

Agenda Item 4

Enclosure 2

Paper RC 11/03

REGISTRATION COMMITTEE

Registration Operating Manual

From : the Executive

FOR DISCUSSION AND AGREEMENT

Executive Summary

The Registration Operating Manual details the various steps and processes involved in applying for and obtaining registration with HPC. The manual is for the use of HPC staff.

The Committee is asked to sign off the Manual.

Draft version

Health Professions Council:

Registration Operating Manual

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A Introduction

This operating manual details guidance on how the Health Professions Council Registration Department staff process applications for registration, renewals, re-admissions and restorations and is intended to support registration managers and officers in these processes. The manual provides a basis for standardising processes across all types of applications and all professions.

Accompanying this manual is an appendices document that incorporates all standardised letters and proforma used by the Registration Department.

In addition to this operating manual, documents that relate to the registration process and their intended audience include:

General public

- Benefits of registration to public, employers and registrants
- Overview of the Registration Committee
- The Health Professions Council Register

Registrants

- Becoming a registrant of HPC
- How can my profession become registered
- Grandparenting
- Statement of good health, character and conduct
- Appeals
- Re-registration and CPD
- Returning to clinical practice

HPC registration assessors

- The role of a HPC registration assessor

B Registration/readmission documents

An applicant may obtain application packs for registration/readmission through downloading the relevant documents from the Health Professions Council's website at: www.hpc-uk.org or by calling the Health Professions Council registration department on:

UK applications

- Lo-call (if calling from the UK) 0845 3004 472
- Direct Dial 020 7840 9802
- Fax 020 7840 9801
- Email: registration@hpc-uk.org

International applications

- TBA

Grandparenting applications

- Lo-call (if calling from the UK) 0845 3004 720

The registration/readmission form and guidance notes apply to UK, international, grandparenting and re-admission applications.

Process notes

On receiving a request for registration/readmission forms via the post, the registration officer obtains the potential applicant's full name, address and postcode and posts the registration/readmission form and guidance notes by second class within five working days.

C UK registration applications

Completed registration/readmission forms are returned to the UK registration department along with the appropriate fee.

1 Check for completion

1.1 The registration officer checks that all parts of the registration/readmission form have been completed, fee payment is correct and the declaration has been signed and dated.

1.2 It is the responsibility of the applicant to provide completed forms for assessment. The following items are required:

- Registration/readmission form
- Certified copy – birth certificate
- Certified copy – degree certificate (if applicable)
- Character reference
- Medical reference

1.3 Certification of documents - Copies of documents sent to HPC should be signed and dated by either a recognised authority in your country such as one of the following; doctor, magistrate, solicitor, police officer, or other official able to authorise passport applications and other such documents.

1.4 Complete applications:

- (i) All relevant details should be logged on the computer system
- (ii) Application number is applied to the application
- (iii) The form is scanned into the system and attached to the individual's registration record. All supporting documentation must be included.
- (iv) The registration officer creates a document control sheet for each applicant (appendix xxx). This records the progress of each piece of documentation in the application process including despatch and return of documents.
- (v) Proceed to "Check for previous registration"

1.4 Incomplete applications:

- Proceed to "Incomplete UK registration applications"

1.5 If the applicant declares a previous conviction or caution, the registration/readmission form should be passed to the registration manager who will forward to the Registrar for a decision on whether or not to proceed with application.

2 Check for previous registration

2.1 The registration officer checks to see if the applicant has previously been registered by running a query against the electronic database. If the applicant has not previously been registered, proceed to "Process UK registration fee".

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- 2.2 If the applicant has previously been registered, the registration officer issues a standard letter (appendix ~~XXX~~) explaining the reason that the registration application has been rejected and advising that they can apply to the HPC to reinstate their registration. The registration officer should return any payment received.

3 Process UK registration fee

- 3.1 The registration officer processes all payments as soon as they arrive. The appropriate fee must be enclosed, payable in pounds or Euros. Credit Card payments are encouraged, with the option for HPC to charge the card automatically for rolling renewal / retention fees.
- 3.2 Please note that the registration fee for newly qualified registrants is reduced by 50% for the first two years of obtaining the approved qualification.
- 3.3 Payment will be accepted in the following forms:
- Cheque
 - Postal order
 - Cash
 - Credit/debit card
 - Direct debit
- 3.4 All payment receipts details are batched and entered to the database daily and payments are banked.
- 3.5 Proceed to "Check against pass lists of approved courses".

