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| **Condition Review: Rehabilitation Workers Professional Network (RWPN)** |

# Outcome

## At the Rehabilitation Workers Professional Network's (RWPN) accreditation renewal, the Professional Standards Authority ('we') issued 11 Conditions on its accreditation, one of which was to be completed by 9 September 2025 (see the RWPN’s full renewal outcome[[1]](#footnote-1).)

## This report sets out our assessment of the actions taken by the RWPN to satisfy the Condition.

## We found that the RWPN had **met Condition One**.

# Background

## We assess registers against our Standards for Accredited Registers (‘the Standards’)[[2]](#footnote-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.

## At the RWPN's full renewal, completed in July 2025, we issued 11 Conditions. Condition One had to be implemented by 9 September 2025:

## 1. The RWPN must review and correct its public register to ensure:

* Only practitioners with fully verified qualifications appear on the public register
* All published entries include complete information on register type (rehabilitation/habilitation), verification status, and sanction status
* Any entries that cannot be fully completed with all required information are removed from public view until such information is available
* Consistent terminology is used throughout the register for verification status

## This report discusses the actions the RWPN took to address Condition One, as well as our decision about whether the Condition is met. The RWPN's responses to the remaining Conditions will be considered in due course.

## We reviewed the following evidence:

* The RWPN's Action Plan and subsequent communications confirming their actions to address the Condition
* Documentation of changes made to registration processes and system settings
* Results from our independent checks of the RWPN's public register in August 2025
* The RWPN's responses to issues identified during our review

# Concerns leading to the Condition

## During the RWPN's full renewal assessment, our check of its register identified significant inconsistencies in how information was presented to the public. Despite the RWPN's clear policy that only practitioners with verified qualifications should appear on the public register, we found multiple entries that contradicted this policy. These included practitioners marked "NO" for evidence provided, entries showing "PENDING" verification status, and some entries with blank verification fields.

## Multiple entries were missing essential information such as register type (rehabilitation or habilitation specialist) or sanction status information. Such inconsistencies could mislead service users about practitioners' credentials and create confusion about what different statuses meant.

## Further details can be found under Standard 2 of the RWPN's full renewal outcome.

# Assessment of Condition One

## The RWPN provided its response to the Condition through various communications between May and August 2025.

## To address the requirement that only practitioners with fully verified qualifications appear on the public register, the RWPN changed their registration process so practitioners now only appear publicly after submitting proof of qualification. They removed all registrants without verified qualifications from public view, reducing the register from 437 to 395 entries by May 2025. At the time of assessment the register showed 391 entries.

## To ensure all published entries include complete information, the RWPN contacted all registrants with missing information, setting a two-week completion deadline. During the assessment period, 12 registrants completed their profiles, 8 were archived, and 5 were removed. When we identified 6 registrants with blank sanctions fields during our assessment, the RWPN immediately removed them from public view. The RWPN identified that these issues had arisen from new registrants inadvertently selecting privacy settings that hid this information. In response, the RWPN changed system defaults to make sanctions fields publicly visible and locked settings to prevent members from hiding this information.

## The RWPN demonstrated that any entries that cannot be fully completed are now removed from public view. Their new protocol ensures practitioners only appear publicly once all information is complete. Our follow-up verification confirmed no incomplete entries remain public.

## To achieve consistent terminology throughout the register, the RWPN eliminated the verification status field from the top-level register view and standardised all remaining fields. Individual registrant profiles now consistently show "Evidence seen by RWPN (YES)" entries.

## The RWPN has implemented ongoing quality assurance measures including monthly register checks, a standing committee agenda item to track register changes, calendar reminders for administrative deadlines, and joint oversight between their Management Committee and Registration & Professional Standards Committee.

# Conclusion

## The RWPN has successfully addressed all four requirements of the Condition through changes to their registration process, removal of non-compliant entries, and implementation of quality assurance mechanisms. When our team identified issues during its August 2025 check, the RWPN responded promptly, identified the root cause, and implemented preventive measures.

## We therefore found that **Condition One has been met.**

1. [Rehabilitation Workers Professional Network | PSA](https://www.professionalstandards.org.uk/organisations-we-oversee/find-a-register/rehabilitation-workers-professional-network) [↑](#footnote-ref-1)
2. Standards for Accredited Registers, 2023 edition: [www.professionalstandards.org.uk/publications/standards-accredited-registers](http://www.professionalstandards.org.uk/publications/standards-accredited-registers) [↑](#footnote-ref-2)