Education and Training Committee - 26 March 2008

Approval and Monitoring Department work plan 2008 - 2009

Executive Summary and Recommendations

Introduction

The attached document is the Approval and Monitoring Department's proposed work plan for 2008-2009. It details the department's main areas of work and priorities for the financial year April 2008 – March 2009.

Decision

The Committee is asked to discuss the work plan and agree the contents.

Background information

This document is intended to supplement the Council's strategic intent document and sits alongside other departmental level strategy and work plan documents such as Registrations, Projects, Policy & Standards and Communications,

It is a working document and is therefore always under review.

Resource implications

The resources implications are detailed in the attached work plan and based on assumptions which are already part of the HPC budget 2008 - 2009.

Financial implications

The resources implications are detailed in the attached work plan and based on assumptions which are already part of the HPC budget 2008 - 2009.

Appendices

Approval and Monitoring Department draft work plan 2008-2009

Date of paper

10 March 2008

Approvals & Monitoring Department 2008 – 2009 draft work plan

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Contents

Introduction

The Approvals and Monitoring Department

The Approvals and Monitoring Department sits within the Operations Directorate of the Health Professions Council.

The Approvals and Monitoring Department's main responsibilities are:
- assisting the Council in approving programmes which health professionals must complete before they can register with us;
- assisting the Council in monitoring programmes which health 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 programme;
- assisting in the selection and training of Partner visitors; and
- liaising with education providers and education stakeholders.

This document

This document aims to set out the work priorities for the financial year April 2008 – March 2009, and provide a basis against which the work of the Approvals and Monitoring Department can be planned and measured.

This work plan attempts to show how the standard operational work and planned projects have been scheduled to ensure successful completion, given the resources and time restraints. The Approvals and Monitoring Department is both proactive and reactive in its work. As the timescales related to the regulation of practitioner psychologists have not been finalised at this stage, we will need to revisit and update this work plan to take these timescales into account once they are finalised. **The Department will therefore need to be flexible in the delivery of its work plan in order to respond accordingly. This document will be kept under review.**

Priorities 2008-2009

The main priority for the Department is the day-to-day operation of the approval and monitoring processes. For this year, this includes the preparation and expected transfer of practitioner psychologists programmes onto our register of approved programmes and their incorporation into our approval and monitoring processes. A smaller, but still significant, part of the Department's work covers the planned projects. These planned projects are

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Date	Ver.	Dept/Cmte	Doc Type	Title	Status	Int. Aud.
2008-01-30	a	EDU	AOD	Workplan 2008-09	Draft	Internal
					DD: None	RD: None

enhancement led projects at both operational process and a more strategic/policy level. In addition, the Department will continue to input into relevant Policy and Standards led work in 2008-2009, specifically the ongoing review of the standards of education and training and the discussion around post-registration qualifications and entitlements.

Resources

This work plan is based on the assumption of a team of 10 Approvals and Monitoring employees for the majority of the year and a budget of approximately £680,000. The work plan also assumes that the HPC is able to manage a maximum of 15 approval visits per month and monitoring relating to approximately 450 approved programmes at any one time. The underlying assumption is that the HPC approves pre-registration programmes in thirteen professions and post-registration entitlement programmes in three areas.

The budget of approximately £680,000 is based on an estimated 70 approval visit, 5 annual monitoring assessment days (with each considering a maximum of 40 submissions) and 80 major changes submissions. These predicted figures are based partly on the operational levels in the 2007-2008 financial year and partly on the recognition that there is emerging pattern of less approval visits and more monitoring submissions. This is because we are currently working with a large number of approved programmes which are taking advantage of our open ended system of approval and using the documentary monitoring processes, instead of routine cyclical visits, to inform us of changes to their programmes. On top of this, our risk based approach to approval and monitoring continues to make it difficult to forecast precise numbers of visits and monitoring submissions in advance. The mismatch of the financial year and the academic year also makes it complicated to plan ahead.

There are currently ten employees in the Approvals and Monitoring Department: one Head of Education, two Education Managers, five Education Officers, two Education Administrators and one Team Administrator. The 2008-2009 budget includes three new positions, coming into effective in the last quarter of the 2008-2009 year. These new positions are in preparation for the anticipated regulation of practitioner psychologists. It is likely that the total number of approved programmes will increase by 20-25%, with a concentrated number of visits in the first few years of regulation.

Recruiting and retaining employees, in order to work effectively and proactively, continues to be the biggest challenge for the Department and is likely to remain a risk for this financial year. This is captured in the HPC's risk register.

During the 2008-2009 financial year, the Approvals and Monitoring Department recruited to seven posts (four Education Officers positions and three administrator positions). This included one administrators' position

which was vacant as a result of an internal promotion to the Education Officer role. On two separate occasions, we were unsuccessful at appointment to the Education Officer role following the recruitment and selection process and consequently the Department   was operating with at least one vacant post at all times throughout the 2007-2008 financial year. The difficultly to successfully recruit to the Education Officer position is mainly due to the combination of relevant experience and willingness to travel regularly needed for this role.