4 Incomplete UK registration applications

- 4.1 Incomplete applications are rejected but submission is recorded. Originals are returned to the applicant with a standard letter (appendix ~~XXX~~) identifying the missing information and requesting the applicant to resubmit their form as soon as possible, noting that no further action will be taken until a complete set of documentation and full payment is received at HPC. Letter may include:
- Not providing basic personal details
 - Incorrect payment fee
 - Missing questions on registration/readmission form
 - Not signing and/or dating the declarations
- 4.2 In some cases applications may be held at HPC and the applicant notified of missing documentation or incomplete registration/readmission forms. This is a decision for the registration officer and line manager. A checklist is provided with each application pack to enable applicants and registration officers to determine if items are missing (appendix ~~XXX~~).
- 4.3 On receipt of missing information, proceed to "Check for previous registration".

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5 Check against pass lists of approved courses

- 5.1 The registration officer checks the pass lists for applicant details.
- 5.2 If the applicant is on the pass list and the approved qualification was attained within five years prior to the date of the application, the registration officer marks the form as "OK to register". Proceed to "Allocate registration number".
- 5.3 If the applicant is on the pass list but the approved qualification was attained over five years prior to the data of the application, the registration officer issues a standard letter notifying the applicant of the necessity to meet the requirements for additional education, training and experience that the Council has specified refers the applicant to the list of approved qualifications.
- 5.4 If the pass list is not available, the applicant's details remain on the system and details are kept as pending until the pass list arrives.
- 5.5 If for any reason the applicant's name is not on the list the registration officer issues a standard letter (appendix ~~XXX~~) and the registration manager refunds fee (by cheque).

6 Allocate registration number

- 6.1 The registration officer generates a sequential registration number.
- 6.2 Proceed to "Section G - Registration and notification process".

D International applications

Completed registration/readmission forms are returned to the international registration department along with the appropriate fee.

1 Check international application documents for completion

1.1 The registration officer checks that all parts of the registration/readmission form have been completed, fee payment is correct and the declaration has been signed and dated.

1.2 It is the responsibility of the applicant to provide completed forms for assessment. The following items are required:

- Registration/readmission form
- Certified copy – birth certificate or DVLA driving licence
- Certified copy – passport personal detail page
- Certified copy – education programme certificate
- Certified copy – any other relevant qualifications
- Certified copy – transcripts of education programmes
- Local registration details from country of training and/or licence to practice
- Two clinical references from a manager to whom the applicant has reported
- Character reference
- Health or medical reference
- International English Language Testing System (IELTS) certificate for applicants where English is not the first language. Guidance on IELTS is provided in appendix XXX. Other tests will be acceptable when graded against the IELTS system. See appendix XXX for more detail.

1.3 Certification of documents - Copies of documents sent to HPC should be signed and dated by either a recognised authority in your country such as one of the following; doctor, magistrate, solicitor, police officer, or other official able to authorise passport applications and other such documents. Course transcripts should be stamped with the university or college seal, signed and dated.

1.4 Complete applications:

- (i) All relevant details should be logged on the computer system
- (ii) Application number is applied to the application
- (iii) The registration officer issues a standard letter to confirm receipt of application (appendix xxx) within a specified number of days (see service level agreement, appendix xxx). The form is scanned into the system and attached to the individual's registration record. All supporting documentation must be included
- (iv) The registration officer creates a document control sheet for each applicant (appendix xxx). This records the progress of each piece of documentation in the application process including despatch and return of documents
- (v) Proceed to "Check for previous registration"

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- 1.5 Incomplete applications:
- Proceed to “Incomplete international applications”
- 1.6 If the applicant declares a previous conviction or caution, the registration/readmission form should be passed to the registration manager who will forward to the Registrar for a decision on whether or not to proceed with application.

2 Check for previous registration

- 2.1 The registration officer checks to see if the applicant has previously been registered by running a query against the electronic database. If the applicant has not previously been registered, proceed to “Process international scrutiny fee”.
- 2.2 If the applicant has previously been registered, the registration officer issues a standard letter (appendix ~~XXX~~) explaining the reason that the international application has been rejected and advising that they can apply to the HPC to reinstate their registration. The registration officer should return any payment received.

