

Chief Executive's Report December 2004 – February 2005

Contents

<u>Department</u>	<u>Page</u>
Chief Executive - Mr. M Seale	2
Communications – Mr. C. Middleton (to follow)	3
Education and Policy- Ms. F. Nixon	4
Finance and Office Services- Mr. P. Baker	6
Fitness to Practise - Ms. K Johnson	7
Human Resources - Ms. L. Foster	9
Information and Information Technology – Mr. R. Dunn	10
International and Grandparenting – Ms. S. Dawson	12
Secretariat – Ms. N. O'Sullivan	13
UK Registration Department - Ms. C. Harkin	14

Chief Executive – Marc Seale

Meetings 1st December 2004 to 28th February 2005

1. Completed Meetings

Professional body meetings (BIOS, ACS)	1 st Dec
Professional body meetings (COT, IBMS)	2 nd Dec
Nutrition Society	3 rd Dec
Nursing & Midwifery Council	3 rd Dec
British Psychological Society	6 th Dec
Amsterdam meeting	9 th /10 th Dec
Therapy Weekly	15 th Dec
Department of Health	7 th Jan
NHS Appointments Commission	10 th Jan
Lord Warner, Department of Health	11 th Jan
Health Professions Wales	12 th Jan
Chartered Society of Physiotherapy	17 th Jan
Department of Health/Regulatory bodies	20 th Jan
Amicus/Association of Child Psychotherapists	21 st Jan
Council for Healthcare Regulatory Excellence (performance review)	24 th Jan
NHS Counter Fraud	26 th Jan
Department of Health Section 60 Review meeting	27 th Jan
Metropolitan Police	31 st Jan
Society of Sports Therapists	31 st Jan
College of Foot Health Practitioners	31 st Jan
Council member visit (Paul Frowen)	3 rd Feb
Council member visit (Gordon Sutehall)	7 th Feb
Dept of Health/SW London Strategic Health Authority	9 th Feb
Society of Chiropodists & Podiatrists	11 th Feb
Manchester Listening Event	22 nd Feb
Blackpool Listening Event	23 rd Feb
Society of Radiographers sonography event	24 th Feb

2. Scheduled Meetings

Council for Healthcare Regulatory Excellence	7 th Mar
Council for Healthcare Regulatory Excellence conference	8 th Mar
Allied Health Professions Federation conference	14 th Mar
Michael Batt, SMAE	15 th Mar
General Osteopathic Council	17 th Mar
Anthroposophical Health Professions Council	1 st Apr
Lincolnshire Ambulance Service	10 th May

1. Talks

Talks have been delivered to chiropractors and podiatrists in Manchester and to the physiotherapy students at Keele University.

2. Advertising

Advertising has continued in selected magazines. By the end of March, a potential readership of over 25 million will have been reached across the UK by HPC's strategy. One complaint about the adverts has been made to the Advertising Standards Agency. The complainant felt the advertising was discriminatory against her as she could not afford our £60 fee due to ill health, the complaint was not found to be justified.

3. Media Relations

Steady coverage has been maintained through fitness to practise, CPD and the first phase of the elections process. Media training has been carried out for some members of the Executive.

4. Events

HPC will be attending the AODP conference in March along with the HR in the NHS conference in April. Listening events have been held in Manchester and Blackpool with around 400 people attending.

5. Customer services

The number of complaints about HPC service levels has dropped over the past few months. Customer service standards have been developed for HPC and will be implemented shortly. This will be supported with specific training in this area for team leaders and managers.

6. Web site

The new HPC website is targeted for going live in Mid-March. The new site will conform to all relevant standards and provide a modern look and feel to the increasingly used web space.

7. Annual report

The 2005 Annual report is under production. Chairmen of committee's are asked to ensure they contact their relevant secretary to see the report being prepared and ensure that their committees give sign-off to the report in line with the timetable.

