Education & Training Committee 4 December 2007

Continuing Professional Development Project

Executive summary and recommendations

Introduction

Since 2006, HPC's CPD project team having been making the Education & Training Committee's CPD scheme operational. Some of the highlights since the last Education & Training Committee have been:-

• CPD Communication Manager presented the CPD assessor fee proposal paper to Education 7 Training Committee
• General news release for journals has been issued
• Professional body articles have been issued
• Letter sent to employer-organisations informing employees of upcoming events covering CPD details
• Expression of interest letters sent to potential CPD assessors: 18 out of 19 Chiropodists and 11 out of 17 ODPs answered positively
• CPD assessor role brief created
• CPD assessor training has been booked for the 24th and 25th of June 2008
• DH and NHS bulletins issued
• LISA build is complete and has been deployed onto the test server ready for User Acceptance testing in December 2007
• CPD talk been conducted
• CPD presentation to UK Registration
• Finance & Resources Committee approved the CPD assessor assessment fee of £20 per assessment
• Profile template design has been pushed back to 14th December
• Writing of standard letters has been pushed back to 14th December
   NOTE : Neither of these are critical to the project therefore there has been no impact to the overall status

Items to be actioned by 3rd December 2007 by the project team include :-
   • Presentation to be given to International Registration
   • Article to be submitted to HPC in Focus
   • Standard letters to be written
   • Profile template to be designed
   • Assessor roles to be advertised

Like all major projects, regular CPD project artefacts and documents are created to ensure the project is run on time and on budget. The following project documents are attached to this paper :-
- CPD highlight report for 19 November 2007
- CPD project plan as of 19 November 2007
- Continuing Professional Development Project Charter

The next CPD project update is scheduled for the next Education & Training Committee meeting in March 2008.

Decision

The Council/Committee is requested to note the document. No decision is required.

Background information

Project Charter is the document that defines the :
- Business case
- Project criticality
- Project objectives
- Project benefits
- Project scope
- Project team
- Risks and Dependencies
- Project milestones
- Future Business process (if any)

The Project Charter is owned by the Project Manager and signed off by project team.

 Project plan is the document that details:
- Project tasks
- Start and Finish dates
- Task owners
- % complete

The Project Plan is owned by the Project Manager and is signed off by the project team and resources providers such as the project team member's manager

The Highlight Report is used to monitor stage and project progress. The Project Manager also uses it to advise of any potential problems or issues.

The Highlight Report is owned by the Project Manager.

Resource implications

N/A

Financial implications

N/A

Appendices
- CPD highlight report for 19 November 2007
- CPD project plan as of 19 November 2007
- Continuing Professional Development Project Charter

Date of paper

22 November 2007

CPD HIGHLIGHT REPORT   **19th November 2007**

Period Covered: 5th November to 19th November 2007

Budget Status   Capex: £85,000   Opex: £72,400
  ▪ £42,751.16 capex has been invoiced by DSL regarding the CPD LISA build.
  ▪ £18,709.57 capex in additional functionality has been identified and requested
    from DSL – Purchase orders have now been signed off.

Schedule Status
  ▪ Profile template design has been pushed back to 14th December
  ▪ Writing of standard letters has been pushed back to 14th December
  ▪ Neither of these are critical to the project therefore there has been no impact to
    the overall status

Products Completed during the period
  ▪ CPD assessor fees paper submitted to F&R

Actual or Potential Problems and Risk update
  ▪ Please refer to Risk log on Springfield for all other risks and mitigating actions
CPD Risk Log Link