3 Process international scrutiny fee

- 3.1 The registration officer processes all payments as soon as they arrive. The appropriate fee must be enclosed, payable in pounds or Euros. Credit Card payments are encouraged, with the option for HPC to charge the card automatically for rolling renewal / retention fees.
- 3.2 Payment will be accepted in the following forms:
- Cheque
 - Postal order
 - Cash
 - Credit/debit card
- 3.3 All payment receipts details are batched and entered to the database daily and payments are banked.
- 3.4 Proceed to “NARIC check”.

4 Incomplete international applications

- 4.1 Incomplete applications are rejected but submission is recorded. Originals are returned to the applicant with a standard letter (appendix ~~XXX~~) identifying the missing information and requesting the applicant to resubmit their form as soon as possible, noting that no further action will be taken until a complete set of documentation and full payment is received at HPC. Letter may include:
- Not providing basic personal details
 - Incorrect or missing scrutiny fee (see: Additional Information for EU/International Applicants, Section 10 - Payment Instructions)
 - Missing questions on registration/readmission form
 - Not signing and/or dating the declarations

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- English language certificate (if required, see: Additional Information for EU/International Applicants, Section 1A - Are you proficient in English?)
- No references (clinical, character or health)
- Career Summary (see: Additional Information for EU/International Applicants. Section 9 - Have details been supplied to cover periods of employment?)
- Not providing certified evidence of education and training including transcripts

4.2 In some cases applications may be held at HPC and the applicant notified of missing documentation or incomplete registration/readmission forms. This is a decision for the registration officer and line manager. A checklist is provided with each application pack to enable applicants and registration officers to determine if items are missing (appendix ~~XXX~~).

4.3 On receipt of missing information, proceed to "Check for previous registration".

5 NARIC check

5.1 The applicant's course is assessed against HPC requirements for approved qualifications. The registration officer uses an online database NARIC to determine the equivalence of the submitted course. The level of NARIC analysis that is used examines whether a qualification in the applicant's country of training is equivalent to a UK approved qualification. NARIC, as used by HPC, does not indicate the quality or content of a particular course.

5.2 The registration officer produces a NARIC certificate for each applicant and this is added to the applicant's pack of documentation.

5.3 Proceed to "Section F – Assessment process".

6 Qualify for registration

6.1 The registration officer receives the assessment back from the HPC registration assessors and logs the outcome in the document control sheet.

6.2 The registration officer issues a standard letter (appendix ~~XXX~~) to the applicant, notifying them that they have passed the scrutiny process and may be entered on the register upon payment of the registration fee (cheque/direct debit or credit card). Retention payment information may also be gathered at this time.

6.3 Proceed to "Receipt of registration fee".

7 Receipt of registration fee

7.1 The registration officer checks that all declarations have been signed and dated on earlier registration/readmission forms and that the fee payment is correct.

7.2 If complete, the registration officer scans any remaining documents into the system and attaches to the applicant's registration record. Proceed to "Process registration fee".

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- 7.3 If incomplete (either payment or registration/readmission letter is missing), submission is recorded and originals are returned to the applicant with a standard letter (appendix ~~XXX~~) identifying the missing information and requesting the applicant to resubmit the required documents as soon as possible, noting that no further action will be taken until a complete set of documentation and full payment is received at HPC. On receipt of missing documents, proceed to "Process registration fee".

8 Process registration fee

- 8.1 The registration officer processes all payments as soon as they arrive. The appropriate fee must be enclosed, payable in pounds or Euros. Credit Card payments are encouraged, with the option for HPC to charge the card automatically for rolling renewal / retention fees.

- 8.2 Payment will be accepted in the following forms:

- Cheque
- Postal order
- Cash
- Credit/debit card
- Direct debit

NO
/ / / /

- 8.3 All payment receipts details are batched and entered to the database daily and payments are banked.

- 8.4 Proceed to "Allocate registration number".

9 Allocate registration number

- 9.1 The registration form is marked by the registration officer as "OK to register". The registration officer then generates a sequential registration number.

- 9.2 Proceed to "Section G - Registration and notification process".

E Grandparenting applications

Completed registration/readmission forms are returned to the grandparenting registration department along with the appropriate fee.