1. Approvals Visits

1.1 Approvals Visits Undertaken

The following approvals visits have been undertaken since the last meeting of the Education & Training Committee on 24 November 2004:

Name of Education Provider	Title of Programme(s)	Date of Visit
Manchester Metropolitan University	BSc(Hons) Physiotherapy	2/3 Dec 2004
Anglia Polytechnic University	Local Analgesia Certificate (Podiatry)	3 Dec 2004
University of Teesside (<i>observation only of Partnership Framework prototype</i>)	BSc(Hons) Allied Health Professions (pre-registration): Diagnostic Radiography, Physiotherapy, Occupational Therapy)	7 Dec 2004
Queen Margaret University College, Edinburgh	BSc(Hons) Occupational Therapy	31 Jan/1 Feb 2005

1.2 Forward Calendar of Approvals Visits

Fifty-two approvals events have been organised between March and June this year. Work will begin soon on Approvals events for the latter end of the year.

1.3 Letter to Education Providers

A letter has been sent to education providers informing them of the new approvals and annual monitoring processes. As well as detailed information about the new process the letter will contain a leaflet explaining about the HPC, a published copy of the Standards of Education & Training, the approvals process flowchart, a points of information sheet about the approvals process, and a sheet requesting information on the education provider and their programmes for data cleansing purposes together with a request for information about the education provider's timetable for annual monitoring reports and quinquennial subject review.

1.4 New Education Providers

Approvals visits have now been set up for all new education providers as listed below. These should be complete by the end of April.

- Tobias School of Art & Therapy
- The Hibernia College Centre for Science and Art
- Institute for Arts in Therapy and Education (IATE)

1.5 Education Provider Roadshows

A number of roadshows will be held throughout the UK to inform education providers of the new approvals process and give them an opportunity to ask questions. Invitations for these will be sent out shortly.

2. Visitors

It has been agreed at the Education & Training Committee that lay visitors will be used at intermittent events throughout the year to ensure the rigour of the HPC's new approvals process.

3. Aspirant Groups

The Department of Health has indicated January 2006 as a possible date for the opening of the Register for applied psychologists. Whilst this is not a firm date an operational timetable will now be drafted against the possibility.

4. Clinical Science Programme Approval

The Director is in the process of arranging a meeting with the Association of Clinical Scientists (ACS, the professional body) and one of the Clinical Science Council members to discuss the Approval of the ACS in awarding Certificates of Competence, including whether modality-specific Partner Visitors will be required for this area.

5. Biomedical Science Programme Approval

The Director is in discussions with the Institute of Biomedical Science and Education Providers in this field regarding approval of integrated programmes and more traditional programmes offered in conjunction with the IBMS Certificate of Competence.

6. Paramedic Programme Approval

The Director and the alternate paramedic Council member met the Chief Executive and the Director of Education for the Scottish Ambulance Service to discuss location-specific issues and educational development. This was a very beneficial meeting in clarifying current issues for the ambulance service in Scotland.

Similar meetings are being arranged with the Chief Executives of the Ambulance Services in Wales and Northern Ireland.

7. Stakeholder Management

Since the last meeting of the Committee the Director has undertaken the following with regard to stakeholder management:

- *Partnership Framework*: attended a Partnership Framework Operational Group meeting.
- *Professional Bodies*: met the Director of Education for the Society of Radiographers; the Director of Education for the Institute of Biomedical Science; met with the Director of Education for Unison; attended a meeting of the Allied Health Professions Federation Education Leads and have been invited to attend all future meetings.
- *Other Regulators*: attended a meeting of the Directors of Education for all other health regulators to discuss 'developing the education agenda for healthcare professionals' – this body will meet bi-annually; attended a meeting of the GMC, NMC and HPC with the education arm of the Department of Health – this will become a regular meeting to discuss pre-registration issues in medicine, nursing and professions allied to health.
- *Department of Health*: met representatives of the Knowledge & Skills Framework Development Group; Ros Mead, New Regulations Project Manager; Colin Day, Head of the Education Team; Sue Hill, Chief Scientific Officer and John Cowles, Portfolio Manager, Post Registration Personal & Professional Development;
- *Skills for Health*: met Jane Fox., representative of Skills for Health Quality Assurance in Education Team; attended DH/Skills for Health Statutory Body Alliance meeting.