In March 2008, the Department reorganised their structure. The reorganisation changed the title of Education Manager to Head of Education and created two new Education Manger positions. These two new positions now line manage and co-ordinate the workload of two smaller teams. The smaller teams include Education Officers and Education Administrators and work on a mixture of operational and project work. The operational work is divided up or a regional basis and the project work is divided up on the team's focus area (approval or monitoring). We are hopeful that the creation of these new positions will create career opportunities and progression which will help employee retention in the long term. In the short term, a lot of day-to-day activity and energy will focus on implementing and fine-tuning the new departmental organisational structure,

Main operational processes

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

1   Approval process
The approval of pre-registration programmes will continue to be the crux of the Department 's work. In 2008-2009, we are planning to undertake approximately 70 visits. We are expecting visits to paramedic science and biomedical science programmes to remain relatively high and visits to supplementary prescribing programmes to decrease considerably. We anticipate more visits to programmes as a result of major changes and more multi-professional visits. It is likely that the peak months of activity will continue to be February – June as the majority of visits piggyback education providers' internal events which take place at this time.

2   Annual monitoring process
The annual monitoring process will complete its third cycle and begin its fourth cycle in the 2008-2009 financial year. As a process it is now fully embedded and operating in a pro-active, cost effective and efficient manner. In 2008-2009, we expect to put approximately 400 approved programmes through this process. We plan to hold five annual monitoring assessment days to consider the majority of submissions. A smaller number of submissions will be considered by correspondence to ensure a timely turnaround. We anticipate that the busiest months will continue to be February – June as this is when most education providers' internal monitoring processes are complete, so they are ready to submit documentation to us.

3   Major change process
The major change process will be fully implemented during the 2008-2009 financial year. This will be the first year of operation of this revised process. We anticipate a few teething problems, but generally we are confident that the revised process and guidance will be better understood by education providers and visitors and lead to quicker and more appropriate decisions. We expect to put approximately 80 submissions through the major change process. Although we expect to provide advice and recommend that considerably more requests are directed straight into either the approval process or the annual monitoring process.

In 2007-2008, the Department created a new administrative process to consider and process changes to education providers' names and changes to their validating/awarding bodies. This new process ensures that the register of approved programmes remains up-to-date and accurate. We envisage that this administrative process will continue to complement the major change process in 2008-2009. We except to consider approximately five changes to education providers' names and/or validating/awarding bodies this year.

Supporting activities

There are eight activities which support the main approval and monitoring 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 and monitoring.

Whilst these activities provide a solid and desirable foundation onto which to operate our main 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.

1   Publications

In 2007-2008, three publications were designed and produced for the first time, namely the approvals and monitoring annual report 2005-2006, the approvals and monitoring annual report 2006-2007 and the major change process supplementary information. These added to the existing suite of publications which include the approval process supplementary information, the annual monitoring process supplementary information, the standards of education and training and the standards of education and training guidance. The Department is responsible for updating some of these publications in 2008-2009. Minor changes are proposed to the approval process supplementary information and the annual monitoring process supplementary information to update the content and bring them in line with the new visual identity. It is likely that major revisions will be made to the standards of education and training and the standards of education and training guidance following the expected regulation of the practitioner psychologists and the conclusion of the current review of these standards. The Department will also publish their third annual report (covering the 2007-2008 academic year) in this financial year.

2   Website

The Department is responsible for the online register of approved programmes as well as the information online about our approval and monitoring processes. In 2008-2009, the Department will continue to work with the Communications Department to update the register of approved programmes, so it is more accessible and informative to prospective students and registrants. We will also complete the recent work we have started on updating the information available for education providers, so there is a comprehensive set of online resources. Once this current overhaul is complete, it is likely that future changes to the website will be minimal and less resource intensive.

3   Presentations

In 2007-2008, the Department ran the second series of presentations to education providers across the UK. In 2008-2009, we plan to run six presentations, based on a similar format to last two years but taking on board feedback from attendees and presenters. The Department is keen to include a more interactive element and allow education providers and key stakeholders the opportunity to raise questions and discuss their experiences

of our processes. The Department envisage the presentations in 2008-2009 having a dual purpose - information giving and updating combined with the eliciting of feedback.

4   Partner visitor recruitment, selection and training

In 2008-2009, the Department will work with the Partners Department to ensure that visitor numbers are maintained and appropriate for the planned operational processes. This will include the selection, recruitment and training of new visitors to fill identified gaps, and the extension of contracts of approximately 100 visitors. It is anticipated that we will need to recruit both new visitors from particular professions and visitors with clinical experience (dietitians and occupational therapists in particular) to readdress the current balance and ensure a broad pool of visitors with mixed experience. Training for new visitors will include a number of visitors recently recruited from professions which had previously been underrepresented (e.g. dramatherapists and prosthetists/orthotists). There will also be refresher training for appropriately 50% of visitors in 2008-2009. This will include refresher training on the Health Professions Order, equality and diversity and operational processes. The Department would also like to develop a routine and regular method of communicating with visitors to keep them up-to-date with approval and monitoring specific developments.

