

The Standards of Good Regulation

These Standards set out the Authority's expectations about the outcomes that it expects from regulators and their approach to their work.

The Standards prioritise the core role of regulators in:

- Protecting patients and reducing harms
- Promoting professional standards
- Maintaining public confidence in the professions.

The Standards are informed by the Authority's principles of good regulation which states that regulators should act in a way which is:

- Proportionate
- Consistent
- Targeted
- Transparent
- Accountable and
- Agile.

We will examine the regulators' performance with these principles in mind. We will take into account legislative or other matters outside the control of the regulators which may affect performance. The Standards cover all aspects of the regulators' work including where the regulator has responsibility for businesses and premises as well as individuals.

The Standards will be supplemented by guidance on the evidence that it will require to judge whether these Standards are met.

The Standards of Good Regulation

General Standards	
Standard one	The regulator provides accurate, fully accessible information about its registrants, regulatory requirements, guidance, processes and decisions.
Standard two	The regulator is clear about its purpose and ensures that its policies are applied appropriately across all its functions and that relevant learning from one area is applied to others.
Standard three	The regulator understands the diversity of its registrants and their patients and service users and of others who interact with the regulator and ensures that its processes do not impose inappropriate barriers or otherwise disadvantage people with protected characteristics.
Standard four	The regulator reports on its performance and addresses concerns identified about it and considers the implications for it of findings of public inquiries and other relevant reports about healthcare regulatory issues.
Standard five	The regulator consults and works with all relevant stakeholders across all its functions to identify and manage risks to the public in respect of its registrants.
Guidance and standards	
Standard six	The regulator maintains up-to-date standards for registrants which are kept under review and prioritise patient and service user centred care and safety.
Standard seven	The regulator provides guidance to help registrants apply the standards and ensures this guidance is up to date, addresses emerging areas of risk, and prioritises patient and service user centred care and safety.
Education and training	
Standard eight	The regulator maintains up-to-date standards for education and training which are kept under review, and prioritise patient and service user care and safety.
Standard nine	The regulator has a proportionate and transparent mechanism for assuring itself that the educational providers and programmes it oversees are delivering students and trainees that meet the regulator's requirements for registration, and takes action where its assurance activities identify concerns either about training or wider patient safety concerns.

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Registration	
Standard ten	The regulator maintains and publishes an accurate register of those who meet its requirements including any restrictions on their practice.
Standard eleven	The process for registration, including appeals, operates proportionately, fairly and efficiently, with decisions clearly explained.
Standard twelve	Risk of harm to the public and of damage to public confidence in the profession related to non-registrants using a protected title or undertaking a protected act is managed in a proportionate and risk-based manner.
Standard thirteen	The regulator has proportionate requirements to satisfy itself that registrants continue to be fit to practise.
Fitness to practise	
Standard fourteen	The regulator enables anyone to raise a concern about a registrant.
Standard fifteen	The regulator's process for examining and investigating cases is fair, proportionate, deals with cases as quickly as is consistent with a fair resolution of the case and ensures that appropriate evidence is available to support decision-makers to reach a fair decision that protects the public at each stage of the process.
Standard sixteen	The regulator ensures that all decisions are made in accordance with its processes, are proportionate, consistent and fair, take account of the statutory objectives, the regulator's standards and the relevant case law and prioritise patient and service user safety.
Standard seventeen	The regulator identifies and prioritises all cases which suggest a serious risk to the safety of patients or service users and seeks interim orders where appropriate.
Standard eighteen	All parties to a complaint are supported to participate effectively in the process.