

# Education team Performance report November 2025 - ETC

Report date 27 October, data correct 27 October

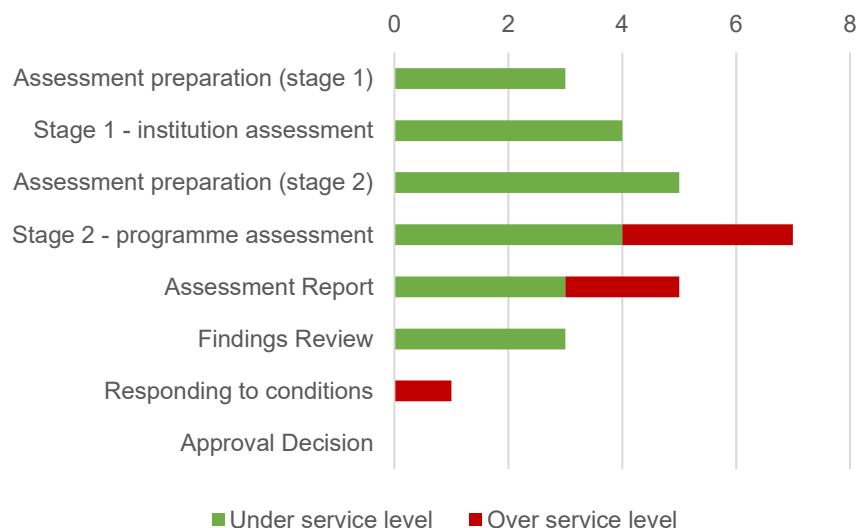
Prepared by: Jamie Hunt, Head of Education

# KPI summary and narrative

| Performance measure                                                                | What does this tell us?                                                                                                     | RAG rating description                               | Current performance |   | Commentary                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------|---------------------|---|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Percentage of active case within service levels (live cases) ( <u>timeliness</u> ) | Whether we are progressing <u>live cases</u> in a timely manner                                                             | Red <80%<br>Amber 80-90%<br>Green >90%               | ▲                   |   | <ul style="list-style-type: none"> <li>The percentage of active assessments over service level has decreased from 35% to 20%</li> <li>We have reduced the number of cases over our service levels (from 30 to 21), but the reduction in the percentage is primarily due to opening new cases since the last report</li> <li>This means there are more cases across the team at earlier stages – therefore, there has not yet been time for these cases to go outside of service levels</li> <li>We now have 104 open cases (up from 85 in the last report)</li> </ul>                                                 |
| Observations across processes ( <u>quality</u> )                                   | In the <u>last three months</u> , whether assessment outcomes have been objected to by providers                            | Red >10%<br>Amber 5-10%<br>Green >5%                 | ▶                   |   | <ul style="list-style-type: none"> <li>In the last three months, we have received observations on 7% of cases, down from 8% in the last report - this means this KPI is maintained at amber</li> <li>No changes were made to outcomes by ETP based on these observations, which means the initial recommendations made were fair</li> </ul>                                                                                                                                                                                                                                                                           |
| Time taken through the approval process (stage conclusion)                         | In the <u>last three months</u> , whether we have delivered cases to conclusion in a timely manner                          | Red >5 months<br>Amber 4-5 months<br>Green <4 months | ▼                   |   | Performance has dropped to red – this is due to us concluding assessments for the start of the academic year, including assessments that took longer than our expected service levels                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Approvals subject to conditions ( <u>quality</u> )                                 | In the <u>last three months</u> , whether we have supported providers to meet our standards through a frontloaded processes | Red >30%<br>Amber 20-30%<br>Green <20%               | ▶                   |   | We have not set any conditions in the last three months                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Time taken to complete the performance review process                              | In the <u>last three months</u> , whether we have delivered cases to conclusion in a timely manner                          | Red >6 months<br>Amber 5-6 months<br>Green <5 months | ▶                   |   | We concluded three assessments in the last three months – which took longer than our target due to our focus on approving new programmes for September start dates                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Percentage of <u>quality</u> checks completed                                      | In the <u>last month</u> , whether we have ensured quality at key process points via mandatory quality checks               | Red <95%<br>Amber 95-99%<br>Green 100%               | ▶                   |   | <ul style="list-style-type: none"> <li>We expect a high level of compliance with mandatory internal quality checks</li> <li>In the last month, 100% of quality checks were carried out at the required time</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                |
| Spot check outcomes ( <u>quality</u> )                                             | Findings from the <u>last month</u> of quality checks, showing performance linked to administration, timeliness and quality | Red <80%<br>Amber 80-90%<br>Green >90%               | Administrative      | ▲ | <ul style="list-style-type: none"> <li>We reviewed and refined existing spot checks, and introduced several new checks in May 2025 – we are now able to categorise spot checks to give more meaningful results</li> <li>Measuring new areas led to a drop in the compliance level reported, but as expected we are now seeing further improvements following feedback to the team (including increases where the overall RAG rating has not improved)</li> <li>The main issues found were with timeliness of triage and report production (although this is improving, from 0% in July, to 60% in October)</li> </ul> |
|                                                                                    |                                                                                                                             |                                                      | Timeliness          | ▶ |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|                                                                                    |                                                                                                                             |                                                      | Quality             | ▶ |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|                                                                                    |                                                                                                                             |                                                      | Overall             | ▲ |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

