



**Education and Registration Standards Committee**  
**03 March 2016**  
**New registrant's survey 2015 analysis of responses**

<b>Classification</b>	Public
<b>Purpose</b>	For noting
<b>Issue</b>	<p>To gauge the effectiveness of the registration process and the resources available to new registrants, a three-month survey was held with individuals who registered for the first time in 2015.</p> <p>This paper presents the analysis of the responses.</p>
<b>Recommendation</b>	To note the content of the report.
<b>Financial and resourcing implications</b>	None
<b>Equality and diversity implications</b>	None
<b>Communications implications</b>	The report has been shared with colleagues internally and the results will be published on the website with an associated article written in <i>the osteopath</i> magazine.
<b>Annex</b>	Analysis of new registrant survey responses (November 2015 – January 2016)
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## Background

1. Each year, the GOSc registers final year graduates from each of the osteopathic educational institutions (OEs) in accordance with the General Osteopathic Council (Application for Registration and Fees) Rules Order of Council 2000.
2. In addition, the GOSc registers a small number of individuals who have obtained a qualification in osteopathy outside the United Kingdom, and who have been able to demonstrate that their qualification and clinical competency is equivalent to the UK standard.
3. As part of the registration process, all applicants must provide the following documentation before their application for registration can be considered by the Registrar, or by the Head of Registration and Resources, who has delegated authority to sign applicants onto the Register:
  - Completed registration application form
  - Health reference form
  - Character reference form
  - An Enhanced check for Regulated Activity (UK graduates) carried out within the last six months or an overseas police check from country of residence (overseas qualified applicant) carried out within the last six months.
  - Details of their intended Professional Indemnity Insurer
  - Entry fee
  - Proof of Recognised Qualification (UK graduate) or completion of the Assessment of Non-UK Qualifications pathway (overseas qualified applicant).
4. A brief summary of the registration process for UK graduates is outlined below:

<b>Date</b>	<b>Action</b>
January 2015	Application packs are sent to final year graduates.
January – April 2015	GOSc staff present to final year students at each of the OEs on the registration process and the work of the GOSc.
February 2015 – September 2015	New graduates send documentation to GOSc to apply for registration. Once registered, an annual certificate and registration pack is sent out within two weeks.
November 2015 – January 2016	New registrant's survey opened via the e zone on 1 November 2015. Three email reminders were sent to new registrants during this period.
January 2016	New registrants' survey closed on 22 January 2016.

5. In order to obtain feedback about the efficiency, effectiveness and customer service of the registration process, and to understand how registrants use the online facilities and resources available to them, a survey was conducted of those individuals who registered for the first time in 2015.
6. The survey was conducted between November 2015 and January 2016. The results of the survey are analysed in the annex to this paper. It is important to note that following the analysis of responses, the key themes of this survey are consistent with those identified last year.
7. While the responses received in this survey are broadly consistent with those of last year, overall, the 2015 survey indicates an increased level of satisfaction with the registration process and accompanying documentation. The headline findings are:
  - a. Respondents found the registration application pack (application forms and information booklet) clear and useful.
  - b. Contact with GOsC staff was highly professional, helpful and maintained a high standard of customer service.
  - c. The registration pack, sent to new registrants after gaining registration, was found to be useful, well organised and informative.
  - d. The need for continuing business support after gaining registration has been outlined.
8. As part of the analysis of the results, a number of key actions were identified. As the responses received in the 2015 survey were consistent with the 2014 survey, it is unsurprising that the key action themes are also the same.
9. Some of these actions have been immediately addressed, with some actions to be addressed in the future. The key actions, grouped together as themes, are set out below:

<b>Theme</b>	<b>Action taken/to be made</b>
It was identified that some enhancements could be made to the final year student presentations.	<i>Action implemented:</i> The Head of Policy and Communications, Head of Registration and Resources and Registration and Resources Administrator made revisions to the documentation prior to commencing the 2016 student presentations.
It was identified that some enhancements could be made to	<i>Action implemented:</i>