1 Check grandparenting application documents for completion

1.1 The registration officer checks that all parts of the registration/readmission form have been completed, fee payment is correct and the declaration has been signed and dated.

1.2 It is the responsibility of the applicant to provide completed forms for assessment. The following items are required:

- Registration/readmission form
- Certified copy – birth certificate or DVLA driving licence
- Certified copy – passport personal detail page
- Other information in support of the application, which may include:
 - Certificate of qualifications
 - Transcripts of any programmes undertaken
- Two clinical references from a manager to whom the applicant has reported
- Character reference
- Health or medical reference
- International English Language Testing System (IELTS) certificate for applicants where English is not the first language. Guidance on IELTS is provided in appendix ~~XXX~~. Other tests will be acceptable when graded against the IELTS system. See appendix ~~XXX~~ for more detail.

1.3 Certification of documents - Copies of documents sent to HPC should be signed and dated by either a recognised authority in your country such as one of the following; doctor, magistrate, solicitor, police officer, or other official able to authorise passport applications and other such documents. Course transcripts should be stamped with the university or college seal, signed and dated.

1.4 Complete applications:

- (i) All relevant details should be logged on the computer system
- (ii) Application number is applied to the application
- (iii) The registration officer issues a standard letter to confirm receipt of application (appendix ~~xxx~~) within a specified number of days (see service level agreement, appendix ~~xxx~~). The form is scanned into the system and attached to the individual's registration record. All supporting documentation must be included
- (iv) The registration officer creates a document control sheet for each applicant (appendix ~~xxx~~). This records the progress of each piece of documentation in the application process including despatch and return of documents
- (v) Proceed to "Check for previous registration"

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- 1.5 Incomplete applications:
- Proceed to “Incomplete grandparenting applications”
- 1.6 If the applicant declares a previous conviction or caution, the registration/readmission form should be passed to the registration manager who will forward to the Registrar for a decision on whether or not to proceed with application.

2 Check for previous registration

- 2.1 The registration officer checks to see if the applicant has previously been registered by running a query against the electronic database. If the applicant has not previously been registered, proceed to “Process grandparenting scrutiny fee”.
- 2.2 If the applicant has previously been registered, registration officer issues a standard letter (appendix ~~XXX~~) explaining the reason that the grandparenting application has been rejected and advising that they can apply to the HPC to reinstate their registration. The registration officer should return any payment received.

3 Process grandparenting scrutiny fee

- 3.1 The registration officer processes all payments as soon as they arrive. The appropriate fee must be enclosed, payable in pounds or Euros. Credit Card payments are encouraged, with the option for HPC to charge the card automatically for rolling renewal / retention fees.
- 3.2 Payment will be accepted in the following forms:
- Cheque
 - Postal order
 - Cash
 - Credit/debit card
- 3.3 All payment receipts details are batched and entered to the database daily and payments are banked.
- 3.4 Proceed to “Decision to process under route A or route B”.

4 Incomplete grandparenting applications

- 4.1 Incomplete applications are rejected but submission is recorded. Originals are returned to the applicant with a standard letter (appendix ~~XXX~~) identifying the missing information and requesting the applicant to resubmit their form as soon as possible, noting that no further action will be taken until a complete set of documentation and full payment is received at HPC. Letter may include:
- Not providing basic personal details
 - Incorrect or missing scrutiny fee
 - Missing questions on registration/readmission form
 - Not signing and/or dating the declarations
 - Missing supplementary documentation

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- No referees
- Insufficient evidence has been provided to determine how this applicant qualifies for registration

4.2 In some cases applications may be held at HPC and the applicant notified of missing documentation or incomplete registration/readmission forms. This is a decision for the registration officer and line manager. A checklist is provided with each application pack to enable applicants and registration officers to determine if items are missing (appendix ~~XXX~~).

4.3 On receipt of missing information, proceed to “Check for previous registration”.

5 Decision to process under route A or route B

5.1 The application details are checked over by a registration officer and a decision is reached on whether the applicant meets the “three out of five year” (route A) rule or qualifies for route 13(2)(b) entry to the register (route B).