# Approval process – performance

Number of active cases - by case stage



## Active cases

- Cases within the 'assessment preparation (stage 2)' stages onwards are generally for January 2026 and September 2026 start dates
- There are currently 6 cases within these process stages which are outside of service levels (down from 10 in the last report) – these are generally due to complexities arising for assessments of degree apprenticeship programmes having not secured an employer, which is a key requirement of our standards

## Conditions applied on approval

- An explicit aim of moving to our current quality assurance model was to frontload regulatory burden and reduce the number of formal 'conditions' applied when approving programmes
- We still hold providers and programmes to the same high standards, but work with them to fix problems early, rather than resorting to formal requirement setting through conditions
- We have not set conditions for any cases within the three month period, which is within our service levels

## Observations

- Low levels of observations show process outcomes are acceptable to providers, and that we have undertaken a fair assessment
- We have received one set of observations for cases concluded in the three month period, which was not an observation on the process (ie the provider disagreeing with the outcome), but was presented as a broader question for the ETC linked to how we consider specific standards

## Completed cases

| Period        | Number competed | Conditions set (% of cases) | Observations received (% of cases) | Stage 1 age at stage conclusion (months) | Stage 2 age at case conclusion (months) |
|---------------|-----------------|-----------------------------|------------------------------------|------------------------------------------|-----------------------------------------|
| Last month    | 2               | ▼0                          | ▼0                                 | N/A                                      | ▲6.5                                    |
| Last 3 months | 19              | ▼0                          | ►5                                 | ►8                                       | ▼5.1                                    |
| Target        |                 | Less than 20%               | Less than 5%                       | 3 months                                 | 4 months                                |

## Approval duration

- We took longer than intended through stage 1 of the process. These assessments are for new education providers to the HCPC, and are often highly complex due to us approving institution level standards for the first time.
- This judgement underpins how we will view the institution through all future approval and monitoring activities, and therefore it is important that we make high quality judgements through this process stage
- Since moving to our current model in September 2021, we have only reviewed 6 new education providers to the HCPC (out of 160 assessments)
- It may be reasonable that these assessments take longer than the current target of 3 months, due to the importance of this decision, and therefore this is a KPI we will review with the above points in mind
- The stage 2 age at case conclusion has reduced when looking at the three month figure, but is still outside of our service level

# Professional pipeline

- We include this information to provide insight about learner number changes into the professions we regulate
- Through our processes, we capture proposed learner numbers for each programme – figures presented through this table are not actual learner numbers, but are the maximum capacity we would expect programmes to be operating at
- This data and information can be used by commissioning organisations and others to understand capacity within approved and proposed programmes
- The work with our Insight and Analytics team to match pass lists registrant data is close to being concluded, which should give a fuller picture of how capacity translates to the number of individuals with approved qualifications, and the number who then become registered