5   Information systems (database and electronic records)

In 2008-2009, the Department will work with the IT Department to both enhance and revise the bespoke approval and monitoring database. The enhancement and revisions are links to two projects outlined in the later section of this work plan. In early 2008-2009, it is expected that an upgraded financial system will come into operation. The Department will work with the Finance Department to ensure a smooth transition and also take the opportunity to review their administrative and financial processes to assist efficient ordering and payment of visitors, employees and suppliers.

6   Committee Work

In 2008-2009, the Department will continue to work with a number of committees: the Education and Training Committee, the Finance and Resources Committee and the Education and Training Panels. In 2007-2008, the Department along with Panel members and members from the Secretariat reviewed the operation of the Education and Training Panels. In 2008-2009, we will work with the Secretariat Department to implement the revised operating and recording procedures for the Education and Training Panels. We will continue to monitor the revised Education and Training Panels to ensure that decisions on programme approval and monitoring continue to be made in a timely, robust and cost effective manner.

7   Liaison with stakeholders

In 2008-2009, the Department will continue to work with stakeholders (e.g. general public, professional bodies, and educational bodies) in the broad area of education. In 2007-2008, a questionnaire was sent to each approved education provider asking for their feedback on our operational processes and

supporting activities. An analysis and report was produced and suggestions for improvement and enhancement have contributed towards some of the projects identified in this work plan. Whilst the majority of work in this area will remain to be reactive, the Department intend to circulate the questionnaire and evaluate findings on an annual basis.

8   Complaints about an approved programme

In 2007-2008, the Department worked with the Policy and Standards Department to produce a robust procedure which allows the HPC to receive and consider complaints about an approved programme. A fair and accessible procedure was approved by the Education and Training Committee and guidance for complainants will be published in the early part of 2008-2009. In 2008-2009, the Department will implement the new procedure. This will include both a period of preparation (where Department employees, visitors and committee members will be trained on the new procedure) and then a period of operation (where complaints will be received and overseen in line with the new procedure). We expect to receive a maximum of five complaints in 2008-2009.

Projects 2008- 2009

There are eighteen planned projects for the 2008-2009 financial year. All of these projects are enhancement focused; some aim to improve work at the operational level and some intend to develop areas at a more strategic/policy level. Although, the Department is primarily concerned with the operationalisation of the approval and monitoring processes, it is undertaking a number of projects beyond this scope to maximise the effectiveness of the HPC work on wider educational and registration issues. Some of the projects have been carried over from the 2007-2008 year, so are already midway through and just need to be completed in 2008-2009, rather than initiated from the start. A number of these projects will involve collaboration with the Policy and Standards, Registrations and Communications Departments.

Whilst it is important that these projects are completed, there is less of an urgency to complete them in a short time frame. Consequently, all of these projects have been allocated a long lead time and scheduled for implementation in the periods of 2008-2009, where there is less activity in the main operational areas. This hopes 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 need to revisit the viability of running all of these projects to the proposed timescales.**

The following paragraphs summarise these planned projects.

1)   List of approved programmes
This project was started in 2007-2008. The first phase, which involved the production of a definite list of approved programmes, is now complete and it is the second phase which the Department intend to complete in 2008-2009.

In conjunction with the Communications Department , we aim to update the online list of approved programmes, so that it:
- includes information about whether the approval is current or historic;
- includes a search function to allow users to search for an approved programme given their individual requirements (e.g. location, mode of study);
- includes links to education providers websites to increase user functionality; and
- can separate out post-registration entitlements programmes from pre-registration programmes.

2)   LISA programme list
This project was delayed in 2007-2008, due to its incorporation into and therefore reliance on the completion of a major project (the 'LISA user access rights' project). The LISA user access rights project is scheduled to complete in late April 2008, after which the Department will be able to resume this specific project.

The Approvals and Monitoring Department is currently responsible for maintaining information about approved programmes in two different areas: the bespoke approvals and monitoring database and the online register. The Registrations Department is currently responsible for maintaining information about approved programmes in a third area; LISA (the bespoke registrations database). Until a time whereby an IT solution can be found to link all three systems, the Approvals and Monitoring Department will take over responsibility for the information in LISA. This will hopefully help ensure information is consistent and accurate and entered into LISA in a timely manner. In 2008-2009, there will firstly need to be a period of training for employees in the Approvals and Monitoring Department , followed by periods of data verification and assimilation, before incorporating the updating of future information in LISA into our main operational processes.

