

### **Approval process**

The Department continues to schedule and attend visits for the 2013-14 academic year. Since the last ETC meeting in September, 15 visits covering 27 programmes have taken place. To date, 71 visits (covering 165 programmes) have been scheduled in 2013-14. The majority of these visits are to social worker programmes (75%) and AMHP programmes (9%).

The deadline for scheduling visits in the 2013-14 academic year is 31 December 2013. Reminders have been sent to education providers via the Education update and the deadline has been mentioned at recent seminars.

### **Annual monitoring process**

The Department has now completed annual monitoring for the 2012-13 academic year. Scheduling for the 2013-14 academic year is now underway. All education providers have now been contacted to confirm their individual requirements for this year and we have begun to receive the first submissions already.

### **Major change process**

Since our last report to Committee, the Department has received 20 new major change notifications, covering 31 programmes.

We have recently implemented a number of updates to the annual monitoring and major change processes as a result of feedback from the education provider survey 2012-13. More information is included at appendix 2.

### **Concerns process**

The Department has received one new concern since our last report to ETC. Two concerns have been referred to the Fitness to Practice Department and there is currently one outstanding concern which will go to today's Committee meeting.

See appendix 1 for more information on the above operational processes.

### **Social workers (England)**

We are currently due to undertake 47 visits to 124 social worker programmes in 2013-14 and 12 visits to 15 AMHP programmes.

The Department has reviewed the outcomes of the first year of approval visits to pre-registration programmes which were transferred from the General Social Care Council (GSCC) to the HCPC on 1 August 2012 following the opening of the Register for social workers in England. An analysis paper has been included as a separate item for discussion at this meeting.

### **Independent and supplementary prescribing programmes**

Preparations are underway for the approval of independent prescribing programmes following recent legislative changes to allow appropriately trained chiropodists / podiatrists and physiotherapists to independently prescribe. Assessment days took place on 1 and 7 November to review independent prescribing programmes proposed by education providers who currently deliver supplementary prescribing programmes. Visitor reports from these assessment days will be considered by the Education and Training Panel in December 2013.

We are also scheduling full approval visits to programmes where an education provider is not currently approved to deliver supplementary prescribing.

### **Partners**

The Department continues to engage in visitor recruitment activities to backfill vacancies in existing professions as well as preparing for new areas of work (such as lay visitors). Interviews are planned for November and December 2013, with new visitor training taking place in February 2013 for successful candidates.

The Department has begun the annual round of visitor refresher training. Three sessions are planned across October - December 2013.

### Seminars

The Department has delivered the first six education seminars planned for 2013-14. There are two more seminars to deliver in January and February 2014, both focusing on service user and carer involvement.

We have continued to run additional social worker specific seminars to recognise the different level of awareness with our processes and the increase in the number of professions that we now regulate.

A number of seminars have reached capacity, and we have adopted a reserve list to encourage attendance from a range of education providers. The sign up / attendance numbers are below.

Date	Location	Area	Attendees
26 September 2013	London	SW	40
26 September 2013	London	SU&CI	48
9 October 2013	Glasgow	SU & CI	32
22 October 2013	Belfast	SU & CI	12
5 November 2013	Birmingham	SW	31
5 November 2013	Birmingham	SU & CI	53
28 January 2014	York	SU & CI	53
4 February 2014	Cardiff	SU & CI	49

### Liaison with stakeholders

The fourteenth issue of the Education update was distributed to education providers, visitors and other education stakeholders in week commencing 7 October 2013 and is available on the HCPC website at: <http://www.hcpc-uk.org/education/update/>

Members of the Department met with the following groups from September – November 2013:

- NHS Education for Scotland
- The Academy for Healthcare Science
- Department of Health External Relations Directorate
- Australian Health Practitioner Regulation Agency
- The British Dietetic Association
- Department for Education – Social Work Reform Unit
- Care Council for Scotland, Northern Ireland and Wales
- The College of Social Work

