

**INTERNATIONAL & GRANDPARENTING REGISTRATIONS**

**Executive Summary**

This paper provides an update from the International & Grandparenting Registration Department for the period June 2006.

**Telephone Calls**

The team received 1,789 calls from applicants during this period, with an average 93% answer rate. Calls were answered on average in 15 seconds.

**International Registration Application**

A total of 334 new applications were received during this period and 233 were registered.

**Grandparenting Registration Application**

Only 2 Operating Department Practionaer applications were received in this period. Our planned purge of applications began in May and is having visiblle results, this will continue over the coming months.

**Emails**

The team are receiving approximately 30 - 50 emails per day and all are responded to within 5-7 working days.

**Improvements/Developments**

The new scanning solution has been implemented and running successfully.

**New recruits**

Sarah Giles was successful in her application for the role of Communications Officer. Sarah joins the Communications Team in July. Eliza Mott-McGinley left the team in June to start a new job within the recruitment business. Recruitment for replacements will commence shortly.

## UK REGISTRATIONS

### Executive Summary

This paper provides an update from the UK Registration Department for the period June 2006.

### Telephone Calls

The team received 6,787 calls from registrants, applicants and other stakeholders during this period. We managed to maintain the improvements made over the past few months and achieved an 95% answer rate. This was a particular achievement since it was the highest answer rate since May 2005 despite there being almost double the number of calls. This was a credit to the team and their continued commitment and hard work.

### Registration Application

A total of 591 new applications were received during this period and 857 individuals were registered. Applications took on average 8 working days to process from start to finish. This figure takes into account applications arriving before the official pass list from universities was received. Many applicants were being registered within 4 days of receipt of their forms. All new registrants (including those applying for readmission to the register) receive a letter which is mailed on the day of registration. Certificates and authentication cards

are sent approximately 5 days later. The team continues to exceed their target, which is set at 10 working days.

### Emails

The team are receiving approximately 40/50 emails per day and are managing to respond to these within 24 hours. The team had received some very positive feedback about the efficiency of this service.

### Registration Renewal

At the beginning of June, 3,694 (28.8%) Chiropractors were sent final registration renewal reminders. Registrants have until the 31st July 2006 to renew their registration for the next two year cycle.

Renewal forms were being processed within 24 hours of receipt.

A total of 508 Dietitians failed to renew their registration and were removed from the register on the 30th June 2006. This equates to 8.1% of the original number of registrants who were invited to renew.

### New Recruits

The team welcomed Emmanuel Osei on the 19th June 2006. Emmanuel will be with us for on a year long contract to cover maternity leave.

## PROJECT MANAGEMENT

In mid-June HPC appointed a new project manager (Claire Phillips) to oversee all cross-departmental projects undertaken. Over the last weeks she has been familiarising herself with the portfolio of approximately 20 projects that have been scheduled for this financial year.

As initial actions, Claire has been working closely with the appropriate projects' teams to ensure that project documentation and plans have been composed and are being maintained. She is additionally designing a comprehensive projects' reporting system to ensure that all stakeholders are kept fully up-to-date with project progress and that cross-departmental projects communication is improved.

The projects currently taking precedence within the organisation are the Equality and Diversity project and the Continuing Professional Development (CPD) project. Claire will be presenting a paper to Council in mid-September regarding the aims, the implementation plan and timetable of the Equality and Diversity project.

## QUALITY MANAGEMENT ISO 9001:2000

Internal quality audits have been conducted for Education - Approvals and Monitoring and Information and IT.

The next BSI audit is scheduled for 16th October 2006. The areas of the business that will be assessed will be:

Quality Management;  
Policy;  
Communications; and  
Finance.

## EDUCATION – APPROVALS & MONITORING

The following twenty-six visits took place between 28 March 2006 – 31 May 2006.

