



Education and Registration Standards Committee

3 March 2016

Registration Assessments – training, appraisal and evaluation

Classification	Public
Purpose	For noting.
Issue	An update about registration assessor training, appraisal and evaluation – assuring the quality of the integrity of our registration decisions.
Recommendation	To note the update about registration assessments – training, appraisal and evaluation.
Financial and resourcing implications	Costs relating to appraisal, training and evaluation are incorporated into our current budget.
Equality and diversity implications	Equality and diversity issues form part of our programme of training.
Communications implications	There are no specific communications implications arising from this paper.
Annex	Guidance on appraisal for registration assessors and return to practice reviewers: review year 2015/16
Author	Fiona Browne and Matthew Redford

Background

1. As part of our 2015-16 Business Plan Goal to 'increase understanding of the Register and to make it more meaningful to patients and others' and as part of this to provide assurance to patients about the integrity of the register and the quality of registration decisions made we have committed to undertaking the following activities in this year.
2. The 2015-16 Business Plan provides that we will:
 - Undertake activities to ensure the quality of registration assessments assessing whether registration applicants meet our standards to ensure patient safety. This will include GOsC registration assessors' and return to practice reviewers' appraisal and training, moderation meeting facilitation and regular communications.
 - Design evaluation of revised registration assessments.
3. This paper provides a brief update about activities undertaken this year to contribute to this goal.

Discussion

Appraisal

4. We continue to schedule appraisals annually. This year, we planned to keep the focus firmly on a developmental appraisal process, rather than a 'performance management' process or a process where the assessors focus on the registration processes rather than their own self-development. This focus received positive feedback from assessors.
5. We also planned to maintain consistency through the appraisal process as well. To do this, and following discussion and agreement with the Chair of the Education and Registration Standards Committee, we invited Dr Jane Fox to undertake a facilitative and developmental appraisal for all of our registration assessors. The purpose of the appraisal was to provide a safe space to support continual enhancement and personal development and to identify any training needs to be taken into account as part of our own training programme and the assessors' continuing professional development.
6. The appraisal documentation is attached at the annex for information.
7. Appraisals are currently underway and progressing well. We are planning to analyse the appraisal documentation during spring 2016 to feed into the main training session planned for summer 2016 and also into our evaluation framework. We will provide a further update to the Committee at its next meeting.

Training

8. Our last registration assessor training session took place in April 2015 and the Committee received an update about this at their meeting in June 2015. The aims of this training session were to:
 - Share approaches, concerns, questions and advice about assessor/reviewer roles with peers;
 - Increase awareness of some of the ways registration assessment/review processes are under development and share views;
 - Enhance communication between registration assessors/reviewers and the Professional Standards team.

9. The training was positively received and the assessors particularly valued the opportunity for face to face training and to feed into developing policy as well as to reflect on aspects of their existing role.

10. Feedback from that session suggested that suggestions for future training may include:
 - Case-studies.
 - Peer-mentorship for assessors/reviewers to work with more experienced colleagues.
 - Updates on initiatives to support international applicants/registrants.
 - Updates on legislative framework.
 - Guidance on how to provide feedback to other assessors/reviewers.
 - Reflecting on issues raised at the April 2015 training and closing the loop on actions taken/progress made.

11. Since then, the Head of Registration and Resources and the Head of Professional Standards have also held two bespoke webinar training sessions on 21 January 2016 available to all registration assessors to report on the implications of the new Directive and to provide detailed training about the revised registration assessment process for applicants with EU rights.

12. The aims of this training session were to:
 - To enhance understanding of the legislative framework for applicants with 'EU rights'.
 - To outline changes to the registration assessment processes for applicants with 'EU rights'.
 - To seek thoughts about how we can enhance communication, feedback and working together.

13. The training session materials are available on request. Feedback from the registration assessors showed that the aims of the training were met. This was first time that we had used an online platform for training which is a cheaper way of getting the assessors together. Although assessors were clear that they did not want online training to replace annual face to face training, feedback

was extremely positive about the online format. Assessors felt that they maximised their time as they were able to log to the session for an hour at their clinic thus maximising their day maintaining patient contact. The assessors found that they were able to contribute to the discussion and that the small groups of 8 or 9 participants were about right for that kind of format. The assessors thought that more regular webinars to discuss the new EU process would be helpful moving forward as the new process bedded in.

14. We are planning a further face to face training session in summer 2016 which will enable us to look at other suggestions made by the assessors including case studies, peer mentors and providing feedback. In part some of these issues will be fed into the appraisal process. However, we are also taking steps to build a case bank of pass, fail and borderline cases to provide a resource for both our own staff facilitators and registration assessors to support consistency in decision making.
15. Further information about the training will be considered at the next Committee meeting.

Evaluation

16. Evaluating the effectiveness of our registration processes for international processes is important from both the perspective of the assessors, applicants and prospective applicants. We have taken some steps to seek feedback from applicants going through our registration processes and this has fed into, for example, the ways in which we developed our revised Registration Assessment processes for applicants and assessors.
17. However, further work is to be undertaken on a more systematic evaluation and this is being developed over the course of the next Business Plan and will be reported to the Committee in due course.

Recommendation: To note the update about registration assessments – training, appraisal and evaluation.