Products to be undertaken during the next period i.e. 19th Nov to 3rd Dec
  ▪ Presentation to be given to UK Registrations
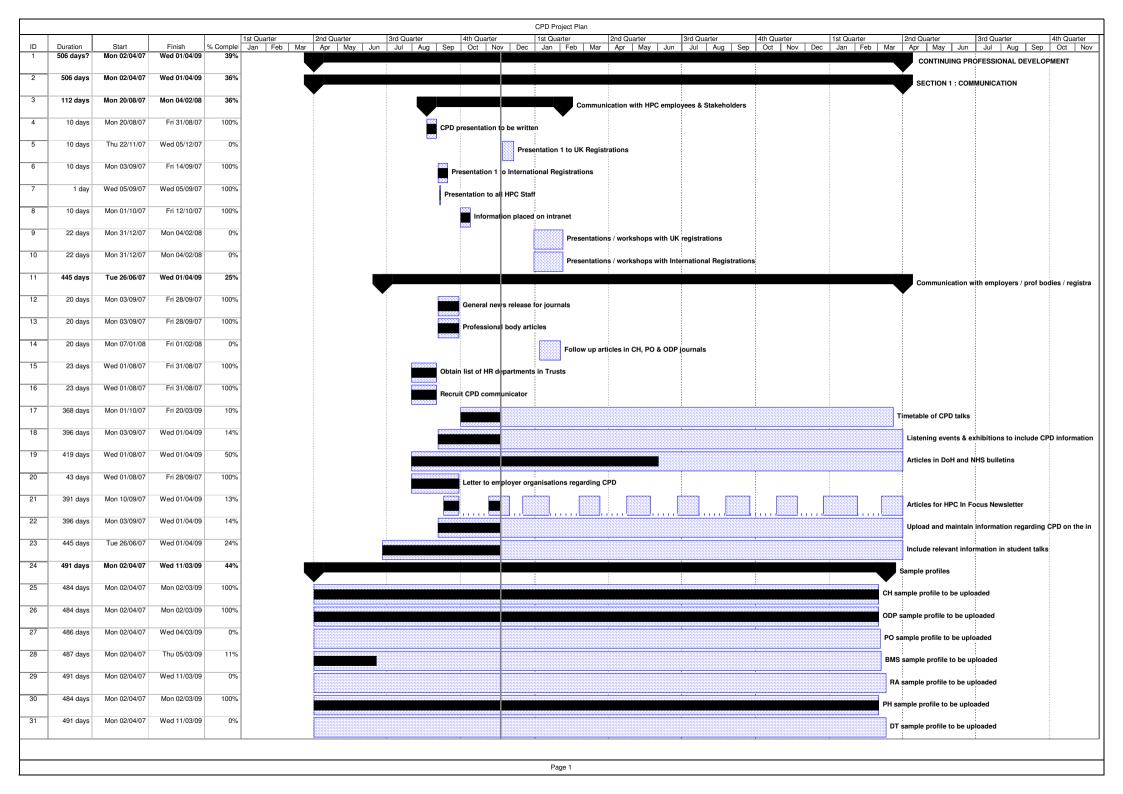 ▪ Article to be submitted to HPC in Focus
