
Information for registrants

How to renew your registration

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Introduction

About this document

This information is intended to help you renew your registration with the Health and Care Professions Council (HCPC). It will also help you understand the renewal process. However, if after reading this document there is something you do not understand, please contact us.

About us

We are the Health and Care Professions Council (HCPC). We regulate health and care professionals in the UK and our main aim is to protect the public. To do this, we:

- set standards for registrants' education, professional skills and behaviour;
- keep a register of professionals who meet those standards;
- approve programmes that allow students to apply to join our Register when they complete them; and
- take action when professionals on our Register do not meet our standards.

How we are run

We were created by legislation called the Health and Social Work Professions Order 2001. This lays out our responsibilities and it gives us our legal authority to carry these out. We have a Council which is made up of registered health and care professionals and members of the public. This Council sets our strategy and policy and makes sure we are fulfilling our duties under the Health and Social Work Professions Order.

Renewing your registration with the HCPC

You need to renew your registration every two years. To make sure that your name stays on the Register, you need to:

- pay your registration fee; and
- complete a professional declaration.

We will not be able to renew your registration unless you do both of these things. **Please remember that payment alone is not sufficient to keep your name on the Register.**

Before you renew your registration please read this booklet carefully.

Using the online system

The HCPC's online system allows you to renew your registration and pay your registration fee securely. Renewing your registration online is quick and easy. You can also change your address and other contact details if necessary and download a direct debit instruction should you wish to change to this method of payment. To access the online system, log on to the HCPC website at www.hcpc-uk.org and click on the 'My Account' link at the top of the home page.

Step 1 - Activate your online account

Before using the online system, you will need to activate your online account. You can do this using your exclusive activation code. You will also need your registration number. If you have not previously activated your account, you should have received a reminder of your activation code at the start of your renewal period. If you have lost your activation code you can request a reminder of it to be sent to you by email. You will be asked to confirm your date of birth and postcode.

Step 2 - Set up your email address and password

To finalise the activation process, you will be asked to provide us with your email address. We encourage you to give us your personal email address (rather than a work address) to ensure that you receive important future information about your registration renewal. You will also be asked to set up a password. Please choose a memorable password and do not share this with anyone, including HCPC employees. You will be asked for three random characters from your password each time you log into the online system.

Step 3 - Access your account using your authentication code

Your authentication code can be found on your most recent registration card, if you have one. You should have received a reminder of your authentication code at the start of your renewal period. You will need your authentication code every time you log in to the online system. If you have lost your authentication code, you can request that a new code is sent to you. For security reasons, this code cannot be sent by email and will be sent to you by post. Please allow at least ten working days for your new code to arrive.

Step 4 - Review home page and check your contact and payment details

When you have logged into your account, a message will be displayed on your home page telling you when your registration is due to expire and that you need to renew your registration. It is essential that your personal details are kept up-to-date. This is a requirement of the Registration and Fees Rules 2003. The home page displays your contact details. Please check these very carefully to ensure the information we hold is accurate. If necessary, you can update your contact details using the links provided. You can also check here whether you currently pay your fee by direct debit. Click on the 'Renew online now' link to proceed.

Home address

We ask you to give us your main home address. This address is not published on the publicly available Register, but is required by us for all HCPC correspondence.

Work address

The work address you give us should be for your main place of work. Members of the public will only be able to see the approximate geographical area in which you practise (eg Guildford). If you are not currently practising, you can leave this section blank and contact us as soon as you are able to give us a work address.

Telephone number(s)

Please provide us with your contact telephone numbers.

Email address

To help improve the service we provide to you, please tell us your email address. If you do not wish to receive communications from us by email, simply leave the space blank.

Name change

If you have changed your name you will not be able to update this using the online system. You must send us a **certified photocopy** of any relevant document (eg marriage certificate). Please make sure that you write your registration number clearly on the document.

