Education Department - 2012–2013 work plan

Introduction

The Education Department work plan details the main areas of work for 2012-2013 and sets out how the Department will develop, review and progress.

The work plan is underpinned by the Council's strategic intent and demonstrates how the Department's work continues to contribute towards the achievement of both the objectives of Council and the Education and Training Committee.

The Council's strategic intent

The Council's current strategic intent (2012 to 2015) identifies the organisation's vision for the future and those areas that form the Council's strategic priorities. The document identifies six central objectives; all of which underpin and shape the key areas of work and priorities within this work plan. An example of the objectives and links to this work plan is below.

Objective 1: Good governance
To maintain, review and develop good corporate governance
Example references in this work plan - departmental budget, risk register, departmental forecasting of operational processes, departmental training, committee member training and support.

Objective 2: Efficient business processes
To maintain, review and develop efficient business processes throughout the organisation
Example references in this work plan – review standards, review processes, review guidance, major project (Education), major project (information security), major project (Partners), partner training, ISO accreditation and partnerships with professional and system regulators.

Objective 3: Communication
To increase understanding and awareness of regulation amongst all stakeholders
Example references in this work plan – publications, website, education seminars, partner training, participation in inter-regulatory and higher education forums, Education Update, service user involvement in education and training, major project (name change) and major project (social workers).

Objective 4: Build the evidence base of regulation
To ensure that the organisation's work is evidence based
Example references in this work plan – education seminars, annual report, Education Update, enquiries log and service user involvement in education and training.

Objective 5: Influence the policy agenda

To be proactive in influencing the wider regulatory policy agenda
Example references in this work plan – modernising scientific careers, extension of prescribing rights, new professions and voluntary registers.

Objective 6: Engagement in the four countries
To ensure that our approach to regulation takes account of differences between the four countries.
Example references in this work plan – education seminars, annual report, participation in inter-regulatory and higher education forums and partnerships with social work regulators in Wales, Northern Ireland and Scotland.

The Education Department

The Education Department's main responsibilities are:
- assisting the Council in approving programmes which professionals must complete before they can register with us;
- assisting the Council in monitoring programmes which professionals must complete before they can register with us;
- co-ordinating approval visits;
- co-ordinating annual monitoring assessment days;
- co-ordinating the consideration of annual monitoring submissions, by correspondence;
- co-ordinating the consideration of major change submissions, by correspondence;
- publishing visitors' reports from approval visits;
- publishing the register of approved programmes;
- co-ordinating the consideration of complaints about approved programmes;
- assisting in the selection and training of Partner visitors; and
- communicating with education providers and education stakeholders.

This document

This document aims to set out the work priorities for the financial year April 2012 – March 2013, and provide a basis against which the work of the Education Department can be planned and measured.

This work plan attempts to show how the standard operational work, supporting activities, development work and projects have been scheduled to ensure successful completion, given the resources and time restraints. The Education Department is both proactive and reactive in its work. We will revisit and update this work plan throughout the year. The Department will be flexible in the delivery of its work plan in order to respond accordingly to both internal and external factors. This document will be kept under review.

Priorities 2012-2013

In 2012-2013, the Department will continue to balance their commitment to existing professions alongside extending professional regulation to new professions and entitlements.

The main priority for the Department is the day-to-day operation of the approval and monitoring processes. The focus of the work in this area falls into two key areas. Firstly, we will continue to focus on the consequences of regulating two recent professions, practitioner psychologists and hearing aid dispensers', and their incorporation into our approval and monitoring processes. Secondly, we will concentrate on the anticipated transfer of social worker programmes in England and their incorporation into our approval and monitoring processes from 1 August 2012.

For practitioner psychologists and hearing aid dispensers' programmes, the work will include on-going communication and relationship building as well as engagement with our approval and monitoring processes. The peak approval visit activity has transcended three academic years (2009-2010, 2010-2011 and 2011-2012) which equates to four financial years (2009-2010, 2010-2011, 2011-2012 and 2012-2013). We envisage the peak approval visit activity in this area tailing off significantly after the first quarter of this year. This will be replaced with a stepped increase in our annual monitoring activity as practitioner psychologists and hearing aid dispensers' programmes are required to comply this process from the 2011-2012 academic year (2011-2012 and 2012-2013 financial years) onwards.

For social worker programmes in England, the on-going work will include significant data collection and analysis, communication and relationship building with new education providers and stakeholders. We anticipate that approximately 300 programmes (270 social worker pre-registration and 30 approved mental health professionals) will transfer on 1 August 2012. This equates to almost a 50% increase in the total number of approved programmes. The impact of these new programmes on our approval and monitoring processes will be felt over a number of years. It is envisaged that peak approval visit activity will transcend three academic years (2012-2013, 2013-2014 and 2014-2015), which equates to four financial years (2012-2013, 2013-2014 2014-2015 and 2015-2016). We envisage the peak approval visit activity beginning from quarter three of this year. It is envisaged that the impact of social workers on our annual monitoring and major change processes will not be felt until the 2014-2015 academic year (2014-2015 and 2015-2016 financial years).