### Education Department work plan 2013-14

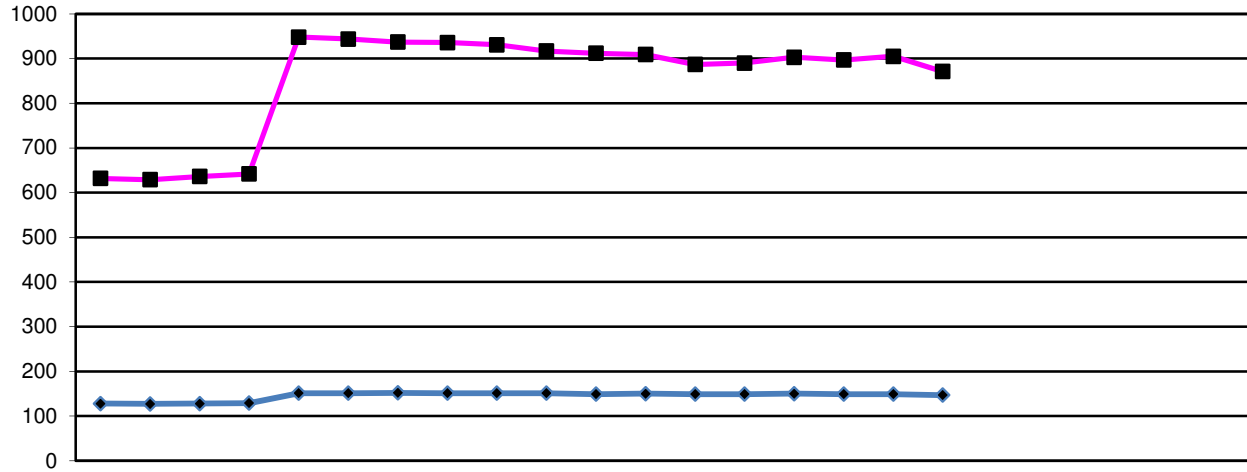
Appendix 3 provides a six month update on the delivery of the current annual workplan. Approximately 14% of the workplan has been completed; 70% is on track to be delivered to deadline and 7% of projects are due to start in the second half of the financial year.

### Employees

The Department has recruited a replacement Education Administrator following Vineeta Patel's resignation and departure in October 2013. Eliass Arfal joined the Department on 4 November. James Currington joined the Department in October on a temporary basis to cover the Administrator role. The total number of employees remains at 18.

