

INTERNATIONAL & GRANDPARENTING – Sarah Dawson

Executive Summary

This paper provides a highlight of the changes that have taken place within the International Registration Department during May and June 2004

PROCESS IMPROVEMENTS

Following continued efforts to bring the International registration process under control, Post received from applicants is now turned around in 24 hours. This means that where an applicant now sends in additional information it is handled in an efficient manner and documentation does not go missing. Email is now a core task of the Registration rota tasks each morning, the previous day's correspondence is dealt with and a reply is sent from HPC. The final area in which considerable improvements had been made is the total end-to-end processing time, for some professions we are now receiving a form in the post and within 30 working days the applicant has received a final registration assessment decision. This puts HPC ahead of the EU service standards which allow up to 120 days for the process to occur. Further improvements will be made over the coming months and technology is expected to be used to enable HPC to publish realistic and achievable external service standards.

NEW APPOINTMENTS

Mark Potter was appointed to the role of Team Leader, International at the beginning of May 2004. This is a new role to the organisation and is still being defined. A set of short-mid term goals and objectives have been agreed which aim to make improvement to the day-to-day operations of the Team.

Other new appointments include a permanent Registration Officer due to join in early July to replace an internal move and the introduction of temporary cover for annual leave. This is in place from May – September and will help the Team provide the full registration services during the busy Summer months.

ASSESSOR TRAINING

Following the establishment of Registration Appeals, HPC has been able to identify some trends that appear to be occurring in assessment decision making. This has resulted in a letter being drafted up and sent out to all HPC Registration Assessors, to provide some guidance and advice on how to avoid the pitfalls of an appeal.

The Team are gathering a small portfolio of assessment decisions which will be used for future training events. In addition it is expected to aide the establishment of FAQs

for Partners and updates to the guidance notes. Training events for the Team are being scheduled for September, where further legal training on the Health Professions Order will be delivered.

GRANDPARENTING/INTERNATIONAL

The volume of applications received by post each day is closely being monitored to watch for new influxes and trends.

The typical daily trends are reflected in the stats:
Higher number of International applicants than Grandparenting

	TOTAL No. OF APPLICATIONS		TOTAL GRANDPARENTING APPLICATIONS	TOTAL INTERNATIONAL APPLICATIONS
	MAY	JUNE		
	617	212		405
	557	205		352

Work is now underway to define a process and identify comparable qualifications that will speed up the ability to register international applicants and reduce the costs associated with assessment. This will be presented to the Registration Committee for a recommendation to Education & Training and approval and final ratification by Council in September.