  ▪ F&R to sign off on assessor fees proposal
  ▪ Standard letters to be written
  ▪ Profile template to be designed
  ▪ Assessor roles to be advertised
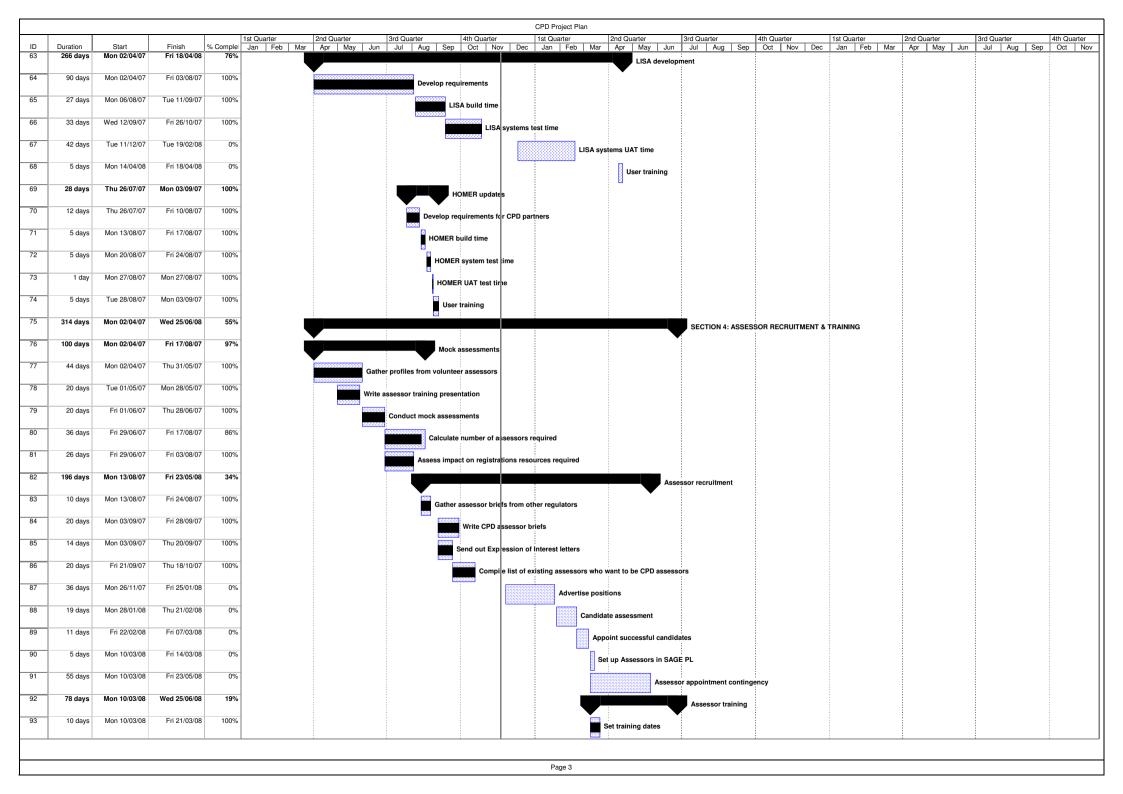