<p>registration application forms/ documentation, e.g. changes to the structure and wording of the application form.</p>	<p>Revisions have been made to the 2016 application forms/documentation.</p>
<p>While there is less feedback this year, we have again identified that new registrants are looking for business support.</p>	<p><i>Action to be implemented:</i></p> <p>The Institute of Osteopathy (iO), the professional association, are better placed to provide this support. The results of this survey will be shared with the iO.</p>
<p>We identified that there was the potential to enhance the application process by arranging standard email reminders for all applicants.</p>	<p><i>Action to be implemented:</i></p> <p>A trial process will be discussed and implemented to the new cohort of final year students in 2016.</p>

**Recommendation:** to note the content of this report.

**Analysis of new registrant’s survey responses (November 2015 to January 2016)**

1. Out of 303 new registrants, there were 54 responses (18%) to the new registrant’s survey. Of these, 53 registrants answered the survey questions, and one overseas qualified registrant left general feedback about the application process, which can be found under Section 15.
2. Please note not all registrants answered every question.

**Section 1: Place of study**

<p>What question(s) did we ask?</p>	<p>1. At what institution did you gain your qualification?</p>
<p>What did the survey response tell us?</p>	<p><b>Question 1: (54 responses)</b></p> <ul style="list-style-type: none"> <li>• British College of Osteopathic Medicine – five out of 38 registrants (13%)</li> <li>• British School of Osteopathy – 14 out of 90 registrants (16%)</li> <li>• College of Osteopaths – three out of 16 registrants (19%)</li> <li>• European School of Osteopathy – seven out of 46 registrants (15%)</li> <li>• Leeds Beckett University – two out of 17 registrants (12%)</li> <li>• London College of Osteopathic Medicine – one out of four registrants (25%)</li> <li>• London School of Osteopathy – three out of 19 registrants (16%)</li> <li>• Oxford Brookes University – three out of 24 registrants (13%)</li> <li>• Surrey Institute of Osteopathic Medicine – four out of 22 registrants (18%)</li> <li>• Swansea University – two out of 16 registrants (13%)</li> <li>• Outside the UK – ten out of 11 registrants (91%)</li> </ul>
<p>What are the key points/actions to be taken forward from the survey</p>	<p>It is pleasing to note that 91% of overseas qualified registrants answered the survey in 2015 compared to 29% of overseas qualified registrants who answered the survey in</p>

responses?	2014.
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## Section 2: Use of the o zone and the 'For students' section

What question(s) did we ask?	<p>2. After you received your email from the GOsC Web Manager about the o zone website, did you log into the o zone? If not, why not?</p> <p>2a. If you did visit the o zone, how useful did you find the 'For students' section overall?</p>
What did the survey response tell us?	<p><b>Question 2: (52 responses)</b></p> <p>40 respondents (77%) confirmed that they accessed the o zone after receiving the email.</p> <p>12 respondents (23%) confirmed they did not access the o zone after receiving the email.</p> <p>NB: Four of those who did not access the o zone were overseas qualified applicants and would not have had student access to the o zone.</p> <p>Of the eight UK qualified registrants who answered 'No', three respondents (40%) advised that they did not receive an email with their login details. One respondent (12%) advised they thought it was not relevant at the time they received o zone access due to studying but did access the o zone upon registration. One respondent (12%) advised that they misplaced their login details and did not contact the GOsC to request them. One respondent (12%) advised they did not log in due to time constraints.</p> <p>NB: Two respondents (24%) did not advise why they did not access the o zone.</p> <p><b>Question 2a: (53 responses)</b></p> <p>29 respondents (55%) found the 'For students' section useful, whilst one respondent (2%)</p>

	<p>did not find this section useful.</p> <p>Nine respondents (17%) did not express a view of the usefulness of the 'For students' section.</p> <p>NB: 14 responses (26%) are not being counted as five respondents did not access the o zone during the application process. The remaining nine respondents were overseas qualified applicants and would not have had student access to the o zone.</p>
<p>What are the key points/actions to be taken forward from the survey responses?</p>	<p>It is pleasing that the majority of final year students accessed the o zone prior to registration and found the 'For students' section useful.</p>