Over the last four years we have seen our priorities and resources increasing in the area of communication and relationship management. This year, we intend to retain our commitment to existing professions and stakeholders; whilst also increasing our commitment to the social work profession. Consolidating our understanding of the wider context and changing world of social work education in England remains key to engaging new education

providers with our model of regulation, and ultimately in the success of our operational processes.

This year, the Department will continue to participate in much of the education focussed development work outlined in the Policy and Standards work plan. It is envisaged that the majority of the collaborative working between the two departments will fall into four broad categories, namely new professions, changes to prescribing rights, service user involvement in education and training and student voluntary registration and fitness to practice.

This year, the Department anticipate that its project work will focus primarily in the area of major projects. The Department intend to conclude the 'education systems and process review' and initiate a second, separate (yet related) build and implementation project. The latter project will run into the 2013-2014 financial year. The Department will also participate in a number of other major projects to varying degrees. The name change project will entail a focused commitment in quarter one and two of this year, to ensure the smooth transfer to the new name 'Health and Care Professions Council' from 1 August 2012. Due to the resource intensity related to the major projects, there will be very few small and business-as-usual (BAU) projects this year.

Resources

Financial resources

This work plan is based on the assumption of a team of 20 Education Department employees and an overall budget of approximately £992,705. The work plan assumes that the HPC is able to manage a maximum of 15 approval visits per month and monitoring relating to approximately 600 approved programmes at any one time. There is an underlying assumption that the HPC approves pre-registration programmes in fifteen professions and post-registration entitlement programmes in three areas. In terms of social work, the work plan assumes that the social worker part of the register will open on 1 August 2012 and that the earliest approval visits will be is February 2013 (six months after the register opens). It assumes that the HPC is able to manage proactive and reactive communications from 85 new social work providers, and their students, from 1 August 2012. It assumes that the HPC will approve approximately 270 pre-registration social worker programmes and 30 post-registration programmes for approved mental health professionals. The work plan also assumes two major projects in Education; one that runs from April 2012 to September 2012 and the other from October 2012 to March 2013 (and beyond).

The Department budget of £992,705 is based on an estimated 65 approval visits, 6 annual monitoring assessment days and 95 major changes submissions. These predicted figures are based partly on the operational levels in the 2011-2012 financial year and partly on the new requirements related to practitioner psychologists, hearing aid dispensers, social workers and prescribing. The budget for the two major projects is managed separately, outside of the Education Department, as part of the organisation's project portfolio.

Human resources

There are currently fifteen permanent employees in the Education Department:

Director of Education
PA to Director

Head of Educational Development

Team 1	Team 2	Team 3
Education Manager	Education Manager	Education Manager
Education Officer	Education Officer	Team Administrator
Education Officer	Education Officer	
Education Officer	Education Officer	
Education Administrator	Education Administrator	

During the last financial year (2011-2012), the Department recruited two new Education Officers, and replaced five roles (two as a result of internal promotions). By the end of 2012-2013, it is anticipated that there will be 20 permanent employees in the Education Department, including a fourth team. Recruiting and retaining employees, in order to work effectively and proactively, will continue to be a focal point and challenge for the Department management in 2012-2013 and thus will remain a risk for this financial year. This is captured in the HPC's risk register.

Responsibilities

The Director of Education is responsible for the overall management of the Department, the development and implementation of the strategy and work plan and the development of new projects. The Director of Education reports to the Chief Executive and sits on the executive management team.

The Head of Educational Development is responsible for the day to day design, development and operationalisation of processes and activities in the work plan. The Head plays a key role in implementing new projects. The Head of Educational Development reports to the Director of Education.

The PA to the Director provides direct support to the Director of Education and the Head of Educational Development.

The Education Managers have management responsibility for the development and management of their team including work allocation, process planning and development. The operational process work is divided up on a regional basis and allocated to teams one and two. The majority of the supporting activity work is allocated to team three. The Education Managers report to the Head of Educational Development.

The Education Officers implement and maintain the main operational processes and contribute to the delivery of the supporting activities and small and business-as-usual projects. This includes coordinating and attending approval visits, annual monitoring assessment days and education seminars. The Education Officers report to an Education Manager.

The Education Administrators provide support to their team across all their activities. This includes liaising with education providers and partners about approval visits and monitoring submissions, generating correspondence and maintaining information systems. The Education Administrators report to an Education Manager.

The Team Administrator provides support to the department across its supporting activity work as well as office and financial administration. This includes responding to all generic education requests for information and publications and the logging and tracking of all department invoices.

Risk management

The Education Department manages those organisational risks that are primarily concerned with:

- Employees within the Education Department (issues such as turnover, skills development and managing performance); and
- Education providers (issues such as compliance with our processes, communication and support).

Activities outlined in this work plan also help mitigate organisation risks managed by other departments. Key areas include project management and the recruitment, training and on-going support of both employees and partners.

References to the risk register are integrated throughout this work plan in the relevant sections. The table below provides a summary of the links between the HPC's risk register and this work plan.

