PHECC

Pre-Hospital Emergency Care Council

Business Information System

AS-IS Process Maps (Refined)

PROCUREMENT COLLATERAL

May 2026

Document Version: 1.1

Classification: Tender Confidential

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Executive Summary

This document presents the refined AS-IS process maps for all business lines within the PHECC Business Information System (BIS) programme. These maps document how PHECC currently operates today — the manual, email-driven, spreadsheet-based processes across Registration, RI & ATI, Accreditation, ROQ, and Examinations. They serve as procurement collateral, giving prospective vendors a detailed account of every current-state process and how it works in practice.

This is not a specification of how the BIS should work. It is a faithful record of how things work now, warts and all — including the Excel trackers, email-based submissions, PayPal payments, SharePoint folders, and manual validation steps that characterise the current operation.

Diagram conventions: 💳 marks payment gates, ⚙ marks system or automated actions, ◆ marks decision points.

1. Registration Module

The Registration module handles individual practitioners throughout their lifecycle on the PHECC register. It is the highest-volume area of PHECC's operations. Current AS-IS processes rely heavily on email submissions, manual IMIS data entry, Excel validation, and a mix of PayPal, online, and cash/cheque payment methods.

1.1 New Registration Application

Trigger: Application received by email from applicant

Actors: Applicant, PHECC Registration Team, Finance (payment follow-up), IMIS

Outputs: Printed licence, IMIS record, SharePoint hardcopy

End States: Application Processed (licence issued); Rejected (invalid NQEMT/Cert PIN/ID); Archived (non-responsive applicant)

Process Steps:

1. Applicant submits application to PHECC by email.

2. PHECC Registration Team checks NQEMT number, Cert PIN, and ID number against existing records.

◆ **Decision: Can NQEMT / Cert PIN / ID be found?**

→ **No:** Reject application. Process ends.

→ **Yes:** Continue to validation.

◆ **Decision: Is the information wrong?**

→ **Yes:** PHECC manually validates using Excel cross-reference.

→ **No:** Continue to completeness check.

3. PHECC checks whether the application is complete.

◆ **Decision: Is the application complete?**

→ **Yes:** Proceed to acknowledgement and payment.

→ **No:** Request clarification by email. Wait for response.

◆ **Decision: Response received?**

→ **Yes:** Receive clarification, return to completeness check.

→ **No:** Follow up via email.

◆ **Decision: Response received after follow-up?**

→ **Yes:** Receive clarification, return to completeness check.

→ **No:** Archive and move to Outlook. Process ends.

4. Acknowledge receipt of application.

5. Request payment from applicant.

💳 **PAYMENT GATE: Current AS-IS payment methods: online payment, PayPal, or cash/cheque. Payment is manually followed up if not received.**

◆ **Decision: Has payment been made?**

→ **Yes:** Proceed to system upload.

→ **No:** Follow up for payment (manual chase by email/phone).

6. Manually upload information into IMIS.

◆ **Decision: Is this a new registration?**

→ **Yes (New):** Upload onto system. Print licence. Send to applicant. Save hardcopy to SharePoint. Application processed.

→ **No (Existing Record):** Update current record.

◆ **Decision: Are key details changing?**

→ **Yes:** Clarify by email with applicant.