**Section 3: Other student areas of the o zone accessed prior to registration**

<p>What question(s) did we ask?</p>	<ol style="list-style-type: none"> <li>3. How to register: How useful did you find this page?</li> <li>4. Student fitness to practice: How useful did you find this page?</li> <li>5. Student with a disability or health impairment: How useful did you find this page?</li> </ol>
<p>What did the survey response tell us?</p>	<p><b>Question 3: (53 responses)</b></p> <p>32 registrants (60%) found the 'How to register' section useful.</p> <p>Four registrants (8%) had not visited the web page and three registrants (6%) did not express a view either way.</p> <p>NB: 14 responses (26%) are not being counted as five respondents did not access the o zone during the application process. The remaining nine respondents were overseas</p>

	<p>qualified applicants and would not have had student access to the <b>o</b> zone.</p> <p><b>Question 4: (53 responses)</b></p> <p>29 registrants (55%) found the 'Student fitness to practice' section useful and ten registrants (19%) did not visit the web page.</p> <p>NB: 14 responses (26%) are not being counted as five respondents did not access the <b>o</b> zone during the application process. The remaining nine respondents were overseas qualified applicants and would not have had student access to the <b>o</b> zone.</p> <p><b>Question 5: (53 responses)</b></p> <p>20 registrants (38%) did not visit the 'Student with a disability or health impairment' page and 19 registrants (36%) found the web page useful.</p> <p>NB: 14 responses (26%) are not being counted as five respondents did not access the <b>o</b> zone during the application process. The remaining nine respondents were overseas qualified applicants and would not have had student access to the <b>o</b> zone.</p>
<p>What are the key points/actions to be taken forward from the survey responses?</p>	<p>The focus for new graduates is the registration process and it is unsurprising that the 'student fitness to practise' and 'student with a health or disability impairment' pages were viewed less than the 'how to register' page. This is reflected from the previous survey in 2014 where a similar number of respondents did not visit either of these web pages.</p> <p>However, graduates who did view these pages found them useful.</p>



**Section 4: Other areas of the o zone accessed prior to registration**

<p>What question(s) did we ask?</p>	<p>6. Introducing the GOsC: How useful did you find this page?          7. Getting involved: How useful did you find this page?          8. If you did not find any of the above information useful, please tell us why not.          9. What other areas of the o zone did you visit?</p>
<p>What did the survey response tell us?</p>	<p><b>Question 6: (53 responses)</b></p> <p>30 registrants (57%) found the 'Introducing the GOsC' section useful and eight registrants (15%) did not visit the web page. One registrant (2%) did not express a view either way.</p> <p>NB: 14 responses (26%) are not being counted as five respondents did not access the o zone during the application process. The remaining nine respondents were overseas qualified applicants and would not have had student access to the o zone.</p> <p><b>Question 7: (53 responses)</b></p> <p>21 registrants (40%) found the 'Getting involved' section useful and 13 registrants (25%) did not visit the web page. Five registrants (9%) did not express a view either way.</p> <p>NB: 14 responses (26%) are not being counted as five respondents did not access the o zone during the application process. The remaining nine respondents were overseas qualified applicants and would not have had student access to the o zone.</p> <p><b>Question 8: (Three responses)</b></p> <p>One registrant thought the 'Getting involved' section could be set out better and made more appealing. One registrant advised they could not remember what information they viewed on the o zone and one registrant did not visit the o zone properly as they were studying but felt</p>

	<p>they had missed a good opportunity.</p> <p><b>Question 9: (Two responses)</b></p> <p>One registrant (50%) visited the 'Recruitment' section of the GOsC public website.</p> <p>One registrant (50%) did not visit another section of the ● zone but commented that the ● zone was not introduced to their cohort until the final year of study and thought it would have been useful earlier in their study programme.</p> <p>NB: From 2015, final year and penultimate year UK students were provided with student access to the ● zone.</p>
<p>What are the key points/actions to be taken forward from these responses?</p>	<p>Following the survey responses in 2014, a section was added to the 2015 survey (question eight), giving registrants the opportunity to provide further information if they found a section of the ● zone 'not useful'.</p> <p>Although no-one has used this facility in the current survey, this additional question will allow GOsC to collate feedback concerning the ● zone and consider any changes to the content.</p>

