

UK Registration Department – Claire Harkin

Executive Summary

This paper provides an update from the UK Registration Department for the period from 1st December 2004 – 31st January 2005.

Telephone Calls

The volume of telephone calls to the department continued to decrease during this period as anticipated. Overall, the team received a total of 9,770 calls and achieved a 93% answer rate. Calls were answered in 18 seconds on average.

UK Registration/Readmission Applications

The number of applications (UK route and readmission) continues to decrease steadily. The number of days currently taken to process and register is now 3 working days, with some forms being processed on the day of receipt.

The team recently introduced a new standard letter which is sent to a new registrant at the point of registration. The letter contains useful information regarding registration renewal and also encourages registrants (and their employers) to use the online register as a means of verifying registration status. Since introducing this letter, the number of telephone calls from individuals wanting to know whether they have been registered has reduced dramatically.

In addition to this, certificates for new and newly readmitted registrants are being mailed on a weekly basis.

Cross-department working

January is typically a very busy time for the International Registration team. Since registration renewal is now every two years, and there are no professions renewing their registration at the present time, UK Registration Officers are using this unusually quiet time to assist the International department.

Two registration officers per week have been assisting their colleagues in processing new applications since the beginning of January 2005. Not only has this helped the international team in dealing with the increased workload, it has helped to promote a better understanding of the international application process within the UK team.

Registration Renewal Project

A project team was established in November to review the various processes involved in registration renewal. The team is made up of representatives from UK and International registration, IT, Finance and Communications. The team currently meet on a weekly basis.

In addition to reviewing many of the processes linked to registration renewal (including re-designing the HPC certificate), the team are currently looking at Intelligent Character Recognition (ICR) systems.

There will be no professions renewing their registration until June 2005.

Review of HPC standard letters

Two Registration Officers (one from each team) are currently reviewing all standard letters for the Registration areas. The final drafts will be approved by Registration Managers and the Communications Department before they are crystal marked. It is hoped that this project will be complete by the beginning of April 2005.

Registration Seminars, 2005

The first registration seminars were held at various universities around the country last year and given the success of these, a total of eight seminars have been organised again this year. Registration Managers plan to visit Glasgow, Belfast, Southampton, Cardiff, Salford, Birmingham and London in April and May 2005 to provide an overview of the registration and renewal process.

Date 20050302 Ver. a Dept/Cmte UKR Doc Type PPR Title UK Registration Manager report Status Final DD: None

Int. Aud. Public RD: None

Int. Aud.
Public
RD: None

Status
Final
DD: None

Title
UK Registration Manager report

Doc Type
PPR

Dept/Cmte
UKR

Ver.
a

Date
20050302