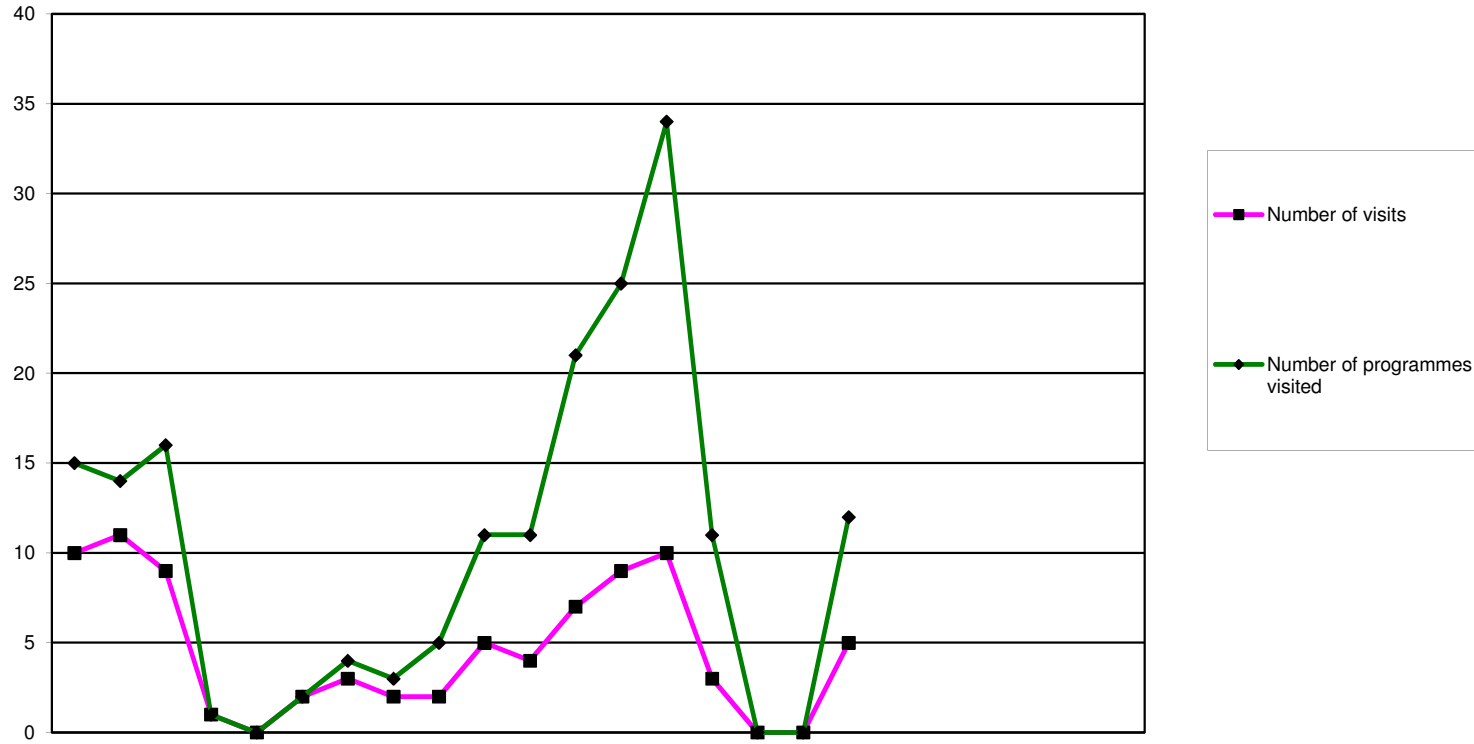
### Appendices

Appendix 1 – Education management information statistics  
 Appendix 2 – Annual monitoring and major change process review in response to the education provider survey 2012 - 13  
 Appendix 3 – Update on the 2012-2013 work plan



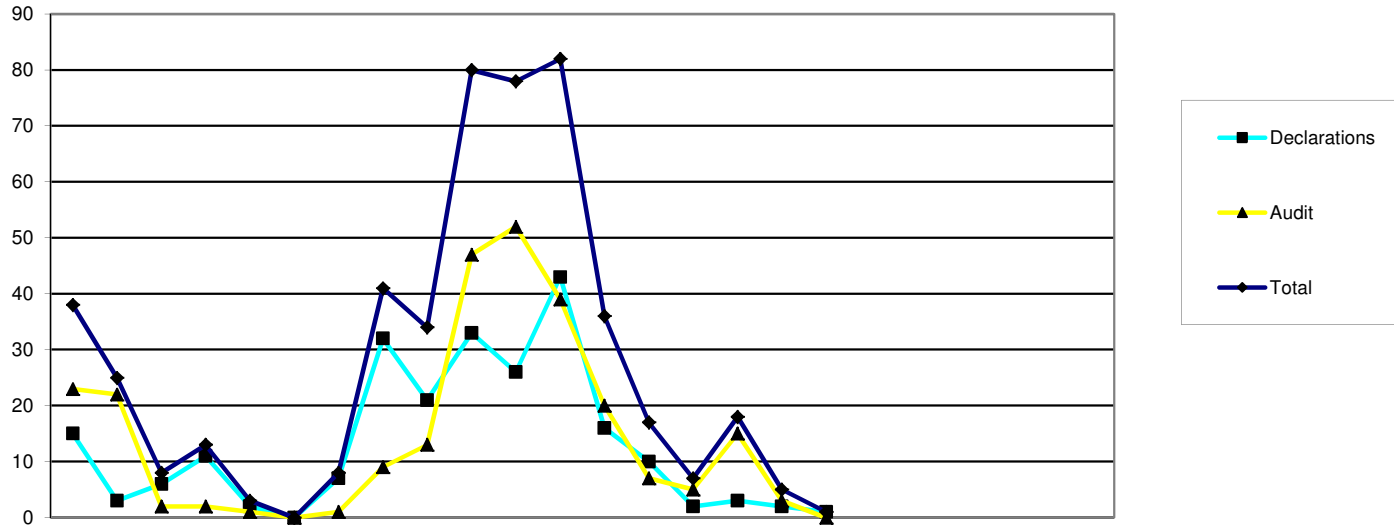
■ Total approved programmes  
◆ Total approved education providers