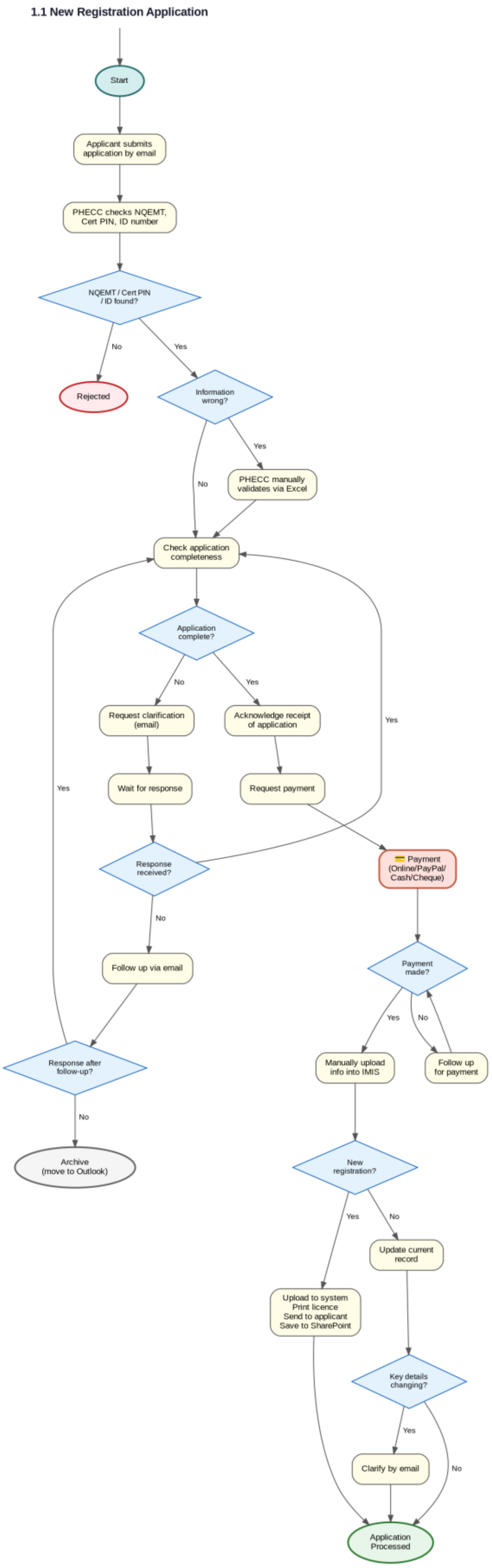
→ **No:** Application processed.

◆ **Decision: Is the information the same (after clarification)?**

→ **Yes:** Application processed.

→ **No:** Return to clarification cycle.

Figure 1.1 - New Registration Application (AS-IS)



1.2 Re-Registration (Annual Renewal)

Trigger: Re-registration window opens (managed via renewals tracker)

Actors: Registrant, PHECC Registration Team, Finance, IMIS, PayPal/Opayo Gateway

Outputs: Updated registration status, re-registration completion confirmation

End States: Re-Registration Complete; Status = Not Progressed (non-completion)

Process Steps:

1. Re-registration window opens.

◆ **Decision: Registration route type?**

→ **Email:** Email sent to relevant registrants. If received, registrant clicks link. If not received, registrant goes directly to website. Registrant logs in.

→ **Postal (Opt-in Only):** Postal form sent with existing details pre-populated. Registrant amends and updates details on postal form.

Email Route Detail:

2. Registrant edits or enters re-registration form.

◆ **Decision: Is registrant trying to edit details outside contact info?**

→ **Yes:** Registrant contacts PHECC. PHECC verifies details. Updates details on system.

→ **No:** Continue.

◆ **Decision: Does registrant need to edit/enter re-registration form?**

→ **Yes:** Registrant completes form, proceeds to declaration.

→ **No:** Go directly to declaration.

Postal Route Detail:

◆ **Decision: Did registrant update details?**

→ **Yes:** Phone call clarification check — if required, Registration Team calls. If not, system back-up email sent. Details confirmed.

→ **No:** Status = Not Progressed.

Common Path (Both Routes):

3. Registrant agrees to declaration.

◆ **Decision: Did registrant agree to declaration?**

→ **Yes:** Proceed to payment.

→ **No:** Status = Not Progressed.

4. Registrant makes payment.

◆ **Decision: Was payment made?**

→ **Yes:** Proceed to payment processing.

→ **No:** System auto email reminder sent. Registrant clicks payment link.

💳 **PAYMENT GATE: AS-IS payment method decision point:**

◆ **Decision: Payment method?**

→ **PayPal/Opayo:** Payment processed online. Connect to IMIS. Generate list of unreconciled payments. Finance performs manual validation.

→ **Cash/Cheque/Postal Order:** Submit payment. Cash given to Finance. Finance performs manual recording and validation.

5. Registration Team validates form completion and payment.

6. Re-registration complete.

Figure 1.2 - Re-Registration (AS-IS)

1.3 Change of Division

Trigger: Change of division application received from individual, OR Examination Department sends exam results

Actors: Registrant, PHECC Registration Team, Examination Department, RI, IMIS

Outputs: Updated IMIS record, updated NQEMT registration, new licence (if applicable)

End States: Registration Change Complete; No Update Applied; Archived

Note: In the current AS-IS process, all change of division requests follow the same path regardless of whether the change is upward or downward.