Name of Education Provider	Title of Programme	Date of Visit
University of Derby	MA Music Therapy	1/2 March 2006
Anglia Ruskin University	MA Music Therapy	14/15 March 2006
De Montfort University	BSc (Hons) Speech & Language Therapy	15/16 March 2006
University of Newcastle upon Tyne	BSc (Hons) Speech & Language Sciences MSc Language Pathology	21/22 March 2006
University of the West of England, Bristol	Supplementary Prescribing	23 March 2006
Manchester Metropolitan University	Supplementary Prescribing	28 March 2006
Bournemouth University	Supplementary Prescribing	4 April 2006
University of Huddersfield	Supplementary Prescribing	4 April 2006
University of Northampton	Diploma Higher Education Paramedic Science	4/5 April 2006
Sheffield Hallam University	Supplementary Prescribing	6 April 2006
Queen Margaret University College, Edinburgh	Postgraduate Diploma Radiotherapy & Oncology	12/13 April 2006
Coventry University	Diploma Higher Education ODP	20/21 April 2006

Name of Education Provider	Title of Programme	Date of Visit
University of Essex	MSc Speech & Language Therapy	21 April 2006
University of Lincoln	BSc (Hons) Biomedical Sciences	25/26 April 2006
Royal Welsh College of Music & Drama, University of Wales	MA Music Therapy	25/26 April 2006
University of Central Lancashire	Supplementary Prescribing	27 April 2006
King's College London, University of London	BSc (Hons) Physiotherapy MSc Physiotherapy	2/3 May 2006
University of Southampton	BSc (Hons) Physiotherapy BSc (Hons) Occupational Therapy	3/4 May 2006
University of Hertfordshire	BSc (Hons) Dietetics	4/5 May 2006
University of Sunderland	BSc (Hons) Biomedical Sciences	9/10 May 2006
Edge Hill College of Higher Education	Supplementary Prescribing	11 May 2006
Oxford Brookes University	Supplementary Prescribing	11 May 2006
Sheffield Hallam University	BSc (Hons) Physiotherapy	16/17 May 2006
University of London	Foundation Degree Health & Medical Sciences (Paramedic Science)	18/19 May 2006
University of Hull	BSc (Hons) Biomedical Sciences	23/24 May 2006
Goldsmith College, London	MA Arts Therapy	31 May/1 June 2006



Five annual monitoring assessment days were held to consider the audit forms, with each attended by approximately 15 Visitors from a mixture of professions. The days were successful and promoted inter-profession working, which allowed comparisons to be drawn and consistency to be ensured across the different professions.

One final assessment day is due to take place in June and will focus on submissions from paramedic science programmes. Recommendations from the assessment days will be considered at the Approvals Panels on 4 July 2006. Late submissions from education providers will be considered by correspondence and recommendations considered at the Approvals Panel on 3 August 2006.

The Department plan to review the annual monitoring process (before the second round of annual monitoring in 2006/07), in the light of their experience of operating the process and feedback from the assessment days. (See Appendix 3 for more information)

### **Major and minor changes**

Since the last Education & Training Committee, the Department has received 24 submissions under this new process. 11 of the 24 submissions have been reviewed by the Executive and deemed to be minor. These recommendations were approved at the Approvals Panels on 17 May 2006. The remaining 11 submissions are still being processed. A number of submissions were considered by Visitors on the annual monitoring assessment days and their recommendations will be considered at the Approvals Panels on 4 July 2006. The Department

plan to review the major/minor change process, before the 2006/07 academic year, following feedback from visitors and education providers and their experience of operating the process.

### **Communication with Stakeholders**

The Department wrote to all education providers in light of the ongoing industrial action to by AUT and NAFTHE to explain the HPC's position. A copy of the letter was subsequently sent to other regulators, professional bodies and educational bodies (e.g. QAA, Universities UK) for their information.