## Programme capacity

- Most professions have increased capacity in the last 12 months, and are predicted to increase capacity further if proposed programmes become approved
- Within current commissioning systems, there is a potential overall increase in capacity of 6%

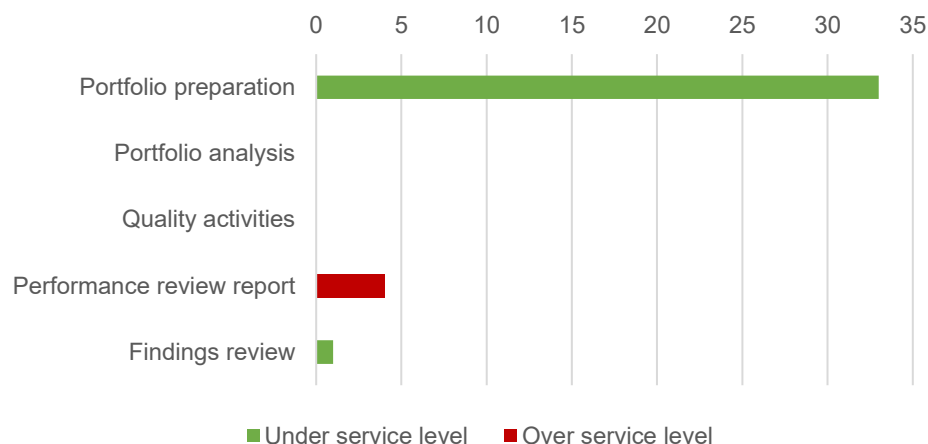
## New programmes

- New programmes are currently being developed in all professions except clinical scientists, orthoptists and prosthetist / orthotists
- There are no programmes currently proposed in Northern Ireland

| Profession                        | Yearly capacity of approved and open programmes | Capacity change in the last 12 months (new programme numbers - closed programme numbers) | % change | Proposed programmes | Difference between future closures and proposed programmes | Potential capacity change, 12 months ago to future | % potential change |
|-----------------------------------|-------------------------------------------------|------------------------------------------------------------------------------------------|----------|---------------------|------------------------------------------------------------|----------------------------------------------------|--------------------|
| Arts therapist                    | 927                                             | -                                                                                        | 0%       | 3                   | 30                                                         | 30                                                 | 3%                 |
| Biomedical scientist              | 2,844                                           | 120                                                                                      | 4%       | 2                   | 35                                                         | 155                                                | 5%                 |
| Chiropodist / podiatrist          | 1,182                                           | 51                                                                                       | 4%       | 3                   | 50                                                         | 101                                                | 9%                 |
| Clinical scientist                | 970                                             | -                                                                                        | 0%       | 0                   | -                                                          | -                                                  | 0%                 |
| Dietitian                         | 1,889                                           | 40                                                                                       | 2%       | 1                   | 15                                                         | 55                                                 | 3%                 |
| Hearing aid dispenser             | 1,147                                           | 65                                                                                       | 6%       | 0                   | -                                                          | 65                                                 | 6%                 |
| Occupational therapist            | 6,426                                           | 448                                                                                      | 7%       | 10                  | 229                                                        | 677                                                | 11%                |
| Operating department practitioner | 2,390                                           | 60                                                                                       | 3%       | 2                   | 40                                                         | 100                                                | 4%                 |
| Orthoptist                        | 276                                             | -                                                                                        | 0%       | 0                   | -                                                          | -                                                  | 0%                 |
| Paramedic                         | 7,094                                           | 235                                                                                      | 3%       | 3                   | 131                                                        | 366                                                | 5%                 |
| Physiotherapist                   | 8,618                                           | 324                                                                                      | 4%       | 7                   | 179                                                        | 503                                                | 6%                 |
| Practitioner psychologist         | 3,638                                           | 55                                                                                       | 2%       | 5                   | 215                                                        | 270                                                | 7%                 |
| Prosthetist / orthotist           | 140                                             | -                                                                                        | 0%       | 0                   | -                                                          | -                                                  | 0%                 |
| Radiographer                      | 5,787                                           | 180                                                                                      | 3%       | 3                   | 60                                                         | 240                                                | 4%                 |
| Speech and language therapist     | 2,685                                           | 90                                                                                       | 3%       | 4                   | 100                                                        | 190                                                | 7%                 |
| Total                             | 46,013                                          | 1,668                                                                                    | 4%       | 43                  | 1,084                                                      | 2,752                                              | 6%                 |

