Executive Summary and Recommendations

Standard Letters

Introduction

At the last meeting of the Registration Committee it was agreed that a selection of standard letters would be presented to the Committee.

This paper is provided as an update to the committee on the progress of this work.

Decision

The Committee is asked to note the document. No decision is required.

Background information

A meeting with the Communications department was held where a number of key actions were discussed and agreed. A total of 52 standard letters were listed in the LISA database. The project team agreed that this list would be streamlined to accurately reflect the processes used by the registration teams. Following this the crystal mark would be sought for the final documentation.

The registration managers have selected a registration officer from each team to assist in the process of editing the content of HPC's standarad letters. Work to date has been slow due to the communications team heavy involvement with the CPD consultation process.

Registration managers expect to present a small selection of the standard letters to the Committee at its meeting in January 2005.

Resource implications

2 registration managers
2 registration officers
1 communications officer
1 legal advisor

Financial implications

The cost of a Crystal Mark is dependant on the number of words in a document. The costs will be paid from the Communications budget.

Background papers
None
Appendices
None