Project Issues Status
  ▪ Benjamin James (BDB) to advise project team on how long the CPD assessment
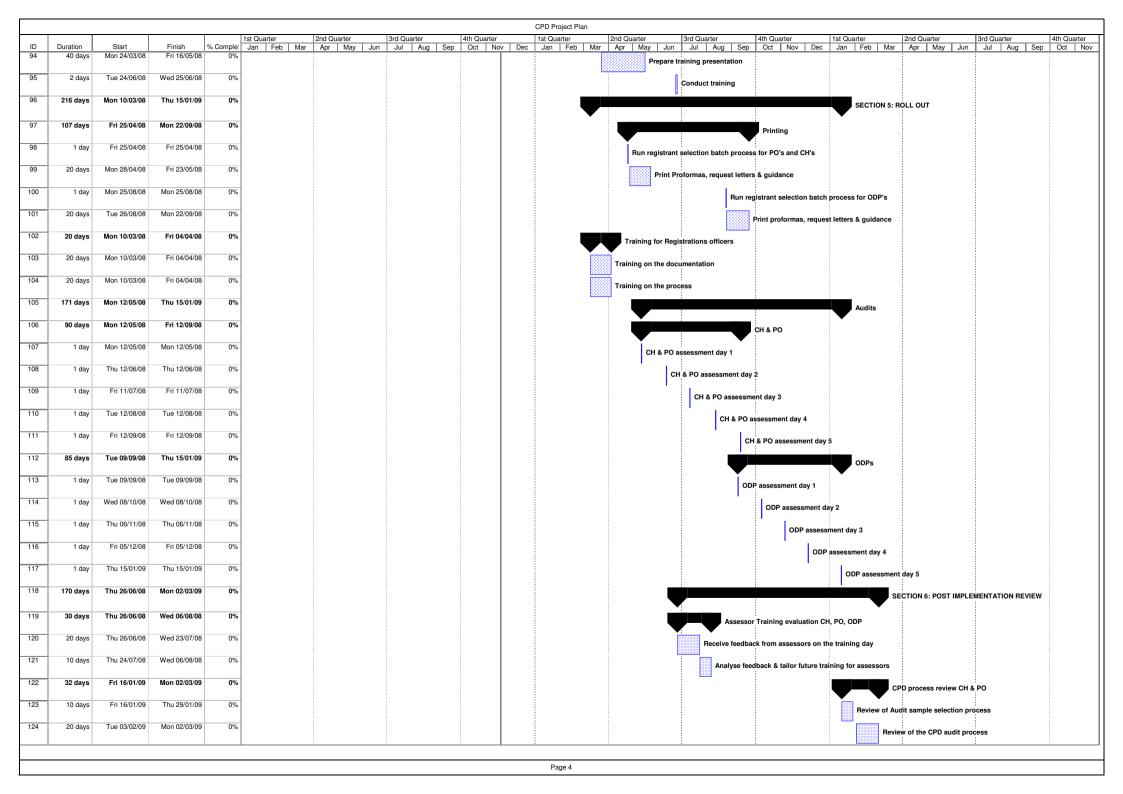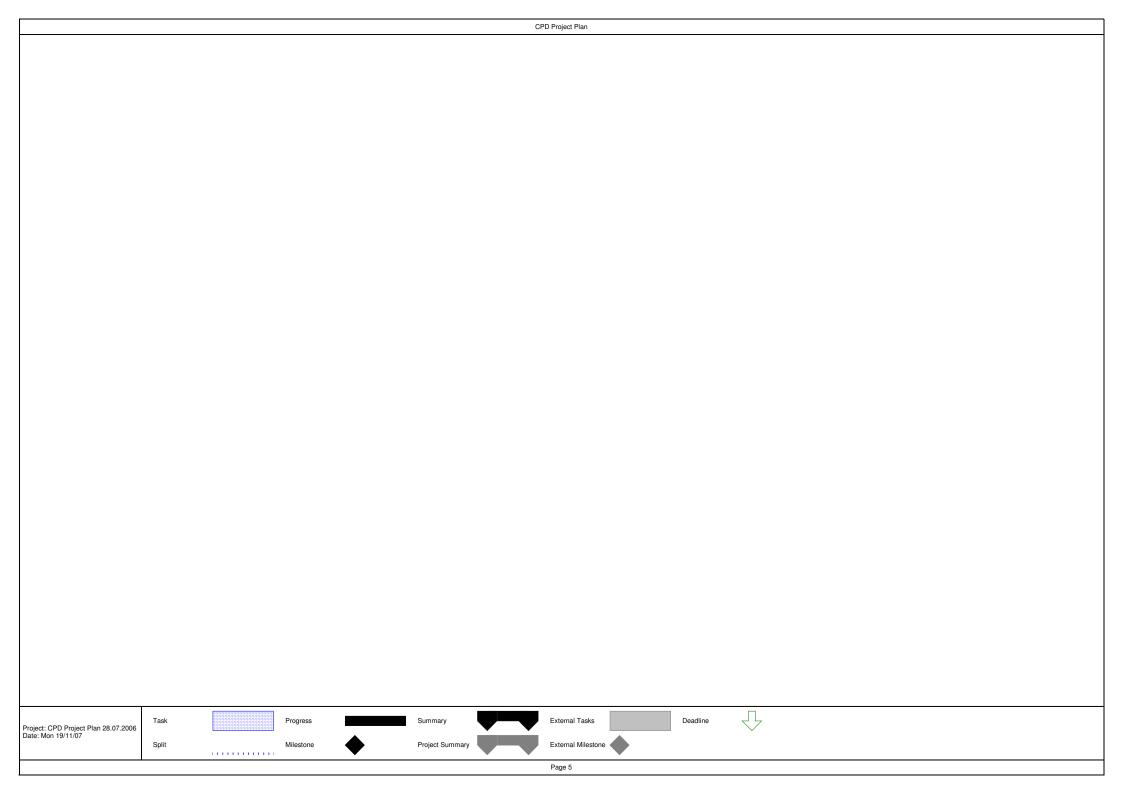   profiles should be stored.

