

Accredited Registers

Condition Review: British Psychological Society's Wider Psychological Workforce Register

1. Outcome

- 1.1 At the initial accreditation of the BPS's Wider Psychological Workforce Register ("WPW Register"), we issued eight Conditions of accreditation.
- 1.2 Condition One was due by January 2023. We had previously found the Condition to be met¹.
- 1.3 This report sets out our assessment of the actions taken by the BPS to satisfy Conditions Two-Eight.
- 1.4 We have determined that the Conditions have been met.

2. Background

- 2.1 We assess registers against our *Standards for Accredited Registers* ('the Standards')² Where a Register has not met a Standard, we can issue Conditions. A Condition sets out the requirements and the timeframe that a Register must meet.
- 2.2 As set out in the *Initial Accreditation Report*³, when first accredited we issued Conditions to be implemented by August 2023. These are set out below:
 - **Condition Two:** The BPS should ensure that Accredited Register status is clearly defined and make clear that it applies to the WPW register (and its registrants) only and not members of its other registers, lists or directories. The BPS should ensure that the Accredited Registers quality mark is only associated with the WPW register and that only registrants on this register use it.
 - **Condition Three:** The BPS should develop quality assurance mechanisms to ensure that the information on the register remains accurate and up to date. This could include for example regular audit of the public register.
 - **Condition Four:** The BPS should review the fields it displays on the register. The BPS should consider the introduction of unique IDs so that a member of the public could easily distinguish between two registrants. "
 - **Condition Five:** The BPS should publish its processes for handling registration and renewals. This should include information on the decision makers, and information about its intention to apply policy.

¹ Report: [230202-bps-condition-one-report.pdf](https://www.professionalstandards.org.uk/docs/default-source/230202-bps-condition-one-report.pdf) ([professionalstandards.org.uk](https://www.professionalstandards.org.uk))

² The BPS were originally assessed against the *Standards for Accredited Registers* (April 2016). https://www.professionalstandards.org.uk/docs/default-source/accredited-registers/standards-for-accredited-registers/standards-for-accredited-registers-2016.pdf?sfvrsn=cfae4820_4

³ [British Psychological Society - initial accreditation decision August 2022](https://www.professionalstandards.org.uk/docs/default-source/initial-accreditation/initial-accreditation-decision-august-2022.pdf) ([professionalstandards.org.uk](https://www.professionalstandards.org.uk))

- **Condition Six:** We could not observe a complaint hearing as part of our assessment. The BPS must advise the Authority of any complaint hearing so that it may seek consent to observe.
- **Condition Seven:** The BPS should further develop its processes for handling interim orders. The BPS should ensure it is clear how interim orders are reviewed and lifted.
- **Condition Eight:** Information about complaints should be easy to find. Although there is a microsite for the WPW Register, there should also be clear and easy to find information about how to submit a complaint about a WPW registrant from the main BPS homepage.

2.3 This report discusses the actions BPS took to address the Condition, as well as our decision about whether the Condition is met.

2.4 We reviewed the following evidence during our assessment:

- BPS's reported actions about what it had done to meet the Conditions.
- The BPS website and relevant pages
[Wider Psychological Workforce Registration | BPS.](#)
[BPS > Psychologist search > Wider Psychological Workforce Register](#)
- The updated Register Complaints Procedure [Microsoft Word - WPW Register Complaints Procedure 20220701 \(bps.org.uk\)](#)
- The WPW Concerns Form [Wider Psychological Workforce \(WPW\) Concerns Form.docx \(live.com\)](#)

3. Concerns leading to the Conditions

3.1 The concerns leading to the conditions were primarily related to the clarity and transparency of the BPS' processes and practices. Specifically, there were issues regarding the definition and association of Accredited Register status with the Wider Psychological Workforce (WPW) register, the need for quality assurance mechanisms to maintain accurate register information, and the lack of published processes for handling registration, renewals, and complaint hearings.

3.2 Additionally, concerns were raised about the accessibility of information about complaints and the overall ease of navigating the BPS's regulatory procedures. These concerns prompted the assessment and subsequent recommendations to address the identified deficiencies and enhance regulatory compliance and transparency.

3.3 Further information is set out in the *Initial accreditation report*.

4. Assessment of the Conditions

4.1 The BPS provided its initial response to the Conditions in August 2023. We sought further assurances about the evidence, and assessment of the Conditions extended beyond our usual timeframe of two months.

