

International/Grandparenting Registration Department – Sarah Dawson

Executive Summary

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

Team update

The past two months have seen an initial downturn in applications and telephone calls during the Christmas period followed by a rapid increment during January. Increased numbers of International and Grandparenting applications have been received since the operations reopened in early January.

The volume of Grandparenting applications will be kept under close review over the coming months as we approach the end of the first Grandparenting arrangements for the initial 12 professions.

The volume of International applications has increased in January and we have continued to see the same trend throughout February this is due to seasonality. During this period the HPC receives increased volumes of International applications from Australian and New Zealand qualified Health Professionals. This can be explained by the graduation period of institutions in these countries, which usually occurs in December and January.

Telephone volumes rapidly increased following the Christmas break as a direct result of the operational shut down. The call volumes have not decreased as the Team continues to battle with a backlog of emails. When applicants don't get a quick enough response to email they will usually telephone the HPC for the advice.

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

PROCESS IMPROVEMENTS

From early January 2005, the International team started a process of providing the appeals hearing decisions with an anonymised copy of the original assessment decision to Registration Assessors. This additional feedback loop has proven

extremely popular and further enhances the changes made during 2004 to reduce registration appeals.

Dates are provisionally being set for registration review days with all Assessors later in 2005. This will be subject to budget approval and it is likely that the number of Assessors who will be invited will have to be cut due to the high costs of running these events.

The recent Radiography Assessor review day was extremely successful. This particular group have been getting a high volume of registration appeals overturned this has been a concern to the business. The review day enabled HPC to address the issues with the Assessors. Two of the group who had sat on a registration appeal panel where invited to present a paper explaining the process and their experiences. The outcome has already been seen by the International Team who have noted a greater consistency of decision-making amongst the group.

TRAINING

Budget planning has been taking place throughout February alongside some analysis of the registration tasks. The result of this work has identified training needs and a programme of Customer service training and in-house process re-training in being prepared for later in 2005.

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