Process Steps:

1. Change of division application received from individual, OR Examination Department sends applicant exam results.

◆ **Decision: PHECC Check: Is this an existing record?**

→ **No:** Process as new registrant (redirect to 1.1).

→ **Yes:** Validate application (DOB, Address, Email, Name, PIN).

◆ **Decision: Are they interns?**

→ **Yes:** Obtain NQEMT licence. Obtain qualification number. Update amended info in IMIS and NQEMT Registration (without cert if below Paramedic level).

→ **No:** Update amended info in IMIS and NQEMT Registration (without cert if below Paramedic Practitioner level).

◆ **Decision: Is there outstanding information?**

→ **No:** Registration change complete.

→ **Yes:** Contact registrant by email or phone.

◆ **Decision: Is written approval requested?**

→ **Yes:** Send PHECC email.

→ **No:** Continue to response check.

◆ **Decision: Did registrant revert back with information?**

→ **Yes:** Registration change complete.

→ **No:** No update applied. Send reminder email.

◆ **Decision: Have they replied after 2 weeks?**

→ **Yes:** PHECC phones registrant. Registration change complete.

→ **No:** Contact RI.

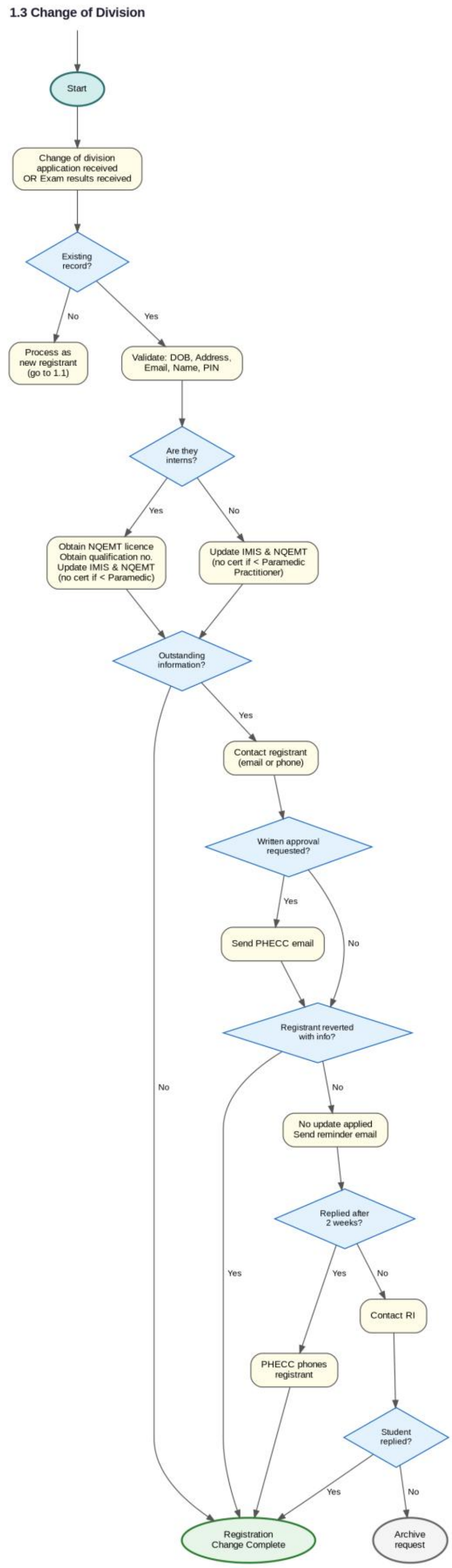
◆ **Decision: Did student reply?**

→ **Yes:** Registration change complete.

→ **No:** Archive request. Process ends.

No payment gate exists in this process.

