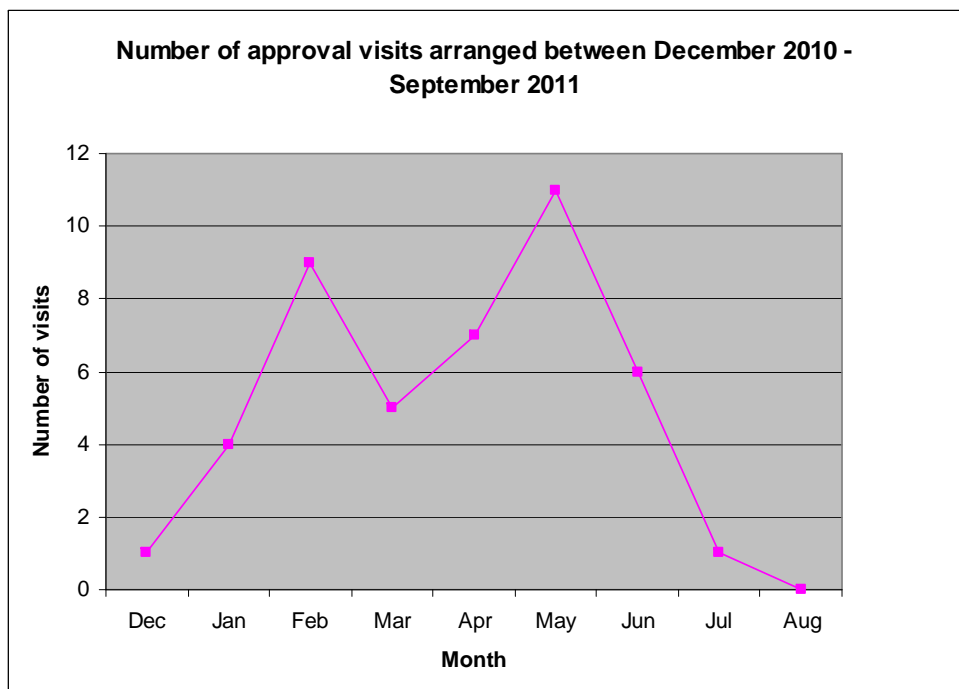


### Approval process

The Department has spent the last few months completing the schedule of visits for the 2010-11 and 2011-12 academic years. The number of visits arranged between December 2010 – August 2011 is highlighted on the graph below. 54 approval visits have been arranged in total.



One practitioner psychology visit to remain to be organised in the 2010-11 academic year. Of the six HAD visits to be arranged in the 2010-11 academic year, three are still to be arranged. The deadline for education providers wanting to arrange visits in 2010-11 is December 2010.

### Annual monitoring process

The Department has spent the past few months scheduling annual monitoring for the 2010-2011 academic year. The first submissions are expected at the end of November. Plans for the assessment days are nearing completion with dates to be confirmed shortly. The last submission deadline for the previous academic year was Tuesday 31 August 2010 and the only outstanding annual monitoring audit submission for 2009-10 will go to the Education and Training Panel on 6 December, allowing the Department to close off annual monitoring for 2010.

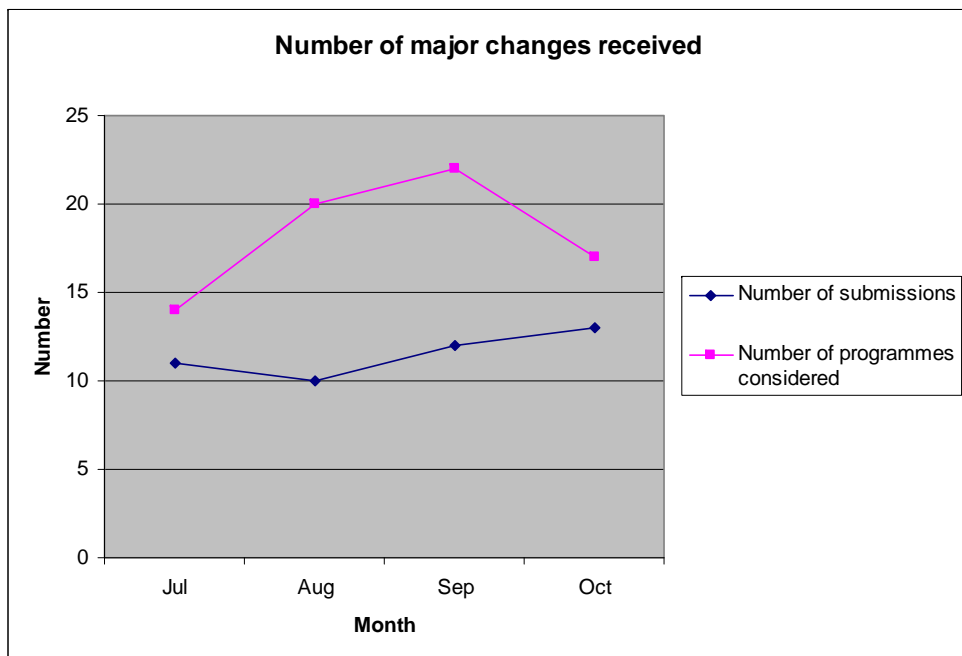
The annual monitoring review day took place on 29 October and was the second of this year's process review days. A summary report of the outcomes will be brought to the Committee in March 2011.

The annual monitoring – supplementary information for education providers publication has been updated and reprinted in light of the revised standards of education and training which came into effect in September 2009 and the review of the annual monitoring process in 2009-10. Copies were sent to education providers as part of the October Education Update. The publication can be found on our website at: <http://www.hpc-uk.org/education/providers/download/>

### Major change process

There was a rise in the number of major change notifications received by the Department in September 2010, which coincides with the beginning of the academic year, as highlighted on the graph below. Since the last Education and Training Committee on 16 September we have received 14 new major change notifications, which have been split evenly across the NNIW and SES teams.

The major change review day took place on 19 October and was the first of this year's process review days. A summary report of the outcomes will be brought to the Committee in March 2011.



### **New professions – Practitioner Psychologists and Hearing Aid Dispensers**

Members of the Department have been working on a practitioner psychology project to consider how the information transfer from the British Psychological Society (BPS) to the HPC has progressed since the opening of the practitioner psychology register in July 2009. A report analysing the outcomes of the first year of visits is being presented to ETC at this meeting as a paper for discussion.

