

Quality policy

The Health and Care Professions Council (HCPC) has a well-established culture of continuous improvement across all departments. This culture acts as a catalyst for ongoing review of processes and implementing improvements.

Our vision, values and objectives underpin the setting of threshold standards for the regulation of 16 health and care professions in the United Kingdom and social workers in England.

The HCPC is committed to providing quality services to its stakeholders, to learning from feedback and to driving continuous improvement. To do so, we set appropriate strategic objectives which are outlined in our 'Strategic Intent 2016 – 2020'. This builds on previous achievements and includes the development of internal quality processes; communicating and engaging with stakeholders; and influencing and responding to external developments affecting the quality of services provided.

We shall comply with our governing legislation and regulation including:-

- [HCPC - Consolidated Health and Social Work Professions Order \(July 2014\)](#)
- [HCPC – Consolidated Constitution Order \(July 2014\)](#)

Our Quality Management System is fully compliant to ISO 9001 (Quality standard) and ISO 10002 (Customer satisfaction and Complaints Standard). This includes procedures which have been developed in full consultation with the public, health and social care professionals, and other key stakeholders. This enables HCPC to :-

- approve and uphold high standards of education and training, and continuing good practice;
- provide robust systems to investigate complaints and take appropriate action;
- work in partnership with the public, and a range of other groups including professional bodies;

5.2.1 Establishing the quality policy

The quality policy will be drafted in the first instance by the Quality Manger, and then discussed, amended and approved by the SMT. It will be reviewed no more than once a year, unless there are significant changes to internal or external requirements to HCPC processes.

5.2.2 Communicating the quality policy

The quality policy shall be published on the Quality Management System, and will be publicised to employees every time there is a change, via the HCPC intranet. The policy may also be referred to in the All Employee meetings as required.

The quality policy shall also be reproduced on the HCPC public website.

5.3 Organizational roles, responsibilities and authorities

The HCPC will establish estimates of the work volume, requirements and levels of control required to deliver the services provided by the organisation. This will be through the creation of applicant and registrant forecasts, upon which workload within departments can be estimated, along with financial forecasts relating to fees to be paid to the HCPC, and expenditure required to carry out our statutory functions. The SMT will have overall responsibility for delivering those statutory services within the budget, or adjusting activity based on available resources and requirements.

A matrix of roles and responsibilities, **REC 6.1A Roles and Responsibilities V1.5combinedISO**; and authorities, **REC 6.6A - Authorities and key suppliers and special interest groups**; are shared with the ISO27001 documentation in the ISMS.