# Performance review process

Number of active cases - by case stage



## Current activity

- We are finalising assessments for the 2024-25 academic year, with the small number of assessments undertaken nearing conclusion. These assessments are over our service levels as we have focused on delivering assessments for new programmes in recent months
- We have started preparing for assessments for the 2025-26 academic year – at this stage in the cycle, this means working with education providers on their submissions. We have now agreed submission deadlines with all but one education provider

## Review outcomes

- We concluded three assessments in the last three months – which took longer than our target due to the reasons outlined above
- Variance in outcomes is driven mainly by provider type, which is mainly driven by providers not being included in HEI data returns, and not establishing a data supply through the process
- To remain confident with provider performance, we rely on regular supply of data and intelligence to help us understand provider performance outside of the periods where we directly engage with them

## Completed cases

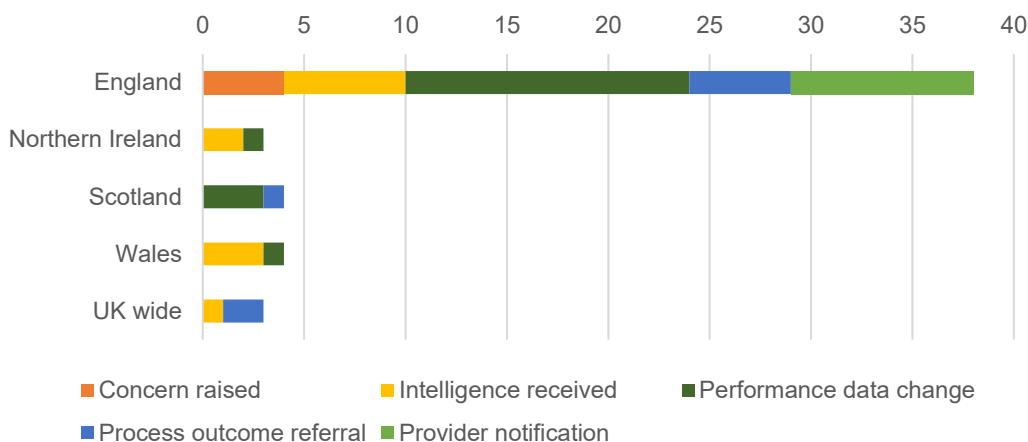
| Period        | Completed | Observations received (% of cases) | Age at case conclusion (months) |
|---------------|-----------|------------------------------------|---------------------------------|
| Last month    | 1         | 0                                  | ▲ 9.4                           |
| Last 3 months | 3         | 0                                  | ▲ 8.0                           |
| Target        |           | Less than 5%                       | 5 months                        |