5.2 The information provided by a route A candidate must demonstrate that the profession for which they seek registration is their main occupation. Generally, more than half of their time in an average week should be spent in practice of that profession. The registration officer should also check that the applicant has been working for three out of the last five years. Where an applicant has been working on average less than 16hrs per week in the profession for which they seek to be registered, and has a second job, the registration officer should use the part-time equivalent and determine whether the applicant has been practicing six out of ten years on a part-time basis.

5.3 Where any concern or doubt is raised about the candidate’s eligibility to meet the “three out of five years” criteria, the applicant automatically can be processed as a route B candidate. However, the registration officer is advised to seek guidance from the registration manager who will check the details and advise on how to proceed with the application.

5.4 If insufficient information is available to enable a decision on whether the candidate is a route A or route B applicant, the registration officer may issue a standard letter requesting additional evidence of time in practice including number of hours worked (appendix ~~XXX~~).

5.5 If applicant has applied for route A but does not satisfy route A criteria, the registration officer issues a standard a letter notifying the applicant of this decision (appendix ~~XXX~~).

5.6 The form is immediately submitted for assessment. Proceed to “Section F – Assessment process”.

6 Qualify for registration

6.1 The registration officer receives the assessment back from the HPC registration assessors and logs the outcome in the document control sheet.

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- 6.2 The registration officer issues a standard letter (appendix ~~XXX~~) to the applicant, notifying them that they have passed the scrutiny process and may be entered on the register upon payment of the registration fee (cheque/direct debit or credit card). Retention payment information may also be gathered at this time.
- 6.3 Proceed to "Receipt of registration fee".

7 Receipt of registration fee

- 7.1 The registration officer checks that all declarations have been signed and dated on earlier registration/readmission forms and that the fee payment is correct.
- 7.2 If complete, the registration officer scans any remaining documents into the system and attaches to the applicant's registration record. Proceed to "Process registration fee".
- 7.3 If incomplete (either payment or registration/readmission letter is missing), submission is recorded and originals are returned to the applicant with a standard letter (appendix ~~XXX~~) identifying the missing information and requesting the applicant to resubmit the required documents as soon as possible, noting that no further action will be taken until a complete set of documentation and full payment is received at HPC. On receipt of missing documents, proceed to "Process registration fee".

8 Process registration fee

- 8.1 The registration officer processes all payments as soon as they arrive. The appropriate fee must be enclosed, payable in pounds or Euros. Credit Card payments are encouraged, with the option for HPC to charge the card automatically for rolling renewal / retention fees.
- 8.2 Payment will be accepted in the following forms:
- Cheque
 - Postal order
 - Cash
 - Credit/debit card
 - Direct debit
- 8.3 All payment receipts details are batched and entered to the database daily and payments are banked.
- 8.4 Proceed to "Allocate registration number".

9 Allocate registration number

- 9.1 The registration form is marked by the registration officer as "OK to register". The registration officer then generates a sequential registration number.

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9.2 Proceed to "Section G - Registration and notification process".

F Assessment process

1 Selection of HPC registration assessors

- 1.1 Registration officers send the application documents to HPC registration assessors on the basis of expertise for each profession, and numbers of outstanding assessments that the assessors already have. Registration assessors usually work in established pairs but vacation and sickness cover should be built into the pairing process. The registration officer must determine the number of outstanding assessments currently with each assessor before forwarding further applications.

2 Copy application process

- 2.1 When all required documentation has been collected for an applicant, the registration officer creates a purchase order and sends the documentation for copying at the contracted copy bureau. The turn around time is approximately one to two days.
- 2.2 NOTE: Scanning of all submissions upon initial application will result in the copy application process steps being removed from the cycle. Assessor copies will be printed from scanned images as required.
- 2.3 The registration officer should receive back originals and two sets of copies. The registration officer then produces HPC registration assessor documents; feedback forms (x 2) and expense forms (x 2) and updates document control sheet.
- 2.4 Proceed to "Submit application documents for assessment".

3 Submit application documents for assessment

- 3.1 The application documents are submitted for assessment (appendix ~~xxx~~). Originals are held at HPC, currently in the profession specific tray filing system. The registration officer is responsible for organising photocopies and sending the following information to the HPC registration assessor:
- Application documents
 - Assessors feedback form (appendix ~~XXX~~)
 - Expenses sheet
 - Self addressed envelope
- 3.2 Sets for assessment are sent Royal Mail first class with reply paid envelopes. A HPC registration assessor may receive a batch of up to 10 sets of application documents. The role of the HPC registration assessor is to review and return them within 10 working days to the relevant registration team.
- 3.3 Proceed to "Assessment by HPC registration assessor".

