The Council began considering processes, brochures and guidance notes at its most recent meeting (see Council minute 02/99). In consultation with the committee chairmen, the committees and working parties, the Executive Management Team (EMT) have identified *three* kinds of documents to be produced:

- '**operating manuals**' - mainly for use by staff
- '**brochures**' - for issuing to registrants and the public
- '**guidance notes**' - mainly for use by members and partners

"Operating manuals" are prescriptive to enable staff carry out the procedures agreed by the Council and its committees.

"Brochures" are for the public and the general body of registrants as publicity for the Council's and its committees' procedures etc.

"Guidance documents" are indicative rather than prescriptive, and will be for members, visitors, approved institutions etc, who will need to be allowed to exercise their professional and expert judgment within the parameters set by the Council or one of its committees: examples are general guidance on visits and validation events for visitors, representatives and institutions; guidance for legal, registrant and medical assessors; guidance for practice committees and their panels; requirements and recommendations for approval and continued approval of courses, qualifications and institutions.

The first version of these documents will need to be ready for the end of this transitional period. The target date for completion of these documents is **1st April 2003.**

A **draft list** of such manuals, brochures and guidance notes, both generic and ones specific to the Council's committees, is as follows:

GENERIC, COUNCIL-WIDE – ALL COMMITTEES
- Assigned to more than one Committee for review and development

BROCHURES	TARGET AUDIENCE	
Becoming Part of the HPC Organisation	General public	
• Council, Committee, PAP Panel	Lay people	
• Lay people, registrants etc	Registrants	
Human Rights of Patients and Registrants	General public	Registrants

##: items thus marked are assigned to more than one committee for review and development

INVESTIGATING COMMITTEE
- Assigned to more than one Committee for review and development

OPERATING MANUALS
Complaints Process
Screeners Process
Mediation Process ##
Panel Process ##
Orders and Interim Orders ##
Restoration and Suspension Review Process ##
Appeals Process ##
Offences Process ##
Review Process ##
Assessor Process ##

BROCHURES	TARGET AUDIENCE
The Council's Statement of Good Character, Conduct and Health) – (Old Code of Conduct) ##	Registrants
The Council Election Process ##	Registrants
The Role of a Council/Committee member ##	Existing Registrant : Potential Council/Committee member
Appeals ##	Registrant, HEI, "grandparents", EEA
1. HEIs	
2. Others	
Becoming a Registrant of HPC ##	Potential registrant
Complaints ##	Complainant
• Why do we need to complain?	Registrant
• HPC's Remit - Statement of Cond	
• Who Can Complain? (Police, Home Office, Clients etc)	
• How to make a complaint	
• A complaint has been made against me	
• Remedies - Interim orders + orders, Offences	
Mediation ##	Registrant
• I have been requested to carry out Mediation	Complainant
• I want to carry out Mediation	
The Role of a Legal Assessor ##	Potential Legal Assessor
How do I become one, my obligations etc	

The Role of a Mediator ##   Mediator

The Role of a Screener ##   Screener

The Role of a Medical Assessor ##   Medical Assessor

The Role of a Registrant Assessor ##   Registrant Assessor

- For registration assessments for UK, International ad Grandparenting applicants

- For panels

Overview of the Investigating Committee   General public

GUIDANCE NOTES
Complaints Guidance Notes
Screeners Guidance Notes
Mediation Guidance Notes ##
Panel Guidance Notes ##
Orders and Interim Orders Guidance Notes ##
Restoration and Suspension Review Guidance Notes ##
Appeals Guidance Notes ##
Offences Guidance Notes ##

CONDUCT & COMPETENCE COMMITTEE
- Assigned to more than one Committee for review and development

OPERATING MANUALS
Complaints Process
Mediation Process ##
Hearing Process ##
Order Process ##
Restoration and Suspension Review Process ##
Appeals Process ##
Offences Process ##
Review Process ##
Assessor Process ##

BROCHURES	TARGET AUDIENCE
Overview of the Conduct & Competence Committee	General public
The Council's Statement of Good Character, Conduct and Health) – (Old Code of Conduct) ##	Registrants
The Council Election Process ##	Registrants
The Role of a Council/Committee member ##	Existing Registrant : Potential Council/Committee member
Appeals ##	Registrant, HEI, "grandparents", EEA
1. HEIs	
2. Others	
Becoming a Registrant of HPC ##	Potential registrant
Complaints ##	Complainant Registrant
• Why do we need to complain?	
• HPC's Remit - Statement of Cond	
• Who Can Complain? (Police, Home Office, Clients etc)	
• How to make a complaint	
• A complaint has been made against me	
• REMEDIES- Interim orders + orders, Offences	
Mediation ##	Registrant Complainant
• I have been requested to carry out Mediation	