3) Withdrawing approval

This project was started in 2007-2008. The first phase (the agreement by the Education and Training Committee of the process to follow) is now complete and it is the second phase which the Department intend to complete in 2008-2009.

The Council need to withdraw approval from a number of programmes which are either no longer running or have been superseded by new programmes to ensure that all new graduates meet the standards of proficiency. The Health Professions Order allows the register of approved programmes to include a part which lists programmes which are no longer approved, together with a record of the periods in respect of which they were approved. The Approvals and Monitoring Department plan to contact all education providers to discuss withdrawing approval from programmes which are either no longer running or have been superseded by new programmes. We will then refer the outcomes to the Education and Training Committee their consideration. The Department also intend to produce a new protocol (for internal use within the Department) to ensure that withdrawal of approval will be routinely dealt with in the future when current programmes are closed and/or superseded.

4) Conditions catalogue

This project was started in 2007-2008. The initial phase is now complete (the setting up the IT solution) and it is the second phase which the Department intend to complete in 2008-2009.

The current approval and monitoring database does not have the capacity to record the number and type of conditions, recommendations and commendations a programme may receive through the approval process. To allow a more detailed analysis of trends in future annual reports, the Department has devised an IT solution to allow them to record and report on this type of information. The Department now need to complete a large data entry exercise to allow them to enter data from previous years to produce a complete catalogue. The Department also intend to incorporate the data entry of future visits into the current approval process so that the catalogue will be routinely and regularly updated.

5) Professional body programmes

This project was started in 2007-2008. The initial phase is now complete (the research stage) and it is the second phase which the Department intend to complete in 2008-2009.

The Council need to visit the two programmes which the biomedical science and clinical science professional bodies run, to ensure that all students who complete them meet our standards of proficiency and that the programmes themselves meet the standards of education and training. These programmes have never been visited by the HPC due to the atypical nature of their delivery and resourcing levels. The Approvals and Monitoring Department intend to recommend a model for approval, based on the standard approval process to the Education and Training Committee. It is likely that adaptations may need to be made to the standard documentation, agenda and visitor panel. The Department aim to visit these programmes during the 2008-2009 academic year.

6) Result of current consultation on the standards of proficiency for operating department practitioners

The Policy and Standards Department is currently overseeing the consultation on the standards of proficiency for operating department practitioners. It is assumed that results of this consultation will be considered by Council in early 2008-2009, with the publication of appropriately revised standards in mid 2008-2009.

The Approvals and Monitoring Department intend to assess the impact of changes to these standards on their processes and determine how education providers should inform the HPC that their approved programmes continue to meet these standards. The Department also need to implement changes at the operational level, including;

- updating relevant forms/reports;
- briefing education officers;
- briefing visitors;
- updating publications; and
- updating website.

7) Result of current consultation on the optional standards of proficiency for chiropodist/podiatrists

The Policy and Standards Department is currently overseeing the consultation on the optional standards of proficiency for chiropodist/podiatrists. It is assumed that results of this consultation will be considered by Council in mid 2008-2009, with the publication of appropriately revised standards in late 2008-2009.

The Approvals and Monitoring Department intend to assess the impact of changes to these standards on their processes and determine how education providers should inform the HPC that their approved programmes continue to meet these standards. The Department also need to implement changes at the operational level, including;

- updating relevant forms/reports;
- briefing education officers;
- briefing visitors;
- updating publications; and
- updating website.

8)   Recording student cohort numbers (database)

The Department intend to work with the IT Department to amend the bespoke approval and monitoring database, so that it can hold information at the programme level about student cohort numbers. The HPC do not currently capture the number of students attending each approved programme. This information is needed to allow the Department to more accurately consider major changes which affect resources. It is also needed by the Finance Department and the Policy and Standards Department to improve the accuracy of figures in both the five year plan and the registrant forecast. The Department intend to develop the database (an additional field at the programme level) to capture student cohort data; collect the data from education providers and then complete a large data entry exercise to update the data for all approved programmes.

9)   Recording of contact details from education providers (database)

The Department intend to work with the IT Department to redesign the bespoke approval and monitoring database, so that the contact details of education providers can be recorded and used in a different format. In autumn 2007, the Department carried out a feedback survey with all education providers (approximately 300 contacts). Across all areas, the feedback was very positive. The biggest and most consistent piece of negative feedback was about our communication with education providers. 20% of respondents said that the communication was sent to the wrong or inappropriate person. This was not due to data entry inaccuracies, but due to education providers having different positions and structures in place and requesting different lines of communication with us. The database currently has limited flexibility to allow different positions or structures to receive communication from us; as a result we send communications (including publications) to people who do not require it, or who we have been asked not to send information to, creating dissatisfaction and sometimes confusion in education providers. We hope that a redesigned database will allow us to hold different contact details and reduce the quantity and improve the quality of our communication with education providers. The current contact details and methods are also often used by the Policy and Standards Department (consultations, PLGs, working groups etc) and the Registrations Department (pass list), so the updated database will benefit the wider organisation.

