Council, 6 July 2023

Unconfirmed minutes of the Education and Training Committee meeting of 7 June 2023

Committee Chair's summary to Council

**Registration Performance**

There is improved performance across international applications, UK applications and telephone service against their respective KPIs. In registration appeals, the number of upheld appeals remained low providing assurance on the quality of initial registration decisions. The CPD monthly performance median was impacted on by 6 CPD audit profiles that failed to appear in the online system. Analysis is underway to determine the cause and eliminate risk of future occurrences. Manual checks are being undertaken in the short term.

The Committee requested inclusion of quality data for future reports to provide assurance on registrant experience.

High levels of prolonged, unfilled vacancies were noted, a revised approach for recruiting short term positions into the team has recently been adopted to address the issue.

**Education Performance**

The report format had been revised to provide a more focused view of current performance rather than including historical data. Service level KPIs had been achieved across all processes.

Low numbers of proposed new programmes across the four nations remains a concern from a workforce planning perspective. HCPC should consider its duty to share such data with stakeholders to support workforce planning. The Executive referenced work underway to establish more formal data sharing arrangements with NHS England as well as professional bodies which the Committee welcomed.

The Committee also reflected on the level of qualifications required for newer programmes. To gain assurance on provider support across various entry routes the Executive will bring a thematic analysis paper to the September meeting.

Council, 6 July 2023
Unconfirmed minutes of the
Education and Training Committee of 7 June 2023

Page 1 of 7

**Education & Training Panel - Operational Decision Making Review**

The Committee received an options paper from the Head of Education, which considered the level of review required for Tier 1 decisions in the quality assurance model. Currently the education and training panel is scheduled monthly, it receives and signs off all papers for programme approvals, withdrawals, performance reviews and focused reviews.

The Committee observed that, to date, all lower risk tiers 1 decisions had been approved by the panel which provided an encouraging basis for change.

The Committee agreed to proceed with option 2, to make changes to the approach for tier 1 approvals, with the aim of improving Committee efficiency. The Executive would come back to the Committee in September with a more developed operational proposal.

**Policy & Standards**

The Committee received a verbal update from the Policy & Standards team on current workstreams: Standards of Conduct, Performance & Ethics, English Language Proficiency and Preceptorship. Significant engagement efforts had been made by the project team leading on the review of the standards for conduct, performance and ethics ensuring a thorough consultation. The Committee welcomed the update on the English Language Proficiency and noted that consideration of EDI impact would be critical. A joint workshop is planned for August to further discuss both projects.

*Helen Gough, Chair of the Education and Training Committee*

Council, 6 July 2023
Unconfirmed minutes of the
Education and Training Committee of 7 June 2023

Page 2 of 7

## Education and Training Committee

**Minutes of the 107th meeting of the Education and Training Committee held as follows:**

**Date:**      Wednesday 7 June 2023

**Time:**      10am

**Venue:**     MS Teams

**Members:**   Maureen Drake
               Oli Davies
               Helen Gough (Chair)
               Penny Joyce
               Katie Thirlaway
               Steven Vaughan

**In attendance:**
Claire Amor, Executive Director of Governance, Assurance & Planning
Zoe Allan, Committee Secretary
Natasha Chaugule, HR Business Partner
Laura Coffey, Interim Executive Director of Regulation
Aveen Croash, Quality Assurance Manager
Chantelle Blunt, HR Business Partner
Brendon Edmonds, Head of Education
Rosemary Flowers-Wanjie, Policy Manager
Jamie Hunt, Acting Head of Education
Richard Houghton, Head of Registration
Vesna Maglov, Registration Team Leader
Thomas Miller, Policy Manager
Mark Platt, Policy Lead

Council, 6 July 2023
Unconfirmed minutes of the
Education and Training Committee of 7 June 2023

Page 3 of 7

# Public Agenda

## Item 1 – Chair's welcome and introduction

1.1     The Chair welcomed those present to the 107th meeting of the Education and Training Committee, extending a special welcome to the following HCPC colleagues who were observing the meeting:-

- Natasha Chaugule, HR Business Partner
- Chantelle Blunt, HR Business Partner
- Aveen Croash, Quality Assurance Manager
- Vesna Maglov, Registration Team Leader

## Item 2 - Approval of agenda

2.1     The Committee approved the agenda.

## Item 3 - Declaration of members' interests

3.1     No interests were declared.

## Item 4 - Public minutes of the Education and Training Committee meetings of 7 March 2023 (ETC 04/23)

4.1     The Committee approved the public minutes of its meeting of 7 March 2023

# Items for discussion/approval

## Item 5 - Registration Performance (ETC 05/23)

5.1     The Committee received a report from the Head of Registration and Head of Education which outlined performance for the period February to April 2023.

5.2     The Committee noted the following points: -

- the international team continued the trend in recent months of improved performance against the KPI, with the monthly performance median time to make a first decision reducing to 15 working days during February 2023, 8 working days in March 2023 and 9 working days in April 2023;

- the improvement seen in the UK telephone service had continued, with call answer rates at 99.9% in February 2023, 99.5% in March 2023 and 99.7% in April 2023;

- during the reporting period, 13 registration appeals were concluded. The number of upheld appeals remained low providing assurance on the quality of the initial registration decisions;

- the median processing time for UK applications was 2 working days throughout the reporting period February 2023 to April 2023, significantly below the 10 working day KPI;

Council, 6 July 2023
Unconfirmed minutes of the
Education and Training Committee of 7 June 2023

Page 4 of 7

- CPD monthly perform medium exceeded KPIs in March.