Assessment of Condition Two

- **Condition Two:** The BPS should ensure that Accredited Register status is clearly defined and make clear that it applies to the WPW register (and its registrants) only and not members of its other registers, lists or directories. The BPS should ensure that the Accredited Registers quality mark is only associated with the WPW register and that only registrants on this register use it.
- 4.2 The BPS has clarified Accredited Register status and ensured its association solely with the Wider Psychological Workforce (WPW) register. Information regarding the different roles on the Wider psychological Workforce Register and information about BPS registration can be found on the BPS webpage: [Wider Psychological Workforce Registration | BPS](#). User testing was undertaken in the development of the new content.
- 4.3 The necessary information is prominently displayed on the BPS webpage, along with the PSA accreditation Quality Mark.

Assessment of Condition Three

- **Condition Three:** The BPS should develop quality assurance mechanisms to ensure that the information on the register remains accurate and up to date. This could include for example regular audit of the public register.
- 4.4 The BPS was required to implement quality assurance mechanisms to ensure the accuracy of register information. To fulfil this, the BPS sent out a letter to WPW registrants prompting them to verify their public information.
- 4.5 At the time of assessment, the BPS informed us it was planning to undertake a quality assurance audit in February 2024, with a random selection of 30% of registrants selected. We will check on the effectiveness of its approach at its next assessment.

Assessment of Condition Four

- **Condition Four:** The BPS should review the fields it displays on the register. The BPS should consider the introduction of unique IDs so that a member of the public could easily distinguish between two registrants.
- 4.6 The BPS clarified has reviewed and updated its register fields, introducing unique ID numbers for registrants to facilitate easy identification by the public.

Assessment of Condition Five

- **Condition Five:** The BPS should publish its processes for handling registration and renewals. This should include information on the decision makers, and information about its intention to apply policy.
- 4.7 Processes for handling registration and renewals have been published⁴, addressing concerns about clarity and transparency. Information is given on the website about the ongoing continued professional development (CPD) and supervision requirements for the main roles registered.

⁴ See: [Wider Psychological Workforce Registration | BPS](#).

- 4.8 At the time of assessment, the BPS was in the process of creating a Registrant Handbook consolidating registration status maintenance information. We will check on this, at its next review.

Assessment of Condition Six

- **Condition Six:** We could not observe a complaint hearing as part of our assessment. The BPS must advise the Authority of any complaint hearing so that it may seek consent to observe.
- 4.9 There were no complaints hearings during the review period. However, the BPS has confirmed it will notify us if one becomes available to attend in future.

Assessment of Condition Seven

- **Condition Seven:** The BPS should further develop its processes for handling interim orders. The BPS should ensure it is clear how interim orders are reviewed and lifted.
- 4.10 The complaints procedure has been updated to include interim orders (IOs)⁵, specifying circumstances and review processes. This sets out who will make decisions about IOs, and the criteria used to make decisions. This provides a mechanism for registrants to be notified about how IOs will be reviewed, and lifted.
- 4.11 Whilst this meets the Condition, we have issued the following Recommendation:
- **Recommendation One:** The BPS should consider arrangements for how registrants may request a review of an IO.

Assessment of Condition Eight

- **Condition Eight:** Information about complaints should be easy to find. Although there is a microsite for the WPW Register, there should also be clear and easy to find information about how to submit a complaint about a WPW registrant from the main BPS homepage.
- 4.12 Information about complaints is now easily accessible on the WPW Register webpage, promoting transparency and ease of access for complainants. This includes a new, easily accessible concerns form⁶. Information is clearly set out, with consideration given to questions as what if the person someone is looking for does not appear on the WPW Register.
- 4.13 The webpages also provide information about how the BPS will support registrants and complainants, recognising that it can be an upsetting and stressful process. Signposting to other organisations who may be able to provide support is also given.

⁵ See Section J: [Microsoft Word - WPW Register Complaints Procedure 20220701 \(bps.org.uk\)](#)

⁶ [Wider Psychological Workforce \(WPW\) Concerns Form.docx \(live.com\)](#)

5. Conclusion

- 5.1 The BPS has carried out the actions required to meet Conditions Two to Eight. We will check on areas currently being developed, such as the Registrants Handbook, at its next assessment.