10) Review of the annual monitoring process

The Department intend to carefully review the annual monitoring process during 2008-2009, based on the experiences of running it for three years. The review will have two focuses. The first focus will be on the operational process and the second on the outcome of the process to date.

At this stage, it is anticipated that there will only be minor changes to the operational process and that most of these will be to the day-to-day operationalisation of the process or to publications (annual monitoring supplementary information and annual monitoring visitors' report) to update the content and style.

This part of the review will include many aspects, particularly the following:
• review of feedback from visitors, education providers and committee members;
• analysis of the number and trends of past assessment days and submissions considered by correspondence;
• analysis of the cost and resources needed for the process (past and future);
• review of the original key decisions document;
• review of the overlap with the approval and major change process; and
• review of the role of our standards of education and training and standards of proficiency in the process.

The second part of the review will focus on the decisions made by visitors to help assess the overall effectiveness of the annual monitoring process as part of our risk based and light touch approach to regulation. We intend to build up a chronological history of each approved programme, from their initial approval or the commencement of HPC (which ever is most recent) establishing when the programme was last visited; when they last made a major change and the extent and frequency of minor changes. We will use this to assess how the annual monitoring process is recognising and dealing with longer term or more gradual pressures to a programme's ability to continue to meet our standards of education and training. We hope that this review will both assure the Education and Training Committee that the annual monitoring process is light touch, yet still rigorous and bring any areas of concern to their attention.

11) Allocation of visitors to operational activities

The Department intend to review the current practice and formulise the system used to allocate visitors to all of the operational activities (e.g. approval visits, annual monitoring assessment days, annual monitoring submissions by correspondence and major change submissions by correspondence). Until a time whereby an IT solution can be found to allow the Department database to assist in the allocation of visitors to activities, work needs to be carried out to ensure that the allocation of visitors takes into account their background (education or practitioner), their experience (e.g. induction visit, first annual monitoring assessment); their usage (past, current and scheduled) and their connections (i.e. conflicts of interest) to ensure that visitors are allocated fairly, consistently and evenly to our operational activities. Improvements need to be made to how the recruitment and selection process is recorded and authorised, so it can be audited against Committee schemes of delegation. The project will also include the creation of protocol (for internal use within the Department) which carefully details the steps which need to be taken when a visitor is unable to complete an

operational activity (e.g. attend a visit or annual monitoring assessment day) once they have been allocated, both in terms of confirming them removal and finding a replacement.

12) Operational protocol for 'cancelling/postponing an approval visit'

The Department intend to produce a protocol (for internal use within the Department) which carefully details the steps which need to be taken when an education provider cancels or postpones an approval visit. In the 2006-2007 academic year, 11% of visits were cancelled or postponed and even though this dropped significantly from the previous academic year (25%), there is still an adequate amount of cancellations/postponements each year to justify the creation of a new protocol. The protocol will make sure that all of our information systems (database, website, calendar, reports) and filing systems are updated efficiently, that all stakeholders (employees, visitors) are kept up-to-date and that costs are not unnecessary occurred (travel, accommodation).

13) Analysis of multi-professional approval visits

The Department intend to carefully review their experience of multi-professional approval visits during 2008-2009, based on the experiences of organising, attending and concluding them in the last two academic years. At this stage, it is anticipated that feedback will be collected from education providers, visitors, professional bodies, regulatory bodies, committee members and employees. The feedback will then be analysed and suggestions for enhancements or amendments to our operational approval process discussed, agreed and implemented.

14) Communication plan for education providers

In 2007-2008, the Department recognised that education providers were receiving, at times, great amounts of correspondence from the HPC. This was not just from the Approvals and Monitoring Department (about operational processes, supporting activities and project updates) but also from the Policy and Standards Department (e.g. consultation documents, invites to working groups; questionnaires from Professional Liaison Groups) and the Registrations Department (e.g. pass list letters). After a particular concentrated period of communication, the Department noticed both confusion (over which correspondence required a response and which was just for information) and apathy (e.g. late or non responses). Consequently, the Department wish to review the amount, frequency and method of communication to education providers. In 2008-2009, the Department intend to produce an annual communication plan, with the aim of reducing the overall number of separate mailings to education providers and staggering them throughout the year. We hop to integrate smaller and less urgent mailings into a routine newsletter and work with other departments to incorporate their correspondence into this overall calendar.

15) Home country specialist educational knowledge

In 2008-2009, the Department intend to research the educational, legal and political frameworks within the four home countries, so employees and visitors

are better prepared when assessing a programme within a home country which they are less familiar with. This will include areas such as funding/commissioning, discrimination legislation and quality assurance frameworks and mechanisms. The research will feed into visitor and employee training and publications (specifically the revised standards of education and training guidance).

16) Additional guidance for visitors on when to make the recommendation to Education and Training Committee to not approve or withdraw approval from a programme.