## Section 5: 'Registering with the GOsC' Information Booklet

What question(s) did we ask?	10. Did you find the information in the booklet clear? 11. How useful did you find the information in the booklet?
What did the survey response tell us?	<p><b>Question 10: (53 responses)</b></p> <p>52 registrants (98%) found the information in the booklet clear, while one registrant (2%) found the information unclear.</p> <p><b>Question 11: (53 responses)</b></p> <p>49 registrants (92%) found the information useful and three registrants (6%) did not offer an opinion on the usefulness of the information booklet. One registrant (2%) did not find the information booklet useful.</p> <p>NB: One registrant commented that they did not receive the application pack and information booklet but downloaded this information from the <b>o</b> zone.</p>
What are the key points/actions to be taken forward from the survey responses?	It is pleasing that during the application process, 92% of respondents found the information booklet useful. GOsC will continue to present this information to final year students in its current form.

## Section 6: Resolving queries with your application for registration

What question(s) did we ask?	<p>12. If you had a query about your application, where did you find the answer? Please tick all appropriate options.</p> <p>13. If you chose 'Other', please tell us how your query was answered.</p> <p>14. Why did you choose the method that you did?</p>
What did the survey response tell us?	<p><b>Question 12: (47 respondents)</b></p> <p>Please note respondents did tick more than one option; this could mean they had multiple queries.</p> <ul style="list-style-type: none"> <li>• By contacting the GOsC – 33</li> <li>• By looking in the information booklet – 13</li> <li>• Did not have a query – four</li> <li>• By looking on the o zone – three</li> <li>• Other – three</li> </ul> <p><b>Question 13: (Three responses)</b></p> <p>One respondent advised their query was resolved by their school and one respondent said they asked fellow students before contacting the GOsC. One respondent advised their query was answered by the Institute of Osteopathy.</p> <p><b>Question 14: (16 responses)</b></p> <p>13 registrants (82%) who resolved their query by contacting the GOsC explained that they had chosen this method because they found it was easier, direct and convenient.</p> <p>Two registrants (12%) who found the information they required in the student booklet chose</p>

	<p>this method because they found the booklet easy to navigate and advised it was the best method for them.</p> <p>One registrant (6%) who contacted their school to resolve their query advised they used this method because they were well known by staff at the school.</p>
<p>What are the key points/actions to be taken forward from these responses?</p>	<p>The results demonstrate that applicants use a range of methods to help them answer any questions about the registration process. It is interesting to note that most applicants wanted to contact the GOsC to resolve their queries as they prefer to have a direct response. It is therefore important that GOsC staff are available to assist applicants as they move through the registration process.</p>

**Section 7: GOsC Student Presentation**

<p>What question(s) did we ask?</p>	<p>15. In your final year of training, did you attend the GOsC presentation <i>'Introducing the General Osteopathic Council'</i>, at your educational institution?</p> <p>16. If you did, how useful did you find it?</p> <p>17. If not please tell us why not.</p>
<p>What did the survey response tell us?</p>	<p><b>Question 15: (41 responses)</b></p> <p>37 registrants (90%) attended the GOsC student presentation while two registrants (5%) did not attend. Two registrants (5%) did not answer the question.</p> <p>NB: 9 responses were not included as the respondents were overseas qualified applicants and would not have attended a final year student presentation.</p>

	<p><b>Question 16: (37 responses)</b></p> <p>34 registrants (92%) found the GOsC student presentation useful while two registrants (5%) did not find the presentation useful.</p> <p>One registrant (3%) did not offer an opinion on the usefulness of the GOsC student presentation.</p> <p><b>Question 17: (Three responses)</b></p> <p>Although only two registrants did not find the presentation useful, the survey results yielded three responses with general feedback and comments.</p> <p>Two registrants (67%) thought the presentation was too long and was too close to the examination period.</p> <p>One registrant (33%) said they had read the information booklet prior to the presentation and felt that contained all the information they needed.</p>
<p>What are the key points/actions to be taken forward from these responses?</p>	<p>Before commencing presentations to the 2016 final year students, staff members who attend the presentations included additional slides concerning the process of applying for registration, introduced to engage more with the students.</p> <p>Staff also amended the documentation handed to students at the presentation. These changes aim to improve the flow of information and to try and ensure the students retain as much information as possible.</p>

