

## Accredited Registers

### Condition Review

#### The Joint Council for Cosmetic Practitioners (JCCP)

##### 1. Background

- 1.1 The Professional Standards Authority ('we') issued two Conditions of accreditation at the Joint Council for Cosmetic Practitioners' (JCCP) most recent annual review of accreditation in May 2021<sup>1</sup>. The Conditions were due by 12 August 2021 and were reviewed following submission of evidence. Our report of those Conditions were published on the JCCP's directory entry<sup>2</sup>.
- 1.2 We found that JCCP met the second Condition. We re-issued the first Condition, with revised 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.
- 1.3 Assessment of the new Condition followed the process set out in the Authority's [Annual Review Process Guide](#) (see paragraphs 5.3 to 5.6). The JCCP provided its response to the Conditions within the timeframe required.
- 1.4 We found that the Condition had been met.

##### 2. Concerns leading to the Condition

- 2.1 We previously found errors on JCCP's public register, resulting in the Conditions above.
- 2.2 In response, the JCCP developed the checks performed before admitting a practitioner to its register, and its audit processes, to ensure accuracy.
- 2.3 Our own subsequent check found several minor errors, and one more significant error relating to a Level 7 registrant, relating to provision of Botulinum Toxins and/or dermal fillers.
- 2.4 We noted the actions the JCCP had taken to address the Conditions when first issued. We acknowledged that JCCP appeared to have strengthened its audit processes but were concerned that errors continued to occur at point of entry to the register. We considered audits should provide opportunity to improve process, rather than correct errors that could have been identified earlier.
- 2.5 We considered that more time was needed for the JCCP to embed its overall quality control and assurance processes, so we reissued Condition One.

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<sup>1</sup> [https://www.professionalstandards.org.uk/docs/default-source/accredited-registers/panel-decisions/annual-review-jccp-2021.pdf?sfvrsn=12cd7220\\_14](https://www.professionalstandards.org.uk/docs/default-source/accredited-registers/panel-decisions/annual-review-jccp-2021.pdf?sfvrsn=12cd7220_14)

<sup>2</sup> [https://www.professionalstandards.org.uk/docs/default-source/accredited-registers/panel-decisions/jccp-conditions-review---september-2021.pdf?sfvrsn=5d884820\\_2](https://www.professionalstandards.org.uk/docs/default-source/accredited-registers/panel-decisions/jccp-conditions-review---september-2021.pdf?sfvrsn=5d884820_2)

### 3. Assessment of the Condition

- 3.1 We required assurance that the JCCP had processes in place to assure that practitioners would not be incorrectly admitted to the JCCP register.
- 3.2 The JCCP advised that:
- Data entered into the register will not become 'live' or public until validated by the Register Administrator.'
  - The use of mandatory 'fields' and 'pull-downs' of pre-populated information would promote accuracy and consistency.
  - Checks are conducted of: indemnity insurance, professional registration and sanctions, and general cosmetic qualifications.
  - 'Part A Category 1<sup>3</sup>' qualifications require additional checks by the Chair of JCCP's Practitioner Register Committee's (PRC) or the Registrar of the JCCP. This would mitigate the 'new and complex nature of cosmetic qualifications and their equivalences'.
  - The JCCP's Executive Chair has been appointed JCCP Registrar with overall responsibility and 'sign-off' of admissions to the register.
  - The register administrator HF Resolution Limited (HFR) will provide back-up trained staff in the absence of the regular data manager.
  - Regular quality assurance checks of all public facing (published) registrant data will be periodically conducted.
  - Target times are set to enter applicant data and publish to the register, with follow up times where further information is required.
- 3.3 The JCCP reported on an audit of the register, undertaken in October 2021. This included checks that all 'Part A – Category 1' registrants, (fully qualified to perform the high-risk treatments), were published correctly.
- 3.4 We checked if (as of March 2022) all current JCCP register entries appeared to have complete information and that grades of registration matched their listed qualifications.
- 3.5 We noted some minor presentational issues. This included that some registrants had the abbreviation of their regulator (for example 'HCPC') before their registrant identification number, and some did not. The JCCP advised it would standardise these and update its abbreviation for the General Pharmaceutical Council from 'GPC' to 'GPhC'.
- 3.6 We identified one registrant (a midwife) with an incorrect Nursing and Midwifery Council (NMC) identification number which made it difficult to confirm their NMC registration. When informed of the matter the JCCP contacted the registrant and confirmed their qualifications and other details. The JCCP advised that their NMC number had inadvertently been changed during maintenance of their entry. This error occurred after point of registration.
- 3.7 We identified two 'Part A Category One' registrants whose register entries displayed insufficient qualifications for their grade. The JCCP confirmed that the registrants had been properly verified as having the correct qualifications. There had been an anomaly relating to the specific qualifications reported by the

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<sup>3</sup> <https://www.jccp.org.uk/ThePublic/regulated-professions>

registrants, resulting in the incorrect level being published. The JCCP advised its system was being updated to prevent this error occurring in future.

#### **4. Conclusion**

- 4.1 We found the Condition had been met. The JCCP appeared to have embedded appropriate systems to ensure that no registrant is entered onto the public register until all necessary registration checks have been completed. Although there remained some presentational inconsistencies when we checked the Register, we noted that overall accuracy had improved. Our checks did not find any examples of registrants being incorrectly admitted to the Register.
- 4.2 We will check whether there are further steps JCCP could take to streamline the information on its Register at its 2022 assessment.