The Department continues to work on individual areas of responsibility, as identified in the Education Department Hearing Aid Dispenser (HAD) work plan. Most recently this has included the organisation of a HAD seminar for education providers, which took place in Birmingham on 3 November 2010. Data cleansing activities also took place following the October edition of the Education Update.

### **Counsellors and Psychotherapists**

Members of the Department attended the Psychotherapists and Counsellors PLG meetings on 30 September and 19 October. We await further information from Government regarding the prioritisation of new professions, which may impact upon the future regulation of psychotherapists and counsellors by the HPC. Again, the same is true for dance movement therapists.

Members of the Education and Policy and Standards Departments have also met with the UK Council for Psychotherapy (UKCP) and its member organisations to discuss the implications of potential HPC regulation.

### **Health Care Scientists Modernising Scientific Careers**

The Department of Health project team are continuing to work on this project and devolved administrations are understood to be producing home country implementation plans. It is still anticipated that the Education and Training Board will be an education provider awarding certification following completion of periods of supervised practice preceded by academic qualifications, which will require approval in a similar way to all other education providers' programmes.

### **Social Work Education**

As a result of the Department of Health's review of its arms-length bodies and the proposed transfer of the General Social Care Council's (GSCC) functions to the HPC, members of the Department have been involved in introductory meetings with the Department of Health, the Department for Education, Social Work Reform Board and the GSCC to discuss the transfer of regulatory functions.

### **Publications**

The Department's third and fourth annual reports were published in October. The reports cover the 2007-08 and 2008-09 academic years. Hard copies of the 2008-09 report have been produced,

whereas the 2007-08 report is available electronically. Both reports are available to download from the HPC website at: <http://www.hpc-uk.org/publications/>

Following the requirement for additional annual monitoring information from education providers, the report on approval visits to paramedic education and training programmes delivered by ambulance trusts is being submitted to the November meeting of the Education and Training Committee for final approval. It is anticipated that the report will be issued with the January 2011 edition of the Education Update.

### **Website**

The Department has continued working on 'audience pages' for the website which are designed to be alternative versions of the home page to assist users in finding the information that is relevant for them more quickly, and are aimed particularly at new users to the website. Updates have also taken place as a result of the annual monitoring and major change process reviews and the Department will undertake a full review of the Education website pages commencing January 2011.

### **Database**

Following completion of the first phase of upgrades to the in-house database, members of the Department have been working with the external supplier, MSM, to finalise their functional design specification document, which outlines the timescales and costs for the upgrade based on the Department's requirements. The document was signed off at the beginning of November and development of the database is currently taking place. The project is planned for completion in December 2010.

### **Partners**

In conjunction with the Partners Department, the Education Department provided visitor refresher training sessions on 7 and 8

October for those visitors who had completed the initial new visitor training but had not undertaken any further training since then. Further one day sessions of visitor training also took place on 15 and 22 October for visitors who have previously attended two day refresher training. The training days were well received and provided an opportunity for visitors to discuss the revised performance appraisal system for partners with members of the Department.

### **Education provider seminars**

Of the eight education provider seminars due to take place across the UK in 2010-2011, five have already taken place, in Glasgow, Belfast, Birmingham and Cardiff.

The theme for this year's seminars has been focused on student conduct and ethics following the publication of our recent guidance documents. As a result of the opening of the HAD Register in April this year, a seminar aimed at education providers running hearing aid dispenser programmes has also been included. Feedback from the seminars so far has been very positive.

### **Liaison with stakeholders**

The fifth issue of the Education Update was distributed to education providers, visitors, professional body representatives and other stakeholders on 19 October 2010 and can be found on the HPC website at <http://www.hpc-k.org/education/Update/index.asp?id=416> The next issue of the Education Update is due to be distributed in January 2011.

The October edition of the Education Update includes the following articles:

- Approval visits in the 2010-11 academic year
- Approval visits in 2010-11 for hearing aid dispenser programmes
- Hearing aid dispenser update

- Annual monitoring 2010-11
- Education Department seminars 2010
- Education providers web portal
- Update to the lists of historical programmes
- Consultations, Committees and Council
- Consultation on changes to the generic standards of proficiency
- Changes to HPC registration applications - removing the health reference
- Change to the standards of proficiency for health psychologists

Members of the Department have met with the following groups between September 2010 – November 2010;

- Department of Health Professional Standards Team (in conjunction with the Executive Management Team)
- The Head of Education and Learning at the College of Occupational Therapists
- The UK Council for Psychotherapy (in conjunction with the Policy and Standards Department)
- The Nursing and Midwifery Council (in conjunction with the Policy and Standards Department)
- The General Social Care Council
- The Psychotherapists and Counsellors Public Liaison Group
- The Council of Deans
- The College of Paramedics
- The Joint Social Work Unit lead on Careers, Standards and Recruitment and Retention, and the Head of the Joint Social Work Unit, Department for Education

In an effort to maximise the effectiveness of our interaction with stakeholders and members of the public, the Department has been analysing our enquiries log to ascertain whether there are any patterns as to the types of enquiries we receive and as such whether

there are any implications for further work planning. *Appendix 1 - Enquiries log report for February – August 2010* highlights the results of these findings.

### **Projects**

Overall projects are progressing well. Further information on the status of the Education Department projects can be found in *Appendix 2 – Education Projects Status Update Report*.

### **Employees**

The Department is currently recruiting for an Education Administrator vacancy for the SES team. Interviews took place on 11 November. The Department is also making arrangements for Abigail Gorrings' return from maternity leave. Abigail is currently due to return to the office at the end of November 2010.

## Appendix 1

### Enquiries log report for February – August 2010

## Contents

Introduction .....	7
Sources of evidence .....	7
Enquiries log.....	7
Reflective observations .....	8
Analysis of enquiries .....	9
Enquiry volume.....	9
Enquiries types.....	10
Communication methods .....	17
Implications for further work.....	18

## Introduction

The enquiries log is used in the Education Department to record all general enquiries received, the method in which those enquiries have been received and also the types of stakeholders that contact the Department.

The enquiries log is designed to assist the Department to:

- ascertain whether any further developmental work is required for our operational processes, supporting activities and projects;
- influence decisions about future work and priorities to be included in the department workplan for each financial year;
- highlight areas of change within specific professions which have resulted in an increased in enquiries
- highlight messages to our stakeholders which require more clarity to improve effectiveness and reduce enquiries.

