

**Health Professions Council
Finance & Resources Committee Meeting – 18th September 2006**

Registrations Creditors Policy

1. Introduction

A concern was raised by Baker Tilly after the May 2006 External Audit, that there was no policy in place regarding the issue of refunding Registrants and the maintaining of Credit Control.

They also raised concern regarding the credit balance of £17,194 in the accounts where refund cheque's had been issued and not cashed.

2. Decision

The Committee is asked to agree the 'Registrations Creditors Policy'

Background Information

HPC requires a set policy to be in place so refunding across all professions is consistent. HPC needs a standard of customer service in place, where a Registrant is sent a refund cheque and is not cashed, that we attempt at least once to communicate before reinstating the income.

The Registrations Creditors Policy (attached)

Resource Implications

Transaction Officer's time - to write to these Registrants regarding the non-cashing of cheques and write off if no communication is made

Financial Implications

As above

Appendices

None

Date of Paper

6th September 2006

HEALTH PROFESSIONS COUNCIL (HPC)

Registrations Creditors Policy

1. Introduction

The Health Professions Council (HPC) charges Fees in 3 ways

Yearly Registration Fee of £60
6 monthly Direct Debit Fee of £30
One off Scrutiny Fee of £200

An applicant will pay £200 to apply for registration.

HPC operates a bi-annual registration cycle. A Registrant will pay either £120 upfront or £30 every six months by Direct Debit. Whichever method of payments used funds will be collected two months in advance.

The Registrations Creditors Policy refers to all creditors that HPC owe monies to from Registrations. HPC will attempt to refund monies back where registrants have overpaid or wish to cease their registration at HPC.

2. The Creditors Procedure

Applicants can seek a refund of their scrutiny fee in full where HPC has accepted a application which was not eligible or the applicant has decided to withdraw their application before any assessment has been made.

Registrations can seek a refund of their Registration fee, by three methods:

Voluntary Removal

Lapsed from the register with a credit on their account

Overpayment of monies

How much to refund will depend on where the Registrant is in the professional cycle and their method of payment

If by Direct Debit			
Payments taken 2 months in advance	Refund in Full	Non-Graduate	Graduate
At the beginning of the professional cycle:	£30	£30	£15
Between 1-3months	Refund in Full	£30	£15
Between 3-6months	Refund in Full	£30	£15
	No Refund Due	£0	£0
If by Non-Direct Debit			
Payments taken 2 months in advance	Refund in Full	£120	£60
At the beginning of the professional cycle:	Refund in Full	£120	£60
Between 1-3months of the first cycle	Refund in Full	£120	£60
Between 3-15months	Part Refund	£60	£30
Between 15-24 months	No Refund Due	£0	£0

3. Credit Control

HPC on a monthly basis must record by Registration Number or Application number, a Schedule of Refund un-presented (not cashed in) as a part of the monthly Management Accounts.

HPC has adopted service standard send out all refund cheques to Registrants & Applicants within 10 days of receiving notification to the correspondence address stated in LISA. It is the duty of the Registrations Department to ensure that all related Records are up to date.

If a Registrant or Applicant fails to cash in their Refund within six months, the relevant amount will be removed from the Refund Control Account (6307) to a Refund Holding Account (6306) – this will be Scheduled on a monthly basis.

The Finance Department will write to the Registrant again after the six month period stating the fact the cheque has not been cleared. Finally, if no contact has been made to the Finance Department within one month of sending the second reminder, the relevant monies will be posted back as miscellaneous HPC income.

4. Miscellaneous

For various operational reasons, HPC will only make Refunds by cheque. For internal control purposes, only Finance personnel are able to action refunds on LISA and issue cheques. The Transaction Manager, Management Accountant & Financial Accountant have the authority for these actions, notes and cheque number must be noted in the Registrants or Applicants Record.

It was highlighted by Baker Tilly External Auditors during their 05/06 Annual Audit, that Registrations Creditors were valued at £17,194. The Finance Department has identified that some of these Refunds date back to 2001, and some cheque are even being cashed in at the moment, as UK Trading Banks now honour a full range of dates. The Finance Department will write to these Registrants and Applicants and if no response is received within one month of writing to them, the Refund value will be added back to HPC miscellaneous Income.