- *Education Providers*: attended approvals events at the following institutions: Anglia Polytechnic University, University of Teesside, Queen Margaret University College, Edinburgh. Attended meetings at Kingston University and the University of Brighton.

Other: met the Associate Director, Learning Innovation at Foundation Degree Forward (fdf) – a HEFCE-funded project; attended launch of QAA Recognition Scheme for further benchmark statements

During the next month the Director will meet further stakeholders as follows:

- *Scottish Executive – Health Department*: meet Head of Nursing Directorate and AHP Programme Manager.

8. Resources

On 7 February Nadia Lupo joined the Education & Policy Team as a new Education Officer. In addition, on 21 February Sharon Woolf will start as the new Education Manager.

An advert has been placed for another two Education Officers to complete the team for the coming months to handle the approvals process. This will be reviewed over the next year with regard to capacity and volume of work.

Staffing for the annual monitoring process has yet to be decided.

1. Routine Matters

Since the last meeting the Financial Accountant has increased her attendance since her hospitalisation and is currently working about 4 days a week. No further use has been made of temporary staff. £500,000 is currently placed on the money market at an interest rate of 4.19% and a 3-month bond for £1,000,000 has been purchased at a rate of 4.63%. Around £700,000 is also held on Special Interest Reserve Account at an interest rate of 3.75%.

2. Meetings, Training and Other Matters

A number of meetings have taken place (or are scheduled to take place) since the last Council meeting.

- 9th December – Mike Payne, BDO Stoy Hayward, re VAT on partners' fees
- 15th December – Mandy Reed & Graham Cairns, NatWest, re banking service levels
- 20th December – James Reeve, P&O Business Travel re procedures
- 18th January – Residents Association meeting re local parking
- 19th January – Offsite Executive Management Team meeting re Departmental Objectives for 2005/6
- 27th January – David Waddell & Steven Murray, National Audit Office, re year end audit
- Late January/Early February 2005 – Budget meetings with management
- 1st February – Cavan Keogh, Alexander Forbes insurance brokers, re quotes for 2005/6
- 2nd February – Business Travel Exhibition, Olympia
- 8th February – Managing Risk Seminar, National Audit Office, Institute of Directors
- 15th February – Michael Caplan, Kingsley Napley re fees
- 18th February – Disability Discrimination Act Training
- 25th February – Audit Committee, workshop with the National Audit Office

3. Financial Projects

Management Accounts produced for November and December 2004
 Risk Assessment reviewed and revised
 Budget 2005/6 – 1st draft

4. Office Services

Damp in Council Chamber and adjoining areas has been rectified.
 Cleaning of all common part and meeting room carpets undertaken

1. Striking Off Order

Alide Schimke (Occupational Therapist) 28th October 2004
 William Windo (Biomedical Scientist) 15th December 2004

2. Suspension Order

Debra Harrison (Physiotherapist) 1st November 2004
 Naveed Khan (Physiotherapist) 3rd November 2004
 Ian Blakey (Physiotherapist) 19th November 2004
 Tariq Azam (Biomedical Scientist) 9th December 2004
 Anthony Martin (Physiotherapist) 7th January 2005
 Linda Bailey (Paramedic) 20th January 2005
 Lindsay Boyes (Speech and Language Therapist) 4th February 2005

3. Conditions of Practice Order

Douglas Sinclair (Physiotherapist) 9th November 2004
 Edward Wade (Paramedic) 29th November 2004
 Brian Waters (Biomedical Scientist) 20th January 2005
 Merlin Jose (Physiotherapist) 1st February 2005
 Ian Carville (Paramedic) 7th February 2005
 Timothy Hulley (Biomedical Scientist) 8th February 2005

4. Caution Order

James Farish (Paramedic) 30th November 2004
 Rajasekaran Govindasamy (Physiotherapist) 11th January 2005
 Ruth Baker (Prosthetist and Orthotist) 17th January 2005
 David Page (Paramedic) 27th January 2005

Christopher Newbold (speech and language therapists, 3rd February 2005

5. Not Found

1 case has not been well founded

6. Review Hearings

Fraymond Mayunga (Physiotherapist) 23rd November 2004 –
 Conditions of Practice Order extended
 Gordon Mendy (Physiotherapist) 10th November 2004 – Conditions of
 Practice Order extended
 Roland Ross Parton (Chiropodist) 10th November 2005 – Suspension
 Order extended
 Deborah Fitzgerald (Occupational Therapist) 10th January 2005 –
 Struck Off

7. Investigating Committee

In November 2004 and January 2005 , panels of the Investigating
 Committee considered 43 cases, they found a case to answer in 23
 cases and no case to answer in 13 cases.