### **Employees**

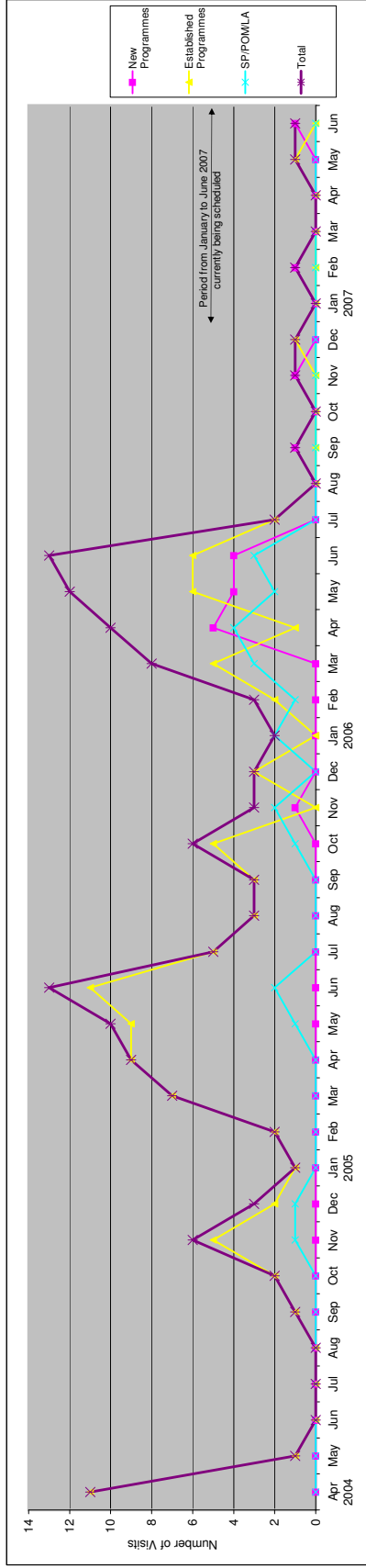
Two new Education Administrators (Tim Bryant & George Bolster) started in mid March and a new Education Officer (Mandy Hargood) started in early April. Interviews for a replacement Education Officer for Ed Crowe are due to take place in early June.

Joanna Kemp (Education Officer) will be leaving at the end of June and an advert for her replacement is currently advertised. It is hoped that Joanna's replacement will be in post during July/August, ahead of the new academic year and schedule of approvals visits.