Budget and Schedule impact of any changes
  ▪ None

CPD Project Plan

ID	Duration	Start	Finish	% Complete	Task
1	506 days?	Mon 02/04/07	Wed 01/04/09	39%	CONTINUING PROFESSIONAL DEVELOPMENT
2	506 days	Mon 02/04/07	Wed 01/04/09	36%	SECTION 1 : COMMUNICATION
3	112 days	Mon 20/08/07	Mon 04/02/08	36%	Communication with HPC employees & Stakeholders
4	10 days	Mon 20/08/07	Fri 31/08/07	100%	CPD presentation to be written
5	10 days	Thu 22/11/07	Wed 05/12/07	0%	Presentation 1 to UK Registrations
6	10 days	Mon 03/09/07	Fri 14/09/07	100%	Presentation 1 to International Registrations
7	1 day	Wed 05/09/07	Wed 05/09/07	100%	Presentation to all HPC Staff
8	10 days	Mon 01/10/07	Fri 12/10/07	100%	Information placed on intranet
9	22 days	Mon 31/12/07	Mon 04/02/08	0%	Presentations / workshops with UK registrations
10	22 days	Mon 31/12/07	Mon 04/02/08	0%	Presentations / workshops with International Registrations
11	445 days	Tue 26/06/07	Wed 01/04/09	25%	Communication with employers / prof bodies / registra
12	20 days	Mon 03/09/07	Fri 28/09/07	100%	General news release for journals
13	20 days	Mon 03/09/07	Fri 28/09/07	100%	Professional body articles
14	20 days	Mon 07/01/08	Fri 01/02/08	0%	Follow up articles in CH, PO & ODP journals
15	23 days	Wed 01/08/07	Fri 31/08/07	100%	Obtain list of HR departments in Trusts
16	23 days	Wed 01/08/07	Fri 31/08/07	100%	Recruit CPD communicator
17	368 days	Mon 01/10/07	Fri 20/03/09	10%	Timetable of CPD talks
18	396 days	Mon 03/09/07	Wed 01/04/09	14%	Listening events & exhibitions to include CPD information
19	419 days	Wed 01/08/07	Wed 01/04/09	50%	Articles in DoH and NHS bulletins
20	43 days	Wed 01/08/07	Fri 28/09/07	100%	Letter to employer organisations regarding CPD
21	391 days	Mon 10/09/07	Wed 01/04/09	13%	Articles for HPC In Focus Newsletter
22	396 days	Mon 03/09/07	Wed 01/04/09	14%	Upload and maintain information regarding CPD on the in
23	445 days	Tue 26/06/07	Wed 01/04/09	24%	Include relevant information in student talks
24	491 days	Mon 02/04/07	Wed 11/03/09	44%	Sample profiles
25	484 days	Mon 02/04/07	Mon 02/03/09	100%	CH sample profile to be uploaded
26	484 days	Mon 02/04/07	Mon 02/03/09	100%	ODP sample profile to be uploaded
27	486 days	Mon 02/04/07	Wed 04/03/09	0%	PO sample profile to be uploaded
28	487 days	Mon 02/04/07	Thu 05/03/09	11%	BMS sample profile to be uploaded
29	491 days	Mon 02/04/07	Wed 11/03/09	0%	RA sample profile to be uploaded
30	484 days	Mon 02/04/07	Mon 02/03/09	100%	PH sample profile to be uploaded
31	491 days	Mon 02/04/07	Wed 11/03/09	0%	DT sample profile to be uploaded