This report details the findings of the period of February - August 2010 and outlines the most frequent enquiries, methods of enquiries and the main contact groups.

The aim of the report is to summarise the findings and highlight the implications for any future work for the Department.

## Sources of evidence

### Enquiries log

Enquiries received by telephone, email, post or fax were recorded on the enquiries log spreadsheet. There was an initial consultation within the Department in 2007, to decide on the categories of enquiries and the main contact groups. The spreadsheet contains a set of categories with descriptions and stakeholder headings reflective of those who commonly make contact with the Department. These stakeholders are:

- students;
- education providers;
- general public;
- professional bodies;
- overseas enquirers;
- registrants and;
- other organisations.

Each time an enquiry was received the number in the corresponding box was changed to a higher value i.e. from 2 to 3. If an enquiry was two fold then a multiple recording would be made.

The categories of the enquiries log have been broadly named with the intention of capturing most queries to the department under these. The table below details the categories used with a brief description.

<b>Category</b>	<b>Enquiry</b>
Profession specific	Related to any HPC regulated profession
Programme content	Information about an approved programme
HPC remit	Issues which are not currently the responsibility of the HPC
Mentoring	Guidance to supervisors, standards, accountability issues/clarifications
Biomedical science	Explaining the routes to registration
External examiners	Our standards relating to external examiner appointments
CPD	Approved CPD/short programmes
Website	Navigation of the website to find information
Advertising queries	Advertising guidelines for approved programmes
Legislation/Acts queries	Laws/Acts and the HPC position on issues related to these
Non UK queries	-Process of regulation for other countries -Queries about franchise programme(s) and overseas approval
International query	HPC registration with an international qualification
New Professions	Future regulation and new professions process
Registrations	Application to the register
Request for publications	HPC publications
Updated contact details	Contact details for education providers
Other department queries	Issues not covered by other categories

### **Reflective observations**

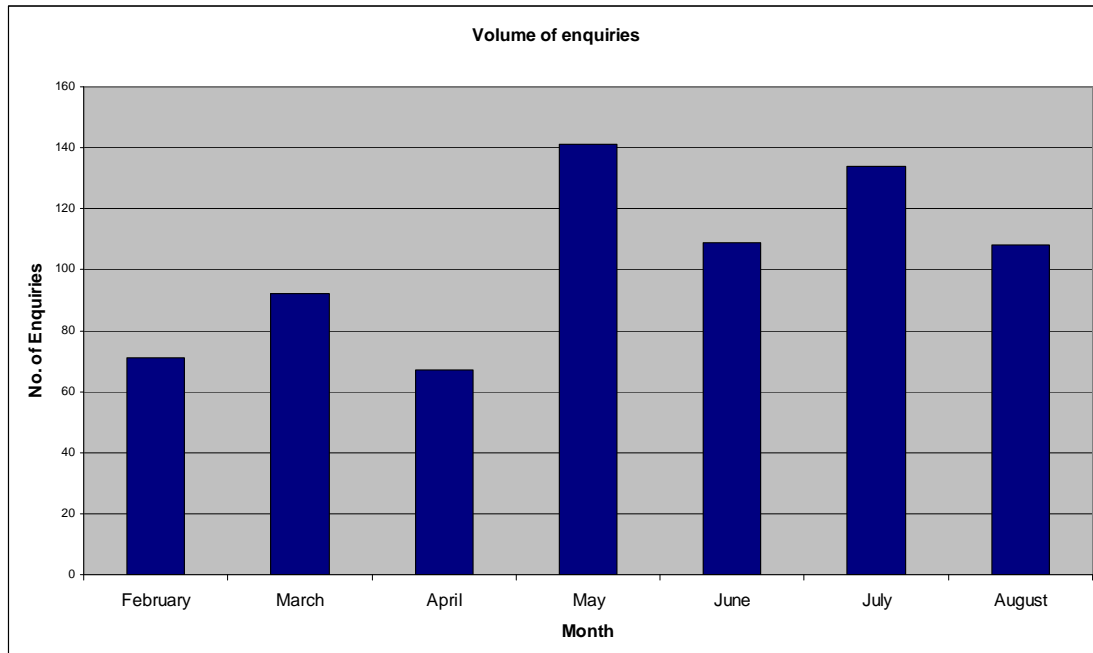
The report provides observations from the Team Administrator role, which is the role which responds to enquiries in the first instance. Observations were tracked on a monthly basis by the Team Administrator and summarise the most common enquiries within each category.



## Analysis of enquiries

### Enquiry volume

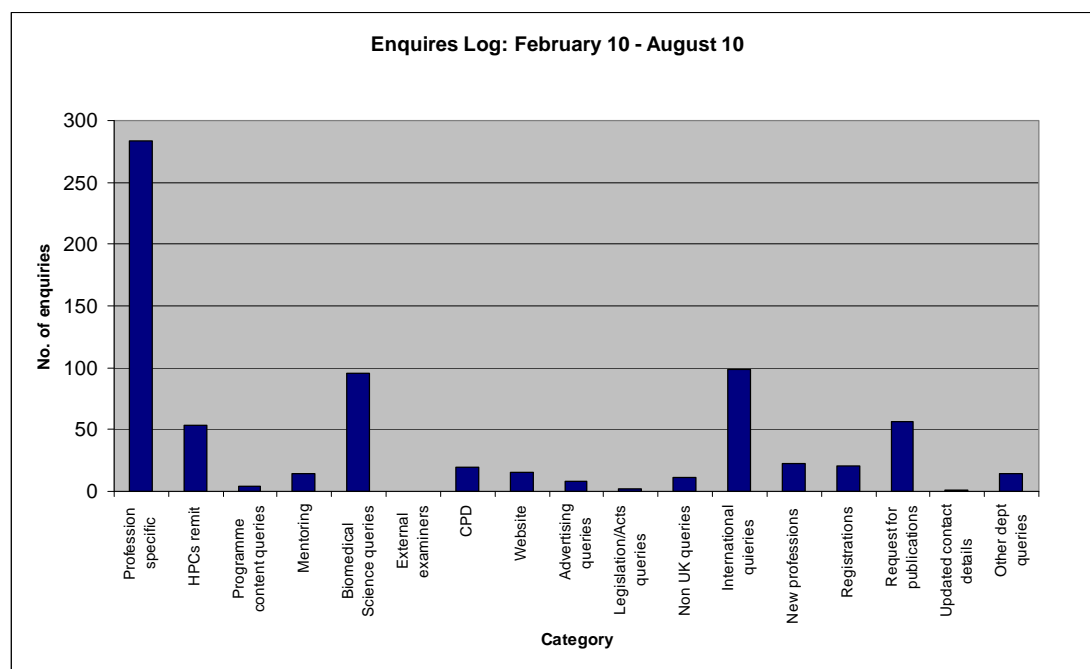
The graph below details the total number of enquiries received by the Department each month for the period February – August 2010.