**Section 8: Registration Process**

<p>What question(s) did we ask?</p>	<p>18. Were the GOsC registration forms easy to complete? If not why not?          19. If you had a query, were you clear about where to get help?          20. Please could you tell us what your query was? Please tick all appropriate options.</p>
<p>What did the survey response tell us?</p>	<p><b>Question 18: (52 responses)</b></p> <p>48 registrants (92%) thought the GOsC registration forms were easy to complete while three registrants (6%) did not. One registrant (2%) did not answer this question.</p> <p>The feedback from three registrants who did not find the registration forms easy to complete were they felt page numbers on the application form would have helped and the forms could have been more intuitive.</p> <p><b>Question 19: (37 responses)</b></p> <p>36 registrants (97%) were clear where to get help with any registration queries and one registrant (3%) was unclear.</p> <p><b>Question 20: (33 responses)</b></p> <p>Please note respondents did tick more than one option; this could mean they had queries with separate stages of the application process.</p> <ul style="list-style-type: none"> <li>• DBS check – 16 queries</li> <li>• Application form – 10 queries</li> <li>• Health reference – seven queries</li> <li>• Entry fee – four queries</li> <li>• Character reference – three queries</li> </ul>

	<ul style="list-style-type: none"> <li>• Insurance – one query</li> </ul>
<p>What are the key points/actions to be taken forward from these responses?</p>	<p>The Registration and Resources team reviewed the registration application forms, prior to sending out application packs to the 2016 final year students. Although the survey results demonstrated that 92% of respondents found the forms easy to complete, some amendments have been made in order to make the forms more user-friendly, such as amending the structure and wording of some of the questions on the application form.</p> <p>It is also pleasing to note that 97% of registrants knew where to seek help with any queries regarding registration.</p>

**Section 9: Contacting the GOsC**

<p>What question(s) did we ask?</p>	<p>21. If you did contact us during the registration process, how did you do so? Please tick all appropriate options.</p> <p>22. Why did you choose that method of contacting us?</p> <p>23. Were you satisfied with the way your query was handled?</p>
<p>What did the survey response tell us?</p>	<p><b>Question 21: (45 respondents)</b></p> <p>Please note respondents did tick more than one option; this could mean they contacted the GOsC using several different methods of communication.</p> <ul style="list-style-type: none"> <li>• Contact via email – 32</li> <li>• Contact via phone – 17</li> <li>• Contact via the GOsC website – four</li> <li>• Contact at the student presentation – three</li> </ul>



	<p><b>Question 22: (20 responses)</b></p> <p>All responses to this question concerned email contact where 19 respondents (95%) chose to contact the GOsC via email because it was easy and convenient and they received a fast and helpful response to their query. One respondent (5%) advised they contacted the GOsC via email because they needed to provide a photo for their identity card.</p> <p><b>Question 23: (46 responses)</b></p> <p>Of the 46 registrants who answered this question, 44 registrants (96%) were satisfied with the way their query was handled.</p> <p>Two registrants (4%) were not happy with the way their query was handled. One did not provide further details and the other concerned a query with the amount the registrant was being charged via monthly direct debit. Neither registrant provided a GOsC registration number to enable GOsC to contact them.</p>
<p>What are the key points/actions to be taken forward from the survey responses?</p>	<p>It is pleasing to note that the significant majority of applicants were satisfied with how their query was handled by GOsC staff. This will be fed back to colleagues with the emphasis that these high standards need to be maintained.</p> <p>Reflecting on last year’s survey, it is interesting to note that registrants preferred to contact GOsC via email as well. In the previous survey, 27 out of 38 registrants chose to contact the GOsC via email.</p>