ID	Duration	Start	Finish	% Complete	Task
32	239 days?	Tue 24/04/07	Thu 03/04/08	53%	SECTION 2: PROCESS AND DOCUMENTATION DEFINITION
33	147 days	Mon 30/04/07	Tue 20/11/07	99%	PROCESS DEFINITION
34	24 days	Mon 30/04/07	Thu 31/05/07	100%	Audit process
35	24 days	Mon 30/04/07	Thu 31/05/07	100%	Assessment process
36	24 days	Mon 30/04/07	Thu 31/05/07	100%	CPD appeals process
37	1 day	Mon 30/04/07	Mon 30/04/07	100%	CPD & FTP interaction Process
38	24 days	Mon 30/04/07	Thu 31/05/07	100%	Deferral Criteria
39	24 days	Mon 30/04/07	Thu 31/05/07	100%	Assessment Criteria
40	1 day	Thu 31/05/07	Thu 31/05/07	100%	Submit paper to ETC
41	1 day	Tue 12/06/07	Tue 12/06/07	100%	ETC approval
42	1 day	Fri 14/09/07	Fri 14/09/07	100%	Submit CPD Assessor Fees proposal paper to ETC
43	1 day	Thu 27/09/07	Thu 27/09/07	100%	ETC sign of CPD Assessor Fees proposal paper
44	1 day	Tue 13/11/07	Tue 13/11/07	100%	Submit CPD Assessor Fees proposal paper to F&R
45	1 day	Tue 20/11/07	Tue 20/11/07	0%	F&R sign off CPD Assessor Fees proposal paper
46	102 days	Fri 24/08/07	Fri 25/01/08	0%	PROFILE TEMPLATE DESIGN
47	81 days	Fri 24/08/07	Fri 14/12/07	0%	Design profile template
48	10 days	Mon 17/12/07	Thu 10/01/08	0%	Send to profile template employers
49	10 days	Mon 17/12/07	Thu 10/01/08	0%	Send profile template to professional bodies
50	1 day	Mon 17/12/07	Mon 17/12/07	0%	Put profile template on website
51	20 days	Tue 18/12/07	Fri 25/01/08	0%	Redo sample profiles into profile template design
52	190 days?	Tue 24/04/07	Fri 25/01/08	83%	CPD CORRESPONDENCE DESIGN
53	45 days	Mon 18/06/07	Fri 17/08/07	100%	Draft list of Standard CPD letters
54	169 days	Tue 24/04/07	Fri 14/12/07	89%	Standard letters written by each department
55	20 days	Mon 17/12/07	Thu 24/01/08	0%	Standard letters approved by Communications
56	1 day?	Fri 25/01/08	Fri 25/01/08	0%	Standard letters uploaded onto LISA
57	239 days	Tue 24/04/07	Thu 03/04/08	13%	CPD GUIDANCE DOCUMENTATION DESIGN
58	70 days	Mon 17/12/07	Thu 03/04/08	0%	Write profile guidance
59	70 days	Mon 17/12/07	Thu 03/04/08	0%	Write guidance for registrants returning to the register
60	1 day	Tue 24/04/07	Tue 24/04/07	100%	Write application form guidance
61	20 days	Mon 03/09/07	Fri 28/09/07	100%	Website updates
62	266 days	Mon 02/04/07	Fri 18/04/08	79%	SECTION 3: TECHNOLOGY DEVELOPMENT

ID	Duration	Start	Finish	% Complete	Task
63	266 days	Mon 02/04/07	Fri 18/04/08	76%	LISA development
64	90 days	Mon 02/04/07	Fri 03/08/07	100%	Develop requirements
65	27 days	Mon 06/08/07	Tue 11/09/07	100%	LISA build time
66	33 days	Wed 12/09/07	Fri 26/10/07	100%	LISA systems test time
67	42 days	Tue 11/12/07	Tue 19/02/08	0%	LISA systems UAT time
68	5 days	Mon 14/04/08	Fri 18/04/08	0%	User training
69	28 days	Thu 26/07/07	Mon 03/09/07	100%	HOMER updates
70	12 days	Thu 26/07/07	Fri 10/08/07	100%	Develop requirements for CPD partners
71	5 days	Mon 13/08/07	Fri 17/08/07	100%	HOMER build time
72	5 days	Mon 20/08/07	Fri 24/08/07	100%	HOMER system test time
73	1 day	Mon 27/08/07	Mon 27/08/07	100%	HOMER UAT test time
74	5 days	Tue 28/08/07	Mon 03/09/07	100%	User training
75	314 days	Mon 02/04/07	Wed 25/06/08	55%	SECTION 4: ASSESSOR RECRUITMENT & TRAINING
76	100 days	Mon 02/04/07	Fri 17/08/07	97%	Mock assessments
77	44 days	Mon 02/04/07	Thu 31/05/07	100%	Gather profiles from volunteer assessors
78	20 days	Tue 01/05/07	Mon 28/05/07	100%	Write assessor training presentation
79	20 days	Fri 01/06/07	Thu 28/06/07	100%	Conduct mock assessments
80	36 days	Fri 29/06/07	Fri 17/08/07	86%	Calculate number of assessors required
81	26 days	Fri 29/06/07	Fri 03/08/07	100%	Assess impact on registrations resources required
82	196 days	Mon 13/08/07	Fri 23/05/08	34%	Assessor recruitment
83	10 days	Mon 13/08/07	Fri 24/08/07	100%	Gather assessor briefs from other regulators
84	20 days	Mon 03/09/07	Fri 28/09/07	100%	Write CPD assessor briefs
85	14 days	Mon 03/09/07	Thu 20/09/07	100%	Send out Expression of Interest letters
86	20 days	Fri 21/09/07	Thu 18/10/07	100%	Compile list of existing assessors who want to be CPD assessors
87	36 days	Mon 26/11/07	Fri 25/01/08	0%	Advertise positions
88	19 days	Mon 28/01/08	Thu 21/02/08	0%	Candidate assessment
89	11 days	Fri 22/02/08	Fri 07/03/08	0%	Appoint successful candidates
90	5 days	Mon 10/03/08	Fri 14/03/08	0%	Set up Assessors in SAGE PL
91	55 days	Mon 10/03/08	Fri 23/05/08	0%	Assessor appointment contingency
92	78 days	Mon 10/03/08	Wed 25/06/08	19%	Assessor training
93	10 days	Mon 10/03/08	Fri 21/03/08	100%	Set training dates