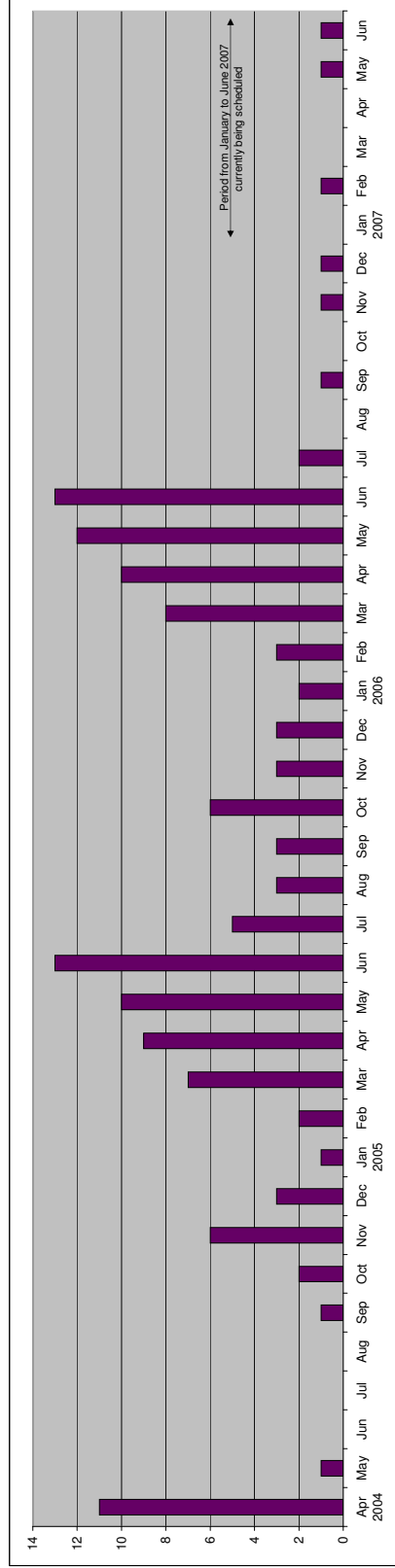
Calendar of future Approval visits

Date of Visit	Name of Education Provider	Profession	Programme	Visitors Appointed	Executive Appointed	Comments
1-2 June 2006	Guildhall School of Music and Drama - City University	Music Therapy	MA	Yes	Yes	
6-7 June 2006	Brunel ODP Centre - Oxford Brookes University	ODP	Dip HE	No	No	Cancelled
6-7 June 2006	Rochampton University	Music Therapy	PG Dip/MA	No	Yes	
07 June 2006	Colchester Institute	Occupational Therapy	BSc (Hons)	No	Yes	
7-8 June 2006	University of Paisley	Biomedical Sciences	BSc (Hons)	No	No	Cancelled
8-9 June 2006	Bournemouth University	Physiotherapy/Occupational Therapy	BSc (Hons) x2	No	No	Cancelled
8-9 June 2006	Edgehill College of Higher Education	Physiotherapy/Occupational Therapy	BSc (Hons) x2	No	No	Cancelled
13 June 2006	University of York	SP	SP	No	Yes	
13-14 June 2006	University of Greenwich	Paramedics	Foundation Degree	Yes	Yes	
14-15 June 2006	Suffolk College - University of East Anglia	Radiography	BSc (Hons)	Yes	Yes	
15-16 June 2006	University of East Anglia	ODP	Dip HE	No	No	Cancelled
20 June 2006	University of East Anglia	SP	SP	No	No	Cancelled
21 June 2006	Leeds Metropolitan University	SP	SP	No	No	Cancelled
22-23 June 2006	University of Brighton	Biomedical Sciences	BSc (Hons)	Yes	Yes	
27-28 June 2006	University of Nottingham	Physiotherapy	BSc (Hons)	Yes	Yes	
27-28 June 2006	Nottingham Trent University	Biomedical Sciences	BSc (Hons)	Yes	Yes	
28-Jun-06	Liverpool John Moores University	SP	SP	No	Yes	
28-29 June 2006	Suffolk College - University of East Anglia	ODP	Dip HE	Yes	Yes	Cancelled
11-12 July 2006	University of Worcester	Paramedics	Foundation Degree	No	No	Cancelled
12-13 July 2006	The Institute of Arts in Therapy & Education - London Metropolitan University	Art Therapy	MA	Yes	Yes	
12-Jul-06	De Montfort University	SP	SP	Yes	Yes	
18-19 July 2006	University of Sheffield	Orthoptics	B.Med Sci (Hons)	Yes	Yes	
19-Jul-06	London Southbank University	SP	SP	Yes	Yes	
28-Jul-06	University of London	Paramedics	Foundation Degree	Yes	Yes	Re-visit
6-7 Sept 2006	University of Worcester	Paramedics	Foundation Degree	Yes	No	
12 Sept 2006	Staffordshire University	SP	SP	Yes	No	
14 Sept 2006	Coventry University	SP	SP	Yes	No	
26-27 Sept 2006	Manchester Metropolitan University	Physiotherapy	MSc	Yes	No	
3/4 Oct 2006	Canterbury Christ Church University	SLT	PG Dip	Yes	No	
06-Oct-06	University of Ulster	Dietetics	BSc (Hons)	Yes	No	
17/18 Oct 2006	Robert Gordon University	Dietetics	BSc (Hons)	Yes	No	
8-9 Nov 2006	Cardiff Institute	Dietetics	BSc (Hons)	Yes	No	
15-16 Nov 2006	University of Plymouth	ODP	Dip HE	Yes	No	
22-23 Nov 2006	University of Hull	SP	SP	Yes	No	
06-Dec-06	University of Brighton	SP	SP	Yes	No	
12-13 Dec 2006	University of Central Lancashire	ODP	Dip HE	Yes	No	
19-20 Dec 2006	University of East Anglia	ODP	Dip HE	Yes	No	
24-25 Jan 2007	Canterbury Christ Church University	ODP	Dip HE	No	No	
7-8 Feb 2007	South Trent Training Centre- University of Leicester	ODP	Dip HE	No	No	
14-15 March 2007	University of Hull	ODP	Dip HE	No	No	
28-29 March 2007	University of Teeside	ODP	Dip HE	No	No	
18-19 April 2007	University of Portsmouth	ODP	Dip HE	No	No	
18-19 April 2007	York St John University College	Physiotherapy/Occupational Therapy	BSc (Hons) x2	No	No	
18-19 May 2007	Glasgow Calendonian University	ODP	Dip HE	No	No	
22-23 May 2007	Staffordshire University	ODP	Dip HE	No	No	
23-24 May 2007	University of Northumbria	ODP	Dip HE	No	No	
6-7 June 2006	Edgehill College of Higher Education	ODP	Dip HE	No	No	
27-28 June 2007	Suffolk College - University of East Anglia	ODP	Dip HE	No	No	