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4 Assessment by HPC registration assessor

- 4.1 HPC registration assessor pairs evaluate the documentation separately and then confer on the decision. Any reasons for rejection, recommendations for additional training or experience or recommendations for a test of competence must be given with sufficient detail to feed back to the applicant to allow them to respond and continue the application process. Further verification may also be requested.
- 4.2 Decisions that can be reached must be either one of the four outcomes listed below:
- (i) Report recommends registration:
- The registration officer logs the outcome in the document control sheet and proceeds to:
 - “Qualify for registration” (Section D - international or section E - grandparenting)
 - “Allocation registration number” (Section C - UK applications)
- (ii) Report recommends rejection for registration but recommends further training and or experience (does not apply to grandparenting applicants under Article 13(2)(a)):
- The registration officer logs the outcome in the document control sheet with date for each assessor and issues a standard letter to the applicant stating that application for registration has been rejected but stating specifically what additional education and training is recommended (appendix ~~XXX~~). The HPC registration assessor’s report is included with the letter and the applicant is notified of their right to appeal.
 - An applicant can submit evidence to demonstrate that the recommended education and /or training has been achieved. This evidence must be accompanied with a declaration from the applicant that there have been no changes in the information provided in the original application documents. This evidence must be submitted within the transitional period for grandparenting applications. On receipt of further information, the registration officer updates the document control sheet, marks the additional information with the relevant application number and forwards a copy to both the original HPC registration assessors.
 - If an applicant appeals against the decision, proceed to “Section M - Appeals process”.
- (iii) Report recommends a test of competence:
- The registration officer logs the outcome in the document control sheet with date for each assessor. The registration officer arranges a time, date and venue for the test of competence and selects an assessor and notifies the applicant via standard letter stating when, where, how and why assessment will take place (appendix ~~XXX~~).
 - The registration officer logs the results of the test of competence in the document control sheet and forwarded to the original HPC registration assessors (if different from the HPC registration assessor carrying out the test of competence) for consideration in the assessment process. The HPC registration assessors must then continue with the assessment process.

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- If an applicant appeals against the decision, proceed to “Section M - Appeals process”.

(iv) Report recommends that the applicant not be added to the register:

- The registration officer logs the outcome in the document control sheet with date for each assessor and notifies the applicant via standard letter (appendix ~~XXX~~).
- If an applicant appeals against the decision, proceed to “Section M - Appeals process”.

5 Request for further information

- 5.1 A HPC registration assessor may request further information or verification of some aspect of an application once during the assessment process. More than one request for information must be directed to the registration manager.
- 5.2 The registration officer sends a standard letter to the applicant (appendix ~~xxx~~).
- 5.3 On receipt of further information, the registration officer updates the document control sheet, marks the additional information with the relevant application number and forwards a copy to both the original HPC registration assessors.

G Registration and notification process

All applicants should go through this processes which includes:

1 Certificate generation

- 1.1 The registration manager checks all approved applicants at the end of each week and authorises the printing and mail out of the certificates.
- 1.2 Automated certificate generation occurs each week for all new registrants.
- 1.3 The registration manger checks the proofs and generates a purchase order and confirms the order with the printers.
- 1.4 Printers (from an approved supplier list) do all of the printing, and mailing out.
- 1.5 The registration officer notifies applicant that registration has been successful (appendix ~~xxx~~).

H The Register

1 Amendment of personal details

- 1.1 The registrant may amend personal details in writing only. The applicant must supply the following information:
- Registration number
 - Full name
 - Full address
- 1.2 Requests to change title or name must be accompanied by a marriage certificate or deed poll. On receipt of information, the registration officer amends the Register.

2 Request for removal from the Register

- 2.1 A request for removal from the Register must be made to the Health Professions Council in writing, stating the grounds upon which the application for removal is made.
- 2.2 The registration officer issues a standard letter and declaration form (xxx) stating that any such application must be accompanied by a signed declaration that the applicant is not the subject of any allegation, that his/her fitness to practice is not impaired and the applicant is not aware of any circumstances which might lead to such allegation being made against him/her.
- 2.3 On receipt of a letter from a registrant confirming they wish to be removed from the register, the registration officer removes registrant's name from the Register.
- 2.4 The registration system will not allow de-registration to occur if the registrant is the subject of an allegation, an investigation, a suspension order or a condition of practice order.