Risk		Significance (Feb 2012)	Probability (Feb 2012)
7.1	Failure to detect low education providers standards	Low	Low
Mitigations: Main operational processes; education providers' complaints process; supporting activities; projects; training of employees and partners.			
7.2	Education providers refusing visits or not submitting data	Low	Low
Mitigations: Legal powers (HPO 2001) and supporting activities (publications, website and seminars).			
7.3	Inability to conduct visits and monitoring tasks	Low	Low
Mitigations: Adequate resourcing and training; hire staff to backfill or clear backlogs of work; department growth; main operational processes; supporting activities (partner visitor recruitment, selection and training and committee) and major projects (education & partners systems and process reviews)			
7.4	Loss of support from education providers	Low	Low
Mitigations: Main operational processes; supporting activities (publications, website, seminars, partner visitor recruitment, selection and training and liaison with stakeholders); major projects (Social workers, name change) and development work (service user involvement, student voluntary registration and fitness to practice).			
7.5	Education database failure	Low	Low
Mitigations: (Education Department only) Adequate resourcing and training; major project for longer term mitigation			
6.1	Inability to recruit and/or retain suitable Partners	Low	Low
Mitigations: (Education Department only) Supporting activities (publications, website and partner visitor recruitment, selection and training) and major project (Partners systems review)			
6.2	Incorrect interpretation of law and/or SI's resulting in CHRE review	Low	Low
Mitigations: (Education Department only) Supporting activities (publications, website and partner visitor recruitment, selection and training) and major project (Partners systems review)			
6.4	Partners poor performance	Low	Low
Mitigations: (Education Department only) Supporting activities (publications, website and partner visitor recruitment, selection and training) and major project (Partners systems review)			
6.5	Incorrect interpretation of HPO in use of Partners	Low	Low

Risk		Significance (Feb 2012)	Probability (Feb 2012)
Mitigations: (Education Department only) Operational processes; supporting activities (publications, website and partner visitor recruitment, selection and training) and major project (Partners systems review)			
Mitigations: (Education Department only) Main operational processes; priorities 2011-2012 and major project participation			
8.12	Failure to successfully open the Social Worker (England) register	Low	Low
Mitigations: (Education Department only) Main operational processes; supporting activities (liaison with stakeholders, partner visitor recruitment, selection and training); priorities 2012-2013; major project participation			
11.1	Loss of key HPC employees	Low	Low
Mitigations: (Education Department only) Employee training and development, Department growth			
11.2	High turnover of employees	Low	Low
Mitigations: (Education Department only) Adequate resourcing and training; APDRs; hire staff to backfill or clear backlogs of work; Department growth and major project.			
11.3	Inability to recruit suitable employees	Low	Low
Mitigations: (Education Department only) Adequate resourcing and training; hire staff to backfill or clear backlogs of work; Department growth and major project			

Equality and diversity

The Education Department will continue to scrutinise and monitor all activities in this work plan with a view to identifying and where possible, mitigating any adverse impact to some groups, compared to others.

In 2011 - 2012, the Department accomplished the following action points as part of the wider organisation's Equality and Diversity Scheme;

- We published and reviewed a number of publications (with the Communications Department).
- We changed the format and content of the annual reports to improve accessibility and clarity (with the Communications Department).
- We trained a number of new visitors in equality and diversity (with the Partners Department).
- We ensured our Education Update publications adhered to house style.
- We updated the on-line searchable list of approved programmes (with the Communications Department).
- We organised a number of education seminars in venues with disabled access and identified and accommodated any additional needs highlighted at an early stage.
- We reviewed the language and content of standard documentation, forms and guidance related to our operational processes.

During 2012-2013, the Department will continue to aim to improve accessibility to their work and ensure that they take into account any issues that could have an adverse impact and mitigate against this.

Information security

The Education Department will continue to scrutinise and review all activities in this work plan in line with the wider organisation's preparations for the adoption of ISO27001 (information security). We intend to identify and where possible, mitigate any key information security risks.

In 2011 - 2012, the Department accomplished the following points as part of the wider organisation's commitment to creating an information security management system;

- We trained a number of new employees in information security issues (with the ness Process Improvement Department).
- We continued to promote our expectations around electronic and on-line submission and storage above paper based documents (therefore reducing the associated risks with storage and transfer).
- We considered information security implications and build these into the requirements gathering phase of the major project.
- We have participated in the initiation of information security major project.

During 2012-2013, the Department will continue to identify and where possible, mitigate any key information security risks, primarily as part of the on-going information security major project.

Main operational processes

There are four main processes which generate the bulk of the Department's work and are the top priorities. The following paragraphs summarise these activities.

Approval process
The approval of pre-registration programmes will continue to be the crux of the Department's work. In 2012-2013, we are planning to undertake approximately 65 visits. The number of visits is comparable to the last two financial years and linked to the number of practitioner psychologist and hearing aid dispenser programmes requiring a visit. There will be a high concentration of approval visits to these professions in the first quarter of the 2012-2013 financial year, which equates to the end of the 2011-2012 academic year.

Due to the overlap of academic and financial years, and the six month notice period, the marked increase in approval visits from social worker programmes will not be seen until the next financial year. However, the beginning of the approval process (pre visit planning, resourcing and scheduling) will begin this year. We anticipate a 40-50% increase in visits in the first quarter of the next financial year (2013-2014), compared to this year. This equates to a 40-50% increase in visit planning from September 2012 onwards.