Overview of Approvals Visit (Completed & Forecast)



Total Number of Approval Visits (Completed & Forecast)



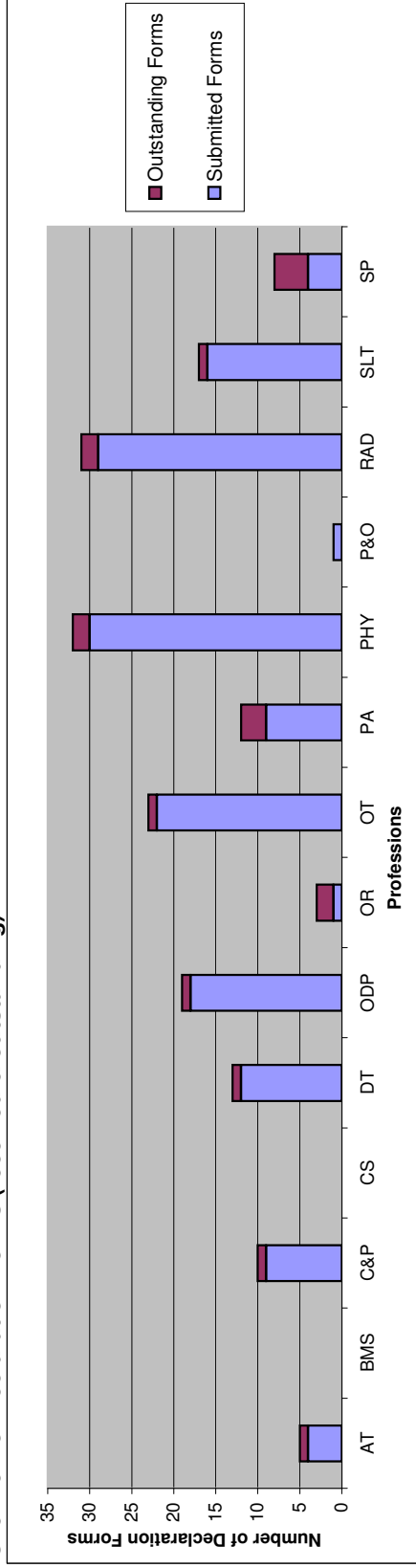
Completed	Forecast
2004	2005
0	1
22	58
2	20
24	64