	2012			2013									2014									2011/12	2012/13	2013/14				
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD	
Arts therapists	20	20	20	29	29	29	29	29	29	29	29	29	29	29	29	29	29	29	29	29	29	29	29	29	21	29	29	
Biomedical scientists	48	51	52	51	51	55	55	54	54	52	60	60	58	56	57	57	57	57	57	57	57	57	57	57	49	60	57	
Chiropodists/ Podiatrists	20	20	20	20	20	20	20	19	19	19	18	18	17	17	17	17	17	17	17	17	17	17	17	17	20	18	17	
Clinical scientists	1	1	1	1	1	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	1	3	3	
Dietitians	33	33	33	33	33	33	32	32	32	32	32	32	32	32	32	32	32	32	32	32	32	32	32	32	33	32	32	
Hearing aid dispensers	13	13	14	14	17	17	16	16	16	15	15	15	15	15	17	17	18	18	18	18	18	18	18	18	18	18	18	
Occupational therapists	74	74	74	74	74	74	73	73	74	73	73	73	73	77	78	75	75	75	75	75	75	75	75	75	74	73	75	
Operating Department Practitioners	32	31	33	33	33	33	33	33	33	33	35	35	35	37	37	35	35	34	34	34	34	34	34	34	34	35	34	
Orthoptists	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	
Paramedics	50	48	49	47	48	48	48	48	48	48	48	50	50	49	50	50	50	48	48	48	48	48	48	48	50	50	48	
Physiotherapists	65	65	65	65	65	64	63	63	64	64	65	65	65	66	67	68	67	67	67	67	67	67	67	67	67	65	67	
Practitioner psychologists	95	94	94	94	94	93	93	93	93	93	91	91	91	93	93	93	92	93	93	93	93	93	93	93	95	91	93	
Prosthetists/Orthotists	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	
Radiographers	55	54	54	54	54	54	54	54	53	53	53	53	53	53	53	53	53	53	53	53	53	53	53	53	56	53	53	
Social workers in England					271	267	265	264	259	248	237	231	212	209	216	214	221	222	222	222	222	222	222	222		231	222	
Speech and language therapists	32	31	31	31	31	31	31	31	31	31	31	31	31	32	32	32	32	32	32	32	32	32	32	32	32	32	32	
Local anaesthesia	2	2	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	2	4	4	
Prescription only medicine	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	10	10	10	10	10	10	10	10	9	9	10	
Supplementary prescribing	77	77	77	77	77	77	76	76	76	78	76	77	77	76	76	76	77	44	44	44	44	44	44	44	77	77	44	
Independent prescribing																												
Approved mental health professionals					31	27	27	29	28	27	27	27	27	27	27	27	27	27	27	27	27	27	27	27	27		27	27
<b>Total approved programmes</b>	632	629	636	642	948	944	937	936	931	917	912	909	887	890	903	897	905	871	871	871	871	871	871	871	644	909	871	
<b>Total approved education providers</b>	128	127	128	129	151	151	152	151	151	151	149	150	149	149	150	149	149	147	147	147	147	147	147	147	128	150	147	



	2012			2013			2014			2005/6	2006/7	2007/8	2008/9	2009/10	2010/11	2011/12	2012/13	2013/14																																		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	FYE	FYE	FYE	YTD																			
Overview of approval visits																																																				
Number of visits	10	11	9	1	0	2	3	2	2	5	4	7	9	10	3	0	0	5							0	101	63	42	38	58	59	56	27																			
Number of programmes visited	15	14	16	1	0	2	4	3	5	11	11	21	25	34	11	0	0	12							27	117	68	84	80	101	112	103	82																			