As with previous years, it is likely that the peak months of approval visit activity will be April - June 2012 and February - March 2013 as the majority of approval visits are concurrent with education providers' internal events which take place at these times. A significant planning process for social workers will take place in summer 2012.

During this year, the Department will also ensure that the approval process is reviewed, both on a specific and continual basis. The major project will initiate a substantial review in 2013-2014, so this year continuous improvements will focus on urgent feedback and comments already identified as out of scope for the major project.

Annual monitoring process
The annual monitoring process will complete its seventh cycle and begin its eighth cycle in the 2012-2013 financial year. In 2012-2013, we expect to put approximately 400 approved programmes through this process. This is an increase from recent years and linked to the number of practitioner psychologist and hearing aid dispenser programmes subject to annual monitoring for the first time. The seventh cycle of the process, which began in January 2012, is the first cycle to assess practitioner psychologist programmes. These programmes would have been visited by the HPC in the 2009-2010 academic year (2009-2010 and 2010-2011 financial years). The eighth cycle of the process, which begins in January 2013, will be the first cycle to assess hearing aid dispenser programmes. Annual monitoring numbers will continue to increase over the next two years as all practitioner

psychologist and hearing aid dispenser programmes become subject to the process.

It is likely that the peak months of annual monitoring activity will be April-June 2012 and January - March 2013, as this is when most education providers' internal monitoring processes are complete, so they are ready to submit documentation to us. We plan to hold six annual monitoring assessment days to consider the majority of audit submissions. We intend to hold two assessment days in May 2012, two assessment days in February 2013 and two assessment days in March 2013. Approximately 30 annual monitoring submissions will be considered by correspondence to ensure a timely turnaround. A substantial planning process ahead of the 2012-2013 academic year will take place in summer 2012.

As the annual monitoring process is retrospective, we will continue to use the process this year to ensure that programmes have been updated to reflect the amended and new standards of education and training which came into effective in September 2009. The seventh cycle of the process, which began in January 2012, is the last cycle to assess the implementation of the revised standards of education and training.

During this year, the Department will also ensure that the annual monitoring process is reviewed, both on a specific and continual basis. The major project will initiate a substantial review in 2013-2014, so this year continuous improvements will focus on urgent feedback and comments already identified as out of scope for the major project.

Major change process
The major change process will begin its fifth cycle in the 2012-2013 financial year. The 'notification stage', which means that not all submissions continue through to the full major change process, continues to filter out submissions into either the annual monitoring or approval process at the earlier opportunity, if applicable. Approximately 30% of submissions are filtered out at the notification stage.

In 2012-2013, we expect to put approximately 95 submissions through the full major change process. This figure marks a sharp increase (approximately 35%) from last year and is linked to a number of factors. The likelihood of practitioner psychologist programmes submitting major change submissions has increased, as it is two years on from their initial HPC approval. The likelihood of supplementary prescribing programmes submitting major change submissions has increased, as legislative changes are anticipated to the prescribing rights of physiotherapists and chiropodists/podiatrists. Social worker programme are able to submit major change submissions. Additionally, there are a number of possible changes to programmes as a result of changes to curriculum guidance and/or the commissioning and funding arrangements (e.g. operating department practitioners, educational psychologists, clinical scientists, biomedical scientists and hearing aid dispensers).

The major change workload is expected to remain at current levels and be fairly consistent from April 2012 – December 2012, with a marked increase and peak in January - March 2013. We anticipate 40% of the annual workload taking place in the last quarter of this financial year. This skew is linked to the timelines for the anticipated legislative changes to the prescribing rights of physiotherapists and chiropodists/podiatrists and the social worker transfer.

In 2012-2013, we anticipate that we will receive approximately 24 notifications, in addition to 95 submissions. These notifications will be filtered out at the initial stage, into either the annual monitoring or approval process, and will only involve executive resource.

During this year, the Department will also ensure that the major change process is reviewed, both on a specific and continual basis. The major project will initiate a substantial review in 2013-2014, so this year continuous improvements will focus on urgent feedback and comments already identified as out of scope for the major project.

Education provider complaints process
The education provider complaints process will complete its third cycle and begin its fourth cycle in the 2012-2013 financial year. In 2012-2013, we expect to put approximately 8 complaints through the full education provider complaints process. It is likely that we will deal with a further 10 enquiries. This is an increase from recent years and linked to the increase in the overall number of approved programmes, primarily associated with social workers.

The complaints workload is expected to remain fairly constant throughout the year, although enquiries are anticipated to peak between June – October 2012, as in previous years, as this when the majority of assessment related decisions are made by education providers.

During this year, the Department will continue to roll out small changes from the last review of the education providers' complaints process and monitor their effectiveness. In addition, the experiences of complainants and education providers in 2011-2012 and comments already identified as out of scope for the major project will be reviewed and consolidated into the on-going roll out. The major project will initiate a substantial review in 2013-2014.

Supporting activities

There are seven activities which support the main operational processes. These activities aim to raise awareness of our processes amongst key education stakeholders and help promote an open, transparent and collaborative approach to approval, monitoring and raising concerns.