APPROVAL VISITS	2004												2005												2006												2007					
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun															
New Programmes	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0															
Established Programmes	11	0	0	0	2	5	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0															
SP/PMOLA	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0															
<b>Total</b>	<b>11</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>6</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>7</b>	<b>9</b>	<b>10</b>	<b>13</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>6</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>8</b>	<b>11</b>	<b>12</b>	<b>10</b>	<b>5</b>	<b>0</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>2</b>					

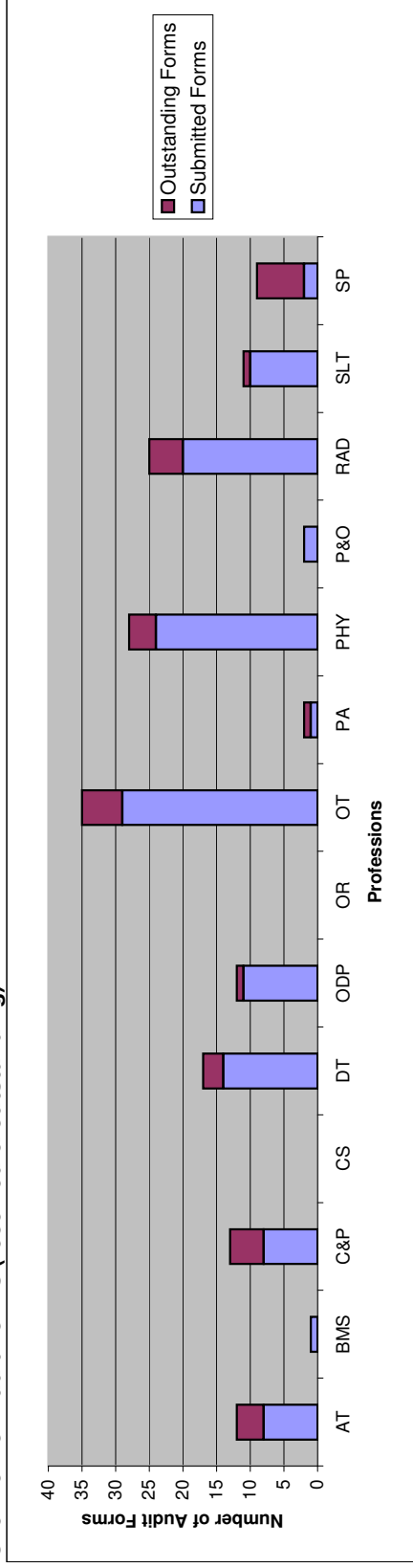
Completed	Forecast
2004	2005
0	1
22	58
2	20
24	64



### Overview of Declaration Forms (received & outstanding)



### Overview of Audit Forms (received & outstanding)



### Declaration Forms

	AT	BMS	C&P	CS	DT	ODP	OR	OT	PA	PHY	P&O	RAD	SLT	SP	Total
Submitted Forms	4	0	9	0	12	18	1	22	9	30	1	29	16	4	155
Outstanding Forms	1	0	1	0	1	1	2	1	3	2	0	2	1	4	19
<b>Total</b>	<b>5</b>	<b>0</b>	<b>10</b>	<b>0</b>	<b>13</b>	<b>19</b>	<b>3</b>	<b>23</b>	<b>12</b>	<b>32</b>	<b>1</b>	<b>31</b>	<b>17</b>	<b>8</b>	<b>174</b>

### Audit Forms

	AT	BMS	C&P	CS	DT	ODP	OR	OT	PA	PHY	P&O	RAD	SLT	SP	Total
Submitted Forms	8	1	8	0	14	11	0	29	1	24	2	20	10	2	130
Outstanding Forms	4	0	5	0	3	1	0	6	1	4	0	5	1	7	37
<b>Total</b>	<b>12</b>	<b>1</b>	<b>13</b>	<b>0</b>	<b>17</b>	<b>12</b>	<b>0</b>	<b>35</b>	<b>2</b>	<b>28</b>	<b>2</b>	<b>25</b>	<b>11</b>	<b>9</b>	<b>167</b>