The Department received an average of 103 enquiries for this period. The peak month for activity was May with 141 enquiries received. The data highlights the peak activity for the Department being between May to August for this period. This is reflective of previous years and is heavily influenced by one academic year ending in July and the next academic year commencing in September. This data and further analysis indicates most stakeholders are preparing for the next academic year and are therefore requesting information about approved programmes, or about our standards and approval and monitoring processes. The analysis of the types of enquiries which generate these volumes discussed on pages 6 - 12 of this report also supports this view.

## Enquiries types

The graph below details the type and volume of enquiries received by the Education Department for the period February - August 2010.



The Department received 722 enquiries for the period stated above. The different methods of contact are discussed later in this report.

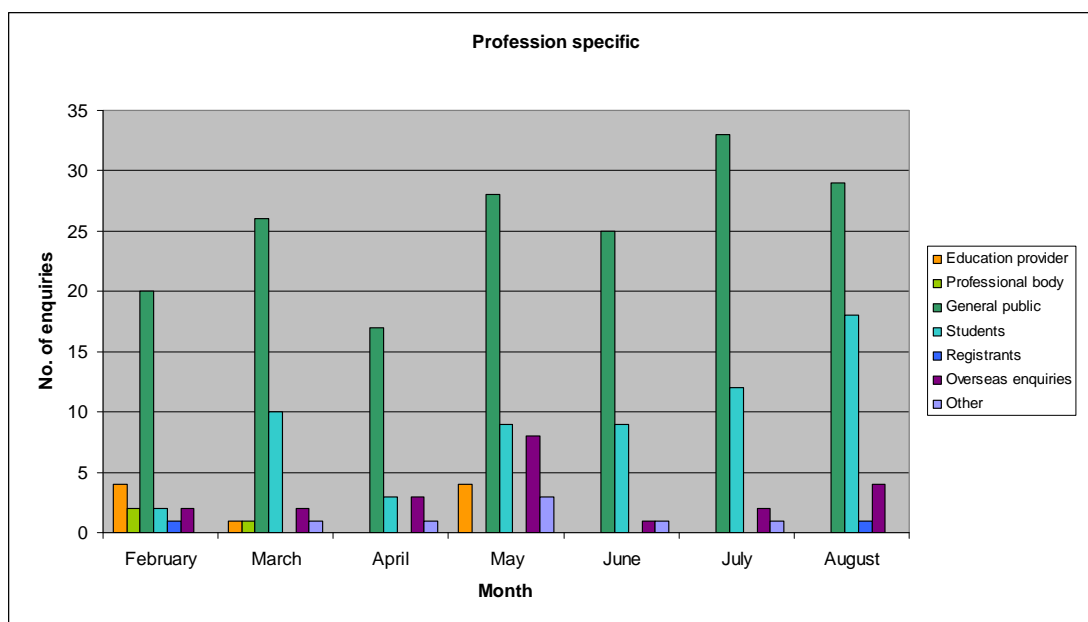
Although the enquiries are spread across a number of categories, the data clearly indicates five common areas which result in enquiries to the Department:

1. Profession specific
2. Biomedical science enquiries
3. HPC's remit
4. International enquiries and
5. Requests for publications

These enquiries accounted for 82% of all those received by the Department. The influencing factors, including which stakeholders drive these types of enquiries, is explored further in this report.

### Profession specific enquiries

The graph below details the number of profession specific enquiries per stakeholder between February - August 2010. These results do not incorporate biomedical science enquiries which were treated as a separate category.



Profession specific enquiries accounted for 39% of all enquiries received by the Education Department. The data shows that the general public made the majority of these enquiries across all months from February – August 2010. Common profession specific enquiries included the following issues:

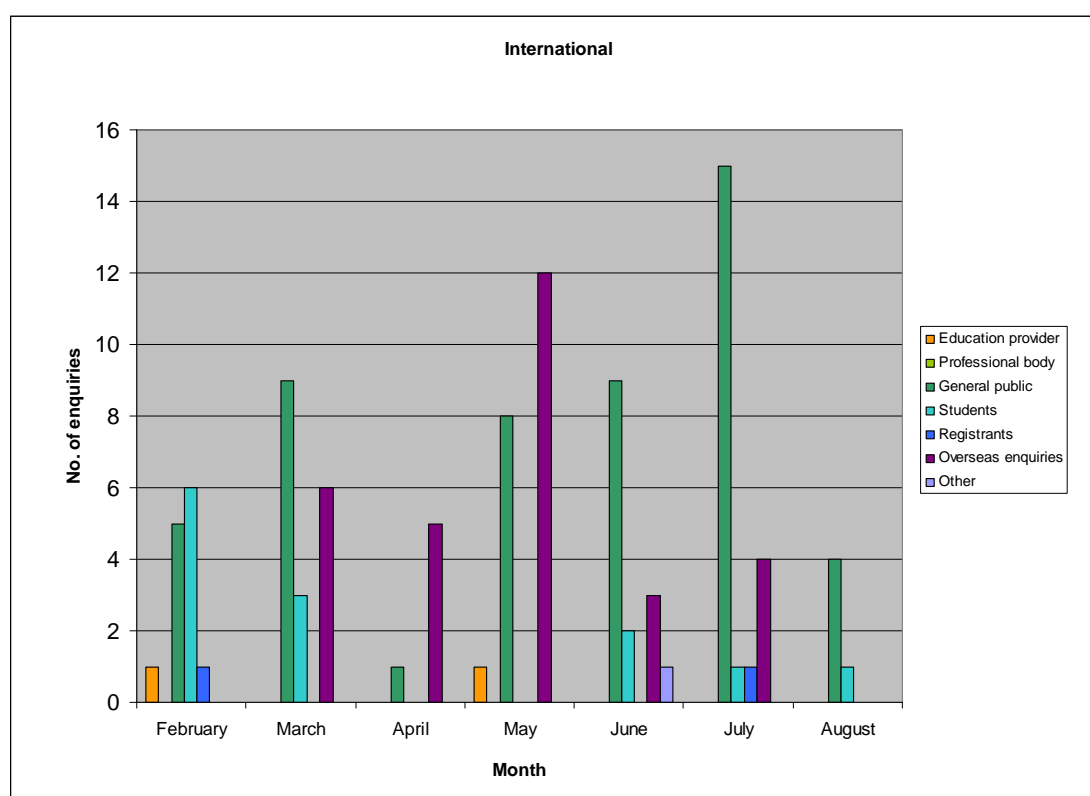
- Obtaining career advice (e.g. criteria for entry onto programmes or what path should be taken to begin studying in a particular field, will previous experience or background be considered when applying for a programme)
- Clarity about the requirements to register with the HPC and the professional body to practice as a health professional
- The scope of practice for a registered health professional
- Industry requirements for employment as a health professional
- Specific guidelines or standards for supplementary prescribing and
- Registrants increasing their scope of practice and implications for further training and registration