- I want to carry out Mediation

The Role of a Legal Assessor ##   Potential Legal Assessor

How do I become one, my obligations etc

The Role of a Mediator ##   Mediator

The Role of a Screener ##   Screener

The Role of a Medical Assessor ##   Medical Assessor

The Role of a Registrant Assessor ##   Registrant Assessor

- For registration assessments for UK, International ad
  Grandparenting applicants

- For panels

GUIDANCE NOTES
Complaints Guidance Notes
Mediation Guidance Notes ##
Hearing Guidance Notes ##
Order Guidance Notes ##
Restoration and Suspension Review Guidance Notes ##
Appeals Guidance Notes ##
Offences Guidance Notes ##

HEALTH COMMITTEE
- Assigned to more than one Committee for review and development

OPERATING MANUALS
Complaints Process
Mediation Process ##
Hearing Process ##
Interim Orders and Orders ##
Restoration and Suspension Review Process ##
Appeals Process ##
Offences Process ##
Review Process ##
Assessor Process ##

BROCHURES	TARGET AUDIENCE
The Council's Statement of Good Character, Conduct and Health) – (Old Code of Conduct) ##	Registrants
The Council Election Process ##	Registrants
The Role of a Council/Committee member ##	Existing Registrant : Potential Council/Committee member
Appeals ##	Registrant, HEI, "grandparents", EEA
1. HEIs	
2. Others	
Becoming a Registrant of HPC ##	Potential registrant
Complaints ##	Complainant
• Why do we need to complain?	Registrant
• HPC's Remit - Statement of Cond	
• Who Can Complain? (Police, Home Office, Clients etc)	
• How to make a complaint	
• A complaint has been made against me	
• REMEDIES- Interim orders + orders, Offences	
Mediation ##	Registrant
• I have been requested to carry out Mediation	Complainant
• I want to carry out Mediation	
The Role of a Legal Assessor ##	Potential Legal Assessor
How do I become one, my obligations etc	
The Role of a Mediator ##	Mediator

The Role of a Screener ##	Screener
The Role of a Medical Assessor ##	Medical Assessor
The Role of a Registrant Assessor ##	Registrant Assessor

- For registration assessments for UK, International ad Grandparenting applicants

- For panels

Overview of the Health Committee	General public

GUIDANCE NOTES
Complaints Guidance Notes
Mediation Guidance Notes ##
Hearing Guidance Notes ##
Interim Orders and Orders Guidance Notes ##
Restoration and Suspension Review Guidance Notes ##
Appeals Guidance Notes ##
Offences Guidance Notes ##

EDUCATION & TRAINING COMMITTEE
- Assigned to more than one Committee for review and development

OPERATING MANUALS
Education & Training Process
Visitor Process
Review Process ##
Assessor Process ##

BROCHURES	TARGET AUDIENCE
The Role of a Visitor	Visitor
How Your HEI can obtain a HPC-approved course	HEI
Joint Validation Committee - What do they do for HPC?	HEI???
Overview of the Education and Training Committee	General public
Student Introduction to HPC	Students commencing HEI course to become a HP
Visitors are coming to my HEI, what should I do?	HEI

GUIDANCE NOTES
Education & Training Guidance Notes
Visitor Guidance Notes

REGISTRATION COMMITTEE
- Assigned to more than one Committee for review and development

OPERATING MANUALS
Registration Process
Restoration and Suspension Review Process ##
Grandparenting Process
Register Process
Review Process ##
Assessor Process ##

BROCHURES	TARGET AUDIENCE
Overview of the Non-Statutory Committees ##	General public
Benefits of State Registration to Public and Employers, registrants ##	General public Employers of registrants Registrants
The Role of a Registrant Assessor ##	Registrant Assessor

- For registration assessments for UK, International ad Grandparenting applicants

- For panels

How can my profession become state registered?	Potential new professions
Becoming a Registrant of HPC ##	New registrant
Grandparenting : What does it mean? Does it apply to me?	Potential new registrants
Information to Employers of Registrants Protected Titles, What we do, what we don't do ie Mgt, traning etc.,	Employers of Registrants
Overview of the Registration Committee	General public
Public Documents Issued by HPC Letters of Good Standing?? What, how, when, why? Other docs we supply	General public Registrants
Re-registration and CPD	Existing registrants
Returning to Clinical Practise	Registrants
Test of Competence Aptitude Tests Test of English	Potential Registrant
The Health Profession Council Register	General public

- Where is it published?