8. Conduct and Competence Committee

There are currently 75 cases within the remit of the Conduct and
 Competence Committee, of this number 26 cases will require a review
 hearing.

9. Health Committee

There are currently 12 cases within the remit of the Health Committee
 and 5 will require review hearings. A health panel case was not well
 founded in December 2004.

10. Interim Orders

In November, December and January interim orders were applied for
 in 6 cases and 4 were granted

11. Registration Appeals

There are currently 280 active registration appeal cases.

12. Partners

Further panel training has been arranged for 20th and 21st April 2005.
The process has also began to identify/recruit/train and use partners as panel chairs

13. Other Information

Meetings have taken place with:

CRHE – Regular monthly forums
Kingsley Napley Solicitors
Hampshire Ambulance Service
Association of Clinical Scientists
NHS Counter Fraud Squad
Metropolitan Police
Mr. Neil Willis

The team is working with the IT department to create an FTP tracking system and is currently working on the following items:

Brochures
Witness Support Programme
FTP Annual report
FTP budget
Protocol with NHS Counter Fraud Squad

1. Employee Resourcing

An Education Officer and Manager (Education) for the Education and Policy Department have been appointed and commenced on 7th February 2005 and 21st February 2005 respectively. Two Education Officer positions have been advertised and the closing date for applications is 22nd February 2005.

Interviews for the Team Administrator (Secretariat) were held in December 2004, and the successful candidate commences on 14th February 2005. Interviews for the Secretary to Committees (Secretariat) were conducted in January 2005 and the successful candidate commences on 28th February 2005.

2. Partners Programme

An audit of the number of partners recruited has just been completed. A report containing definitive partner numbers, by profession and role will be distributed to the Management Team on 11th February 2005.

3. Panel Members

Interviews for partner panel chairmen, for Fitness to Practise Hearings, have been arranged for 20th, 21st and 22nd of April 2005. Prof. Norma Brook and Dr. Sandy Yule will conduct the interviews. 30 potential candidates have been identified and contacted. These vacancies have also been posted on the HPC Website.

3.1 Registration Assessors

We have currently met our estimated partner requirements for this role, with the exception of new professions/modalities.

3.2 Visitors.

Currently recruiting for ODPs, paramedics and biomedical scientists. An advert for ODP visitors has been placed in the current issue of the AODP journal and on their website. Interviews for the ODP vacancies, will be on 6th & 7th of April 2005

Partner’s programme cont..

3.3 Clinical Scientists (New modality – Cellular Science).

Interviews have been planned for the 16th of March 2005, to appoint 3 partners to cover all roles.

All partner vacancies are listed on the HPC website.

4. HR Information System

The system is now operational and being used to run all reports of employee and partner statistics. During January 2005, the HR Department checked that all information on the system is accurate and current by conducting a detailed audit of each employee and partner file against the electronic information contained in the system.

By the end of February 2005, the sickness, training, and recruitment modules will be fully utilised, in addition to the current modules which are operational.

5. Projects/Matters to Note

An external audit of the Department was conducted in January 2005. A number of recommendations were made in relation to implementation of internal processes and record-keeping, which are being implemented.

1. Staff

No changes.

2. Projects

Bryan Wilson has completed the Freedom of Information request and fulfilment database, *FRINK*. This is based on the IT Helpdesk system and tracks requests for information, fulfilment or denial of access to the individual requesting the information and publication of the list of requests to the HPC website.