5.3  The Committee Chair reflected that there were some good trajectories being reported and the direction of travel was positive.

5.4  The Committee asked the Executive to think about including more quality data into the report, noting it was good in terms of process but there was a need for assurance on the quality of work being delivered and the registrant experience. The Executive referenced upcoming work with the Quality Assurance team to look at quality and proposed thinking about quality indicators through this piece of work with a view to present to the Committee at its next meeting in September – **ACTION.**

5.5  The Committee reflected on the reported unfilled vacancies and sought assurance that any resourcing issues weren't as a result of wider system issues.  The Executive provided assurance in terms of the Registration department, noting a revised approach for recruiting short term positions into the team had now been adopted.

5.6  The Committee thanked the Executive for the report and welcomed the sustained performance and positive trajectories.

**Item 6 - Education Performance (ETC 06/23)**

6.1  The Committee received a paper from the Head of Education which outlined Education performance, reporting across the operational processes.

6.2  The Committee noted the following points:-

- The report format had been revised to provide a better view of current performance;

- service level KPIs had been achieved across all processes;

6.3  The Committee commented on the lack of proposed new programmes reflected across the four nations from a workforce planning perspective; the Executive reflected that this was an area involving the wider landscape but that there was a role for the HCPC and proposed the option of performing a comparison piece of work to bring back to the Committee which was welcomed by members.

6.4  The Committee further reflected on HCPCs engagement with stakeholders and data sharing to inform and support workforce planning.  The Executive referenced work underway to establish more formal data sharing arrangements with NHS England as well as professional bodies which the Committee welcomed.

6.5  The Committee observed the new programmes proposed and reflected on the level of qualifications for these; assurance was sought around the support being provided by the HCPC to providers across the varied entry routes.  The Executive referred to the thematic analysis paper scheduled for the Committee's next meeting in September aimed at drawing themes together

Council, 6 July 2023
Unconfirmed minutes of the
Education and Training Committee of 7 June 2023

Page 5 of 7

from findings across recent years as well as the Education annual report also scheduled for September which would address some of these points.

6.6     The Committee thanked the Executive for the report in its refreshed format.

**Item 7 – EPT operational decision making paper**

7.1     The Committee received a paper from the Head of Education, which presented the background and options for development, for consideration and decision by ETC. ETC members had previously asked the Executive to consider the level of review needed for low-risk decisions.

7.2     The Committee observed that, to date, all tier 1 decisions had been approved by the panel which provided an encouraging basis for change. However, to further understand whether it was a sound basis for a change to approach, the Committee reflected that there needed to be more acknowledgement of the continuous feedback loop in place.

7.3     The ability to identify themes and consistency issues would be supported via streamlined documentation and table formatting, which was welcomed by the Committee, however the Committee reflected that it would be important not to lose the ability to provide valuable feedback to the Executive. This concern was shared by the Executive who proposed that some of the detail would be included in quarterly performance reports to the Committee.

7.4     There was agreement from the Committee that in order to support the option of being provided with less information, the process needed to be robust, and the Committee suggested the use of critical friends within the education team to perform a level of assurance similar to that of the panel. The Executive referenced the development of first line process checks and the role of the Quality Assurance team but acknowledged there was more thinking to do in terms of the internal structures in place to develop and provide this assurance internally.

7.5     In response to a question about regulatory reform implications, the Executive reflected that the intention was to draw on benefits sooner and so regulatory reform had not been part of the thinking for this piece of work.

7.6     The Committee asked whether obtaining legal advice was necessary and the Executive agreed to review the appropriate use of resource.

7.7     The Committee agreed with option 2 to make changes to the approach for tier 1 approvals to make this more efficient, in line with the proposed arrangements. The Executive would come back to the Committee in September with a more developed proposal addressing the Committee comments around further assurances.

**Item 8 – Policy & Standards verbal update**

Council, 6 July 2023
Unconfirmed minutes of the
Education and Training Committee of 7 June 2023

Page 6 of 7

8.1　The Committee received a verbal update from the Policy & Standards team on key pieces of work underway: Standards of Conduct, Performance & Ethics (SCPEs); English Language Proficiency; Preceptorship.

8.2　The Committee welcomed the positive engagement held (SCPEs) and encouraged the Executive to explore options for gaining formal recognition of the work via industry award programmes.　Formal responses to the consultation were expected to increase and the Executive were encouraging stakeholders that this was the best route for engagement.

8.3　The Committee welcomed the update on the English Language Proficiency and noted that EDI impact would be critical.　The Committee reflected on the alignment with the Standards of Proficiency and opportunities for Education and Policy team to work more closely on this piece of work.

8.4　The Committee welcomed the update on Preceptorship and noted the next steps for the Committee's engagement which included providing feedback on the principles via correspondence followed by final approval.

**Item 9 – Any other business**

9.1　There was no AOB.

**Item 10 - Date and time of next meeting**

10.1　2023 meetings:

- 6 September
- 8 November

**Signed …………………………..**

**Date　…………………………**

Council, 6 July 2023
Unconfirmed minutes of the
Education and Training Committee of 7 June 2023

Page 7 of 7