Figure 1.3 - Change of Division (AS-IS)



1.4 Voluntary Removal / Inactivation

Trigger: Request for inactivation received from registrant

Actors: Registrant, PHECC Registration Team, IMIS

Outputs: Updated IMIS status, confirmation email

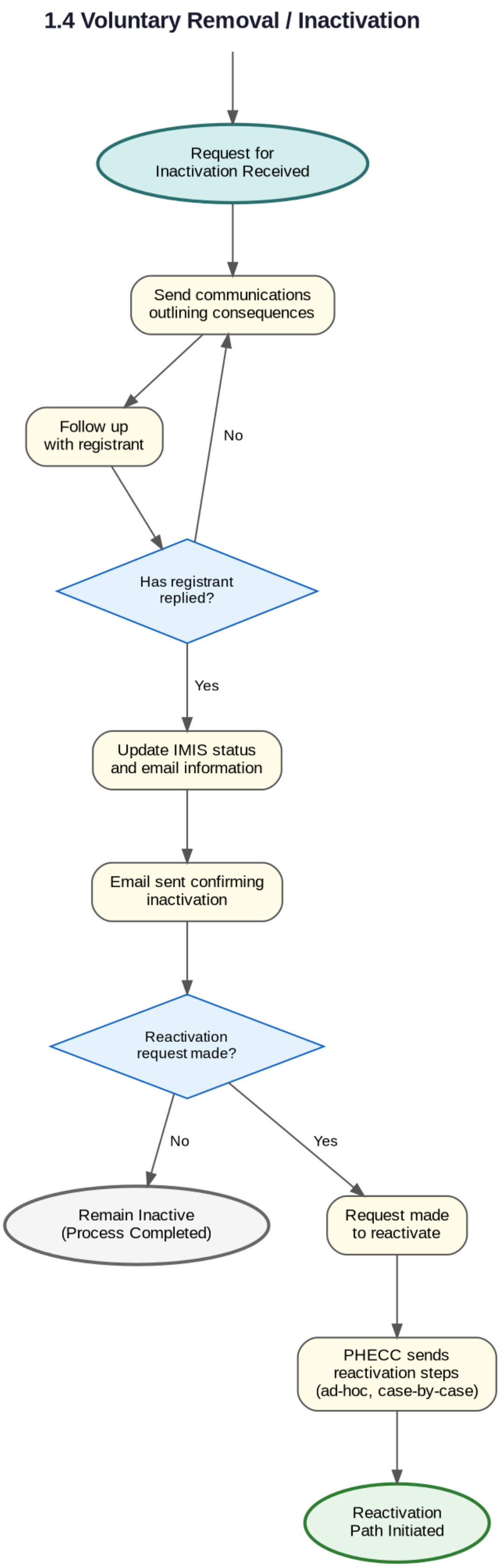
End States: Remain Inactive (process completed); Reactivation Path Initiated

Process Steps:

1. Request for inactivation received.
2. PHECC sends communications outlining consequences of inactivation.
3. Follow up with registrant.
   - ◆ **Decision: Has the registrant replied?**
     - → **Yes:** Continue to IMIS update.
     - → **No:** Send further communications outlining consequences.
4. Update IMIS status and email information.
5. Email sent to registrant confirming inactivation.
   - ◆ **Decision: Is a reactivation request made?**
     - → **Yes:** Request made to reactivate. PHECC sends reactivation steps. Reactivation path initiated.
     - → **No:** Remain inactive — process completed.

⚠ **NOTE:** Reactivation is handled ad-hoc on a case-by-case basis. PHECC sends the reactivation steps to the individual as needed. There is no standardised reactivation process flow in the current AS-IS.

Figure 1.4 - Voluntary Removal / Inactivation (AS-IS)