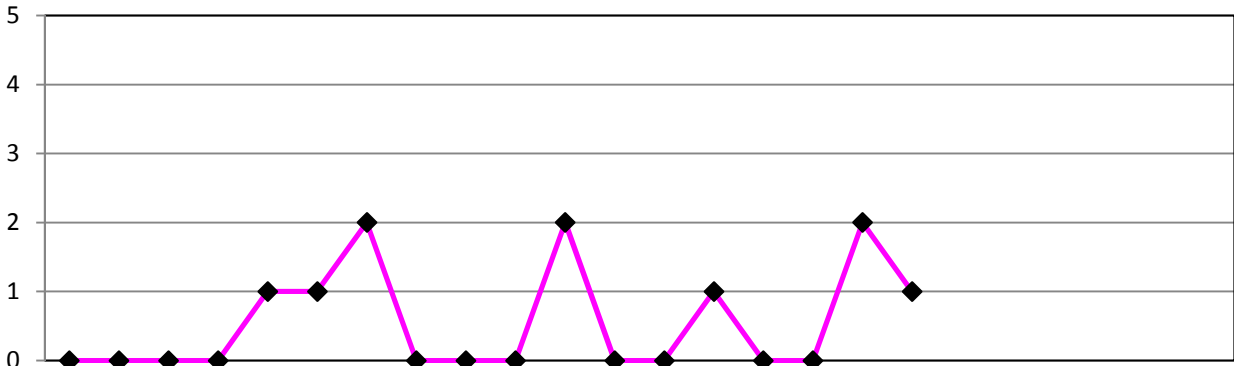




Annual monitoring submissions	2012			2013										2014											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
<b>Declarations</b>	15	3	6	11	2	0	7	32	21	33	26	43	16	10	2	3	2	1							
<b>Audit</b>	23	22	2	2	1	0	1	9	13	47	52	39	20	7	5	15	3	0							
<b>Total</b>	38	25	8	13	3	0	8	41	34	80	78	82	36	17	7	18	5	1							

2005/6	2006/7	2007/8	2008/9	2009/10	2010/11	2011/12	2012/13	2013/14
FYE	FYE	FYE	FYE	FYE	FYE	FYE	FYE	YTD
113	94	143	167	105	232	232	199	34
51	184	135	136	123	257	147	211	50
164	278	278	303	228	489	379	410	84





◆ No. of complaints received

		2012			2013						2014														
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>No. of complaints received</b>		0	0	0	0	1	1	2	0	0	0	2	0	0	1	0	0	2	1	0	0	0	0	0	
<b>Complaints outcomes</b>	<b>Directed visit</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	<b>Approval process</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	<b>Major change process</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	<b>Annual monitoring process</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	<b>Withdrawn</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	<b>Unsubstantiated</b>	0	0	0	0	1	1	2	0	0	0	2	0	0	1	0	0	0	0	0	0	0	0	0	
	<b>Pending</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	1	0	0	0	0	0	

	2009/10 FYE	2010/11 FYE	2011/12 FYE	2012/13 FYE	2013/14 YTD
<b>No. of complaints received</b>	6	5	5	6	4
<b>No. of approved progs</b>	480	623	644	909	887
<b>% progs affected by complaints</b>	1.3%	0.8%	0.8%	0.7%	0.5%



## Update on the 2013-2014 work plan

The following table summarises the progress in achieving the key areas included in the 2013-2014 work plan. As anticipated, the Department had to adopt a flexible approach to the delivery of last year's work plan in order to respond accordingly to internal and external factors.

Area of work	Start Date	End Date	Progress report (1 November 2013)
<b>Operational processes</b>			
Approval process	April 2013	March 2014	Estimated 30 approval visits in first half of 2013-14 Actual number of approval visits = 27 (10% variance)
Annual monitoring process	April 2013	March 2014	Estimated 5 annual monitoring days in first half of 2013-14 Actual number of days = 5 (0% variance) Estimated 22 postals in first half of 2013-14 Actual number of postals = 22 (0% variance)
Major change process	April 2013	March 2014	Estimated 56 notifications in first half of 2013-14 Actual number of notifications = 56 (0% variance) Estimated 45 submissions in first half of 2013-14 Actual number of submissions = 31 (31% variance)
Concerns process	April 2013	March 2014	Estimated 4 complaints in first half of 2013-14 Actual number of complaints = 4 (0% variance)
Closure of programme process	April 2013	March 2014	On track (on-going)
Care Councils Memorandum of understanding	Oct 2013	March 2014	On track <ul style="list-style-type: none"> <li>• Six monthly meetings with Education leads</li> </ul>
Review of post registration entitlements/ annotations (following introduction of standards for prescribing)	April 2013	December 2013	On track (on-going) <ul style="list-style-type: none"> <li>• Communications with SP education providers</li> <li>• SP/IP assessment days held in November</li> <li>• Postal assessment process development and</li> </ul>