Next review period outcomes

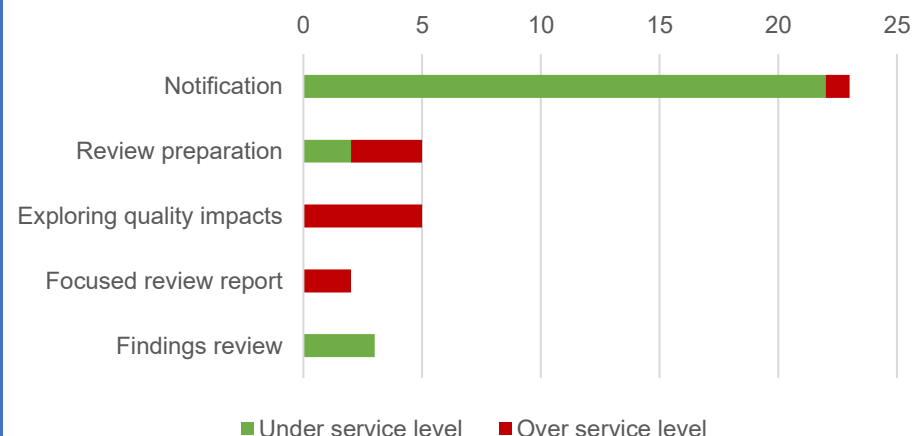


# Focused review process

Focused review triggers - 12 months



Number of active cases - by case stage



## Cases – received and completed

| Period        | Triggers received | Review required % | Number competed (full process) | Observations received (% of concluded cases) | Age at case conclusion (months) |
|---------------|-------------------|-------------------|--------------------------------|----------------------------------------------|---------------------------------|
| Last month    | 21                | tbc               | 2                              | 0                                            | 9.4                             |
| Last 3 months | 23                | tbc               | 5                              | ▲ 20                                         | ▲ 8.5                           |
| Target        |                   | 50%               |                                | 5%                                           | 5 months                        |

- We have recently opened 20 focused review assessments to be triaged out of changes to externally supplied data points. This means that overall case numbers for the focused review process have increased to 38
- We expect about 5 of these cases to require full assessment through the process, based on the % of cases we needed to assess last time we proactively reviewed data in this way
- The two case stages for which we have most direct control within the team are the notification (initial triage) and report stages – we are focused on progressing overdue cases to the next process stage, and on preventing cases ending up overdue in the first place
- The 'review preparation' and 'exploring quality impact' stage can take longer than our service levels, depending on education provider engagement and the complexity of the assessment leading to more detailed or multiple iterations of evidence gathering to reach our conclusions – we plan to review these service levels as we are for some other areas, noted elsewhere in the report

# Assurance and current focus

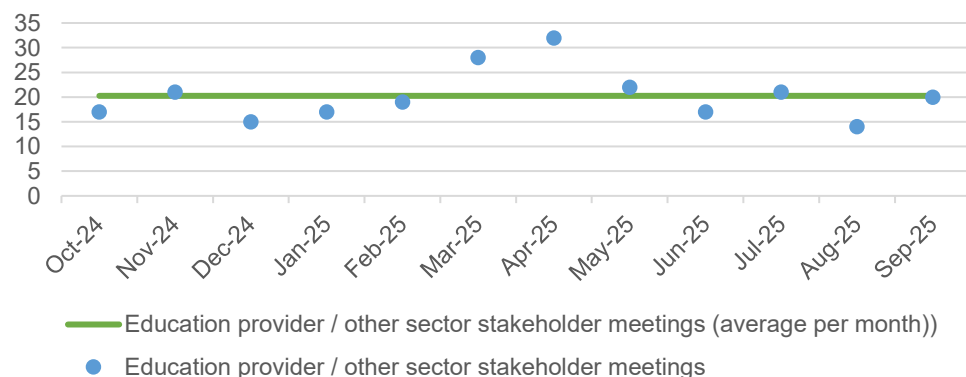
| Current focus                                                                                                                                                                                                                                                      | Risks and issues                                                                                                                                                                                                                                                                                                                                            | QA audit ratings   |                                                                                     | Recommendations delivered |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|-------------------------------------------------------------------------------------|---------------------------|
| <ul style="list-style-type: none"> <li>Delivering overdue assessments from the 2024-25 academic year</li> <li>Planning for performance review in the 2025-26 academic year</li> <li>Concluding approval assessments for October and January start dates</li> </ul> | <ul style="list-style-type: none"> <li>We are experiencing a significant case backlog due to focusing on approval of programmes due to start in September 2025. These assessments were more complex than in previous years, primarily due to our enhanced requirements for education providers to define employers for apprenticeship programmes</li> </ul> | Approval           |  | ✓                         |
|                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                             | Performance review |  | ✓                         |
|                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                             | Focused review     |  | In progress               |
|                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                             | Programme records  |  | ✓                         |
|                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                             | Spot checks        |  | ✓                         |

| Continuous improvement activity                                                 |                                                                             |                               |
|---------------------------------------------------------------------------------|-----------------------------------------------------------------------------|-------------------------------|
| Planned                                                                         | In progress                                                                 | Completed (last three months) |
| Delivery of process improvements following audit of focused review process (Q3) | Ensure an accurate and auditable picture of closed programme records (Q1-2) |                               |
|                                                                                 | Establish EQO peer review of reports for quality checking (Q1-3)            |                               |

