

## **APPENDIX 1 – GLOSSARY OF TERMS (Applications)**

### **1.0 Application Status Report**

1. **Approved** – All applications that have paid the full and correct registration fee and who have been registered
2. **At Assessment** – All applications that have been sent out to the HPC Registration Assessors for consideration and any applications that have been sent to the Registration Committee panel for consideration of Health/Character issues
3. **Awaiting Pass List** – All UK applications where HPC is awaiting Pass List from University to confirm registration. Applicant has sent in forms and details entered into system.
4. **Minimum Information** – All Grandparenting and International applications received by HPC. The basic personal details are entered to the system within 24 hrs of receipt of post. Manages phone enquiries more effectively. Callers are informed that their documentation has been received and they've been allocated an application reference number
5. **Partially Complete** – Used for Testing purposes only
6. **Pending Registration Fee** – All applicants (more commonly used for Grandparenting & International) where the full registration fee is missing. Until this is paid, the applicant's status is approved for registration but not registered
7. **Rejected Insufficient Funds** – Captures all old CPSM applications that were withdrawn on the registration database prior to the new HPC register opening July 9<sup>th</sup> 2003. In future this status will also be used for all International/Grandparenting applications that have been approved for registration and are in "pending registration fee" status but who do not pay the full registration fee within 90 working days of HPC requesting this information.
8. **Rejected Refused** – This status is reserved for Grandparenting applicants only. It is expected to be used where the applicant has applied, been rejected for registration and is ineligible to reapply because they're out of time to correct any mistakes.
9. **Rejected Education/Training** – All Grandparenting and International applicants who have been assessed and who are unable to fulfil the HPC Standards of Proficiency or Grandparenting criteria.

10. **Withdrawn** – All Applications that have been received by HPC, but who when checked do not have a complete or correct set of documentation. The basic personal details are recorded on our system for reference in the event that the applicant telephones to query the decision. The documentation (paperwork) is returned with a covering letter to the applicant explaining what is missing and what is required in order to consider the document for registration

## **APPENDIX 2 – GLOSSARY OF TERMS (Registration)**

### **2.0 Registration Status Report**

This report shows a breakdown of all applications that have been registered. It is broken down by profession and by type of application that has been registered. The “Total” figure should match the figure shown in the application status report for all applicants who are shown in the “approved” column.

## APPENDIX 3 – GLOSSARY OF TERMS (Telephones)

### 3.0 Telephone Stats Report

1. **Number of calls received** – This is the total number of telephone calls received by HPC Registration Teams to each of the lo-call and direct dial telephone numbers.
2. **Number of calls answered** – This is the total number of telephone calls answered by HPC Registration Teams to each of the lo-call and direct dial telephone numbers.
3. **Percentage calls answered** – This calculates the percentage of Total number of calls answered and is worked out by the following sum:

$$\frac{\text{Total number of calls received}}{\text{Total number of calls answered}}$$

4. **Number of calls abandoned** – This is the total number of calls that go unanswered by the HPC Registration Team and is calculated on the following sum:

$$\text{Total number of calls received} - \text{Total number of calls answered}$$

5. **Average time to answer** – Measures the overall average based on the time it takes from each call being received on the line to an agent (Registration Officer) picking up to answer the telephone call
6. **Average talk time** – Calculates an overall average from every call received by all agents from start of the phone call until termination of the call