Area of work	Start Date	End Date	Progress report (1 November 2013)
			implementation <ul style="list-style-type: none"> <li>Internal review of LA/POMs operational processes</li> </ul>
<b>Supporting activities</b>			
Website - monitor usage of education specific pages	April 2013	March 2014	On track (on-going)
Website - data migration of historic programmes	Oct 2013	March 2014	On track
Visitor recruitment & selection (New, lay and existing professions)	Oct 2013	March 2014	On track <ul style="list-style-type: none"> <li>Currently recruiting across professions</li> <li>Planned lay recruitment to commence in January</li> </ul>
Visitor training (New – existing professions)	Jan 2014	Mar 2014	On track <ul style="list-style-type: none"> <li>Training sessions scheduled for Feb 2014</li> </ul>
Visitor training (Refresher)	Oct 2013	Dec 2013	On track 3 x 1 day training sessions for 90 visitors (Oct-Dec)
Visitor training (New - Lay)	Jan 2014	Mar 2014	Delayed <ul style="list-style-type: none"> <li>To be delivered in summer 2014-15</li> </ul>
Visitor reappointments process	April 2013	March 2014	Complete
Visitors - long term succession planning	Oct 2013	March 2014	On track
ETC – liaison and papers	April 2013	March 2014	On track (on-going)
ETP – liaison and papers	April 2013	March 2014	On track (on-going)
ETC - governance and restructure preparation work	Oct 2013	March 2014	On track (on-going)
ETC - training sessions following	Oct 2013	March 2014	Due to start in January 2014

Area of work	Start Date	End Date	Progress report (1 November 2013)
restructure			
ETP - training sessions following restructure	Oct 2013	March 2014	Due to start in January 2014
Review management information statistics for Council / Committees (following restructure)	Oct 2013	March 2014	On track
Education seminars	April 2013	March 2014	On track (on-going) <ul style="list-style-type: none"> <li>• 8 seminars planned in second half of 2013-14</li> <li>• 2 social work approvals seminars</li> <li>• 6 service user and carer seminars</li> <li>• Seminar feedback report to be taken to ETC in March 2014</li> </ul>
Annual report 2012	April 2013	June 2013	Complete <ul style="list-style-type: none"> <li>• Published and circulated in May 2013</li> </ul>
Annual report 2013	Oct 2013	March 2014	On track (on-going) <ul style="list-style-type: none"> <li>• Expected to be taken to ETC in March 2014 and published in May 2013</li> </ul>
AMHP criteria – publication and dissemination	April 2013	Oct 2013	Complete <ul style="list-style-type: none"> <li>• Mail out to education providers in summer 2013</li> </ul>
Prescribing standards - publication and dissemination	April 2013	Oct 2013	Complete <ul style="list-style-type: none"> <li>• Mail out to education providers in summer 2013</li> </ul>
A disabled person's guide to becoming a registered health professional	Oct 2013	March 2014	On hold <ul style="list-style-type: none"> <li>• Awaiting research outcomes from policy work</li> </ul>
Education update	April 2013	March 2014	On track (on-going) <ul style="list-style-type: none"> <li>• First edition circulated in May 2013, second edition circulated in October 2013 and third edition planned for</li> </ul>

Area of work	Start Date	End Date	Progress report (1 November 2013)
			January 2014 <ul style="list-style-type: none"> <li>Implementing changes from review in January 2014</li> </ul>
HCPC organisation wide communications <ul style="list-style-type: none"> <li>– HCPC In-Focus</li> <li>– RSS feeds</li> <li>– Online news articles / press releases</li> <li>– Social media</li> </ul>	April 2012	March 2013	On track (on-going) <ul style="list-style-type: none"> <li>Article on the annual report and service user and carer involvement included in HCPC in-focus</li> <li>Online news articles / press releases around prescribing standards, AMHP criteria and year 1 of social worker approval visits</li> <li>Social media activity around seminars</li> <li>Blog posts on annual report, practitioner psychologist programmes approval review and service user and carer involvement</li> </ul>
Stakeholder meetings	April 2013	March 2014	On track <ul style="list-style-type: none"> <li>Regular meetings and presentations with education stakeholders</li> </ul>
<b>Development work (current professions)</b>			
Podiatric surgery – new annotation	Oct 2013	March 2014	On hold in Policy & Standards department workplan
Standards of proficiency (profession specific phase)	April 2013	March 2014	On track <ul style="list-style-type: none"> <li>Communications focus to work in first half of 2013-14 (via Education Update)</li> <li>Increased operational focus to work in second half of 2013-14</li> </ul>
Service user involvement in education and training	July 2013	Dec 2013	On track <ul style="list-style-type: none"> <li>Communications focus in first half of 2013-14 through seminars, blog piece and Education Update</li> </ul>
Review of standards of education and training 2014-15	Oct 2013	March 2014	On hold <ul style="list-style-type: none"> <li>Initial scoping discussions with Policy and Standards to</li> </ul>

