

Finance and Resources Committee 24 November 2011

Registrant Creditor Policy

Executive summary and recommendations

Introduction

The Registrant Creditor Policy determines the approach HPC should take when a registrant's records has a positive balance but is no longer in an active status.

Decision

The Committee is requested to discuss and approve the revised Registrant Creditor Policy.

Background information

HPC keeps a record of the balance on registrants' records on the register and in the past when a registrant has lapsed off the register the balance would be refunded only on written request from the registrant. HPC now intends to take a more proactive approach and, where appropriate, make a refund as soon as practical after the registrant has lapsed.

The revised Registrant Creditor Policy included in appendix one includes track changes from the previous version to ease comparison.

At the time of writing there are a couple of points that are outstanding legal advice and the Executive will provide clarification at the meeting.

Resource implications

Nil

Financial implications

Nil

Appendices

Appendix 1 – Registrant Creditor Policy

Date of paper

14 November 2011

HEALTH PROFESSIONS COUNCIL (HPC)

Registrant Creditor Policy

1. Introduction

The Health Professions Council (HPC) is permitted under its fee rule legislation to obtain income from four sources:

- Scrutiny fees (international or grandparenting)
- Registration fees (graduate and non-graduate of approved programmes)
- Renewal fees
- Readmission fees

The HPC operates a bi-annual registration cycle. Regarding renewal fees, a registrant can elect to pay either the entire amount upfront for the two years or by concession, a quarterly payment every six months by direct debit. Direct debit payments are collected two months in advance of the professional cycle.

The Registrations Creditor Policy refers to creditors that HPC owe monies to relating to registration or application to register. Where the HPC has evidence that it has collected fees which it is not entitled to, then it will make good faith efforts to repay the money and without requiring the person concerned to necessarily ask for a refund.

2. The Creditors Procedure

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

Registrants can seek a refund of their registration fee, by three methods:

- Voluntary removal,
- Lapsed from the Register with a credit on their account, and
- Overpayment of monies.

The amount to refund will depend on where the registrant is in their professional cycle and their nominated method of payment.

3. Refunds

HPC on a monthly basis ~~must~~will record by application or registration number, a schedule of refunds. The refund schedule shows registrants/applicants that have been authorised a refund in Netregulate and ~~cheques have been issued~~payment due from HPC. The schedule is as a part of the monthly Management Accounts.

Registrants will be refunded where the registrant's profession has gone into renewal and who have had their first direct debit collected but have lapsed from the register due to non-completion of the required declaration.

HPC has a service standard for sending out all ~~refund cheques~~refunds to registrants and applicants within 10 working days of the Finance department receiving notification of the refund due. Refunds ~~cheques~~ are sent to the correspondence address stated in NetRegulate. It is the duty of the Registration Department to ensure that all registrant contact records are kept up-to-date. ~~(See Refund Process)~~:-

~~If Where a refund is made by cheque and~~ a registrant or applicant fails to cash ~~in their refund~~the cheque within six months, the relevant amount will be removed from the Refund Control Account (a/c no 6307) to a Refund Holding Account (a/c no 6306). This is actioned by the Financial Accountant on a monthly basis.

The Finance Department will write to the registrant again after the six month period stating that the cheque has not cleared yet. Finally, if no registrant 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. ~~(See Refund Process)~~:-

In cases where the registrant asks the HPC to issue a replacement cheque, for example if the original one was lost or destroyed by accident by the registrant, the Finance department will instruct the bank to cancel the original cheque. Following bank confirmation of this, a replacement cheque is despatched to the registrant. ~~(See Refund Process)~~.

In very rare cases, where after the second reminder (to cash the cheque) is sent and the refund amount subsequently written back to miscellaneous income, if the registrant then contacts the HPC at any point thereafter to request a replacement cheque, this is prepared, journalled as a miscellaneous expense and the bank notified to cancel the original cheque as

appropriate. NB: UK trading banks now honour a full range of dates written on cheques.

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 NetRegulate and ~~issue cheques~~make refunds. The Transaction Manager, Transaction Officer, Financial Controller & Financial Accountant have the authority to prepare refunds.

Notes and ~~cheque number~~refund details must be entered in the registrant's or applicant's NetRegulate record. A hardcopy of the refund proforma (refund details) is also held on file in the Finance department.