

HCPC questions and answers

We've grouped the questions into categories to make the information you need easier to find.

HCPC re-registration

Question	Answer
What do I need to do to re-register with HCPC?	<p>Go to Registration renewals The HCPC</p> <p>It has advice covering:</p> <ul style="list-style-type: none"> • when to renew • how to renew online • how do I know my renewal is complete? • what happens if I don't renew? • what it means to make a professional declaration • your renewal fee payments (and how to claim back tax).
I need to contact the HCPC Registration department, but I can't get through. Can you contact them for me?	<p>HCPC advise that the best way to contact its registration department is by telephone. We don't have an alternative phone number to contact them.</p> <p>Read more here: Queries about registration The HCPC</p> <ul style="list-style-type: none"> • Managing your account • Answers online • Telephone 0300 500 4472 (open 9am–5pm, Monday–Friday)
I submitted my re-registration application, but I haven't heard back, and the deadline is next week/ tomorrow. What should I do?	<ul style="list-style-type: none"> • Keep trying to contact the HCPC Registration department by phone. • Send an email to registration@hcpc-uk.org • Make sure that your manager/employer is aware. It is illegal to work as an occupational therapist if you're not on the HCPC register. If your registration has lapsed, you'll need to temporarily work in an unregistered role, for example as a support worker, and you will be paid as such.
I have 10 occupational therapists who submitted their re-registration applications weeks ago, but these have	<p>Make sure that their manager/employer is aware. It is illegal for them to work as occupational therapists if they are not on the HCPC register. If their registration has lapsed, they'll need to temporarily work in an unregistered role, for example as a support worker, and they will be paid as such.</p>

not been processed yet. What happens if they drop off the register?	
I don't have a HCPC online account. How do I set one up?	Go to Step 1 - Log into your online account The HCPC
I have had a drink driving conviction since I last re-registered. Do I need to declare it?	When registering or re-registering with HCPC, you'll need to make a professional declaration. Part of this declaration includes confirmation that you 'have not had any change to your good character'. A drink driving conviction would be classed as a change in your good character, and you will need to inform the HCPC of this conviction. For more information go to What is a health and character declaration? The HCPC

HCPC CPD audit

Question	Answer
Who gets selected for audit? Will I get selected if I'm newly qualified or returning to practice?	HCPC state: We will only audit registrants who have been registered for two years or more. This means that if you are a recent graduate, we will not choose you for audit when you renew your registration for the first time. Similarly, if you have had a break in registration and have just come back onto the Register, we will not choose you the first time you renew your registration.
I have been called for a CPD audit. What do I do now?	<p>Don't panic! There is support and guidance available for you.</p> <p>Take time to explore HCPC's webpages including the CPD audit process and completing a CPD profile.</p> <p>Join RCOT Communities to find the HCPC audit peer support group. This is for members who've been selected for audit – a space to bring questions and connect with peers going through audit at the same time.</p>
What does the audit involve?	<p>If you're selected as part of a CPD audit, you'll be asked to submit a CPD profile as proof of your activities and how they meet the standards for CPD.</p> <p>There are four main parts of your CPD profile:</p> <ul style="list-style-type: none"> • the summary of your practice history • a statement of how you have met HCPC's standards of CPD • a list of your activities • evidence to support your statement.

Do I have to do it?	Yes, unless you are granted a deferral until the next audit cycle (see below).
Can I be excused from doing it? For example, I have been on maternity leave, long term leave or have taken a career break.	<p>HCPC states: We recognise that, due to unavoidable circumstances, some registrants may need to defer (put off) their audit. For example, they may not be able to complete a CPD profile as a result of illness, family or personal circumstances or maternity leave. 'Deferral' offers those who cannot complete their CPD profiles due to circumstances beyond their control the opportunity to stay registered.</p> <p>Registrants who would like to defer must submit their request via our CPD Online system as soon as possible, giving their reasons for deferring and evidence to support it. See here for more information.</p> <p>Anyone accepted for deferral is automatically included in the next round of CPD audits for their profession.</p>
Do the new standards of proficiency (coming into effect in September 2023) affect the CPD audit?	For the purpose of the CPD audit, the CPD assessors are assessing against the CPD standards , not the standards of proficiency for Occupational Therapists . The CPD standards are the ones you need to demonstrate you are meeting within your CPD profile.
If I was on maternity leave and have gaps in my CPD, and I don't want to defer, is that ok? Or is it better to defer if you have been on maternity leave?	You do not have to defer if you would rather not. When compiling your list of CPD activities, you would just need to explain any gaps in your CPD log of three months or more. If you do choose to defer, you will be chosen for audit in the next renewal period.
Can I request an extension to the submission deadline?	Talk to HCPC to get advice on your situation and reason for requesting an extension. There are circumstances where HCPC will agree to an extension, but it's best to let them know this as soon as you can.
I was called for audit last time. Why do I need to do it again?	HCPC audit selection is computer generated at random. As CPD is an ongoing requirement while you are registered, it is possible that you could be picked for audit on multiple occasions.
What happens if you get selected for audit but you are planning to come off the register?	Contact the HCPC registration department as soon as you can to explain your situation. They will be able to advise you. There is plenty of support available for people undergoing the HCPC CPD audit. If you don't pass the audit at your first attempt, you'll be given an opportunity to re-submit.

	Read more about the CPD audit process .
What happens if I don't meet the CPD standards, and don't pass the audit?	There is plenty of support available for people undergoing the HCPC CPD audit. If you don't pass the audit at your first attempt, you'll be given an opportunity to re-submit.