Whilst these activities provide a solid and desirable foundation onto which to operate our main operational processes, at certain times of the year they do not take priority and some activities, may, if resources are stretched need to be revisited in their totality. The following paragraphs summarise these activities.

Publications
In 2012-2013, the Department intend to revise and update all existing publications, as part of the name change major project. The Department intend to use the opportunity to make more extensive updates to the three supplementary information's and the SETs guidance publications.

The Department's sixth and seventh annual reports will be published. The sixth annual report will cover the 2010-2011 academic year and it is anticipated that this will be published at the end of quarter two of the financial year. The seventh annual report will cover the 2011-2012 academic year and it is anticipated that this will be published at the end of the financial year.

The Department intend to work with the Policy and Standards Department to produce, review and publicise a number of publications including 'A disabled person's guide to becoming a health professional', the standards of proficiency (for six professions) and prescribing standards.

The Department also intend to work with the Communications Department to update and expand the advertising guidelines for education providers offering approved programmes. The revised advertising guidelines will include information on the use of the new HPC logo as well as advice on wording used in transcripts/diploma supplements/higher education achievement record.

In 2012-2013, the Department intend to publicise all relevant publications to education providers delivering social worker pre-registration education. We intend to do this via a series of mailings and seminars.

Website
The Department is responsible for the online register of approved programmes as well as the online information about our operational processes.

Over the last two years, the accessibility and information associated with the online register of approved programmes has been enhanced considerably. Consequently, minimal resource will be directed into this activity in 2012-2013.

This year, the Department will concentrate on incorporating new professions and entitlements into the online register of approved programmes.

In 2012-2013, the Department will continue to support the Communications Department in the maintenance and development of various sections of the website (e.g. student, education, news). In addition to the above supporting activities, the Department anticipate engaging in a full scale process and system review of the Partners Department in 2012-2013, as part of the partners' systems major project.

Seminars

The Department has run a series of events for education providers each autumn for the last six years. They have become more interactive and facilitative over time and feedback has been consistently positive.

In 2012-2013, the Department intend to increase the total number of seminars by 50%. We intend to run twelve seminars in total, with six of these will be specifically targeted at social workers.

The Department intend to run three identical seminars for social worker education providers in June and July 2012, ahead of the transfer. These seminars will introduce new education providers and stakeholders to our standards and processes and allow them to access employees at the HPC for the first time. Following on from these introductory seminars, the Department intend to run three identical seminars for social worker education providers in autumn 2012, focusing specifically on the approvals process. We intend to target social worker education providers due to undergo an approval visit in the first quarter of the next financial year (2013-2014). The Department will repeat these seminars in autumn 2013 and 2014, for those due to undergo an approval visit in the 2013-2014 and 2014-2015 academic years. This approach to seminars is slightly different from that used for practitioner psychologists and hearing aid dispensers, as it splits the information giving into two and allows a more phased introduction into our processes and more timely concentration of information around the approvals process.

The Department intend to run six identical seminars across in the UK in autumn 2012, for all its professions. These seminars will build on the popularity and success of seminars in recent years, and focus on either student fitness to practice or practice placements. The exact topic will be refined following the outcome of current consultations and the annual report 2011.

Partner visitor recruitment, selection and training

The Department is responsible, along with the Partners Department, for ensuring that we have an appropriate quantity and quality of trained visitors to deliver our operational processes.

In 2012-2013, the focus of partner activity will be split evenly between recruitment and training and also between existing and new professions.

Social worker visitors will continue to be the focus on activity in the first half of the year. The second half of the year will see a shift towards existing professions and new developments, namely approved mental health professional programmes and extensions to prescribing rights.

The recruitment will focus on maintaining appropriate numbers for existing professions as well as establishing appropriate numbers for new professions/entitlements for the first time. The Department intend to recruit approximately ten replacement visitors from across the existing professions. This is consistent with previous years and linked to general turnover and professional variations. The Department intend to recruit between 10 - 12 new visitors to assess prescribing programmes and between 8 – 12 new visitors to assess approved mental health professional programme. The actual assessments are likely to begin in January 2013 and September 2013 respectively.

The recruitment activity also includes provision to recruit approximately twenty new lay visitors, depending on the outcome of the lay visitor in March 2012.

In 2012-2013, the Department intend to run new and refresher visitor training sessions. The Department anticipate running three new visitor training sessions this year. One of these sessions will be aimed at social worker visitors and the other two sessions at approved mental health professional visitors, prescribing visitors and existing profession visitors. Three refresher visitor training sessions will also be held, reaching approximately 50% of visitors (i.e. 90 individuals).

Towards the end of the 2012-2013, the Department intend to commence a long term succession planning model for visitors. This is in preparation for the large number (65%) of agreements due to expire at the beginning of the 2014-2015 year.

In addition to the above supporting activities, the Department will also engage in a full scale process and system review of the Partners Department in 2012-2013, as part of the partners' systems major project.

Information systems (database and electronic records)
The Department is responsible for maintaining a number of information systems and interfaces (e.g. education database, netregulate, shared drive).