1.5 CPD ePortfolio Assessment

Trigger: Random sample of registrants selected for CPD assessment

Actors: EMT System Users (Registrants), PHECC, Assessors

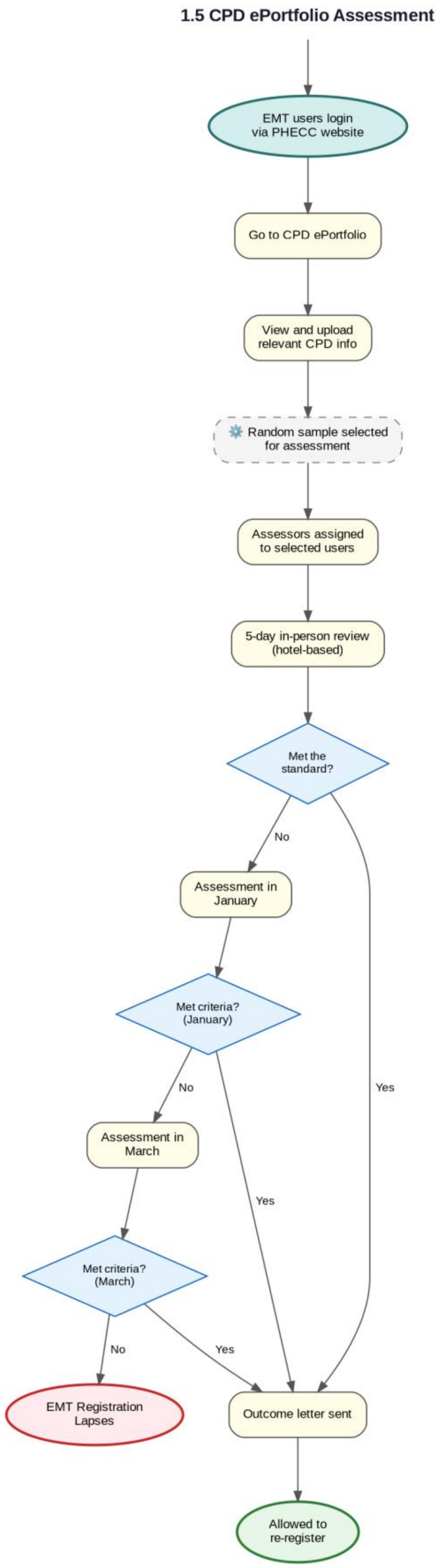
Outputs: Outcome letter, re-registration eligibility status

End States: Successful Completion (allowed to re-register); Unsuccessful Outcome (EMT registration lapses)

Process Steps:

1. EMT system users log in via PHECC website.
2. Users go to CPD ePortfolio section.
3. Users view and upload relevant CPD information.
4. Random sample of users selected for assessment.
5. Assessors assigned to selected system users.
6. 5-day in-person review conducted by assessors in a hotel.
   - ◆ **Decision: Did they meet the standard?**
     - → **Yes:** Outcome letter sent. Allowed to re-register. End (successful completion).
     - → **No:** Proceed to January re-assessment.
7. Assessment in January (second opportunity).
   - ◆ **Decision: Did they meet criteria? (January)**
     - → **Yes:** Outcome letter sent. Allowed to re-register. End (successful completion).
     - → **No:** Proceed to March re-assessment (final opportunity).
8. Assessment in March.
   - ◆ **Decision: Did they meet criteria? (March)**
     - → **Yes:** Outcome letter sent. Allowed to re-register. End (successful completion).
     - → **No:** EMT registration lapses. End (unsuccessful outcome).

Figure 1.5 - CPD ePortfolio Assessment (AS-IS)



2. RI & ATI Module

The RI & ATI module manages Recognised Institutions and Approved Training Institutions. It covers New Institution Application, Renewal, Educational Awards, and Delisting and Withdrawal.

2.1 New Institution Application

Trigger: Applicant enquiry received by PHECC

Actors: Applicant Institution, PHECC Education Team, Assessor, Director, SharePoint

Outputs: Approval notification, induction meeting, PHECC website listing

End States: Process Complete (Success); End (applicant does not proceed); End (Unsuccessful outcome)

Phase 1: Pre-Submission

1. Applicant makes initial enquiry to PHECC.

2. PHECC sends information email with documentation pack.

3. Applicant reviews documentation.

◆ **Decision: Does the applicant wish to proceed?**

→ **No:** End (process ends).

→ **Yes:** Request pre-submission meeting.

4. PHECC schedules and holds pre-submission meeting.

5. PHECC provides checklist to applicant.

Phase 2: Part A Submission

6. Applicant prepares Part A application.

7. Applicant attends Part A readiness meeting.

💳 **PAYMENT GATE: Part A payment. Current AS-IS methods: PayPal/online payment or cash.**

8. PHECC creates SharePoint folder for the application.

9. Applicant uploads Part A documentation to SharePoint.

10. PHECC reviews Part A submission.

◆ **Decision: Part A complete and compliant?**

→ **Yes:** Confirm Part A approval. Proceed to Part B.

→ **No:** Request additional documentation. Application paused. Applicant uploads additional documentation. Return to PHECC review.

Phase 3: Part B Submission

11. Applicant accesses Part B guidance.

12. Applicant requests Part B guidance meeting. PHECC schedules and holds Part B meeting.

13. PHECC sends follow-up email.

💳 **PAYMENT GATE: Part B payment. Current AS-IS methods: PayPal/online payment or cash. Two separate payments per application (Part A + Part B).**

14. PHECC opens SharePoint folder for Part B.

15. Applicant uploads Part B documentation.

16. Applicant notifies PHECC of completion.

Phase 4: Assessment

17. Administrative completeness check.

◆ **Decision: All documents present?**

→ **Yes:** Proceed to assessor selection.