3 Verification of registration

- 3.1 If a request for verification of registration is received via the telephone or fax, the registration officer should direct the caller to the online register where registration can be verified.
- 3.2 If the caller is **unable** to check the Register on the Internet, the registration officer conducts a check over the telephone. The caller is asked a series of questions to ascertain the identity of the registrant in question including:
- Registration number
 - Full name
 - Date of birth

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- 3.3 The registration officer may only confirm whether a registrant with the same name is currently on the Register or not. A registration officer may not give any guarantee to the caller that the person they are inquiring about is the same person on the Register.
- 3.4 The registration system will track the status of registrants. There are two types of status:
- Under investigation – This status is for information to HPC staff only and should not be revealed to the general public
 - Suspension order – This is public information and can be provided to the general public

4 Notification of a death

- 4.1 Upon notification that a registrant has died, the registration officer must request that a copy of the death certificate and the original certificate of practice be sent to the Health Professions Council.
- 4.2 On receipt of these documents, the registration officer removes registrant's name from the Register.

I Renewals and restorations

1 Renewal initiation

- 1.1 The registration manager runs programme to tell system that a particular profession is ready for renewal.
- 1.2 The system generates a data file of payment notices that the registration manager e-mails to printers and purchase order (forty two days before renewals are due).
- 1.3 The registration manger checks the proofs and generates a purchase order and confirms the order with the printers.
- 1.4 Printers (from an approved supplier list) do all of the printing, and mailing out.
- 1.5 The registration officers generate notices for non direct debit payers (cheque, credit card or cash).
- 1.6 A renewal form is sent to all registrants who are due for renewal (appendix xxx).

2 Receipt of renewal form and payment

- 2.1 The registration officer checks that all parts of the renewal form have been completed, fee payment is correct and the declarations have been signed and dated.
- 2.2 Proceed to "Process renewal payment".
- 2.3 Incomplete applications:
 - (i) Proceed to "Incomplete renewal forms"

3 Process renewal payment

- 3.1 The registration officer processes all payments as soon as they arrive. The appropriate fee must be enclosed, payable in pounds or Euros. Credit Card payments are encouraged, with the option for HPC to charge the card automatically for rolling renewal / retention fees.
- 3.2 Payment will be accepted in the following forms:
 - Cheque
 - Postal order
 - Cash
 - Credit/debit card
 - Direct debit
- 3.3 All payment receipts details are batched and entered to the database daily and payments are banked. Direct debits are processed towards the end of the 2nd month.

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3.4 Proceed to "Certificate generation".

4 Incomplete renewal forms

4.1 Incomplete renewal forms are rejected but submission is recorded. Originals are returned to the applicant with a standard letter (appendix ~~XXX~~) identifying the missing information and requesting the applicant to resubmit their form as soon as possible, noting that no further action will be taken until a complete set of documentation and full payment is received at HPC. Letter may include:

- Incorrect payment fee
- Not signing and/or dating the declarations

4.2 On receipt of missing information, proceed to "Certificate generation".

5 Certificate generation

5.1 The registration manager instructs the system to generate certificates (this process is done in batches).

5.2 The registration manager checks proofs, but this time on a larger scale, again varying with profession.

6 Year end

6.1 The registration manager runs the year-end processing programme after the last day of the professional year.

6.2 The year-end processing programme informs the database which profession has come to its end of year (i.e. deadline for payment of the annual fee). The system then identifies all registrants who have failed to make a payment so that they can be removed from the register.

7 Removal from the Register

7.1 If a payment is not received registrants are removed from the database via the de-registration programme. The registration manager executes this program on the 3rd working day after professional year-ends. See appendices: ~~XXX~~ to ~~XXX~~.

7.2 Overseas applicants and anyone with extraneous circumstances are given a week.

7.3 The registration system will not allow de-registration to occur if the registrant is the subject of an allegation, an investigation, a suspension order or a condition of practice order.

8 Restoration

If an application for restoration should be made directly to the practice committee that made the striking-off order. The practice committees will inform the registration department of any

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applicants who are eligible for restoration. Registration fees should be obtained as appropriate before the individual is restored to the Register.

