

Accredited Registers

Conditions Review: Joint Council for Cosmetic Practitioners (JCCP)

1. Introduction

- 1.1 The Professional Standards Authority ('we') issued two Conditions of accreditation to the Joint Council for Cosmetic Practitioners ('the JCCP') most recent annual review in May 2021. The Conditions were due by 12 August 2021.
- 1.2 We found that JCCP met the second Condition. We re-issued the first Condition, with revised wording in recognition of the fact that more time is needed for JCCP's new processes to ensure accuracy of information on its register to embed.
- 1.3 This report discusses how JCCP addressed the Conditions, and the reasons for our decision.

2. Background

- 2.1 We assess registers against our *Standards for Accredited Registers* (the Standards). Where a Register has not met a Standard, we can issue Conditions. A Condition sets out the requirements and the timeframe for a Register to meet the Standards. Our annual review process and its outcomes are available for download [here](#).
- 2.2 The [Joint Council for Cosmetic Practitioners \(JCCP\)](#) publishes a register of practitioners of non-surgical cosmetic procedures. Registrants may be regulated health and care professionals ([Part A](#)) or unregulated aesthetic practitioners. ([Part B](#)). The JCCP restricts registration for some treatments to registrants who hold appropriate qualifications, or who are experienced professionals and working towards these within a limited timeframe. The requirements are set out [here](#). Registrants' qualification status is shown on the public register.
- 2.3 We issued Conditions to the JCCP in May 2021, having had concerns about the accuracy of its register. We discuss the reasons for the Conditions in the JCCP's 2021 [annual review outcome](#). The Conditions were:
 1. The JCCP must ensure that no registrant is entered onto the public register until all necessary registration checks have been completed. Evidence of processes and checks in place to ensure this must be provided to the Authority three months after publication of this report.
 2. The JCCP must provide a report on the outcomes of its regular audits of the accuracy of its register to the Authority three months after publication of this report. This report should include information about any issues identified and actions taken to address.
- 2.4 When deciding whether the JCCP met the Conditions, we reviewed the following evidence:
 - a) The JCCP's report of what it had done to address the Conditions.
 - b) The JCCP's [online register \(as of 25 August 2021\)](#).
 - c) The JCCP's response to queries raised following our assessment.

3. Panel discussion

3.1 We acknowledged that the JCCP had sent their response to the Conditions within the required timeframe.

Condition One

3.2 The JCCP told us of the checks that would be performed before admitting a practitioner to its register, and other processes in place to ensure accuracy. These included that:

- Applicants' information would always be reviewed by the register's administrator before appearing on the public register
- Areas where errors had been previously identified had been addressed. The register could not now, for example, show a practitioner without holding and displaying the required information from their statutory regulator.
- The JCCP's Practitioner Register Committee (PRC) would conduct monthly checks to ensure mandatory information was held and accurately presented.
- The JCCP's PRC would also conduct quarterly checks of all registrants. These checks would include categories of registration, and statutory regulators' information including any fitness to practice outcomes.

3.3 We carried out our own checks on JCCP's Register. We found a number of minor presentational errors, which the JCCP corrected when highlighted and provided an explanation for. We also identified one further error relating to qualification, which we considered to be more significant.

Condition Two

3.4 The JCCP provided reports of their recent register checks. These were the first results from their updated audit processes, set out above.

3.5 The JCCP's first monthly 'level one' audit had been completed in June 2021. They had found instances on the public register where the reference number (or 'PIN') of some registrants' statutory regulator had not been displayed. The JCCP told us that the cause had been identified and fixed. We checked the public register and did not identify any further instances.

3.6 The JCCP's first quarterly 'level two' audit was also completed in June 2021. The audit had found one registrant whose listed qualifications did not meet the JCCP's requirements for the grade of registration published. JCCP confirmed that the registrant did hold the required qualification and corrected the error. The JCCP advised that future applications to appear on the register as 'Part A, Category One' would be verified by the PRC's Vice-Chair before publication.

3.7 We asked to check the records of the level two audit. The JCCP set out the process they had used, however told us that they had not kept formal records of the audit. The JCCP told us its next level two audit in October 2021 would be used to develop its formal audit checklist.

4. Outcome

4.1 We noted the actions the JCCP had taken to address Condition One. Whilst these appeared to have strengthened the audit, since our own check had found a remaining error concerning qualification levels, we considered that more time

was needed for JCCP's overall quality control and assurance processes to embed.

4.2 We decided to re-issue Condition One, with amended wording:

1. The JCCP must ensure that no registrant is entered onto the public register until all necessary registration checks have been completed. Within three months of the publication of this outcome, the JCCP must provide its report on the process followed, and checks undertaken, before a practitioner is displayed on the register.

4.3 We found that Condition Two had been met. We will check the JCCP's audit framework and documentary evidence of subsequent audits in due course.

4.4 We will undertake further checks of the JCCP's register to check that it maintains and publishes an accurate register of those who meet its requirements including any restrictions on their practice.