

Council, 22 September 2021

Unconfirmed minutes of the Education and Training Committee meeting of 9 September 2021

### Committee Chair's summary to Council

The Committee met on 9 September. The Registration and Education departments presented their respective performance reports. The Registration department had acted on feedback from previous meetings and had amended the layout of the report. The Committee felt that the report was now much more accessible and provided a clear picture of current performance and thanked the Registration department for this work.

The performance issues within the Registration department were noted and discussed. The Executive shared what had been the root cause of these issues (including access during lockdown, new systems, increase in international registration, temporary registration and Brexit) and what they were doing to address them including blogs, targeted emails and media and follow up of outstanding contacts. Whilst responsiveness has been impacted, there have been no issues with registrants renewals. There were no issues to note in the Education department report. This report will change next time as the new QA model roles out.

The final evaluation report on the new Education QA model was brought to the Committee for comment and to support recommendation that the model is rolled out in full from September. Changes that had occurred during the improvement process were noted highlighting the impact of the PDSA approach to the change and the strong stakeholder engagement. The introduction of the role of the senior partner was viewed positively as was the use of data.

Early feedback included how this process feels more collaborative and the risk that this may be perceived as more light touch was discussed. The Executive are fully sighted on this. The Committee discussed how using existing data and a risk based approach is actually more comprehensive and ensures that the HEI and HCPC focus on the areas of concern in more depth. Where this data is not available, the training provider would be subject to more frequent monitoring. The committee were happy to approve this model and subsequently approved the recommendations to council and changes to the committees standing orders.

Some changes to the Comparable Qualification List were requested including the removal of a qualification which the Committee approved, and the agenda for November was noted.

In private session the committee discussed its constitution. It was felt by members that the committee is currently effective and of the right size. Members did not feel that there was a need to increase the number of Council members and did want to retain

the two independent members. Discussion centred around the value of these role, the tenure and the support for development. The Committee agreed to approach the Council Chair to ask for an extension of the independent roles for a final 4<sup>th</sup> year to see through the QA model implementation. It was suggested that the tenure, support and development be evaluated alongside the boardroom apprenticeships and that this is discussed with the Chair of HCPC.

*Maureen Drake, Chair of the Education and Training Committee*

## Education and Training Committee

**Minutes of the 100<sup>th</sup> meeting of the Education and Training Committee held as follows:**

**Date:** Thursday 9 September 2021

**Time:** 10am

**Venue:** MS Teams

**Members:** Maureen Drake (Chair)  
Helen Gough  
Luke Jenkinson  
Penny Joyce  
Kathryn Thirlaway

**In attendance:**

Claire Amor, Head of Governance  
Zoe Allan, Governance Coordinator  
John Barwick, Chief Executive and Registrar  
Nicola Bibbey, Registration Manager  
Stephen Cohen, Council member and Chair of the People and Resources Committee  
Brendon Edmonds, Head of Education  
Richard Houghton, Head of Registration  
Jamie Hunt, Education Manager  
Sonya Lam, Council member and Chair of the Remuneration Committee  
Pameleta Ricketts, Council Apprentice  
Andy Smith, Executive Director of Regulation

## Public Agenda

### **Item 1 – Chair’s welcome and introduction**

- 1.1 The Chair welcomed Members of the Committee and the Executive to the 100<sup>th</sup> meeting of the Education and Training Committee.

### **Item 2 - Apologies for absence**

- 2.1 No apologies were received

### **Item 3 - Approval of agenda**

- 3.1 The Committee approved the agenda

### **Item 4 - Declaration of members’ interests**

- 4.1 No public interests were declared.

### **Item 5 - Public minutes of the Education and Training Committee meetings of 10 June 2021 (ETC 24/21)**

- 5.1 The Committee approved the public minutes of its meetings of 11 March and 26 May 2021.

### **Item 6 - Matters arising (ETC 25/21)**

- 6.1 The Committee noted the matters arising.

Items for discussion/approval

### **Item 7 - Registration Performance (ETC 26/21)**

- 7.1 The Committee received a paper from the Head of Registration. The Committee had previously requested that the Executive report quarterly on both Registration and Education Performance as standing agenda items.
- 7.2 The Chair thanked the Head of Registration for the work that had been done on the format of the report, following discussions held at the Committee’s previous meeting. The Chair noted some of the concerns in overall department performance that had been highlighted within the report.
- 7.3 The Committee noted the following points:

- The main areas of concern were UK applications and international applications which were performing outside of service standards.
  - Mitigations had been put in place to address the service issues and provide ongoing and proactive reassurance to Registrants and other stakeholders. Some of these measures included increased online communication efforts, targeted emails and additional call handling resource.
- 7.4 The Committee asked about the reasons for the increase in international applications. The Head of Registrations confirmed that the increase has been significantly above forecast numbers and that work was in progress to build relationships with key stakeholders to understand overseas recruitment drives. The Executive Director of Regulation acknowledged the important role of HCPC in terms of working with stakeholders to manage international recruitment registration demands. It was important that the HCPC understood stakeholders needs and recruitment planning to ensure that that HCPC was well resourced and able to respond to demand and support applicants when they joined the register and the UK workforce. The work of the Professional Liaison team would be a key element.
- 7.5 The Committee reflected on the communication approaches that had been implemented to manage the increased demand and noted that, although it was not a fix, responding to concerns on social media was a positive step taken by the Executive as it had offered some assurance to Registrants. The Committee noted further communication steps the Executive had taken to provide comfort and reassurance to Registrants and Employers as part of the renewal process. The Executive Director of Regulation noted that enhanced communication would be incorporated as part of business as usual once service had stabilised.
- 7.6 The Committee acknowledged the need to achieve balance in addressing recovery of the service and the need to explore more aspirational improvements through digital or cloud-based solutions. The Committee and the Executive acknowledged that alternative solutions could be brought in at the appropriate time.
- 7.7 The Committee reflected on how previous lockdowns and the remote telephony system issues had contributed to the backlog. The Committee asked whether the Executive had any plans in place to prevent this happening again should there be a further lockdown and colleagues had to return to remote working. The Head of Registration responded, clarifying that the backlog had been created by a combination of factors including lockdown, introduction of new systems, direct debit issues, the new QA process introduced, impact of Brexit and the closure of the temporary register for students. The Head of Registration noted that there were a number of different solutions and mitigations in place to address concerns.
- 7.8 The Committee noted the report in its new format and agreed it provided the needed information.

## **Item 8 - Education Performance (ETC 27/21)**

- 8.1 The Committee received a paper from the Head of Education.
- 8.2 The Committee noted that all Education activities were within the agreed performance targets.
- 8.3 The Committee reflected on the positive feedback from Education providers, in particular the point around it feeling like a partnership as that was the intention of the new model.
- 8.4 The Committee asked whether the report would change going forwards to reflect the new model. The Head of Education confirmed that the report presented at this meeting would be the last iteration of the current version. The first iteration of the updated report would be presented to the Committee at its next meeting in November. He added that the Executive would discuss the needed measures of quality for the new model operation reporting with the Committee. The Executive intended to invest in Power BI reporting. Member Luke Jenkinson offered his support to Education colleagues to explore Statistical Process Control methodology reporting (a process for understanding variation in data).
- 8.5 The Committee noted the report and thanked the Education Team for successfully running two models alongside each other over the pilot period for the new model.

#### **Item 9 - New Education QA model implementation decision (ETC 28/21)**

- 9.1 The Committee received the paper from the Education Manager. The paper set out the outcomes of the HCPC's pilot of a new education assurance model and asked the Committee to approve full implementation of the model.
- 9.2 The Education manager summarised the paper. The Committee noted the following points:-
- in June 2020, the Committee agreed to pilot a new approach for education quality assurance;
  - the pilot aimed to test whether expected benefits could be realised within a new assurance model. This pilot concluded in August 2021;
  - learning identified through the pilot in operation was incorporated into the model as the pilot progressed;
  - all success measures were met from the pilot outcomes, and all learning action points had been implemented. The pilot had improved the model through the changes made due to this learning. These changes were summarised in the paper;
  - benefits of the new model were seen across a diverse range of providers providing assurance that the model was scalable;

- the Education team and Visitor Partners had been through a significant change curve in developing their understanding of the model, and were able to demonstrate confidence in applying it; and
  - should the Committee agree to full implementation of the new model, implementation activities would take place through the remainder of 2021 with an aimed go live at the beginning of 2022.
- 9.3 The Committee asked if the Executive were confident that full implementation of the new model would not result in additional cost pressures. The Education Manager confirmed that the costs of the new model were comparable to the HCPC's current model of education assurance. A variable which could impact on cost was how soon the Committee wished all programmes to cycle through the new model. An options paper would be presented to the Committee at a future meeting.
- 9.4 The Committee noted that non-traditional providers may not be able to provide the required monitoring data as standard and asked how this would be managed. The Education Manager advised that the absence of this data would mean that the monitoring period for a programme would be shorter. The current model did not require this data and so it did not represent an additional risk. The Executive would work with non-traditional providers as required to establish suitable data sets separate from Higher Education Statistics Agency (HESA) data.
- 9.5 The Committee discussed the proposed lead visitor role. The Education Manager noted that this was a change to the model as a result of learning from the pilot. The role would ensure a strategic focus as well as profession specific expertise were included on visit panels. He added that a training programme had been developed to take all visitor partners through the new model ways of working with specific training provided to lead visitors.
- 9.6 The Committee discussed the impact of a future standards of education and training (SETs) review on the embedding of the new model. The Education Manager confirmed that the timing of the planned review was cyclical and that the Policy and Standards team had been consulted on the decision to implement the new model before the next review. The pilot had demonstrated that 'splitting' the standards between institutional and programme level had worked and that developing the future SETs in this way would be possible.
- 9.7 The Committee noted previous discussions it had held with the Executive about the need to manage perceptions that fewer conditions being set meant that the new model was not as robust. The Committee and Executive agreed that the new model instead aimed to work with providers earlier in the process to remedy potential areas for conditions before the visit. The process was more iterative. This was a more mature assurance approach and the benefits and continuing assurance provided needed to be confidently communicated.
- 9.8 The Education Manager noted that a comprehensive scale up communications plans had been developed with this specific risk included for mitigation. The Education Manager agreed to report to the Committee on the success of the communications plan. The Committee suggested that case studies be used as