Area of work	Start Date	End Date	Progress report (1 November 2013)
			inform approach
Monitor changes in HE regulatory and commissioning structure	April 2013	March 2014	On track (QAA, HEFCE & HEE especially) to ensure HCPC processes remain feasible and fit for purpose
Outcome of Francis Inquiry	April 2013	March 2014	On track <ul style="list-style-type: none"> <li>• Education specific section in HCPC response</li> <li>• Further considerations as part of SETs review in 2014-15</li> </ul>
<b>Development work (new professions)</b>			
Public health specialists	April 2013	March 2014	Delayed <ul style="list-style-type: none"> <li>• Awaiting legislation/government policy before engaging in any development work in this area</li> </ul>
Voluntary registration/negative licensing	April 2013	March 2014	Delayed <ul style="list-style-type: none"> <li>• Awaiting legislation/government policy before engaging in any development work in this area</li> </ul>
<b>Projects (major projects)</b>			
Education system build	April 2013	March 2014	On track (on-going) <ul style="list-style-type: none"> <li>• Initiation completed in September</li> <li>• Build to cross over in 2014-15</li> </ul>
HR & Partner systems and process review	April 2013	Dec 2013	On-going from 2012-13 <ul style="list-style-type: none"> <li>• Limited activity within Department in first half of 2013-14</li> </ul>
NetRegulate changes (annotation to the Register)	April 2013	Dec 2013	Complete
Web deployment – changes to register of approved programmes	April 2013	Dec 2013	Complete

<b>Area of work</b>	<b>Start Date</b>	<b>End Date</b>	<b>Progress report (1 November 2013)</b>
NetRegulate changes 2012-13	April 2013	Dec 2013	Complete
Professional indemnity	April 2013	Dec 2013	Delayed (due to legislation) <ul style="list-style-type: none"> <li>Initial advice to education providers communicated via Education Update</li> </ul>
Registration process and system review (Phase 1)	April 2013	March 2014	Not started yet <ul style="list-style-type: none"> <li>Feeding into work undertaken by Registration</li> </ul>
Finance process and system review (Phase 1)	Oct 2013	March 2014	Not started yet <ul style="list-style-type: none"> <li>Feeding into work undertaken by Finance</li> </ul>
<b>Projects (business-as-usual projects)</b>			
Partnership with professional and system regulators	April 2013	March 2014	On track
Lay visitors on approval visit panels	Oct 2013	March 2014	On track <ul style="list-style-type: none"> <li>Lay visitor role brief agreed</li> <li>Recruitment, training and roll out taking place Jan – Sept 14</li> </ul>
Social worker review of year 1 approval visits	July 2013	Dec 2014	On track
Document control and retention policies	April 2013	March 2014	On track (on-going with Education System Build)
Customer service complaints and feedback	July 2013	Dec 2014	Complete <ul style="list-style-type: none"> <li>Implemented approach to gathering, recording and disseminating stakeholder feedback</li> </ul>
Student cohort & registrant forecasting	April 2013	March 2014	On track (on-going)

## Education and Training Committee – 14 November 2013

### Appendix to Director of Education Report – Annual monitoring and major change process review in response to the education provider survey 2012 - 13

#### **Introduction**

As part of an ongoing review of our operational processes and supporting activities we surveyed our approved education providers about their engagement with us during the academic years 2010–11 and 2011–12. This paper details the changes made to the annual monitoring and major change processes as a result of the survey.

#### **Review of the processes based on education provider feedback**

While the review was based mainly on the feedback from the education provider survey, it also took into account areas for improvement from the departmental employees. This feedback had been gathered throughout the academic year and captured through regular team meetings. As such there was a depth of information on which to base this review. The outcomes of the education provider survey were taken as previously presented to the Committee on 6 June 2013 (included as an appendix to the Director of Education report). It was felt that another in depth analysis of the data would not benefit this particular review. The information gathered from employees was in a qualitative format and had not been analysed. As such a limited analysis of this feedback was undertaken to inform the key areas of the annual monitoring and major change processes that would benefit from being reviewed. Although the feedback from both the employees and education providers was positive, we recognised that we would be able to make improvements where practical from this review.

