

Registration Process Review

Executive Summary and Recommendations

1. Introduction

This paper is for Information only and outlines the steps currently being taken by the Executive to manage the workflows within the Registration area

The Committee is advised that the programme of change will commence from January 2005 with an expectation of implementing flexible working options by April 2005 for Registration Officers.

Decision

This paper is for note only. No decision is required.

2. Background Information

Since September 2004, the Registration Managers have presented regular reports and feedback on the workloads being undertaken within each Team. The Committee has noted the peaks in telephone calls and the impact on the time to register.

In response to customer demand for improved services from HPC, the Registration Managers have been reviewing the workloads of each Team over the resources currently available.

The main aim has been to even out the peaks and troughs within the UK Registration area. The business is severely affected by spikes in business over the summer months (May – September) when nearly 8000 new graduates apply to be registered with HPC. During this timeframe, the turnaround from the point of application to registration increases by ~ 12 days. In addition, the volume of telephone enquiries increases to ~ 5000 additional phone calls at peak.

Within the International Registration area the focus has been to improve the timescale from the point of application to registration. Small improvements have been made through process re-engineering aspects of guidance notes, training Registration Officers to work to specified, measurable and realistic performance targets and supporting Registration Assessors to work to reasonable turnaround timeframes. Whilst all these adjustments have had successful impacts on the processing times over the past 12 months there is a further need to review how resources can be used more effectively to ensure backlogs in the administrative processes do not reappear.

Following this review process which has involved mapping the transaction times involved with processing the main business streams of renewals and admissions, analysing phone calls for trend analysis and identifying the Pareto tasks, a scheduling tool has been built to identify the total amount of resource required to run the business of Registration. Following this phase of the project, work has begun to identify the

ways in which HPC can offer a variety of flexible working options that enable the resources to be mapped more equally against workloads with the aim of evening out peaks and troughs in the business.

The final phase of the project will be to consult Registration Officers on making contractual changes for those interested in the flexible working options available. Following successful completion of the consultation phase, changes will be introduced by early April 2005, ahead of the second round of registration renewals taking place.

3 Financial Implications

These are currently being reviewed in light of the next phase of the project which will be a process of consultation with Staff in the Registration department.

4. Resource Implications

- 2 x Registration Managers
- 1 x HR Director
- 1 x HR Consultant
- 1 x Communications Officer

5. Appendices

None