These are all common areas of enquiry given the remit of the HPC and it is expected we would receive these types of enquiry consistently through this period. The Education Department has been well placed to handle these queries and provide stakeholders with the information they need. It is clear from this data the links between the Education, Policy and Standards and Registrations Departments are important to ensure the right messages are communicated. Factsheets have been developed with the intention for these to be a resource for visitors to our website. However, as these enquiries often seek to clarify the HPC position for direct enquirers on issues often beyond the scope of our regulation, it was preferred to make this information available as standard correspondence. The Department continues to maintain and improve the transfer of information between departments.

Student enquiries rose consistently from March – August 2010. This is an expected trend for this period leading into the start of a new academic year. Students enquire about their own programme or about a programme they are due to commence, usually to confirm its approval status. Given there are over 600 approved programmes, we receive a relatively low number of student enquiries.

### International enquiries

The table below details the number of international enquiries per stakeholder between February - August 2010.



International enquiries accounted for 14% of all enquiries received to the Education Department. As the log results indicate, the general public and overseas enquirers requested information relating to this category. The most common requests for information related to:

- Overseas qualifications and whether these provide eligibility to apply to the register.
- The approval of overseas qualifications leading to eligibility to apply to the register.

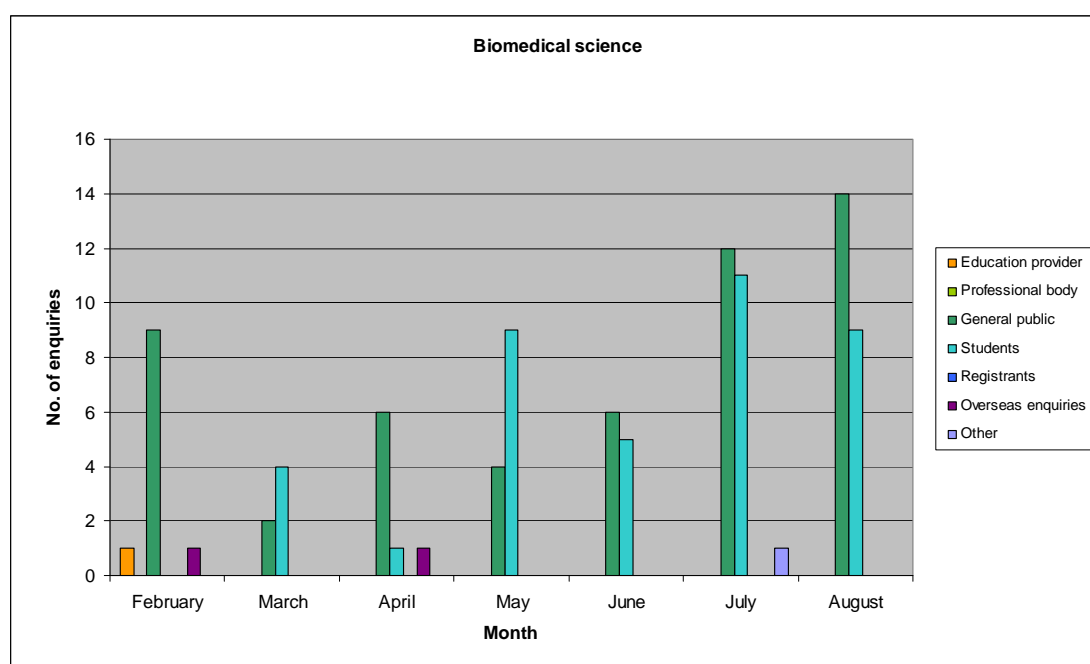
These enquiries were received sporadically over the period with peaks in May from overseas enquirers and July from the general public. The Education Department clarified its position on the approval of overseas qualifications in this financial year. Any enquirers are now directed to the website for further

information and a form can be submitted should an enquirer wish to seek approval for a programme delivered in whole overseas by a UK education provider.

A change to the way we deal with enquiries about overseas qualifications came into effect in September 2010. In liaison with the Registration Department, it was decided a Registration Advisor was best placed to assist any potential international applicant to the Register.

### Biomedical science enquiries

The table below details the number of biomedical science enquiries per stakeholder between February - August 2010.



Enquiries relating to biomedical science accounted for 13% of all enquiries received by the Education Department. Due to volume and complexities of these enquiries, the decision was made to record these separately. Commonly, students and the general public were seeking clarification about the biomedical science routes to the Register. In particular many students had completed programmes not approved by the HPC and were therefore not eligible to apply to the Register without further work to obtain the Certification of Competence. Students and the general public were advised about the requirement to complete an approved programme, however as there are three differing approved programme routes, this area has proved confusing for our stakeholders. These three routes are:

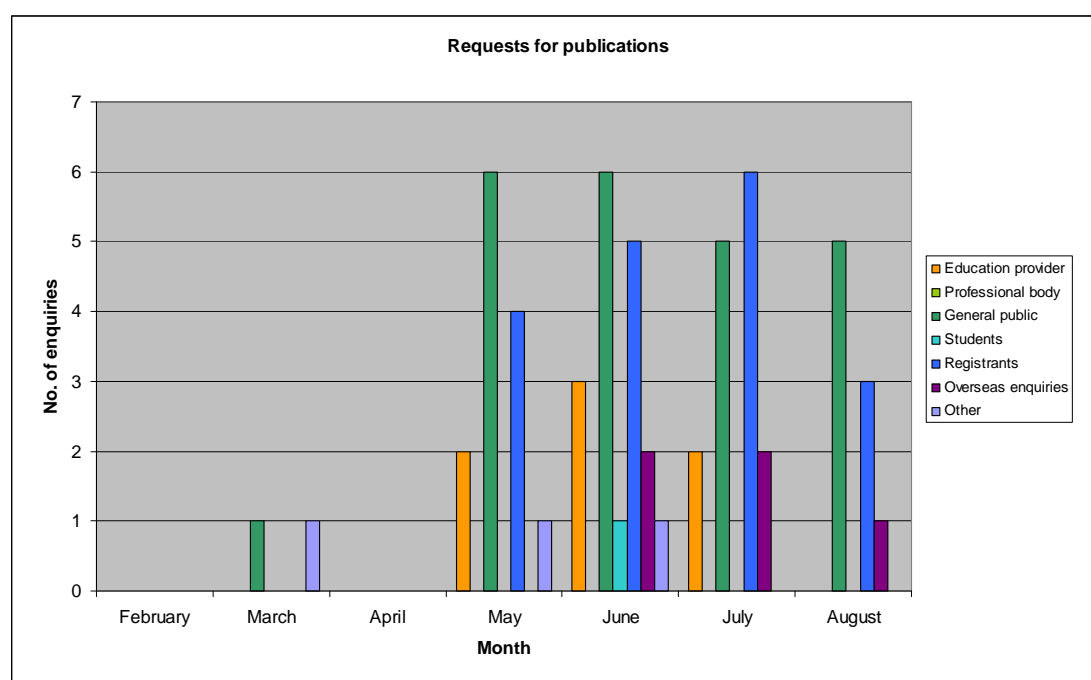
<b>Certificate of Competence (approved by the HPC)</b>	Requires students to complete a degree programme initially. The Certificate is gained following a successful period of work based training.
--	---

directly)	
<b>Degree programmes (approved by the HPC)</b>	Integrate theory and practice and therefore students complete a placement as part of the programme.
<b>Degree programme with sandwich year</b>	These programmes are normally not approved by the HPC, but accredited by the IBMS. The programme contains a sandwich year and students receive an IBMS Certificate of Competence upon successful completion. It is the IBMS Certificate, rather than the degree certificate, that students can use to apply for registration with us.

The data suggests these enquiries are consistent from month to month and historically this is an area which generates many enquiries. Further work could be undertaken to provide further clarity about the routes to registration.

### Request for publications

The table below details the number of requests for publications per stakeholder between February - August 2010.

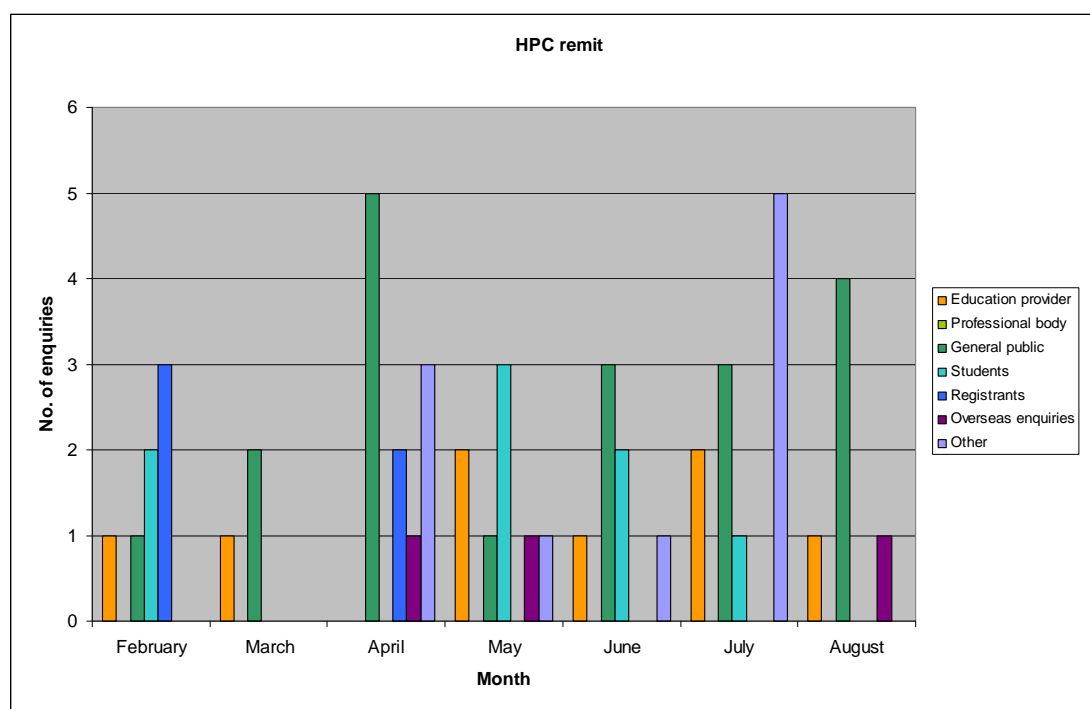


8% of all enquiries to the Department were requests for publications. The graph above clearly indicates peak times for such activities occurred between May and August for this period and most enquiries came from the general public, registrants and education providers. This is expected as most of our stakeholders are preparing for the new academic year starting in September. Any further planning should account for this peak in activities from these stakeholders and ensure publication stocks can meet this demand at the beginning of May each year.

Currently, regular stock takes are conducted in the Department to ensure the stock levels are controlled. Further orders of publications are completed through our Communications Department. The website also contains PDF versions of all our publications and we use the Education update as our method of communication with stakeholders to remind them of these resources.

### HPC remit enquiries

The table below details the number of HPC remit enquiries per stakeholder between February - August 2010.



Enquiries regarding the HPC remit accounted for 7% of all enquiries to the Department. These enquiries came from most of our stakeholders, but most regularly from education providers and the general public. The most common issues related to:

- The HPC position on student conduct and ethics and how this affected a decision about admitting students or allowing a student to continue on a programme.
- The approval of short courses and CPD courses and post-registration qualifications.
- Preceptorship

Student conduct and ethics was previously identified as an issue which required further guidance and the data from the log further supports this view. In response to this issue, the Education Department is currently delivering a series of seminars on this topic to education providers across the UK. Student conduct and ethics guidance and health and character guidance

publications are also available as a further resource, particularly for education providers and students.