In 2007-2008, the Education and Training Committee raised the idea of analysing the past three academic years worth of approval visits and decisions to establish whether there are any clear patterns which lead to recommendations of non-approval. They also observed the number of programmes consistently being recommended for approval with a substantial number of conditions and questioned both the robustness of a documentary process to consider these conditions, and whether the number of conditions effectively created a different programme by the end of the approval process. On 2008-2009, the Department will review the outcomes from visits over the last three years to determine if there are any consistent trends and/or underlying concerns, with the intention of producing further guidance for visitors on when to not approve, as opposed to when to approve, subject to a high number of conditions.

17) Position statement on age discrimination

In 2007-2008, the Council agreed their equality and diversity scheme which included a number of action points. One of the Approval and Monitoring Department's action point involved working with the Policy and Standards Department to produce a position statement in light of recent age discrimination legislation. The Department intend to research and produce a statement which education providers can use to better understand how the recent legislation and our standards of education and training and standards of proficiency should shape their entry requirements onto approved programmes.

18) Analysis of current curriculum guidance and future revisions

In 2008-2009, the Department will research and collate the current curriculum guidance available to each profession and identify any proposed revisions to it. In 2007-2008, the Department became aware of a number of changes to specific curriculum guidance documents and felt that, in light of standard of education and training 4.2, it would be prudent for any uniform, across profession changes to be reported to the Education and Training Committee, so they decide how to address these changes to approved programmes. The Approval and Monitoring Department intend to work with the Policy and Standards Department on this project, as there is an overlap with their work on the review of the standards of education and training and the publication in curriculum guidance on our website.

2009-2010

It is likely that 2009-2010 will be a year where the Department will have to balance their commitment to operating and fine-tuning our main operational processes for existing programmes alongside the regulation of new professions and possibly the approval of new post-registration programmes.

It is likely that the operational activities and supporting activities in 2009-2010 will primarily focus on the regulation of practitioner psychologists. Due to the build in prior notice periods of the approval and monitoring processes and the academic year calendar, it is likely that the peak of approval visits and monitoring submissions for practitioner psychologists' programmes will not be felt until six - twelve months after the opening of the register. For this reason, we currently anticipate that 2009-2010 and 2010-2011 will experience peak operational activities in response to the regulation of practitioner psychologists.

We envisage that 2009-2010 will be a year of growth as we respond to the implications of other new professions onto the register and the possible introduction of revalidation and the approval of post-registration qualifications. We intend to continue to adopt a proactive approach in terms of communicating with new education providers and stakeholders, prioritising presentations and the distribution of publications so the requirements of our approval and monitoring processes are clear and accessible from the outset.

At this stage, it is likely that project worn in 2008-2009 will focus on the following possible areas; (i) developing a new information system which will increase capacity, have greater automation of administrative functions and a more sophisticated reporting function; (ii) evaluating the current Department reorganisation and preparing for future growth and (iii) communicating with and preparing education providers for the implementation of the revised standards of education and training, which are due to come into effect in the 2009-2010 academic year.

Appendixes

Appendix one provides detailed information on the activities of each operation, activity and project and appendix two shows the peak activities during 2008-2009 in a calendar format.