Bryan is currently working on a system for tracking the Fitness to Practise process, *APU* from start to finish. He is spending 1 day per week on the project. APU is due for roll out in March.

Work on a system for Education & Policy *SELMA* will commence following roll out of the FTP system.

3. Authentication of Users.

Following a revision of the requirements to prevent identity theft and registration or application hijacking RPD commenced a major review across all processes. Discussions have taken place with external security consultants, the Metropolitan Police and a thorough literature review resulting in new guidelines for ascertaining the identity of remote users of HPC services. This covers web, telephone, letter and face-to-face. Full details will be circulated within the next month. Some operational detail will remain confidential to the HPC executive.

4. Document Control - FOI

Document control is now in force throughout HPC, having been refined to deliver a neater, macro-based method for determination of the logical file name demanded by our method for filing documents on the HPC network.

To date there have been 11 FOI requests. These have required the modification or creation of new numeric reports for the most part.

5. HR System

HR system from InfoSupport *HOMER*. The final data migration has occurred. Partner details are being augmented by Liz McKell.

A further phase will define functionality to the HPC user community to record and validate leave and sickness via the intranet. This is included in the CRM part of the budget bid.

6. Customer Service System

Lotus Notes based Customer Service software extensions has been installed for Information & IT, and Communications and is now in use. Roll out to the rest of the organisation and user training will be considered.

7. IT Helpdesk

An IT helpdesk has been developed to track calls on IT resources, and improve metrics and service levels in the short to medium term. Individual requests are tracked by e-mail and can be part populated by the user requiring help. This will be rolled out in the next few weeks to all users in HPC.

8. BART

This project is currently on hold due to budget constraints. It is envisaged this will recommence in the new financial year. The proposed CPD scheme is likely to use the same functionality as online assessment of international applications for renewing registrants, so is more cost-effective to HPC and ROI will be improved.

9. Business Continuity

This project continues and LOTUS Notes data are automatically backed up to STAR servers in Gloucester every 30 minutes.

The NDR Business Continuity site in Uxbridge has been selected as our primary recovery site. The Star service also offers the delivery of a replacement production server for the LISA and Lotus Notes applications should a major hardware failure occur whilst the rest of Park House and Stannary Street are still viable. The Old Street DR site is still a fall back option if required.

10 ISO Registration

10.1 External Audits - BSI

The next continuing assessment for HPC's ISO 9001:2000 registration BSI audit will be on **Monday 4th April 2005**. Areas covered will be Quality Management, Customer Services, Communications, Education and Policy, Secretariat and Office Services and the BSI assessor will be Kevin Hopkinson. *NOTE: Copies of the external Audit reports can be obtained from Ruth Bacon (Quality Manager)*

10.2 Internal Audits - Ruth Bacon

Internal audits will continue in line with the internal audit schedule. Please see below details of the audits conducted since the last meeting;

UK Registrations	Monday 1st November 2004
International Registrations	Tuesday 2nd November 2004
Communications	Wednesday 3rd November 2004
Human Resources	Wednesday 3rd November 2004
Finance	Wednesday 3rd November 2004
Quality Manager	Wednesday 3rd November 2004
Fitness to Practice	Tuesday 30th November 2004
Office Services	Tuesday 7th December 2004
Secretariat	Friday 7th January 2005
Education and Policy	Friday 7th January 2005
Communications	Monday 24th January 2005
Finance	Friday 28th January 2005

11. User Group Meetings

Formal IT User group meetings continue on a monthly basis. A generic priority list has been created and will be circulated through EMT to assess requirements for next years budget submission from IT, or reassignment of funds from existing projects to higher level priority items.

12. New Professions

Preliminary meetings are being planned for February to determine data formats for future upload of voluntary register data. Registration Managers will be included.

13. Document scanning

In-house bulk scanning is now operational in the UK Registrations Department and is carried out on a rota basis by existing staff. These documents are linked to the appropriate LISA application or registration records by a member of staff working offsite.

The external scanning company DAMCO is completing the backlog and will not be required after this has been completed.

This process will be operated by the Registration Departments as and when archiving is required.

