration
- Business Central
- Renewal
- Documentary assessment of international applications
- Tests of Competence



Resources

- New starters
- Call-handling slides, quizzes and roleplays:
 - Readmission
 - Renewal
 - International applications
- Process guidance

Training and Development

During the last quarter, the Registration Training and Development Partner has worked closely with the RQAT to develop training solutions directly informed by recent audit findings. This collaboration has focused on strengthening the teams practice and improving consistency across all assessment activities.

Key Achievements This Quarter

1. Development of TOC Assessor E-Learning

An e-learning module was created for assessors covering the full Test of Competence (TOC) process. The aim is to provide clear guidance and ensure a consistent approach.

The module includes training on:

- Pre-test requirements
- Preparing appropriate questions and case studies
- Maintaining professional conduct during assessments
- Completing TOC documentation to the required standard, ensuring decisions are clear, evidence-based, and easily understood by a layperson

2. Face-to-Face Training for Registration Officers (ROs)

A new face-to-face training session was designed and delivered on 4 February 2026 to improve the quality of referencing within Records of Assessment (ROAs).

3. Redesign of ROA Assessor Training

Work is currently underway to redesign the ROA assessor training programme. The updated version will align with recent audit recommendations and support both new assessor induction and refresher training through enhanced face-to-face delivery.