Certified documents

The documents you send us must be certified as a true copy of the original by a person of professional standing in the community. This means that the person you ask to certify your document(s) must write on it 'I certify that this is a true copy of the original document' and must sign it and print their name and professional title. A professional person (eg a doctor, solicitor or accountant) will be recognised as a person of standing in the community as will:

- a bank manager;
- a Justice of the Peace or other judicial official;
- a minister of the Church, Rabbi, Imam or other recognised religious official;
- a Member of Parliament, Member of Scottish Parliament, Member of Northern Ireland Assembly or Member of the Welsh Assembly;
- an Officer in HM Armed Forces;
- a registered professional; or
- a teacher or lecturer.

Step 5 - Complete your professional declaration

You must make a professional declaration once every two years in order to stay registered. By making the professional declaration you are confirming that you have:

- continued to practise your profession since your last registration; **or**
- not practised your profession since your last registration but have met the HCPC's returning to practice requirements.

You must indicate which applies to you by clicking in one of the two boxes. You are also confirming that:

- you continue to meet the HCPC's standards of proficiency for the safe and effective practice of your profession;
- Since your last registration there has been no change relating to your good character (*this includes any conviction or caution, if any, that you are required to disclose*), or any change to your health that may affect your ability to practise safely and effectively; **and**
- you continue to meet the HCPC's standards for continuing professional development.

You must confirm each of the above statements by clicking each box.

If you cannot complete any part of the declaration you should contact the Registrar in writing, explaining your circumstances.

More about completing your professional declaration

The declaration is in several parts, each of which is explained here in more detail.

Returners to practice

We ask you to confirm that you have practised your profession since you last renewed your registration.

For the purposes of renewing your registration, or determining whether our returning to practice requirements need to be met, 'practising your profession' means drawing on your professional skills and / or knowledge in the course of your work. For example, if you are working in education, management or research, you are still practising your profession.

If you have been out of practice for more than two years you will need to undertake a period of updating your skills and knowledge before you can become registered. You must complete and return a paper renewal form with a letter explaining that you have not practised your profession. You must also tell us how long you have been out of practice. Your name will be retained to the Register and you will have six months from the start of the next registration cycle in which to undertake your period of updating. You can request a paper renewal form through our website at www.hcpc-uk.org/registrants/renew

Once you have completed your period of updating you must complete the returning to practice forms which can be found on our website at www.hcpc-uk.org/apply

Standards of proficiency

You will find copies of the standards of proficiency on our website at www.hcpc-uk.org

Character and health

Health

When we talk about 'health' we mean health conditions which may affect your fitness to practise. We are not asking whether a registrant is 'healthy'. This is because someone may be unwell or may have a health condition which they manage appropriately but they may still be able to practise their profession safely. We do not need information about any health condition unless it affects your fitness to practise. We recognise that a disability may not be seen as a health condition so, we only need information about a disability or health condition if it affects your fitness to practise. Telling us about a health condition does not necessarily mean we

will not renew your registration. Instead, we will consider the information provided to decide whether we need to ask a registration panel to consider your application for renewal.

Character

The Rehabilitation of Offenders Act 1974 does not apply to an application for registration renewal. This means that you must declare to us any convictions or police cautions that you have received, even if they are 'spent' under that Act, other than a protected caution or protected conviction. Failure to do so may result in an investigation which could lead to you being removed from the Register. A caution is protected from disclosure six years after it was accepted. If the offender was under 18 when the caution was accepted then that period is reduced to two years. A conviction is protected from disclosure after 11 years. If the offender was under 18 when convicted then that period is reduced to five and a half years. In either case a conviction will only be protected if the offender received a noncustodial sentence and has no other convictions. A caution or conviction will NOT be protected if it is for a 'listed offence' under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. Listed offences include serious violent and sexual offences and offences which are of specific relevance to the safeguarding of children and vulnerable adults. A caution or conviction for a listed offence must always be disclosed to the HCPC. Further guidance on listed Offences may be found on the Disclosure and Barring Service website (www.gov.uk/government/organisations/disclosure-and-barring-service).

