

### **Executive Summary**

This paper provides an update from the International Registration Department during July - August 2004

### **New Appointments**

Two new appointments to the Team have been made during July and August.

Eliza Mott-McGinley joined International July 12<sup>th</sup> 2004 as a permanent addition to Team and has been making excellent progress in learning the HPC processes.

Michael Calligy took a 3 month secondment to Fitness to Practise, this is due for renewal in mid-September. In line with the secondment opportunity International have made a temporary appointment of Andrew Winder to cover the period.

A further recruitment drive will take place in September for a permanent Registratoin Officer and further review will be made of the resourcing requirements for Registration.

### **Assessor Training**

A further 52+ Registration Assessors were trained in July. Their details have been added to our database of Assessors. This will greatly improve the Team's ability to cover all Clinical Science modalities and improve the volume management of applications for Physiotherapy and Radiography.

### **Process Improvements**

Email and correspondence are now fully under control and are managed on a day-to-day basis by the Team as part of the core rota tasks.

All other aspects of the process are kept under constant review and resource is allocated to manage any potential back logs before they occur in the system.

### **Team Training**

Further training has been provided to the Team on the legal aspects of the Order and how to gatekeep registration assessment decisions. This will be followed up with a further session in October. It is expected that activities in this area will continue with the intended aim of reducing the volume of unnecessary registration appeals.

### **Application Volumes**

Figures are being reviewed by IT department as the reports are not showing key performance indicators correctly.

### **Telephone Calls**

Volume of calls continues to increase gradually month-on-month. A full review of the resourcing issues is underway supported by HR. Extended opening hours and flexible working contracts are being considered as possible solutions to the growing volume of applications and management of the Register.