The focus of the work in this area will be as part of the major project (education). Consequently, minimal resource will be directed into supporting and enhancing the current systems.

In 2012-2013, the Department will concentrate on incorporating new professions and entitlements into the current systems. This will include a few small scale system changes as well as data migration and testing.

In addition to the above supporting activities, the Department also anticipate engaging in a full scale process and system review of the Partners Department in 2012-2013, as part of the partners' systems major project.

Committee work

In 2012-2013, the Department will balance their commitment to supporting the Education & Training Committee alongside the anticipated governance changes to Council and Committees.

The Department will continue to work with the Secretariat Department on the training and strategy sessions for Education and Training Committee and its Panels. We will also continue to monitor the operating effectiveness of the Education and Training Panels.

The Department will contribute to discussions on new governance arrangements for Council and Committees. These contributions will particularly focus on ensuring that the new arrangements allow for a comparable decision making role to that current Education and Training Panels.

Liaison with stakeholders

In 2012-2013, the Department will continue to work with stakeholders (e.g. general public, professional bodies, partners and educational bodies) in the broad area of education. We will also continue to commit a significant amount of time to engaging with new social work stakeholders (e.g. employers, educators, professional bodies, commissioning and funding organisations).

The Department will continue to publish Education Update (our electronic newsletter directed at all of our stakeholders). It is circulated three times a year to approximately 1000 contacts, and also available on-line. The Department intend to work with the Communications Department to raise the profile of education with registrants, the public and external stakeholders, via HPC In-Focus (the organisation's bi-monthly electronic newsletter), RSS feeds, online news articles and press releases.

We will continue to participate in inter-regulatory forums and meetings with bodies such as Quality Assurance Agency and the Council of Deans. There are a plethora of forums and with finite resources we will continue to prioritise our attendance based on the relevancy of agendas and competing priorities.

In 2012-2013, the Department will continue to work with internal stakeholders, via supporting activities, development work and projects. The Department will continue to hold regular meetings with the Registrations Department to ensure the interfaces between programme approval and registration and student and prospective registrants are seamless. The Department will utilise internal communications mechanisms to disseminate the work of the department.

Development work

Over the last few years, the Department has spent an increasing proportion of its time and resources working in new and expanding areas. This is now captured in the Department's work plan. All of the development work relates to our changing and extending role in professional regulation.

Our developmental work provides a vital foundation from which the success of future operational processes and supporting activities can thrive. Therefore, this area of work will remain important through the year, and at times both urgent and important. It is also the area of work which is most likely to be affected by external factors. For the majority of work in this area, the Department will continue to work collaboratively with the Policy and Standards Department.

In 2012-2013 our developmental work falls into two broad categories; that associated with new professions or groups and that associated with enhancing the experience of current professions. The following lists summarise the key areas within each category;

Current professions
- SET 1 (level of qualification for entry to the Register);
- Modernising scientific careers;
- Standards of proficiency review (profession specific phase);
- Extension and changes of prescribing rights;
- Service user involvement in education and training;
- Student fitness to practice;
- Student engagement;
- Professional indemnity insurance;
- Language testing;
- Law Commission research;
- Costs and structure of regulators; and
- Changing role of CHRE.

New professions or groups
- Social workers;
- Approved mental health professionals;
- Practitioners of herbal medicine (medical herbalists and traditional Chinese medicine practitioners);
- Public health specialists; and
- Voluntary registers (including students)

Projects

The work plan uses the organisational wide terminology when categorising project work. There are three broad categories;

Major projects are those that use large amounts of resources, have a high risk or significant consequences.

Small projects are those that use small amounts of resources, involve minor changes to business processes, focus around a distinct body of work and normally affect more than one internal department.

Business-as-usual projects are those that use minimal amounts of resources, involve minor changes to business processes, focus around a distinct body of work and normally affect just one internal department.

Major projects
In 2012-2013, it is anticipated that the majority of the Department's project work will be through major projects. This will be the second year where the majority of the Department's project work will be in major projects.

The Department will continue to take the lead responsibility for the education major project(s) in 2012-2013. The Department intend to conclude the 'education systems and process review' and initiate a second, separate (yet related) build and implementation project, which will run into the 2013-2014 financial year. It is important that these projects are progressed, both on time and on budget. Consequently, priority will be given to these projects in terms of resources (time and people). If resources become stretched at any point, then we will need to revisit the viability of running other projects and supporting activities.

In addition, the Department will have varying levels of involvement in a number of other major projects, in 2012-2013. The initiation and priority of which will be determined by the Executive Management Team, in line with legislative and Council/Committee decisions. It is anticipated that members of the Department will contribute to and be on the project team for the following projects:

- On boarding of social workers;
- New name (Health and Care Professions Council);
- Netregulate changes (associated to extension of prescribing rights);
- Information security;
- Practitioners of herbal medicine (medical herbalists and traditional Chinese medicine practitioners);
- Student voluntary registration;
- HR and partners system and process review;
- New office space; and
- Web deployments.

Small projects
In 2012-2013, it is not anticipated that the Department will undertake any small projects.