Annex 1

	April	May	June	July	August	September	October	November	December	January	February	March
Main Operational Processes												
Approval	5 visits	9 visits	5 visits	5 visits	0 visits	6 visits	5 visits	5 visits	5 visits	5 visits	10 visits	10 visits
	Post & Pre visit work	Post & Pre visit work	Post & Pre visit work	Post & Pre visit work	Post & Pre visit work	Post & Pre visit work	Post & Pre visit work	Post & Pre visit work	Post & Pre visit work	Post & Pre visit work	Post & Pre visit work	Post & Pre visit work
			Forward planning	Forward planning	Forward planning	Forward planning	Forward planning	Forward planning	Forward planning			
				Review process	Review process							
Annual monitoring	30 submissions	5 submissions	10 submissions	5 submissions	0 submissions	0 submissions	5 submissions	20 submissions	40 submissions	50 submissions	65 submissions	50 submissions
	Assessment Day	Assessment Day	Assessments by correspondence	Assessments by correspondence	Forward planning	Forward planning	Forward planning	Pre assessment day work	Pre assessment day work	Assessment Day	Assessment Day	Assessment Day
	Post & pre assessment day work	Post & pre assessment day work	Post assessment day work	Post assessment day work	Review process	Review process			Assessments by correspondence	Post & pre assessment day work	Post & pre assessment day work	Post & pre assessment day work
Major change	3 submissions	8 submissions	8 submissions	8 submissions	8 submissions	8 submissions	5 submissions	5 submissions	2 submissions	8 submissions	8 submissions	8 submissions
	Post & pre assessment work	Post & pre assessment work	Post & pre assessment work	Post & pre assessment work	Post & pre assessment work	Post & pre assessment work	Post & pre assessment work	Post & pre assessment work	Post & pre assessment work	Post & pre assessment work	Post & pre assessment work	Post & pre assessment work
Supporting activities												
Publications												
Approval supplementary information	No planned activity	No planned activity	No planned activity	No planned activity	Review & redraft	Review & redraft	Reprint	Distribution to stakeholders	No planned activity	No planned activity	No planned activity	No planned activity
Annual monitoring Supplementary Information	No planned activity	No planned activity	No planned activity	Review & redraft	Review & redraft	Reprint	Distribution to stakeholders	No planned activity	No planned activity	No planned activity	No planned activity	No planned activity
Major change supplementary information	No planned activity	No planned activity	No planned activity	No planned activity	No planned activity	No planned activity	No planned activity	No planned activity	No planned activity	No planned activity	No planned activity	No planned activity
SETs	No planned activity	No planned activity	No planned activity	Review & redraft (SET 1)	Review & redraft (SET 1)	Reprint	Distribution to stakeholders	No planned activity	No planned activity	No planned activity	No planned activity	No planned activity
SETs guidance	No planned activity	No planned activity	No planned activity	No planned activity	No planned activity	Review & redraft	Review & redraft	Review & redraft	Review & redraft	Review & redraft	Reprint	Distribution to stakeholders
Annual report	No planned activity	No planned activity	No planned activity	No planned activity	Preparation for report (statistics)	Preparation for report (statistics)	Draft report	Draft report	Final report	Distribution to stakeholders	No planned activity	No planned activity
Website	Refresh design	Refresh design	Refresh design	Refresh design	Ongoing activity	Ongoing activity	Ongoing activity	Ongoing activity	Ongoing activity	Ongoing activity	Ongoing activity	Ongoing activity
Presentations	No planned activity	No planned activity	No planned activity	Planning	Planning	Planning	Presentations	Presentations	Presentations	Review	No planned activity	No planned activity
Visitor recruitment/training	Advertise/recruit/select vacant positions	Advertise/recruit/select vacant positions	Follow up work	Recruit/select PP positions and train new visitors	Recruit/select PP positions	Refresher training for visitors	No planned activity	No planned activity	Train new PP visitors	Train new PP visitors	No planned activity	No planned activity
Database	Ongoing activity	Ongoing activity	Ongoing activity	Ongoing activity	Ongoing activity	Ongoing activity	Ongoing activity	Project work (2)	Project work (2)	Project work (2)	Project work (2)	Ongoing activity
Committee work	Prepare papers for 1 meeting	Prepare papers for 2 meetings	Prepare papers for 3 meetings	Prepare papers for 3 meetings	Prepare papers for 1 meeting	Prepare papers for 4 meetings	Prepare papers for 1 meeting	Prepare papers for 1 meeting	Prepare papers for 3 meetings	No papers to prepare	Prepare papers for 2 meetings	Prepare papers for 4 meetings
	Attend 0 meetings	Attend 1 meeting	Attend 2 meetings	Attend 1 meeting	Attend 1 meeting	Attend 2 meetings	Attend 1 meeting	Attend 0 meeting	Attend 2 meetings	Attend 0 meetings	Attend 1 meeting	Attend 2 meetings
	Finances & Resources Committee	Council	Finances & Resources Committee	Council	Education & Training Panel	Council	Education & Training Panel	Finances & Resources Committee	Council		Finances & Resources Committee	Council
		Education & Training Panel	Education & Training Committee	Finances & Resources Committee		Finances & Resources Committee			Education & Training Panel		Education & Training Panel	Finances & Resources Committee
			Education & Training Panel	Education & Training Panel		Education & Training Panel			Education & Training Committee			Education & Training Panel
						Education & Training Committee						Education & Training Committee
Liaison with stakeholders	Ongoing activity	Ongoing activity	Ongoing activity	Ongoing activity	Ongoing activity	Ongoing activity & annual questionnaire	Ongoing activity & annual questionnaire	Ongoing activity & annual questionnaire	Ongoing activity & annual questionnaire	Ongoing activity	Ongoing activity	Ongoing activity
	Approximately 40 contacts per month	Approximately 40 contacts per month	Approximately 40 contacts per month	Approximately 40 contacts per month	Approximately 40 contacts per month	Approximately 40 contacts per month	Approximately 40 contacts per month	Approximately 40 contacts per month	Approximately 40 contacts per month	Approximately 40 contacts per month	Approximately 40 contacts per month	Approximately 40 contacts per month
Planned projects												
List of approved programmes	Medium level activity	Medium level activity	Medium level activity	Medium level activity	Incorporated into operational process	Incorporated into operational process	Incorporated into operational process	Incorporated into operational process	Incorporated into operational process	Incorporated into operational process	Incorporated into operational process	Incorporated into operational process
LISA programme list	Low planned activity	Medium level activity	Medium level activity	Medium level activity	Medium level activity	Incorporated into operational process	Incorporated into operational process	Incorporated into operational process	Incorporated into operational process	Incorporated into operational process	Incorporated into operational process	Incorporated into operational process
Withdrawing approval	Medium level activity	Medium level activity	Medium level activity	Medium level activity	Medium level activity	Medium level activity	Incorporated into operational process	Incorporated into operational process	Incorporated into operational process	Incorporated into operational process	Incorporated into operational process	Incorporated into operational process
Conditions catalogue	Medium level activity	Medium level activity	Medium level activity	Medium level activity	Medium level activity	Medium level activity	Incorporated into operational process	Incorporated into operational process	Incorporated into operational process	Incorporated into operational process	Incorporated into operational process	Incorporated into operational process
Professional body programmes	Medium level activity	Medium level activity	Medium level activity	Medium level activity	Medium level activity	Medium level activity	Incorporated into operational process	Incorporated into operational process	Incorporated into operational process	Incorporated into operational process	Incorporated into operational process	Incorporated into operational process
Result of current consultation on the standards of proficiency for operating department practitioners	No planned activity	No planned activity	High level activity	High level activity	Completion	Completion	Completion	Completion	Completion	Completion	Completion	Completion
Result of current consultation on the optional standards of proficiency for chiropodist/podiatrists	No planned activity	No planned activity	No planned activity	No planned activity	No planned activity	High level activity	High level activity	Completion	Completion	Completion	Completion	Completion
Recording student cohort numbers (database)	No planned activity	No planned activity	No planned activity	No planned activity	Medium level activity	Medium level activity	Medium level activity	Medium level activity	Medium level activity	Medium level activity	Medium level activity	Completion
Recording of contact details from education providers (database)	No planned activity	No planned activity	No planned activity	No planned activity	Medium level activity	Medium level activity	Medium level activity	Medium level activity	Medium level activity	Medium level activity	Medium level activity	Completion
Review of the annual monitoring process	Low planned activity	Low planned activity	Low planned activity	Low planned activity	Medium level activity	Medium level activity	Medium level activity	Medium level activity	Medium level activity	Completion	Completion	Completion
Allocation of visitors to operational activities	No planned activity	No planned activity	Low planned activity	Low planned activity	Medium level activity	Medium level activity	Medium level activity	Medium level activity	Medium level activity	Incorporated into operational process	Incorporated into operational process	Incorporated into operational process
Operational protocol for 'cancelling/postponing an approval visit'	No planned activity	No planned activity	Low planned activity	Low planned activity	Medium level activity	Medium level activity	Medium level activity	Medium level activity	Medium level activity	Incorporated into operational process	Incorporated into operational process	Incorporated into operational process
Analysis of multi-professional approval visits	No planned activity	No planned activity	Low planned activity	Low planned activity	Medium level activity	Medium level activity	Medium level activity	Medium level activity	Medium level activity	Completion	Completion	Completion
Communication plan for education providers	No planned activity	No planned activity	Low planned activity	Low planned activity	Medium level activity	Medium level activity	Medium level activity	Medium level activity	Medium level activity	Completion	Completion	Completion
Home country specialist educational knowledge	No planned activity	No planned activity	Low planned activity	Low planned activity	Medium level activity	Medium level activity	Medium level activity	Medium level activity	Medium level activity	Completion	Completion	Completion