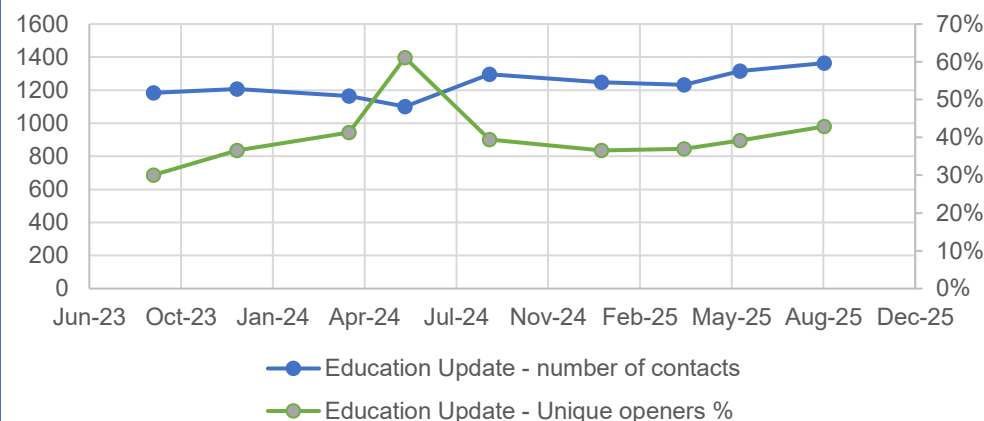
# Stakeholder engagement

- We have included further metrics in this section, to help the reader understand engagement over time, including what normal looks like with our engagement activities
- We are currently developing further measures internally, and will develop this section further in the coming months

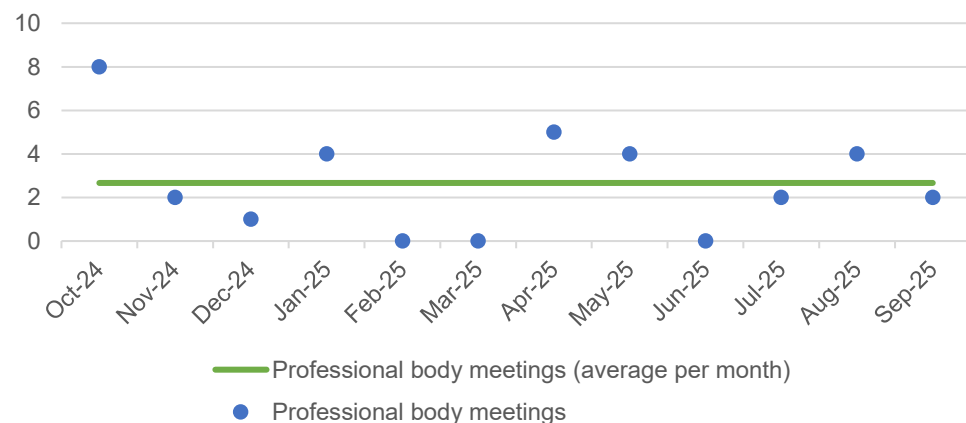
## Education provider / other stakeholder 1-2-1 meetings



## Education Update e-newsletter engagement



## Professional body 1-2-1 meetings



## Highlights



Ran workshops on education EDI quality indicators



HCPC contributing to cross-regulator consideration of AI in education, and the use of data in decision making