ID	Duration	Start	Finish	% Complete	Task
94	40 days	Mon 24/03/08	Fri 16/05/08	0%	Prepare training presentation
95	2 days	Tue 24/06/08	Wed 25/06/08	0%	Conduct training
96	216 days	Mon 10/03/08	Thu 15/01/09	0%	SECTION 5: ROLL OUT
97	107 days	Fri 25/04/08	Mon 22/09/08	0%	Printing
98	1 day	Fri 25/04/08	Fri 25/04/08	0%	Run registrant selection batch process for PO's and CH's
99	20 days	Mon 28/04/08	Fri 23/05/08	0%	Print Proformas, request letters & guidance
100	1 day	Mon 25/08/08	Mon 25/08/08	0%	Run registrant selection batch process for ODP's
101	20 days	Tue 26/08/08	Mon 22/09/08	0%	Print proformas, request letters & guidance
102	20 days	Mon 10/03/08	Fri 04/04/08	0%	Training for Registrations officers
103	20 days	Mon 10/03/08	Fri 04/04/08	0%	Training on the documentation
104	20 days	Mon 10/03/08	Fri 04/04/08	0%	Training on the process
105	171 days	Mon 12/05/08	Thu 15/01/09	0%	Audits
106	90 days	Mon 12/05/08	Fri 12/09/08	0%	CH & PO
107	1 day	Mon 12/05/08	Mon 12/05/08	0%	CH & PO assessment day 1
108	1 day	Thu 12/06/08	Thu 12/06/08	0%	CH & PO assessment day 2
109	1 day	Fri 11/07/08	Fri 11/07/08	0%	CH & PO assessment day 3
110	1 day	Tue 12/08/08	Tue 12/08/08	0%	CH & PO assessment day 4
111	1 day	Fri 12/09/08	Fri 12/09/08	0%	CH & PO assessment day 5
112	85 days	Tue 09/09/08	Thu 15/01/09	0%	ODPs
113	1 day	Tue 09/09/08	Tue 09/09/08	0%	ODP assessment day 1
114	1 day	Wed 08/10/08	Wed 08/10/08	0%	ODP assessment day 2
115	1 day	Thu 06/11/08	Thu 06/11/08	0%	ODP assessment day 3
116	1 day	Fri 05/12/08	Fri 05/12/08	0%	ODP assessment day 4
117	1 day	Thu 15/01/09	Thu 15/01/09	0%	ODP assessment day 5
118	170 days	Thu 26/06/08	Mon 02/03/09	0%	SECTION 6: POST IMPLEMENTATION REVIEW
119	30 days	Thu 26/06/08	Wed 06/08/08	0%	Assessor Training evaluation CH, PO, ODP
120	20 days	Thu 26/06/08	Wed 23/07/08	0%	Receive feedback from assessors on the training day
121	10 days	Thu 24/07/08	Wed 06/08/08	0%	Analyse feedback & tailor future training for assessors
122	32 days	Fri 16/01/09	Mon 02/03/09	0%	CPD process review CH & PO
123	10 days	Fri 16/01/09	Thu 29/01/09	0%	Review of Audit sample selection process
124	20 days	Tue 03/02/09	Mon 02/03/09	0%	Review of the CPD audit process

Project: CPD Project Plan 28.07.2006
Date: Mon 19/11/07

Task

Progress

Summary

External Tasks

Deadline

Split

Milestone

Project Summary

External Milestone

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Continuing Professional Development Project Charter

Business Case and Problem Statement

Summary:

• HPC considers the monitoring of registrants' continuing professional development as a vital part of its basic function of protecting the public. HPC Council has set CPD standards, and HPC therefore needs to devise a process:

> • to collect the necessary evidence from a sample of randomly selected registrants

> • to assess whether the registrant meets the standards; and

> • to deal with the outcomes resulting from the assessment.