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Months header: April | May | June | July | August | September | October | November | December | January | February | March

Main Operational Processes
- Approval visits (April–July)
- Annual monitoring (April–July)
- Major change (May–September)
- Approval visits (January–February)
- Annual Monitoring (January–February)
- Major change (January–February)

Supporting activities

Publications
- Annual monitoring supplementary information
- Approval supplementary information
- Standards of education and training (A5)
- Standards of education and training (A5) and Standards of education and training guidance (A4)
- Annual report
- Presentations

Partners
- Visitor recruitment
- New visitor training
- Refresher visitor training
- Practitioner psychologists visitor recruitment
- Practitioner psychologists visitor training
- ETC (recurring)
- ETP (recurring)
- Education provider feedback exercise

Planned projects
- List of approved programmes
- LISA programme list
- Withdrawing approval
- Conditions catalogue
- Professional body programmes
- New SOPs for operating department practitioners
- New SOPs for chiropodist/podiatrists
- Recording student cohort numbers
- Recording of contact details from education providers
- Review of the annual monitoring process
- Allocation of visitors to operational activities
- Operational protocol for 'cancelling/postponing an approval visit'
- Analysis of multi-professional approval visits
- Communication plan for education providers
- Home country specialist educational knowledge
- Additional guidance for visitors on when to make the recommendation to ETC to not approve or withdraw approval from a programme.
- Position statement on age discrimination
- Analysis of current curriculum guidance and future revisions

Ongoing activities - website, database, liaison with stakeholders, committee work & complaints