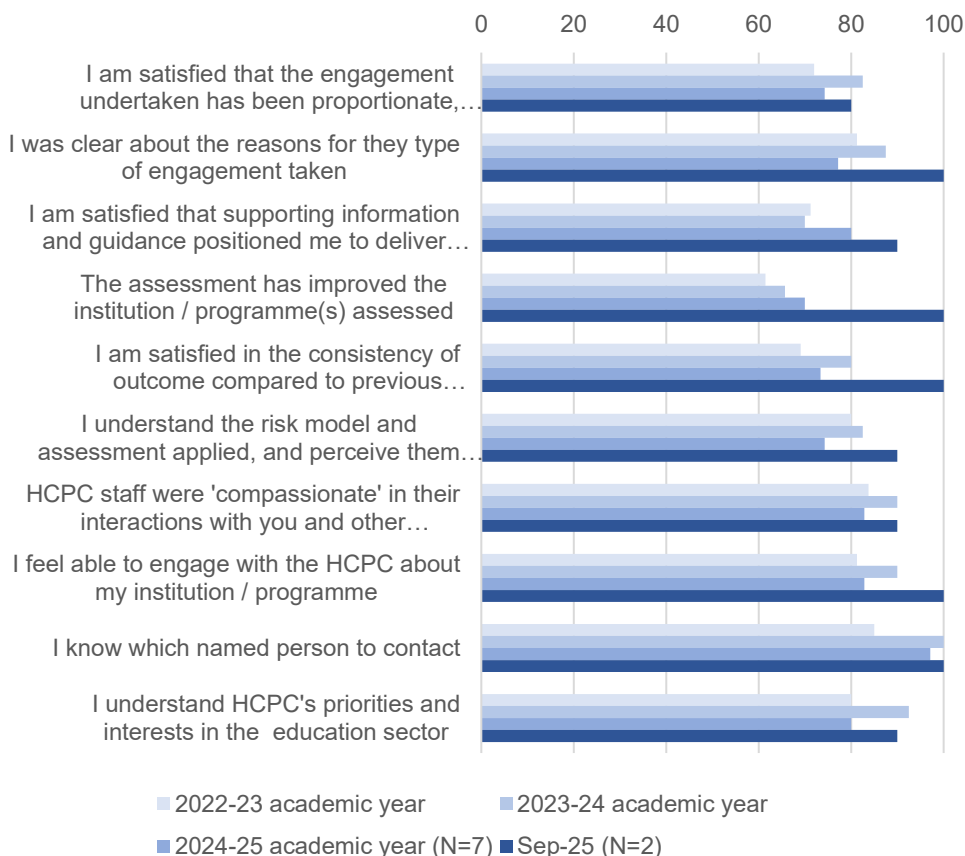


Continued work to establish formal information sharing with professional bodies – we have now established arrangements with **eleven** professional bodies