- When is it available?

- Is it in other languages? etc

Why Do I Have to Carry Out a Period of Adaptation?	Potential Registrant

What is it, why, constraints etc.

GUIDANCE NOTES
Registration Guidance Notes
Restoration and Suspension Review Guidance Notes ##
Grandparenting Guidance Notes

FINANCE & RESOURCES COMMITTEE
- Assigned to more than one Committee for review and development

OPERATING MANUALS
Review Process ##

BROCHURES	**TARGET AUDIENCE**
Overview of the Non-Statutory Committees	General public

GUIDANCE NOTES
Finance Guidance Notes

COMMUNICATIONS COMMITTEE
- Assigned to more than one Committee for review and development

OPERATING MANUALS
Review Process ##

BROCHURES	TARGET AUDIENCE
Overview of the Non-Statutory Committees	General public
Benefits of State Registration to Public and Employers, registrants	General public Employers of registrants Registrants
Overview of the Health Professions Council	General public

- Who are we and what we do

GUIDANCE NOTES
Communication Guidance Notes

HPC OPERATIONS

In parallel to the proposed creation and production of brochures, operating manuals and guidance notes by the committees, the Chief Executive and Registrar and his Executive Management Team are working on the following internal processes and manuals. This is provided to you for **information only**.

OPERATING MANUALS

Communications

(Chris Middleton & Eleanor Price)

Lobby Process

Direct Marketing Process

Conference/Public Meeting Process

Market Research

Crisis Management

Professional Body Management

(Tom Berrie, Lucinda Pilgrim, Gerald Milch, Niamh O'Sullivan)

Professional Body Relationship Development and Management

Council Procedures

(Niamh O'Sullivan)

Preparation of Council Agenda and Papers

Preparation of Council Meeting

Preparation of Council Minutes & Follow-Up of Actions

Council Election Scheme

Council Membership Management of Performance and Attendance

Council Member Induction Program

On-going Council Member Training

Committee/Working Group Procedures

(All Committee secretaries: Peter Burley, Lucinda Pilgrim, Cathy Savage, Paul Baker, Chris Middleton, Anne Barnes, Tom Berrie, Gerald Milch)

Committee Servicing Manual/Process

Education & Training

(Peter Burley)

First Time Approval of Courses, Examinations and Qualifications

First Time Approval of Further and Higher Education Institutions (FHEI)

First Time Approval of Clinical Practice Placements and Laboratories

Major Changes to Provision

Minor Changes to Provision

Continued Approval of Courses, Examinations and Qualifications and Institutions

Joint Validation Committees - Entirely at the cost of the university concerned.

- Physiotherapists

- Occupational Therapists

- Radiographers

Joint Quality Assurance Committee - Statutory visit at the cost cost of HPC or in case of chiropodists

- Chiropodists

- Dietitians

- Arts Therapists

Office Management
(Deborah Farley)

Crisis Management & Disaster Recovery

Building Security

Fire Evacuation and Drills

Building Alarm

Security Key Allocation

Visitor Sign-In

Stationary Orders

Facility Management

Air-con Maintenance

Lift Maintenance

Cleaning

Paper Recycling

Building Maintenance

European Union Policy
(Giercia Malcolm)

Involvement in EU Policy Making and Strategic Intent

UK Registrations

(Claire Harkin)

Registration of New Applicant

Re-registration of Existing registrant

International Registrations

(Liz Mayers)

Registration of New Applicant

Re-registration of Existing registrant

Finance

(Paul Baker)

HPC Staff Expense Policy

Council/Committee Expense Policy

IT

(Ming Trinh)

Creation New User

Deletion of Old User

Registration System Back-up

File/Print System Back-up

Acquisition/Set-up of New PC

Acquisition/Set-up of New Laptop

Registration System Maintenance

File/Print System Maintenance

Legal Services

(Anne Barnes)

Preparation of Formal Hearing

Formation of Panel

Training of Panel Members

Training of Partners

Grandfathering

(TBA)

Human Resources

(Denise Thompson)

Partners

- Recruitment of Partners
- Training of Panel Members
- Training of Partners

HPC Staff

Joining Process - Induction Pack etc

Exit Process

Performance Review

Salary Review

Employment Policy and Guidelines

Occupational Health and Safety

1st Aid

Fire Wardens

Floor Wardens

Management Program