Business-as-usual projects
In 2012-2013, there are seven business-as-usual projects in the work plan. This is comparable with last year (2011-2012) and reflects the on-going priority given to operational processes and major projects this year.

Most of the business-as-usual (BAU) projects relate to work (either operational or developmental) from last year (2011-2012), so have already been initiated. All of these projects aim to enhance our work at an operational level by providing information and clarity for key stakeholders.

Whilst it is important that these projects are completed, there is less of an urgency to complete them in a specific time period. Consequently, all of these projects have been scheduled for implementation in the periods of 2011-2012, where there is a lighter workload with our operational processes, supporting activities and other projects. This intends to make best use of the resources available in the Department, both in terms of personnel and time. If resources become stretched at any point, then we will revisit the viability of running all of these projects to the proposed timescales.

It is anticipated that members of the Department will lead the following BAU projects;

1) Welsh language scheme
   Implementation of the organisational scheme approved in 2011.
   Low priority

2) Practitioner psychologists approval review
   Review of the required approval visits to practitioner psychologists programmes over three academic years and incorporation of information into annual report 2012.
   Medium priority

3) Hearing aid dispenser approval review
   Review of the required approval visits to hearing aid dispenser programmes over two academic years and incorporation of information into annual report 2012.
   Medium priority

4) Watch list clarification
   Produce further guidance for education providers around the 'watch list system' (building on health and character guidance and student voluntary registration and fitness to practice consultation).
   Medium priority

5) Education provider feedback
   Biennial survey to education providers seeking feedback on our
   operational processes and supporting activities.
   Medium priority

6) Education Update review
   Review of the format, content and audience of Education Update.
   Review to align itself with the Communications strategy and
   Communications Department work on e-communications.
   Low priority

7) Partnerships with professional and system regulators
   Review current stakeholder relationships with regulators within the
   health, care and education sectors, with a view to establishing
   memorandums of understanding / agreements that focus on mitigating
   shared risks within common academic and placement setting.
   Organisations such as the Quality Assurance Agency, Ofsted, Care
   Quality Commission, Local Government Association, Teaching Training
   Agency, Office of the Independent Adjudicator and the Higher
   Education Better Regulation Review Group could be included.
   Medium priority

2011 - 2012

Update on the 2011-2012 work plan

The following table summarises the progress in achieving the key areas included in the 2011-2012 work plan. As anticipated, the Department had to adopt a flexible approach to the delivery of last year's work plan in order to respond accordingly to internal and external factors.

Area of work	Start Date	End Date	Progress report
Operational processes			
Approval process	April 2011	March 2012	59 visits from 1 April 2011 – 31 March 2012
Annual monitoring process	April 2011	March 2012	5 annual monitoring days from 1 April 2011 – 31 March 2012 21 postal submissions from 1 April 2011 – 31 March 2012 (anticipated)
Major change process	April 2011	March 2012	91 notifications from 1 April 2011 – 31 March 2012 (anticipated)
Complaints process	April 2011	March 2012	5 complaints from 1 April 2011 – 31 March 2012 (anticipated)
Approval process review	April 2011	March 2012	Complete • Programme closure process rolled out.
Annual monitoring review	April 2011	March 2012	Complete • Programme closure process rolled out.
Major change review	April 2011	March 2012	Complete • Programme records process rolled out
Complaints process review	April 2011	March 2012	On-going • Amended start to Jan 2012. Carried over into 2012-2013
Supporting activities			
Annual report 2010	April 2011	Oct 2011	Complete • Published in September 2011
Annual report 2011	Oct 2011	March 2012	Delayed • Amended start to Jan 2012. Carried over into 2012-2013
Introduction to Education process document	April 2011	Oct 2011	Complete • Published in September 2011
Guidance on health and character	April 2011	Nov 2011	Complete • Final version awaiting Council approval in October 2011
A disabled person's guide	Sept 2011	March 2012	On hold in Policy & Standards workplan
Advertising guidelines	Oct 2011	March 2012	On-going • Amended start to Jan 2012. Carried over into 2012-2013
Website review and maintenance	April 2011	March 2012	Complete • Changes to approved programme list in November 2011
Education provider seminars	July 2011	Dec 2011	Complete • 6 seminars held in autumn 2011.