### **Other categories**

During this period no stakeholder enquired about external examiners. This is an expected trend given the inclusion of standard of education and training 6.11 (making the appointment of an external examiner mandatory). Based on this data there is no need to continue to capture information relating to this type of enquiry.

Similarly enquiries about updating contact details, programme content, mentoring and programme advertising yielded very little in this period. This is predominantly due to how these types of enquiries are dealt with by the department. Most programme queries from our stakeholders are directed to our North England, Northern Ireland and Wales (NNIW) or South England and Scotland (SES) education teams.

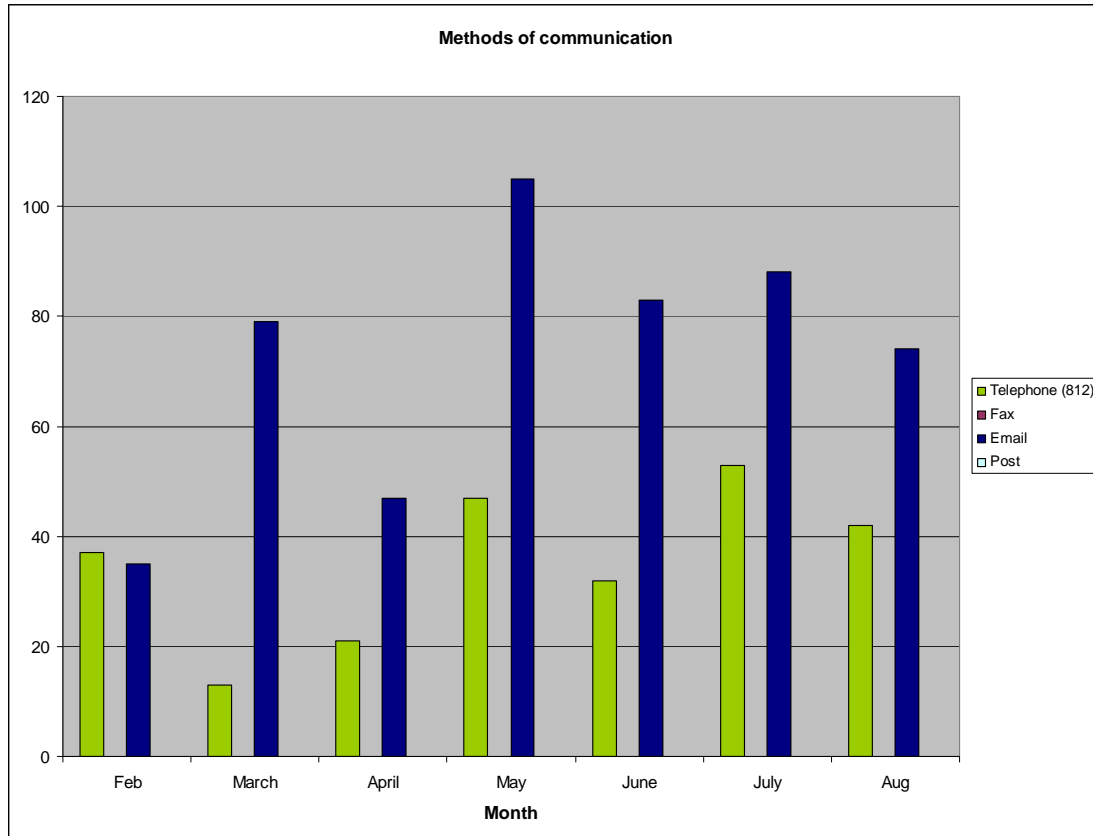
A proportion of the total number of enquiries did not fall under the direct remit of the Education Department. The department received 20 enquiries regarding continuing professional development (CPD) and in particular which activities count for CPD. A relatively small number of new professions enquiries were received relating to the future regulation of Psychotherapists and Counsellors, Dance Movement Therapists and Sports Therapists. A small number of enquiries were also received for enquiries relating to issues of Non-UK regulation and legislation/acts. Although these types of enquiries were small in number, the data indicates the significant crossover of the work between the Education, Policy and Standards and Registration Departments. In response to this, we have worked closely to develop standard responses to the areas highlighted above. These responses incorporate information from a variety of sources including our websites, publications and Committee papers. This established method of sharing information between the three Departments is important to ensure our stakeholders receive information in a timely manner that accurately articulates the HPC position on a range of issues.

Importantly, the Department continually reviews these areas of work and where possible works with other Departments to decide how to continue to handle such enquiries. Where appropriate we would move enquiries to other Departments who may hold the knowledge and have the systems required to deal with and enquiry effectively.



## Communication methods

The table below highlights the methods our stakeholders used to communicate with the Education Department between February - August 2010.



The department received no communication from our stakeholders via post or fax during this period. This reflects the trend of past periods and the absence of this form of communication. It is worth noting that the Education Department does continue to distribute the following information by post:

- Formal approval and monitoring correspondence (when applicable)
- Education update (when applicable)
- Ad-hoc correspondence to targeted groups.

As expected all communication from our stakeholders was received via email (68%) or telephone (32%). Sufficient resource is allocated to ensure these channels of communication deliver appropriate responses in a timely manner. This is the role of the Team Administrator within the Department. We publicly commit to a 48 hour response for email and telephone enquiries and this is closely monitored to ensure we continue to meet this target.

### **Implications for further work**

The report highlights areas which have caused the highest volume of enquiries to the department for the period February – August 2010. Within each area common enquiries were also identified. From this analysis it is clear any future work planning should consider how these issues are to be addressed and communicated to stakeholders.

### **Enquiries log**

The enquiries log has already been updated and we will no longer track enquiries related to external examiners and updating contact details for reasons already covered in this report. The log now records enquiries relating to social regulation which is appropriate given the current regulatory environment the HPC is operating in.

### **Information transfer within the organisation**

The Education Department should continue to address where applicable most of the profession specific enquiries about the HPC remit. It should also continue to deal with enquiries which crossover into the work of other Departments. The Education Department will continue to liaise with the Policy and Standards and Registration Departments to facilitate this. In particular, the development of guidance notes could address the following issues:

- Clarity about the requirements to register with the HPC and the professional body to practice as a health professional.
- The scope of practice for a registered health professional.
- Industry requirements for employment as a health professional.
- Specific guidelines or standards for supplementary prescribing.
- Registrants increasing their scope of practice and implications for further training and registration.
- Preceptorship and mentoring.
- Post-registration qualifications.

