# Education programme concern notification form

This form should be used to formally raise your concerns about education programme(s) to the HCPC. We can only consider concerns that may impact on our standards being met by the programme. We cannot require education providers to change their decisions, relating to academic judgement or otherwise.

Please complete all sections of this form, with as much detail as possible. Please also supply any supporting documentation that you consider could be useful to our investigation with your completed form.

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| **Section 1 – Your details** |
| We ask those that raise concerns to identify themselves, as it is helpful for all parties to know who has raised a concern. This allows: * us to properly investigate, including asking for further evidence / information (where required):
* us to clarify our understanding of issues;
* us to signpost the case contact elsewhere if issues fall outside of our remit; and
* education providers to understand the context when providing a response.
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| **Name** |       |
| **Relationship to the programme** | Choose an item.Please provide any comments here:      |
| **Telephone number** |       |
| **Email address** |       |

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| **Section 2 – Programme details** |
| Please check details of the programme on the [register of approved programmes](http://www.hcpc-uk.org/education/programmes/register/) when completing this section. This enables us to ensure we are responsible for monitoring the programme. |
| **Name of education provider** |       |
| **Name of awarding / validating body** |       |
| **Programme name** |       |
| **Mode(s) of study** | [ ]  Full time[ ]  Full time accelerated | [ ]  Part time[ ]  Distance learning | [ ]  Work based learning[ ]  Flexible |

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| **Section 3 – Details of your concern** |
| We can only consider concerns that may impact on our standards being met by the programme. We cannot require education providers to change their decisions, relating to academic judgement or otherwise.If your concern relates to academic judgement or an individual’s fitness for an academic award, you should raise your concern via the education provider’s internal appeals process. |
| **Which of these areas best describe your concern?** (Please tick all that apply)[ ]  Academic judgement[ ]  An individual’s fitness for an academic award | What area(s) of the programme do your concerns relate to?[ ]  Programme admissions[ ]  Programme governance, management and leadership[ ]  Programme design and delivery[ ]  Practice-based learning[ ]  Assessment |
| We ask that you attempt to resolve any concerns you have directly with the education provider before we will progress to an investigation. As HCPC-approved programmes meet our standards, we have judged that there is “a thorough and effective process in place for receiving and responding to learner complaints”.  |
| **Have you formally raised your concern(s) with the education provider?** | [ ]  Yes[ ]  NoIf you have answered ‘no’, please explain why:      |
| **What was the outcome of their investigation?** | [ ]  Investigation not concluded[ ]  Process not followedAnd / or state the outcome:      |
| **Have you raised your concern(s) with any other body or institution?** | [ ]  Yes[ ]  NoIf you have answered ‘yes’, please note which institution(s):      |
| **What were the outcome(s) of their investigation(s)?** | [ ]  Investigation not concluded[ ]  Process not followedOr please state outcome:      |
| **Do your concern(s) also relate to the fitness to practise of HCPC registrant(s)?** | [ ]  Yes[ ]  NoIf you have answered ‘yes’, you will need to raise a separate concern via our [fitness to practise process](http://www.hcpc-uk.org/complaints/). We will also refer this concern internally to our Fitness to Practise team. |

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| **Please provide details of your concern(s)** |
| We are only able to investigate concerns that link to how programmes meet our education standards. Therefore, please link your concern(s) to at least one of the following areas:* **Programme admissions** – relating to the admissions processes for the programme
* **Programme governance, management and leadership** – relating to how the programme is led, managed and governed, including:
	+ the processes for monitoring and reviewing the programme;
	+ involving stakeholders; and
	+ making sure that necessary resources are available to learners and educators.
* **Programme design and delivery** – how the programme ensures that learners who complete the programme are fit to practise.
* **Practice-based learning** – relating to clinical or practical experience that forms part of the programme. How the education provider:
	+ approves and monitors practice-based learning to make sure it is effective;
	+ keeps service users, learners and others safe;
	+ provides adequate resources and support; and
	+ provides necessary information to learners and practice educators.
* **Assessment** – how learners are assessed through the programme, particularly how learners meet the requirements of the programme and our proficiency standards.
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| **What would you like to happen as a result of an HCPC investigation?** |
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| **Please list any supporting evidence that you have provided along with this form** |
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| **Section 4 – Consent to investigate** |
| I would like the HCPC to investigate my concern. I understand that:* The HCPC will decide whether my concern can be investigated
* If the HCPC decides to investigate, they will send a copy of this programme concern notification form and any supporting evidence to the education provider; and
* I must inform you immediately if any part of my concern is being dealt with by another body.
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| **Name:**       | **Date:** Click or tap to enter a date. |
| **PLEASE NOTE** |
| By completing the above information, you acknowledge that the Education Department may contact individuals at the programme(s) concerned. We request and handle any personal data received in accordance with our [Data and Terms of Use Policy](http://www.hcpc-uk.org/aboutus/terms/) |
| The HCPC is subject to the Freedom of Information Act 2000 (FOIA), which provides a general right of public access to recorded information held by public authorities. The information which we may be required to make available under FOIA includes correspondence and other information about HCPC-approved education programmes and applications for approval. If you indicate that information is provided in confidence, we will take that into account in dealing with any request for disclosure of that information, but cannot give an assurance that confidentiality will be maintained in all circumstances. A statutory Code of Practice under FOIA deals with confidentiality obligations and we must comply with that Code. We do not regard confidentiality disclaimers which are automatically generated by IT systems as binding on the HCPC. |
| **Once completed, please return this form to** **concerns@hcpc-uk.org** |