• A PLG exercise and public consultation have been completed and approval from Council has been given around the general approach that will be taken and the standards registrants will be expected to meet.

• This project will therefore address the roll out of the operational and assessment processes and the associated technology development

Project Criticality:

• HPC have publicly committed in 2005 to commencing the CPD audit process in June 2008, therefore it is imperative for the Council's credibility that the process should successfully roll out by this time.

Benefits of implementation:

• Registrants will be encouraged to undertake CPD, knowing that the standards are backed up by an audit process

• The public will be better protected due to the constant sampling of registrants' development

• HPC will have fulfilled its public commitment as per the CPD Key Decisions document.

Objectives

• To create a sustainable CPD audit process

• To create an efficient technology solution to support the audit process

• To ensure there is a greater understanding of and therefore good compliance by registrants with the CPD standards

Project Team

Sponsor : Greg Ross-Sampson

Project Lead : Richard Houghton

Project Manager : Claire Phillips

Project Team : Claire Harkin, Mark Potter, Jacqueline Ladds, Rachel Tripp, Yasmin Hussain, Eve Seall, Rick Welsby and Registrations officers assigned to CPD

Stakeholders : EMT

Continuing Professional Development Project Charter

Project Scope

In Scope

- To design and implement a process that will allow a percentage of registrants to be selected for audit for the purpose of CPD

- To design and implement a process that will enable HPC to notify the selected registrants of the requirement to submit a CPD profile for assessment

- To design and implement a process that will allow HPC to receive the required amount of CPD profiles and to send reminders when not received

- To design and implement a controlled process that will allow HPC to assess the required number of CPD profiles, to request further information where necessary, to allocate further time where necessary.

- To design and implement a process that will track all registrants through the CPD assessment lifecycle

- To design and implement a process that will allow HPC to select, appoint and train the required number of CPD assessors

- To design and implement a process that will ensure that registrants who do not meet the standards set by CPD are provided with recourse to appeal

- To semi-automate the registrant selection, assessment and tracking process

- To implement a communications programme to ensure that the CPD process is well publicised to registrants and employees

- To design all documentation relating to CPD assessments (profiles, letters, guidance).

Out of Scope

- Full automation of the notification and assessment process. (i.e. online submissions of profiles, online routing of profiles to assessors)

- CPD roadshows

Future Business Process

- See separate workflow document

Project Milestones

Define all processes	12th June 2007
Conduct mock assessment and resource analysis	12th July 2007
Design CPD profile	10th August 2007
Appoint CPD assessors	2nd May 2008
Complete LISA development	11th April 2008
Begin CH and PO assessments	12th May 2008
Begin ODP assessments	5th January 2009
Assess assessment process	28th February 2009
Assess registrant %age selection	31st January 2009

Risks and Dependencies

Risks
- That the technology provider will not be able to accommodate the HPC timetable
- That internal priority clashes will restrict the amount of resources available to the project (e.g. new professions)
- That the resources within Registrations will not be adequate to define and implement the processes.
- That there will not be adequate interest in CPD assessor appointments
- That registrants will not be co-operative & profiles will not be submitted in a timely manner, thereby greatly increasing the resources required to run the process
- That registrants will generally misunderstand the CPD requirements, which will mean profiles that do not address the CPD standards will be submitted, thereby greatly increasing the resources required to run the process
- That if the CPD communicator were to leave the organisation during the fixed term contract that a strain would be put on resources internally in order to cover pre-arranged talks
- That assessor costs will not be approved by the Finance and Resources committee since they are to be updated in the Five Year plan

Dependencies
- That it will be possible to recruit a CPD communicator
- That legal advice will be provided in a timely manner
- That the CPD requirements (as set by Council) will not change during the course of the project