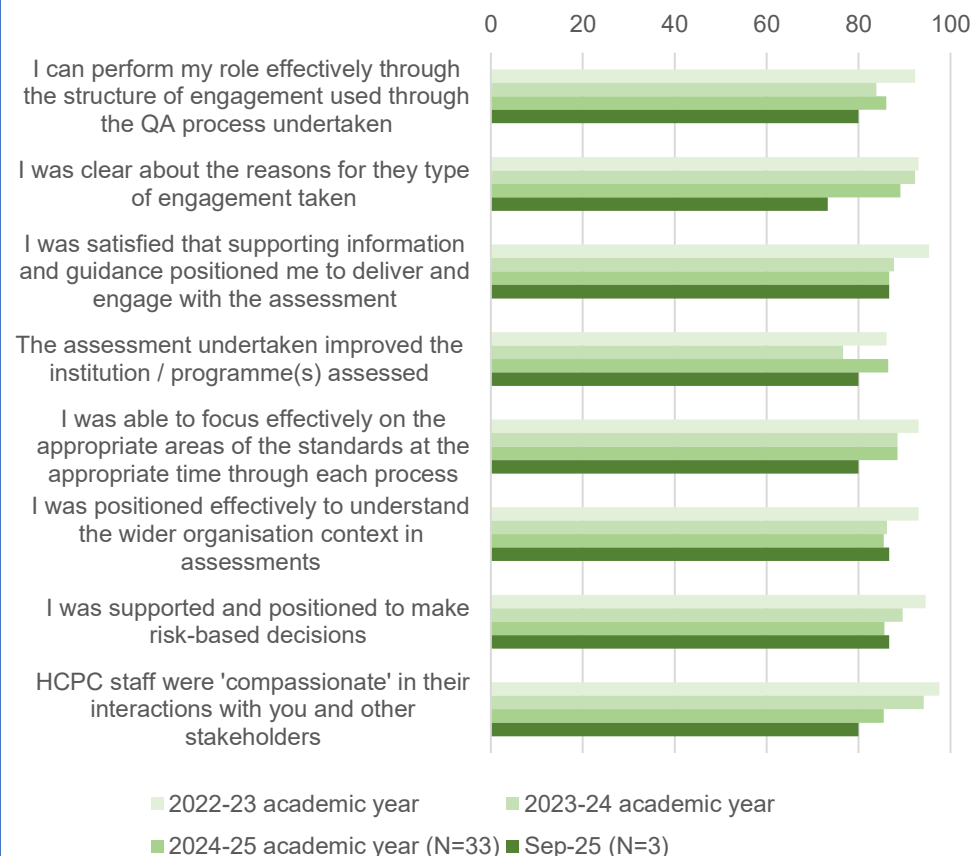
# Stakeholder feedback

- We have included this information to show stakeholder experience and views of our processes – the generally high satisfaction ratings should be seen as a positive
- This data is from a post-process survey, and is collated since we started running in September 2022
- We have used results from the whole of the 2022-23, 2023-24 and 2024-25 academic years as baselines, which we compare recent results against in real time
- Therefore results from this academic year are from a small number of responses, and should be read with caution

## Education provider satisfaction rating

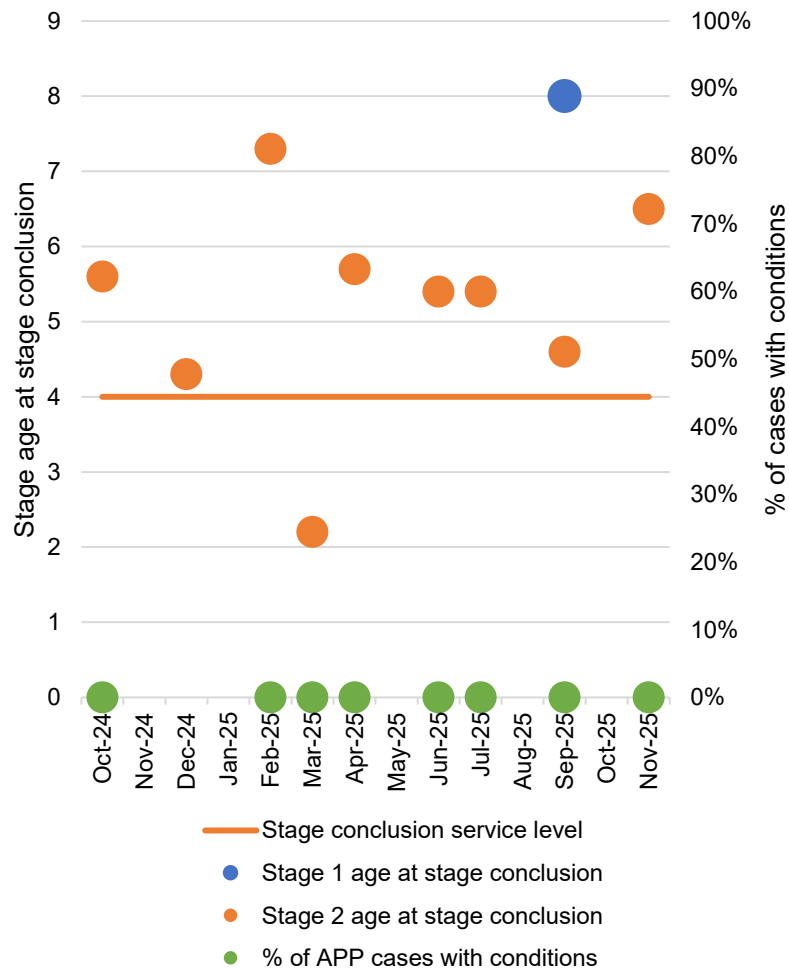


## Partner satisfaction rating



# Appendix – historical performance

## Approval process KPIs - 12 months



## Performance review and focused review KPIs - 12 months

