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Provider guidance – performance review quick reference guide
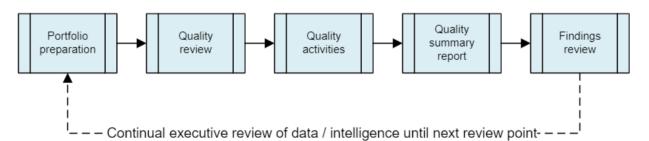
Contents

This guidance can also be accessed as an [e-learning module](#)

Have you tried using our [education provider self-service portal](#)*? Through this, you can access live assessment information, submit documentation, and add comments for us to review.*

Purpose of the process

To periodically engage with providers to understand their performance. Through this process, we are seeking to gain assurance regarding the institution's continued alignment to our education standards.

Process stages

1. <u>Portfolio preparation</u> – Completion of the thematic reflective portfolio compiled by the institution
2. <u>Quality review</u> – Partner assessment of the portfolio, to consider performance and themes to be further explored
3. <u>Quality activities</u> – Explore themes identified in a proportionate way to understand risks, issues, innovations and good practice
4. <u>Quality summary report</u> – Lead visitors' detail findings from the assessment, which includes a recommendation about next steps to take
5. <u>Findings review</u> – Education and Training Committee review of the visitors' findings, and make decision on next steps

Key points for providers undertaking the process

- Performance review is a reflective process for you, focusing on showing **performance and quality**
- Your reflections are captured via a portfolio, which you supply **across the whole institution**
- We are **not reviewing changes** to standards or assessing how standards are met in and of themselves (this is what we do through the approval process).
- The visitors' quality summary:
  - Provides a **full and detailed assessment of the institution's performance** – it will not simply focus on exceptions
  - Provides reasoning for the final recommendations made by the visitors (the required monitoring frequency for the institution, between 1-5 years, and any risks requiring follow up in the interim through another process)
- The process is designed to be **carried out over a period of around 5 months from the point of your submission**, with specific interactions defined as the process progresses (considering your availability)
- Through the process, you should **use our [education provider self-service portal](#)**. This enables you to access live information about your assessments and programmes, submit documentation through a simple interface, and add comments which can be reviewed and responded to by your HCPC contact. This saves you time, gives you information you need, and helps you to keep a record of correspondence

Key process milestones

- We will work with you on understanding the process and requirements, and on the quality of your submission
- You submit your self-reflective portfolio through the portal
- We undertake a quality review of your portfolio, and define themes to be explored further with you
- We will arrange and undertake quality activities to explore the themes, which could range from emailed questions through to virtual or physical meetings
- You will have the opportunity to address any further areas of concern we may have identified
- We will produce your quality summary report, which includes a recommendation on next steps
- You will have the opportunity to provide 'observations' (comments) on the report and recommended outcome
- The Education and Training Committee will consider a report of the process, along with any observations you supply, and decide next steps
- Following process conclusion, we continually review data and intelligence, and will trigger further interaction with you where needed

Further process guidance

- At each stage of the process, we will supply specific guidance to help you undertake what we need from you
- You will have a named member of the executive to support you through process interactions, and to make any relevant arrangements