Paying your registration renewal fee

Payment methods

Paying your registration renewal fee by direct debit

If you wish to spread the cost of registration over the two-year registration cycle, you may wish to consider paying by direct debit. Your fee will be deducted from your bank account in four separate instalments, the dates of which are indicated in the letter which accompanies this booklet. Please note, your registration will not be renewed until we have successfully debited the first instalment.

If you currently pay your fee by direct debit

If we already have a direct debit instruction in place for you, this will be indicated. If you wish to continue to pay by this method and you have not changed your account details, you should opt to pay by using your existing direct debit instruction.

If your account details have changed or you wish to set up a new direct debit instruction

If you wish to set up a new or amended direct debit instruction, please click 'pay by new direct debit'. You will be asked to download a new direct debit instruction, which you will need to complete and return to us by post. Please remember that we need approximately two weeks to process a new direct debit instruction.

All registrants who pay by direct debit must ensure that their direct debit instruction is active at all times. If you or your bank cancel your direct debit instruction at any time, you must make immediate arrangements to pay the balance of your fee in full to avoid your name being removed from the Register. If your bank reject any claim made on your direct debit instruction, we will cancel it to ensure you do not incur any bank charges. We will contact you in writing to ask you to pay by an alternative method, but it remains your responsibility to ensure that your payments are up-to-date.

Alternative methods of payment

If you prefer, you can pay your fee by credit or debit. You will be required to pay the full amount.

What happens if...

you do not renew your registration?

You need to be registered with us in order to practise your profession and to use the protected title(s) associated with your profession.

If you do not renew your registration and / or make a payment by the specified date, we will begin the process of finalising the Register and you are at risk of having your name removed from the HCPC Register. If your name is removed from the Register, you must cease practising or using any of the protected titles associated with your profession. We will write to you to tell you that your name has been removed from the Register. We will also write to your employer.

If you need to become registered again, you will need to apply for readmission. We will send you a readmission form shortly after your name has been removed from the Register. We will not charge a readmission fee if we receive your completed application within one month of the date your name was removed from the Register.

you are no longer practising your profession?

If you do not need to be registered, you need to tell us immediately by writing to us stating that you are not aware of any matter which could give rise to an allegation being made against you. Please also tell us when you would like us to remove your name from the Register. If you currently pay your fee by direct debit, you must ask your bank or building society to cancel your direct debit instruction before the first instalment is due. This will ensure that the amount is not deducted from your account.

you do not want to or are not able to renew your registration using the online system?

We encourage you to renew your registration online as this is the easiest, safest and most convenient way to renew. Please note, we cannot confirm receipt of your renewal form or be responsible for lost or delayed forms.

A paper renewal form will be sent to all registrants who have yet to renew their registration around six weeks before the start of the next registration cycle. You can also request a renewal form through our website at www.hcpc-uk.org/registrants/renew. Alternatively, you can call us to request a paper form.

The processing time for renewal applications is at least ten working days. This time may vary depending on the volume of renewal forms we receive. Once we have processed your renewal form and payment our online Register is immediately updated to show your new registration dates. The Register is in real-time and is the best way for you and your employer to check your registration status. The Register can be viewed at www.hcpc-uk.org

Contact us

Before you contact us you may find it helpful to look at our website at www.hcpc-uk.org

If you cannot find the answer to your enquiry in this publication or on our website, please contact us.

Phone

Monday to Friday, 8am to 6pm

+44 (0)845 300 4472

Email

registration@hcpc-uk.org

Post

Registration Department
Health and Care Professions Council
Park House
184 Kennington Park Road
London
SE11 4BU

Keeping you informed

Sign up to HCPC In Focus, our free e-newsletter. We produce this every two months and it covers important registration issues such as renewing your registration and CPD audit information, as well as consultations and new publications. To sign up, email newsletter@hcpc-uk.org or download copies from our website.