Area of work	Start Date	End Date	Progress report
Visitor recruitment & selection (existing professions)	April 2011	Dec 2011	Complete • 8 new visitors recruited in first half of 2011-12 • 27 visitors completed reappointments process. • No further recruitment needed
Visitor recruitment & selection (social workers)	Sept 2011	March 2012	Complete • 26 new visitors recruited in 2011-12
Visitor recruitment & selection (lay)	Jan 2012	March 2012	Withdrawn • Recruitment to be held next year 2012-13 following Education & Training Committee's decisions on the lay visitor pilot in March 2012
Visitor training (new)	July 2011	Nov 2011	Complete • 25 new visitors trained in first half of 2011-12 • No further training needed
Visitor training (refresher)	Sept 2011	Dec 2011	Complete • 80 visitors trained in second half of 2011-12
Visitor training (lay)	Jan 2012	March 2012	Withdrawn • Training to be held next year 2012-13 after the recruitment campaign
Education & Training Committee (support & training)	April 2011	March 2012	Complete • Training held in June 2011 • Strategy session in November 2011
Education & Training Panel (support & training)	April 2011	March 2012	Complete • Training held in June 2011 • Strategy session in November 2011
Education update	April 2011	March 2012	Complete • Three editions circulated in May 2011, October 2011 & January 2012.
Stakeholder meetings	April 2011	March 2012	Complete
Development work (current professions)			
SET 1	April 2011	March 2012	On hold in Policy & Standards workplan
Post registration qualifications	April 2011	March 2012	Complete • No operational work for Department following Education & Training Committee's policy decision
New professions review	April 2011	March 2012	Withdrawn • Change in legislation/government policy removed the need for development in this area
SOPs review	April 2011	March 2012	On-going • Carried over into 2012-2013
Extension and changes of prescribing rights	April 2011	March 2012	On-going • Carried over into 2012-2013
Student engagement strategy development	April 2011	March 2012	On-going • Carried over into 2012-2013
Service user research	April	March	On-going

Area of work	Start Date	End Date	Progress report
	2011	2012	• Carried over into 2012-2013
Development work (new professions)			
Social workers	April 2011	March 2012	On-going • Carried over into 2012-2013
Medical herbalists	April 2011	March 2012	On-going • Carried over into 2012-2013
Psychotherapists and counsellors	April 2011	March 2012	Withdrawn • Change in legislation/government policy removed the need for development in this area
Dance movement therapists	April 2011	March 2012	Withdrawn • Change in legislation/government policy removed the need for development in this area
Healthcare science practitioners and health care scientists	April 2011	March 2012	On-going • Carried over into 2012-2013
Projects (major projects)			
Education systems and processes review	April 2011	March 2012	On-going • Carried over into 2012-2013
Social workers	April 2011	March 2012	On-going • Carried over into 2012-2013
Organisational name change	April 2011	March 2012	On-going • Carried over into 2012-2013
Partners systems and processes review	April 2011	March 2012	Withdrawn • Carried over into 2012-2013
Annotations to the register	April 2011	March 2012	Withdrawn • Carried over into 2012-2013
Prescribing operational implementation	April 2011	March 2012	Withdrawn • Carried over into 2012-2013
Purchase to payment system and SAGE 200	April 2011	March 2012	Withdrawn • Potential initiation in 2013-14
Electronic communications	April 2011	March 2012	Withdrawn • Carried over into 2012-2013
Information security	April 2011	March 2012	On-going • Carried over into 2012-2013
Projects (small projects)			
Education systems developments	April 2011	March 2012	Withdrawn • Major project prioritisation removed the need for this small project
Projects (business-as-usual projects)			
Withdrawal of approval	April 2011	June 2011	Complete • Project concluded at Education & Training Committee in June 2011
Welsh language scheme	July 2011	Dec 2011	On-going • Carried over into 2012-2013
Protection of vulnerable groups and safeguarding vulnerable groups Act	July 2011	Dec 2011	Withdrawn • Change in legislation removed the issue
Hearing aid dispenser	July	Sept	Complete

Area of work	Start Date	End Date	Progress report
approval review	2011	2011	• Review circulated to Education & Training Committee in September 2011
Lay visitor pilot	April 2011	Dec 2011	Complete • Pilot considered by the Education & Training Committee in March 2012 • Follow up recommendations from the pilot to carry over into 2012-2013
Watch list clarification	July 2011	Dec 2011	Withdrawn • Carried over into 2012-2013

2013 – 2014

It is likely that 2013-2014 will be a year where the Department's work will be shaped greatly by the impact of regulating new professions and entitlements as well as the extension and diversification of regulation generally. At this stage, the Department anticipate continuing to balance their immediate commitment to operating the main operational processes alongside the longer term commitment to extending regulation (professional and voluntary) and consolidating our communication and relationship management with key stakeholders.

It is likely that the operational activities in 2013-2014 will focus primarily on the regulation of social workers in England. Due to the built in prior notice periods of the approval and monitoring processes and the academic year calendar, the impact of regulating this new profession will continue into the 2013-2014 and 2014-2015 financial years. There will also be an on-going commitment to the approved programmes from the existing professions.

In 2013-2014, it is likely that our development work will built on areas in the current year. Additionally, we will work with the Policy and Standards Department around the review of the standards of conduct, performance and ethics and its related guidance on conduct and ethics for students. Initial preparatory plans will also begin for the next review of the standards of education and training in 2014-2015.

In 2013-2014, it is likely that our communication work will built on areas of policy development in 2012-2013. It is envisaged that the key communication themes for 2013-2014 will be around student voluntary registration and fitness to practice, service user involvement in education and training, the revised standards of proficiency (the continued phased approach across the professions) and the extension and changes to prescribing rights.

It is envisaged that phase two of the major project will continue into 2013-2014, focusing on the build and implementation of a new system. All of which would involve collaborative working with internal colleagues (IT, Registrations, Communications, Partners) and external suppliers. Tied in with the implementation of a new system will be a number of business-as-usual projects to enhance and tweak our existing processes and practises (e.g. document retention schedule, service level agreements).