## Section 10: Problems during the registration process

What question(s) did we ask?	<p>24. Was there a serious problem with your registration?  25. If yes, what was it?  26. Were you satisfied with how the problem was solved?  27. If yes please tell us why. If no, please tell us why not.</p>
What did the survey response tell us?	<p><b>Question 24: (51 responses)</b></p> <p>49 registrants (96%) did not have a problem with their application for registration while two registrants (4%) did have a problem with their application for registration.</p> <p><b>Question 25: (Two responses)</b></p> <p>One registrant (50%) experienced problems with obtaining an Enhanced check for Regulated Activity (formerly called a CRB check), commenting on the length of time it took for the disclosure certificate to be issued by the DBS, a matter outside GOsC's control.</p> <p>One registrant (50%) commented that "it took ages to become registered". The registrant did not provide a registration number so we are unable to explore their specific circumstances in more detail.</p> <p><b>Question 26: (38 responses)</b></p> <p>35 registrants (92%) were satisfied with the way their problem was handled and three registrants (8%) were not satisfied with the outcome. The three registrants did not provide their registration number for GOsC to contact them.</p> <p><b>Question 27: (10 responses)</b></p> <p>Eight respondents (80%) were satisfied with how the problem was solved. Seven of these</p>

	<p>respondents felt the problem was handled quickly and that they received a clear answer. They also commented that GOsC staff were highly professional.</p> <p>The remaining respondent advised they were happy with the speed of the internal GOsC processing once all documentation had been received.</p> <p>Two respondents (20%) were not satisfied with the way their problem was resolved. One respondent was unhappy with the length of time it took for the DBS to process their Enhanced Check for Regulated Activity, a matter outside of GOsC’s control.</p> <p>The other respondent was unhappy about the level of the entry fee onto the register. Neither registrant left their registration number for GOsC to contact them.</p>
<p>What are the key points/actions to be taken forward from the survey responses?</p>	<p>It is pleasing to note that the majority of applicants did not experience a problem with their application for registration. However, those applicants who experienced problems were satisfied with the way their query was handled.</p> <p>It is also pleasing to note that during 2015, applicants experienced less problems than in 2014. In the 2014 survey, nine respondents reported a problem with their application.</p> <p>In comparison with the survey in 2014, registrants still seem to not differentiate between serious problems with their application and general queries about their application. In 2016 we will review the wording of the next survey and try to make it clearer to differentiate between general queries and serious problems with an application.</p>

**Section 11: GOsC Registration Pack**

<p>What question(s) did we ask?</p>	<p>28. Did you receive your registration pack within two weeks after being registered?                  29. How useful did you find the contents?                  30. If you didn't find the contents of the pack useful, please tell us why not</p>
<p>What did the survey response tell us?</p>	<p><b>Question 28: (52 responses)</b></p> <p>48 registrants (92%) did receive the registration pack within two weeks of gaining registration, while four registrants (8%) advise this was not received in the specified time frame.</p> <p><b>Question 29: (53 responses)</b></p> <p>50 registrants (94%) found the contents of the registration pack useful and two registrants (4%) did not formulate an opinion on the usefulness of the contents of the registration pack. One registrant (2%) did not find the content of the registration pack useful.</p> <p><b>Question 30: (One response)</b></p> <p>The respondent left general feedback advising they thought it was not necessary to send out a large box in the post considering what was contained within the pack.</p>
<p>What are the key points/actions to be taken forward from the survey responses?</p>	<p>This shows that the majority of new registrants received their registration pack within two weeks and that they found the contents useful, an increase on the previous year's survey where in 2014, 89% of respondents found the contents of the registration pack useful.</p>

## Section 12: Specific items of use within the GOsC Registration Pack

What question(s) did we ask?	31. What was most useful? 32. What was least useful?
What did the survey response tell us?	<p><b>Question 31: (12 responses)</b></p> <ul style="list-style-type: none"> <li>• Consent forms and fit notes – five registrants (41%)</li> <li>• Code of practice – two registrants (17%)</li> <li>• All items contained with the registration pack – two registrants (17%)</li> <li>• All leaflets provided in the registration pack - one registrant (8%)</li> </ul> <p>Two registrants (17%) left general feedback, one commenting that they found the information surrounding the “I’m Registered” mark and the other registrant noted that the registration pack was clearly well organised.</p> <p><b>Question 32: (4 responses)</b></p> <ul style="list-style-type: none"> <li>• Leaflets – two registrants (50%)</li> <li>• Poster named ‘Good Health in Good Hands’ – one registrant (25%)</li> </ul> <p>One registrant (25%) left general feedback commenting that they were unsure about the choice of picture on one of the posters provided in the registration pack.</p>
What are the key points/actions to be taken forward from the survey responses?	No action required.