Feedback regarding the annual monitoring and major change processes indicated that, in some cases, education providers:

- did not use the supplementary information that is available on our website for each operational process;
- did not have a clear understanding of the differences between the annual monitoring and major change processes;
- were not sure how much documentation was required for annual monitoring audits;
- were unclear how visitors were selected; and,

- were unclear how we assure ourselves that there are no significant conflicts of interest (COIs) between the visitors and the education provider.

As a result, particular consideration was given to the ways in which we currently communicate with education providers, analysing the content of emails, letters and the information provided on the HCPC website. The following areas therefore emerged from the review as areas to concentrate on:

- Further promotion and distribution of the supplementary information for education provider publications.
- Clarity regarding the major change and annual monitoring processes, and consideration for how we can provide further clarification to education providers about the amount of documentation required for each.
- A review of our process communications to ensure our role and remit, and those of visitors, is clearly articulated at all times.
- Clarity regarding how visitors are selected, and the conflict of interest process.

### **Outcomes**

All participants were asked if they had used the supplementary information for education providers publications relating to each process, and how helpful they found them. The majority of responses for each of the supplementary information publications was 'helpful', with 'very helpful' as the second most selected response. However, it was noted that many people had not used the supplementary information publications, particularly for the major change process where 43 people (29%) gave this response. The website was deemed one of the primary methods of promoting these publications, and it was determined that they could also be promoted through other forms of communication. Existing email communications have been amended to provide a direct link to supplementary information publications. This should encourage education providers to use these publications to assist them when submitting a major change or annual monitoring submission. Feedback from some education providers also indicated that they were not familiar with the differences between the major change and annual monitoring processes. Emails sent to education providers have been updated where possible to clarify the purpose of each process and when education providers should inform us of major changes to their programme.

Feedback from education providers indicated that they were not sure how much documentation was required for annual monitoring audits. We are not prescriptive on the amount of documentation that is required, but we do have standard documentation which must be submitted for this process. We have produced a frequently asked questions (FAQs) document for each process, and we will promote these through our email communication with education providers. The FAQs document for annual monitoring will re-iterate our list of required documentation and that we do not expect to see all documents from the past 2 years. It will also reinforce the message to education providers that they only need to inform us of any significant changes to their programme. This will assist them in deciding whether a



change needs to be reported to us through the major change process, or whether they can tell us about the change through annual monitoring.

We also amended our SETs mapping templates for the annual monitoring and major change processes to include some additional guidance, and an example of how to complete the mapping. This is in line with the mapping document for the approvals process, and will assist education providers in knowing what documentation to provide for a major change submission or annual monitoring audit.

Some education providers felt that the role of the executive and visitors needed to be clarified. This included how visitors are selected and how we detect and manage significant conflicts of interest (COIs) between the visitors and education providers. In response to this feedback, a 'Partner conflict of interest guidance' document (taken from the Partner Code of Conduct) was created. This will be sent to the visitors when considering their own COIs, and to education providers when we inform them who the visitors are. It was agreed that the 'Partner conflict of interest guidance' document would be included in emails to visitors and education providers for both processes.

One respondent in the education provider feedback survey requested further guidance regarding the terminology used in the visitor reports that we send to the education provider. Email communications have been updated to direct education providers to a glossary of terms which is already available within the annual monitoring and major change supplementary information publications.

These changes have been implemented in the annual monitoring and major change operational processes from October 2013.

### **Decision**

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

### **Background information**

Director of Education Report, 6 June 2012 – 'Appendix 3 – Education provider survey – summary report' - [www.hpc-uk.org/assets/documents/10004027enc03-DirectorofEducationreportJune2013.pdf](http://www.hpc-uk.org/assets/documents/10004027enc03-DirectorofEducationreportJune2013.pdf)

### **Resource and financial implications**

There will be no changes to resource or financial demands as a result of the amendments made to the annual monitoring and major change operational processes.

### **Appendices**

None

### **Date of paper**

8 October 2013