SFJYB4
Evaluate and process applications for registration

Overview

This unit is about the evaluation and processing of applications for registration from service provider organisations. It includes the provision of information regarding the registration process, assessing and processing applications for registration and informing applicants of the progress their application.

There is one element:
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Target Group
The unit is recommended for those who evaluate and process registrations in occupational sectors where organisations are required to register as service providers.

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Performance criteria

You must be able to:

P1   provide accurate and up-to-date advice and information regarding registration policies and procedures

P2   advise applicants on the information they will need to provide during the registration process

P3   assess applications for registration according to the relevant criteria and inspectorate policies and procedures

P4   conduct site visits where required e.g. to check premises, systems, services, operations or activities

P5   identity and consult other individuals and agencies for specialist assessment and advice as required

P6   ensure you have all the information required to make the required recommendation (e.g. to register, to refuse registration, to vary registration, to refuse to vary registration)

P7   make evidence-based recommendations in relation to applications

P8   keep applicants informed of the progress of their application

P9   prepare written statements of recommendations and decisions according to legal requirements and inspectorate procedures, which may include;
   P9.1   refusal of registration
   P9.2   certification

P10 explain recommendations and decisions to applicants in ways that promote understanding of the registration process and requirements

P11 advise applicants of the procedure for any appeals or complaints

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Knowledge and understanding

You need to know and understand:

K1 the advice and information which is likely to be required by applicants for registration

K2 how to obtain information to support applications for registration and check whether the information obtained is sufficient, accurate and up-to-date

K3 the criteria against which applications for registration are assessed

K4 the potential impact of regulatory decisions on service users

K5 individuals and agencies which may provide specialist assessment and advice

K6 how to assess persons, premises, services, operations and activities for compliance with legislation and required criteria

K7 how to provide applicants with information on which to base a decision to proceed or otherwise with their applications in a way that enhances their understanding and confidence in the registration process

K8 how to keep applicants informed of the progress of their application

K9 how to communicate clearly, concisely, accurately and in ways that promote understanding

K10 how to prepare written statements of recommendations and decisions according to legal requirements and inspectorate procedures

K11 current and emerging trends and developments in your sector, nationally and locally

K12 regulatory authorities in your sector and their responsibilities and statutory powers

K13 legal requirements and codes of practice relating to sharing information with other individuals and organisations

K14 equal opportunities legislation and how to promote and monitor equal opportunities and diversity in the workplace

K15 the legal, regulatory and ethical requirements in your sector

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Additional Information

Behaviours

1. clarify and maintain the boundaries of confidentiality e.g. how information provided is used and to whom it may be made available
2. communicate clearly, concisely, accurately and in ways that promote understanding
3. seek to promote peoples' confidence in your organisation and the registration process

Skills

Listed below are the main generic `skills' which need to be applied in evaluating and processing applications for registration. These skills are explicit/implicit in the detailed content of the unit and are listed here as additional information.

1. Analysing
2. Communicating
3. Consulting
4. Decision making
5. Evaluating
6. Information management
7. Involving others
8. Making judgements
9. Providing feedback
10. Risk management

Glossary

Frequently used terms and how they should be interpreted in the context of the Inspection of Public Services NOS

Criteria
The principles or standards by which judgements are made.

Inspectorate
A body which conducts inspections, reviews or investigations.

Organisation
Any public, private or voluntary sector body (including part of a larger body which is acting autonomously).

Service provider
Any public, private or voluntary organisation (or part of an organisation) delivering public services.

Links to other NOS

This unit is linked to Skills for Justice units:
SfJ AD1. Develop and sustain effective working with staff from other agencies

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SfJ HB8. Ensure compliance with legal, regulatory, ethical and social requirements (ML B8)
SfJ HF14. Plan, implement and manage systems for the exchange of sensitive information, data and intelligence

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