## Section 13: Any other support or information GOsC could provide

What question(s) did we ask?	33. Is there any other support or information which students would find helpful as they make their transition into practice?
What did the survey response tell us?	<p><b>Question 33: (42 responses)</b></p> <p>31 registrants (74%) did not think there was any other support or information GOsC could provide to registrants to help their transition into practice.</p> <p>Three registrants (7%) thought GOsC should provide more information concerning CPD courses and information on registering as a healthcare provider with different insurance companies.</p> <p>Two registrants (5%) thought GOsC should provide more information and leaflets to promote osteopathy.</p> <p>Two registrants (5%) provided general feedback about the application process, commenting on the length of the time it took to process the DBS check, a process outside GOsC's control and the length of time it took to be registered after all documentation had been received. Neither registrant left their registration number for GOsC to contact them.</p> <p>Two registrants (5%) commented that the GOsC should provide more information about self employment and tax procedures in the UK.</p> <p>One registrant (2%) commented that whilst the current research journals available online were an excellent resource, more listings/journal options would be useful.</p> <p>One registrant (2%) thought it might be a good idea for GOsC to send email reminders to all students throughout the application process.</p>

<p>What are the key points/actions to be taken forward from the survey responses?</p>	<p>Reflecting on last year’s survey, there has been a decrease in requests for business support. In the 2014 survey, six registrants thought GOsC should provide information about setting up their business and promoting their osteopathic practice.</p> <p>Whilst it is positive that this year, less students thought business support was required, the need for further support upon setting up practice is still clear. The Institute of Osteopathy (the professional association) are best placed to provide this service and this will be fed back to them.</p> <p>In addition, it was noted that one respondent thought email reminders to final year students throughout the application process could have been useful. Although GOsC only received one piece of feedback concerning this, we believe this could have a beneficial impact on the application process for all final year students. GOsC will consider if setting up reminder emails for final year students will have a positive impact on the application process and if appropriate, trial this approach with the new final year students in 2016.</p>
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**Section 14: Other comments**

<p>What question(s) did we ask?</p>	<p>34. Do you have any other comments?</p>
<p>What did the survey response tell us?</p>	<p><b>Question 34: (12 responses)</b></p> <p>Five registrants (43%) thanked the GOsC for supporting them during the registration process and praised members of staff in the Registration and Resources team for their work during this time, commenting the support they received was fantastic.</p> <p>Three registrants (25%) commented that the GOsC registration fee was too high when compared to other UK statutory healthcare regulators and that the amount charged required</p>

	<p>an explanation. None of the respondents left their registration number in order to be contacted.</p> <p>One registrant (8%) wanted GOsC to provide access to research papers. The registrant was contacted and informed about the online resources available via the ● zone which includes access to journals and research papers.</p> <p>One registrant (8%), who qualified abroad, commented that they believed GOsC should provide more guidelines surrounding the completion of the Further Evidence of Practice Questionnaire. The registrant did not leave their registration number in order to be contacted.</p> <p>One registrant (8%) thought the application process was lengthy and convoluted. The registrant did not leave their registration number in order to be contacted.</p> <p>One registrant (8%) found the business side of osteopathy very daunting and although reflected that they had attended a business lecture during their period of study but thought GOsC could provide some support for this area.</p>
<p>What are the key points/actions to be taken forward from the survey responses?</p>	<p>We have noted the feedback provided.</p>



**Section 15: General Feedback**

<p>One registrant did not answer the survey but provided general feedback which is being included in the results. This feedback is listed in the following section.</p>	<p>One registrant (overseas qualified applicant) thought the registration assessors were very professional and that the GOsC is an important statutory healthcare regulator.</p>
<p>What are the key points/actions to be taken forward from this feedback?</p>	<p>We have noted the feedback provided.</p>