J Re-admission process

1 Check re-admission application documents for completion

- 1.1 Completed registration/readmission forms are returned to the registration department along with the appropriate fee.
- 1.2 The registration officer checks that all parts of the registration/readmission form have been completed, fee payment is correct and the declaration has been signed and dated.
- 1.3 It is the responsibility of the applicant to provide completed forms for assessment.
- 1.4 Applications for registrants where registration has lapsed over five years should include a certified copy of the education, training or experience gained as part of their post-registration training. The registration officer should check that the education, training or experience meet the standards of such specified by the Council. If such details are not provided, the registration officer should return the registration/readmission form and fee to the applicant advising the reasons that the application is unable to continue (appendix xxx).
- 1.5 Complete applications:
 - (i) All relevant details should be logged on the computer system
 - (ii) The form is scanned into the system and attached to the individual's registration record. All supporting documentation must be included
 - (iii) The registration officer creates a document control sheet for each applicant (appendix xxx). This records the progress of each piece of documentation in the application process including despatch and return of documents
 - (iv) Proceed to "Check for previous registration"
- 1.7 Incomplete applications:
 - (i) Proceed to "Incomplete re-admission applications"

2 Check for previous registration

- 2.1 The registration officer checks to see if the applicant has previously been registered by running a query against the electronic database. If the applicant has previously been registered, proceed to "Process re-admission fee".
- 2.2 If the applicant has not been previously registered, the registration officer issues a standard letter (appendix XXX) explaining the reason that the re-admission application has been rejected. The registration officer should return any payment received.
- 2.3 Proceed to "Process re-admission fee".

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3 Process re-admission fee

- 3.1 The registration officer processes all payments as soon as they arrive. The appropriate fee must be enclosed, payable in pounds or Euros. Credit Card payments are encouraged, with the option for HPC to charge the card automatically for rolling renewal / retention fees.
- 3.2 Payment will be accepted in the following forms:
- Cheque
 - Postal order
 - Cash
 - Credit/debit card
 - Direct debit
- 3.3 All payment receipts details are batched and entered to the database daily and payments are banked.
- 3.4 If lapse of registration is less than five years, proceed to “Section G – Registration and notification process”.
- 3.5 If lapse of registration is over five years, proceed to “Criminal records check”.

4 Incomplete re-admission applications

- 4.1 Incomplete applications are rejected but submission is recorded. Originals are returned to the applicant with a standard letter (appendix ~~XXX~~) identifying the missing information and requesting the applicant to resubmit their form as soon as possible, noting that no further action will be taken until a complete set of documentation and full payment is received at HPC. Letter may include:
- Not providing basic personal details
 - Incorrect payment fee
 - Missing questions on registration/readmission form
 - Not signing and/or dating the declarations
 - Providing certified copies of education/training/experience gained (lapsed registrations of over five years)
- 4.2 On receipt of missing information, proceed to “Check for previous registration”.

5 Criminal records check

- 5.1 The registration officer issues a standard letter advising the applicant to contact the Criminal Records Bureau (CRB) for an application form (appendix ~~XXX~~).
- 5.2 On receipt of the CRB form from the applicant, the registration manager sends the CRB application form to the Registrar. This is signed, and sent back to the registration manager.

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- 5.3 The registration manager sends the signed form to the CRB who confirms whether applicant has any convictions/cautions. The CRB disclosure is forwarded to the Registrar.
- 5.4 If the applicant does not have any convictions/cautions, the Registrar passes the disclosure to the registration department. Proceed to “Section F – Registration and notification process”.
- 5.5 If the applicant does have any convictions/cautions, the decision to re-admit the applicant to the Register rests with the Registrar. If the decision is to reinstatement, the Registrar passes the disclosure’ to the registration department. Proceed to “Section F – Registration and notification process”.
- 5.6 If the Registrar does not agree to reinstatement, registration manager refunds applicant’s payment and issues a standard letter notifying the applicant of the decision and their rights to appeal (appendix ~~XXX~~). The applicant is not re-admitted to the Register.

L Appeals process

Please refer to The Health Professions Council (Registration Appeal) Rules 2002.

M Audit process

To be decided once the Audit Committee has been established and the Council has approved an audit strategy.