CPD profile

Question	Answer
What dates does this cycle cover?	This CPD audit is assessing CPD activities carried out between 1 November 2023–31 October 2025 .
If I am selected for audit, what should my CPD profile look like? Does HCPC provide a template?	HCPC offers guidance on completing a CPD profile and you can look at examples of CPD profiles which meet HCPC's CPD standards. There are examples for different professions and worker levels.
How many years' worth of CPD records do I need to keep and submit?	If you are randomly selected for audit, you'll be asked to submit a CPD profile to show the CPD activities you've undertaken since your last renewal – during the past two years. Go to the HCPC website for advice and guidance on completing a CPD profile .
If I have taken time off between jobs but I don't want to defer, where in the profile would I make a note of this?	In our webinar, HCPC explain that you can write about this in your work summary. You can check with HCPC if you want to clarify your personal situation and what they would advise you to do.
Can we use a personal experience as a patient or carer towards our CPD evidence? For example if my learning or reflections from the experience contributes towards effective/improved practice?	Yes, you can. This would help you evidence a variety of CPD activities. Remember to reflect which of the HCPC CPD standards this activity relates to.
Can I include feedback from my	Yes, you can include feedback from service users, but you must make sure you remove any identifiable information.

service users as part of my evidence?	
What happens if I am working in a brand new field, or I'm working in a generic role?	Think about how the CPD you're engaging in is improving the quality of your work, service delivery and the people you are working with. Consider how you're applying learning to practice and what outcomes this will achieve, so that you are able to meet the CPD standards. Have you been involved in writing guidance or training programmes which you could reflect on and use as evidence of CPD?
After submitting my CPD profile, when will I hear the outcome?	HCPC review the submitted CPD profile for completeness within approximately five days of receipt and it aims to provide the initial assessment result within 12 weeks.

CPD

Question	Answer
How much CPD do I need to do?	HCPC does not measure CPD by the number of hours or points completed. Instead, there is a focus on outcomes. HCPC wants registrants to demonstrate the outcome of CPD activity and the impact learning from the activity will have. This means registrants are asked to record their learning, how they've applied it to practice, and what difference this might make to their service users.
What activities count as CPD?	<p>HCPC state that 'any activity from which you learn or develop professionally can be considered eligible for CPD'. In line with the CPD standards, you need to undertake a mixture of activities, and the activities should seek to benefit your work and the people you work with.</p> <p>The types of CPD activities you do can fall under the categories work-based learning, professional activity, formal education, and self-directed learning. Find out more about what activities count as CPD.</p>
How can I record my CPD?	<p>HCPC do not ask for a specific format when recording your CPD, they say you can record your CPD in the way that works best for you.</p> <p>RCOT members have access to a CPD portfolio included in their membership. This online CPD recording tool is provided by CPDme. A single place to record your CPD, reflections and evidence, designed to save us time and help us meet HCPC CPD standards. Log into your RCOT website account to click through to your CPD portfolio. You can also download the free CPDme app to record CPD on the go.</p>
What reflective logs do people use?	HCPC say there is no set way to record your reflections. HCPC encourage us we would encourage you to focus your records on the

	<p>lessons you have learned from the reflection, and any future actions that you might take as a result. You can read more guidance here.</p> <p>The CPD portfolio (provided by CPDme) has a reflection section where you can choose your preferred reflective model, and the prompts auto-populate for you to complete.</p>
<p>I'm taking a career break, what CPD can I do while not in work?</p>	<p>There are many CPD activities you can carry out while not in work, including the CPD activities that we have to offer.</p> <p>You may find it useful to map yourself into the Career Development Framework – our tool which supports you to identify what you already know and can do, as well as think about where you want to take your learning, development, and career next.</p> <p>Suggestions for non-work based CPD activities include:</p> <ul style="list-style-type: none"> • use our Digital Library to access databases, online journals, and e-books • record reflections after watching a television programme or listening to a podcast • acknowledge the skills gained from other roles such as volunteering as a scout leader or being part of a local committee – you can map these skills into the Career Development Framework to track ongoing development. <p>If you decide to remain out of work for an extended period of two years or more, there are return to practice requirements to consider.</p> <ul style="list-style-type: none"> • RCOT guidance on returning to practice • HCPC returning to practice

Useful links to HCPC webpages and CPD audit webinars

Resource	Link
The CPD audit – what it is and how to get through it (HCPC, 2025)	Webinar: The CPD audit - what it is and how to get through it #CPDWeek2025
Getting you prepared for the HCPC audit (RCOT and HCPC, 2023)	Getting you prepared for the HCPC audit
HCPC – our CPD requirements	Our CPD requirements The HCPC
HCPC – carrying out and recording CPD	Carrying out and recording CPD The HCPC

HCPC – the CPD audit process	The CPD audit process The HCPC
HCPC – completing a CPD profile for audit	Completing a CPD profile for audit The HCPC
HCPC – CPD audit do's and don'ts, tips from audit assessors	CPD audit do's and don'ts The HCPC
HCPC – sample CPD profiles	Sample CPD profiles The HCPC
HCPC – examples of CPD evidence	Examples of CPD evidence The HCPC
HCPC CPD resources	CPD resources The HCPC
HCPC – CPD audit data and reports	CPD audit data and reports The HCPC
HCPC – what is reflection?	What is reflection? The HCPC
HCPC – registration renewals	Registration renewals The HCPC
HCPC – CPD: how to support your employees	CPD: how to support your employees The HCPC
Contact HCPC	Call +44 (0)300 500 4472 Email registration@hcpc-uk.org