



Thursday 11 April 2019

# Professional Standards Forum





## Objects of Professional Standards Acts

- a) to enable the creation of schemes to limit the civil liability of professionals and others; and
- b) to facilitate the improvement of occupational standards of professionals and others; and
- c) to protect consumers of the services provided by professionals and others; and
- d) to establish a council to supervise the preparation and application of schemes and to assist in the improvement of occupational standards and protection of consumers.



## Councils' Strategy 2021

### Strategic goals



Make a practical and transparent change to Councils regulatory focus to enable schemes, including for occupational groups.



Drive improvements in professional standards for better consumer protection.



Build an evidence base to demonstrate effectiveness.



Ensure the regulatory system is robust and protects consumers.

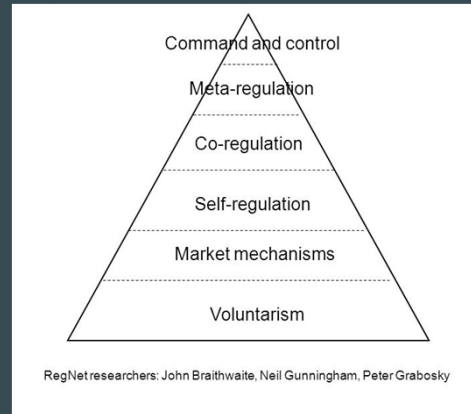


Make the regulatory system easy to deal with.



# Why and how we regulate the professions – Councils and associations

The Professional Standards Councils work with associations to help them develop effective self-regulation and to improve their professional standards.



**PROFESSIONAL STANDARDS COUNCILS**

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**RESOURCES BY TOPIC**

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Find out the range of evidence-based resources on modern professionalism that are available to assist your association to improve professional standards.

related to professions, professionalism and professional regulation. It will to assist you and your association to improve standards and professionalise.

In the research library you will find several types of information:

- Subject overviews identify the key concepts, issues and approaches to a subject.
- Resources will provide you with further information about a subject, and include videos, articles, case studies, links to websites, and guidelines.

Professions

Ethics & Conduct

Regulation & governance

Risk

Qualifications

Certifications

Ongoing education



## What the councils are looking for from associations in responding to risks

To be intelligence agencies that:

- Are consumer-centred and data-driven
- Deliver consumer protection linked to professional improvement strategies
- Drive changes in behaviour and capacity to change in their members
- Promote a better consumer experience



## 2018 Professional Standards Improvement Program

2018 PSIP Analysis: Top causes of claims across all associations



- Negligent/incorrect advice **35.3%**
- Unethical or unprofessional behaviour **35.3%**
- Technical error **17.6%**
- Other **11.8%**



## Complaints data as a risk management tool

Focus on capability in the following areas:

- Putting the consumer at the centre
- Systems - for data collection and analysis
- Staff – support, skills and knowledge
- Governance – accountability and leadership
- Compliance – with professional standards legislation



Thank you