→ **No:** Request missing documents. Applicant uploads. Return to check.

18. Select assessor from central assessor register.

19. Confirm assessor availability. Assessor confirms.

20. Send SharePoint link to assessor.

21. Assessor pre-check review.

22. Full application review by assessor.

◆ **Decision: Grading threshold met?**

→ **Yes:** Assessor confirms successful evaluation. Proceed to approval.

→ **No:** Prepare feedback report. Send feedback to applicant. Applicant updates and resubmits.

23. Final evaluation of updates (if resubmission was required).

◆ **Decision: Revised submission meets requirements?**

→ **Yes:** Assessor confirms successful evaluation.

→ **No:** End (unsuccessful outcome).

Phase 5: Approval

24. Prepare approval sign-off form.

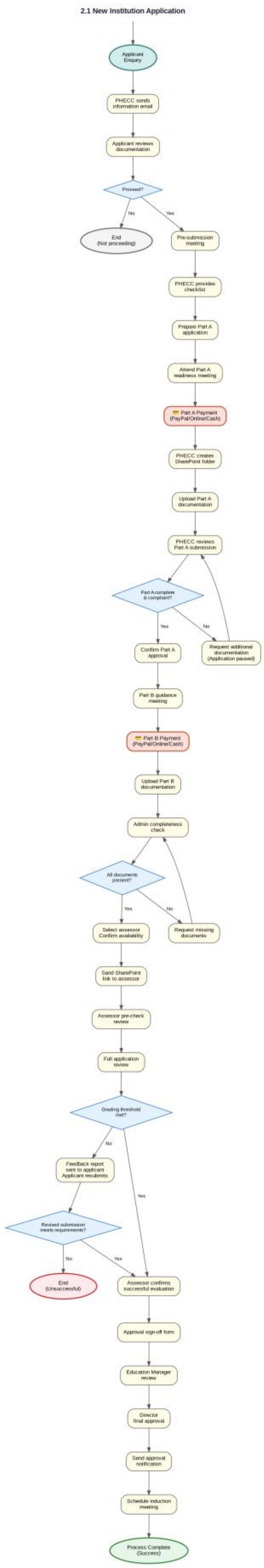
25. Approval form review (Education Manager).

26. Director final approval.

27. Send approval notification to institution.

28. Schedule induction meeting. Process complete (success).

Figure 2.1 - New Institution Application (AS-IS)



2.2 Institution Renewal (Quarterly)

Trigger: Renewal notification sent from renewals tracker file

Actors: Institution, PHECC Education Team, Assessor (internal), Director, Finance

Outputs: Director Report (PDF), Outcome Letter (PDF), website listing update

End States: Full Approval; Conditional Approval; Refusal (website listing removed); Withdrawal

Process Steps:

1. Renewal notification sent to institution (from renewals tracker file).

◆ **Decision: Does the institution wish to renew?**

→ **No:** Withdrawal process initiated. Process ends.

→ **Yes:** Continue to payment.

💳 **PAYMENT GATE: Renewal payment made by institution. AS-IS payment methods: online/PayPal or cash/cheque.**

2. PHECC confirms payment.

3. PHECC provides access to Renewal Application Submission Portal.

4. Institution submits renewal applicant documentation (multiple documents).

5. PHECC verifies submitted documentation against documentation checklist file.

◆ **Decision: All material submitted?**

→ **Yes:** Acknowledge application complete. Revoke access to submission portal (email).

→ **No:** Request omitted documentation and/or additional information. Record delay (email). Institution resubmits.

6. Assessment of submitted documentation (currently done internally — no external assessors used for renewals).

⚠ **NOTE:** Currently, the renewal assessment is done internally by PHECC staff (no external assessors are used for the renewal process). It is nonetheless a distinct step in the process.

◆ **Decision: Assessment successful?**

→ **Yes:** Proceed to approval type decision.

→ **No:** Proceed to refusal.