14. Key Information and IT projects for the coming financial year are indicated below.

ICR Renewals; BACS-IP; On-line Renewals; BART online assessment; Ethnicity project; Creation of a new profession on LISA registration system and data migration.

15. Key Information and IT Risks in 2005-6

Managing data consolidation, registrant and applicant authentication, access control.

1. 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.

2. 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 proved 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 decisions being overturned on appeal, which 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 were 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.

3. 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 is being prepared for later in 2005.

1. Appointment of Team Administrator

Sabrina Donaldson has been appointed as team administrator to the Secretariat. Sabrina has taken over from Olive Cooper who retires at the end of February.

2. Appointment of Secretary to Committees

Colin Bendall has been appointed as Secretary to Committees and will take up his role at the end of February. This vacancy came about as a result of the resignation of Lucinda Pilgrim from her post as Secretary to Committees in December 2004.

3. Council Members’ Induction

To date 36 Council members have attended the two day Council member induction session. The remaining members have registered for sessions in the spring of 2005.

4. Council Members’ Performance Review Meetings

The majority of members have now had their review meetings. The Executive has met with the President to review feedback received from members regarding future training needs.

5. Council ‘Away Day’

The October 2006 Council ‘Away-Day’ will be held at the Dunadry Hotel and Country Club, Dunadry, Co Antrim, Northern Ireland.

6. The Health Professions Council Elections 2005

Nomination forms for election to the HPC Council were sent to all registrants in the week beginning 14 February 2005. Information regarding the HPC elections is available on the HPC website.

7. Structure of the Register

At the special meeting of Council to discuss the structure of the register held on 1 February 2005 it was decided that a working group should be set up to agree a way forward on this issue. This group will meet in March 2005.

8. Curriculum Guidance Professional Liaison Group (PLG)

The Secretariat will be providing support to the Curriculum Guidance PLG which is due to hold its first meeting on 11 March 2005.

9. Declaration of Members’ Interests Forms

It has been normal practice to send these forms to members in April of each year to be updated. However this process will be delayed until June of this year and forms will be sent to all members once the election process has been completed and the result announced. Members should ensure that the Secretariat is kept up to date of any significant changes to their interests.

1. Telephone Calls

The volume of telephone calls to the Department continued to decrease during this period as anticipated. Overall, the team received a total of 9,770 calls and achieved a 93% answer rate. Calls were answered in 18 seconds on average.

2. UK Registration/Readmission Applications

The number of applications (UK route and readmission) continues to decrease steadily. The number of days currently taken to process and register is now three working days, with some forms being processed on the day of receipt.

The team recently introduced a new standard letter which is sent to a new registrant at the point of registration. The letter contains useful information regarding registration renewal and also encourages registrants (and their employers) to use the online register as a means of verifying registration status. Since introducing this letter, the number of telephone calls from individuals wanting to know whether they have been registered has reduced dramatically. In addition to this, certificates for new and newly readmitted registrants are being mailed on a weekly basis.

3. Cross-department working

January is typically a very busy time for the International Registration team. Since registration renewal is now every two years, and there are no professions renewing their registration at the present time, UK Registration Officers are using this unusually quiet time to assist the International Department.

Two registration officers per week have been assisting their colleagues in processing new applications since the beginning of January 2005. Not only has this helped the international team in dealing with the increased workload, it has helped to promote a better understanding of the international application process within the UK team.

4. Registration Renewal Project

A project team was established in November to review the various processes involved in registration renewal. The team is made up of representatives from UK and International Registration, IT, Finance and Communications Departments. The team currently meet on a weekly basis.

In addition to reviewing many of the processes linked to registration renewal (including re-designing the HPC certificate), the team is currently looking at Intelligent Character Recognition (ICR) systems.

There will be no professions renewing their registration until June 2005.

5. Review of HPC standard letters

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.

6. Registration Seminars, 2005

The first registration seminars were held at various universities around the country last year and given the success of these, a total of eight seminars have been organised again this year. Registration Managers plan to visit Glasgow, Belfast, Southampton, Cardiff, Salford, Birmingham and London in April and May 2005 to provide an overview of the registration and renewal process.