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Data protection information

Subject information statement

The Health and Care Professions Council (HCPC) processes your personal data (as defined by the Data Protection Act 1998) for the following purposes:

- administering your application to register with the HCPC and any subsequent renewals;
- maintaining and publishing the health and care professions Register;
- undertaking regulatory activities for the purposes of the Health and Social Work Professions Order 2001;
- ensuring that you comply with our standards, including but not limited to, ensuring compliance with continuing professional development and educational requirements;
- investigating complaints made about you;
- investigating complaints made by you;
- publishing the results of any complaints made about you or by you;
- transferring your personal data to any other authorised body investigating your activities;
- transferring your name, profession, registration number, registration dates and approximate location of your practice to any member of the public requesting the information and making it available through the publication of the health and care professions Register;
- transferring your personal data to professional advisers and other third parties involved with the regulation of professionals;
- statutory and regulatory compliance;
- monitoring equality and diversity information;
- reviewing your medical records and history to ensure that your health does not impair your fitness to practice;

- maintaining photographic images of you to ensure your identity;
- informing you about the activities of the HCPC;
- marketing the activities of the HCPC;
- transferring your personal data to any business directory so as to ensure only authorised people advertise their services in such directories;
- keeping you informed about any changes to practice or legislation that may affect your practice;
- responding to requests for information from other health regulators both within the European Economic Area and worldwide;
- keeping you informed about any developments, activities or products of third parties which may affect or assist your practice; and
- achieving the general and statutory objectives of the HCPC.

We collect personal information from you when you communicate with us by any media. We may also collect personal data which relates to you from third parties.

We may contact you by means of electronic communication, including but not limited to email or SMS for the purposes set out above. We will only undertake activities considered to be electronic marketing if permitted to do so by the Privacy and Electronic Communications (EC Directive) Regulations 2003.

Sensitive personal data

Certain personal information is categorised by the Data Protection Act 1998 as “Sensitive Personal Data”.

In some circumstances, the HCPC will process your sensitive personal data. We are required to hold such sensitive personal data by the Health and Social Work Professions Order 2001 and therefore we do not need to obtain your consent to undertake this processing. In general, the sensitive personal data collected by HCPC is limited to information in connection with:

- your racial or ethnic origin;
- your physical or mental health or condition;
- your membership of a trade union;
- the commission or alleged commission by you of any offence;
- any proceeding taken against you for any offence committed or alleged to have been committed by you; and
- your sexual life.

Anonymisation

The HCPC is required to provide statistical information to a number of different bodies; it also undertakes its own research. In such circumstances it only provides anonymised data.

Permitted processing

The HCPC ensures that it is permitted to process your personal data. If no statutory condition applies to the form of processing we undertake, we can only undertake such processing with your consent. You may withdraw your consent to our processing your personal data for some of the above purposes by writing to the address at the end of this statement.

If a statutory condition applies allowing the HCPC to process your personal data and you withdraw consent to process your personal data this will not necessarily mean that HCPC ceases to process your personal data as the HCPC keeps personal data on registrants for their lifetime.

Sharing your information

In some circumstances the HCPC may be permitted by law to share sensitive personal data about you with a third party. Otherwise the HCPC does not share sensitive personal data with others without your consent. Your personal data may be shared as set out in the above purposes. If you do not wish us to share your personal data with any third party for marketing purposes, please write to us at the address at the end of this statement.

European Economic Area (EEA)

Please note that information displayed on our website or sent to the HCPC over the internet may be transferred outside of the EEA, where data protection laws are not as strong as within the EEA. The information displayed on the website is provided as it is necessary for the public interest. In relation to any information you send via the internet or email, if you have any concerns in relation to such transfers, you should not use the internet or email as a means of communication with the HCPC.

Monitoring of telephone calls and emails

Your telephone calls and emails to us may be recorded and monitored for quality control purposes. We may also intercept communications made to individual HCPC employees when this is required for business purposes.

Notification

The HCPC has notified the Information Commissioner that it processes personal data. The notification number is Z6621691.

If you have any queries relating to this statement, please contact us by letter at the following address:

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Park House
184 Kennington Park Road
London
SE11 4BU

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