The guidance could be used to form standard responses and used as a training tool for staff. As mentioned previously, the Education Department should also continue to identify where it is appropriate to hand over the responsibility to respond for certain enquiries. The Registration Liaison project is an important project due to complete by 31 March 2010, which may identify further areas where this is the case. This project should also strengthen the understanding of each Department's role in performing our key regulatory functions.

### **Biomedical science**

Further communication about the routes to registration as a Biomedical Scientist could be addressed in future work. The data clearly identifies confusion amongst students completing Biomedical Science programmes which are not approved by the HPC. Our work with education providers could potentially address this specific issue through our regular communication channel of the Education Update.

### **Peak activities**

Our stocks of publications and information on the website should be reviewed and where necessary updated by the end of April each year. The Department regularly conducts reviews of the website each year and also updates publications periodically. Planning for these activities should take these factors into account.

### **Communication strategy**

The importance of timely, accurate information within the Department is supported by the data presented. The data clearly highlights most enquiries are generated from the general public, students, education providers and from overseas enquiries. The Department should continue to develop its' electronic methods of communication, as these are clearly the preferred option for all our stakeholders. Further developments to the website should consider how our stakeholders engage with the information. The department should continue to keep updated with any changes which affect the professions we regulate and continually consider the affect this has on our stakeholders in the education sector.

**Education and Training Committee (ETC) – 18 November 2010**

**Appendix 2 to Director of Education Report – Education Projects Status Update Report**

<b>Project</b>	<b>Commencement Date</b>	<b>Deadline Date</b>	<b>Project Update</b>	<b>Project Status (still closed, on track etc, rationale)</b>
Approval process review	December 2010	January 2011	This project is due to commence in December 2010.	Not due for commencement yet
Annual monitoring review	August 2010	December 2010	Following the process review day on 29 October 2010, the process review report is due to be submitted to this meeting of the ETC on 18 November 2010.	Ongoing
Major change review	October 2010	October 2010	Following the process review day on 19 October 2010, the process review report is due to be submitted to this meeting of the ETC on 18 November 2010.	Ongoing
Complaints process review	September 2010	September 2010	This review will now commence in January 2011. An update paper will be taken to the next ETC meeting in March 2011.	Ongoing
Annual report	May 2010	June 2010 to produce October 2010 to distribute	This project is complete. The 2008-09 report was produced as a publication and the 2007-09 report was produced as an electronic version, both are available on the HPC website.	Project completed

Annual monitoring supplementary information	July 2010	August 2010 to produce October 2010 to distribute	This project is complete. The publication was sent to stakeholders as part of the Education Update mailing in October 2010.	Project completed
Ambulance trust report	April 2010	May 2010 to distribute	The publication process was delayed by the outcomes of the annual monitoring days, which necessitated an additional assessment day in August 2010. This means that the report will now be issued with the January edition of the Education Update instead. The report incorporating the additional monitoring information will be submitted to this meeting of the ETC on 18 November 2010 for final approval of publication.	Ongoing
Introduction to Education process document	January 2011	March 2011 (ETC approval)	This project is due to commence in January 2011.	Not due for commencement yet
Website review and maintenance	Ongoing	Ongoing	In 2010 updates have taken place as a result of the process reviews. A continuous review of the Education website pages will take place in January 2011.	Ongoing
Visitor recruitment, selection and training (plus major project activities)	Ongoing	Ongoing	Following visitor recruitment in June 2010 and visitor refresher training in October 2010 the Department is on track with this project.	Ongoing

Education update	Ongoing	Ongoing	Two of the three Education Updates to be issued in 2010-11 have been sent to stakeholders. Work has begun on the third edition, to be issued in January 2011.	Ongoing
Major Project - Education systems review (phase 1)	July 2010	March 2011	This project is currently on hold. It is expected initiate in 2011/12.	On Hold
Major Project - Partners systems review (phase 1)	August 2010	March 2011	This project is currently on hold. It is expected initiate in 2011/12.	On Hold
Small project - Database upgrade (phase 2)	July 2010	August 2010	Further necessary amendments to the upgrade were discovered and incorporated into the project accordingly. It is anticipated that the upgrade will be completed by December 2010.	Ongoing
NetRegulate approved programme list update	October 2010	March 2011	The Net Regulate Change 2010-2011 Project Board, met at the beginning of October to take this forward. It is anticipated that a solution will be delivered by December 2010 and user acceptance testing will take place between December 2010 - March 2011.	Ongoing
Review of ambulance trust monitoring activities	June 2010	September 2010	This project was delayed because an additional annual monitoring assessment day was required. This took place in August 2010 and a review report incorporating	Ongoing

			additional monitoring information will be submitted to this meeting of the ETC for final approval of publication.	
Review of generic SOPs outcomes	April 2010	May 2010	The consultation is ongoing so the impact to the Education Department is currently unclear. It is likely that this project will be carried over into 2011-12.	Ongoing
Withdrawal of approval	April 2010	June 2010	It is anticipated that a paper will be presented to the next ETC meeting in March 2011 requesting consent to withdraw approval from further closed programmes. The deadline for notification of programme closure is 20 January 2011 and a reminder will be sent to EPs on 1 December 2010.	Ongoing
Welsh language scheme	April 2010	October 2010	The consultation is ongoing so the impact to the Education Department is currently unclear. It is likely that this project will be carried over into 2011-12.	Ongoing
Independent Safeguarding authority (Vetting and Barring Scheme)	April 2010	May 2010	The consultation is ongoing so the impact to the Education Department is currently unclear. It is likely that this project will be carried over into 2011-12.	Ongoing
Registration Department Liaison Project	July 2010	March 2011	Further work on this project will not take place until the necessary upgrades have been made to	Ongoing – on hold until completion of NetRegulate upgrades.

			NetRegulate because this will change the way in which the two Departments work together. It is anticipated that the NetRegulate upgrades will be complete by March 2011.	
Practitioner Psychologist project	June 2010	July 2010	A report on HPC's response to the feedback we have received on the information transfer from the British Psychological Society (BPS) to the HPC is being presented to ETC at this meeting as a paper for discussion. The delay to this project was as a result of the Department needing approval for the practitioner psychology reports from the Education and Training Panel before it could proceed.	Ongoing
Education Provider seminars: - Hearing Aid Dispensers (HAD) - General (Student conduct and ethics and health and character focus)	July 2010	December 2010	Of the eight education provider seminars due to take place across the UK, five have already taken place. The remaining three seminars are due to take place in December 2010.	Ongoing