part of the communications plan to illustrate the differences and benefits of the new model.

- 9.9 The Committee approved the implementation of the new education assurance model noting that the approval and focused review process would commence from September 2021 and the performance review process would commence from January 2022.
- 9.10 The Committee thanked the Education Manager and the wider Education team for the excellent work undertaken to develop and pilot the new model successfully.

#### **Item 10 - Education and Training Committee Governance Documents (ETC 29/21)**

- 10.1 The Committee received a paper from the Head of Governance.
- 10.2 The Committee noted that in order to implement the decision making framework needed for the new education assurance model a number of Code of Corporate Governance documents required revision.
- 10.3 The Committee approved the revised Education and Training Committee Scheme of Delegation.
- 10.4 The Committee agreed to recommend that the Council approve the revised Education and Training Committee Rules and Standing Orders.

#### **Item 11 - Comparable Qualifications List update (ETC 30/21)**

- 11.1 The Committee received a paper from the Registration Manager. The paper invited the Committee to remove a programme from the Comparable Qualifications List (CQL). It also proposed additional assurance controls for the CQL.
- 11.2 The Committee noted the following points:-
- the CQL was implemented in June 2017. It maintained a list of international qualifications determined to be of a comparable standard to an equivalent HCPC approved qualification awarded in the UK;
  - the CQL contained 60 qualifications;
  - the Executive undertook a number of checks on the CQL on an annual basis to provide assurance that programmes on the list continued to be of comparable standard;
  - the most recent checks had highlighted that one programme no longer met the required standard. This was the first time a programme had been found to no longer be suitable for inclusion. The Committee were



asked to remove Licenciatura em Fisioterapia from Universidade Fernando Pessoa from the CQL; and

- additionally the Registration team had reviewed the CQL assurance controls in place and were recommending additional controls, these were set out in the paper.

- 11.3 The Registration Manager noted that the identification of a programme through the assurance controls demonstrated the controls were effective. Additional controls were proposed to further increase confidence in the CQL.
- 11.4 The Committee thanked the Registration Manager for the clear paper and for the ongoing assurance activity the Registration Team undertook on the CQL, which had been effective.
- 11.5 The Committee agreed that the proposed additional controls as detailed in the paper should be put in place. The Registration Manager noted that the operation of the CQL would be within the scope of an upcoming fundamental review of the HCPC's international registration processes.
- 11.6 The Committee agreed that Licenciatura em Fisioterapia from Universidade Fernando Pessoa would be removed from the CQL with immediate effect.

The Committee noted the following items:

**Item 12. Education and Training Committee forward workplan (ETC 31/21)**

**Item 13 - Any other business**

- 13.1 There was no further business.

**Item 14 - Date and time of next meeting**

- 14.1 Thursday 11 November - virtual

**Item 15 - Resolution**

The Committee is invited to adopt the following:

'The Committee hereby resolves that the remainder of the meeting shall be held in private, because the matters being discussed relate to the following;

- (a) information relating to a registrant, former registrant or application for registration;
- (b) information relating to an employee or office holder, former employee or applicant for any post or office;
- (c) the terms of, or expenditure under, a tender or contract for the purchase or supply of goods or services or the acquisition or disposal of property;
- (d) negotiations or consultation concerning labour relations between the Council and its employees;

- (e) any issue relating to legal proceedings which are being contemplated or instituted by or against the Council;
- (f) action being taken to prevent or detect crime to prosecute offenders;
- (g) the source of information given to the Council in confidence; or
- (h) any other matter which, in the opinion of the Chair, is confidential or the public disclosure of which would prejudice the effective discharge of the Council's functions.'

Item	Reason for Exclusion
16	B

Signed .....

Date .....

Unconfirmed