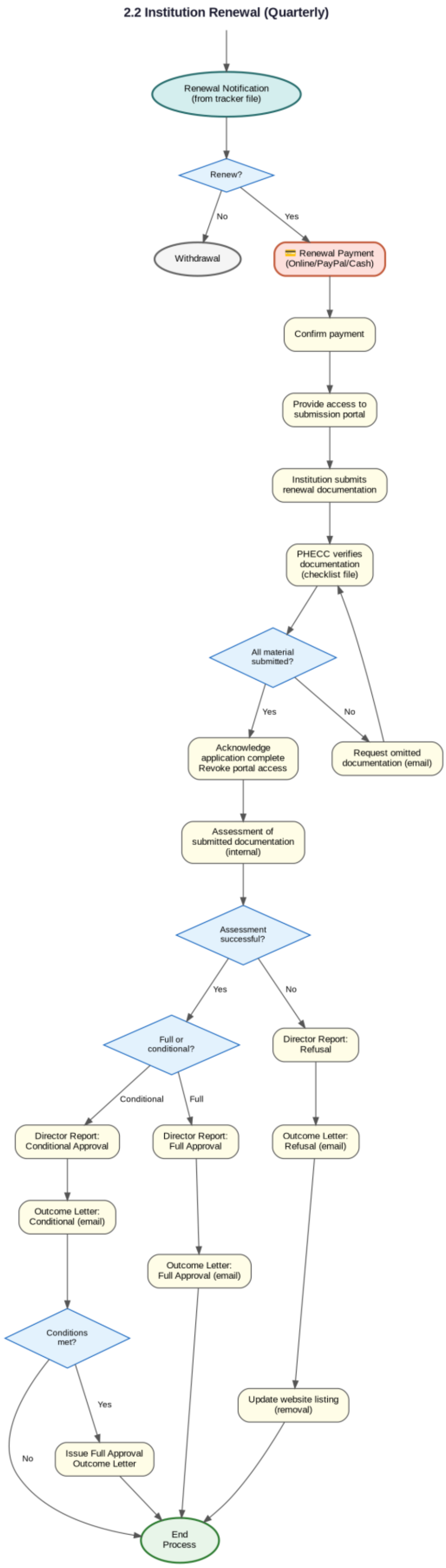
◆ **Decision: Full or Conditional Approval?**

→ **Full Approval:** Director Report: Full Approval (PDF). Outcome Letter: Full Approval sent by email (PDF).

→ **Conditional Approval:** Director Report: Conditional Approval (PDF). Outcome Letter: Conditional Approval sent by email (PDF). Conditions tracked — when met, Full Approval Outcome Letter issued.

→ **Refusal:** Director Report: Refusal (PDF). Outcome Letter: Refusal sent by email (PDF). Update website listing (listing removal).

Figure 2.2 - Institution Renewal (AS-IS)



2.3 Educational Awards

Trigger: Nominating Facilitator submits application and portfolio on behalf of RI

Actors: Nominating Facilitator, PHECC Education Awards Dept, Facilitator Assessor, Director

Outputs: EA Outcome Report, award certificate, outcome letter

End States: Successful (award and certificate issued); Unsuccessful (rejection with appeal rights)

Process Steps:

1. Nominating Facilitator submits application and portfolio on behalf of RI.

> 💳 **PAYMENT GATE: Correct fee must be paid prior to submission. AS-IS: fees arranged via online link on PHECC website. Invoicing arrangements available for recognised institutions.**

2. PHECC Education Awards Dept checks submission for completeness.

◆ **Decision: Further information required?**

→ **Yes:** Information sent to Nominating Facilitator for completion. Facilitator resubmits.

→ **No:** Continue to assessment.

3. Application reviewed by Facilitator Assessor (selected from panel on behalf of PHECC).

4. Facilitator Assessor reviews submission and portfolio.

◆ **Decision: Further information required by assessor?**

→ **Yes:** Request additional information.

→ **No:** Report prepared by assessor for PHECC.

5. EA Outcome Report prepared.

6. Report reviewed by PHECC Education Manager and shared with advice for Nominating Facilitator (where applicable).

7. Complete application sent to Facilitator Assessor for review and recommendation.

8. Report prepared by PM and any feedback for Nominating Facilitator collated and shared.

9. Report presented to Director for final sign-off.

◆ **Decision: Director sign-off?**

→ **Yes (Successful):** Educational Award and outcome letter sent to Nominating Facilitator to issue to applicant. Awards expire after 6 years.

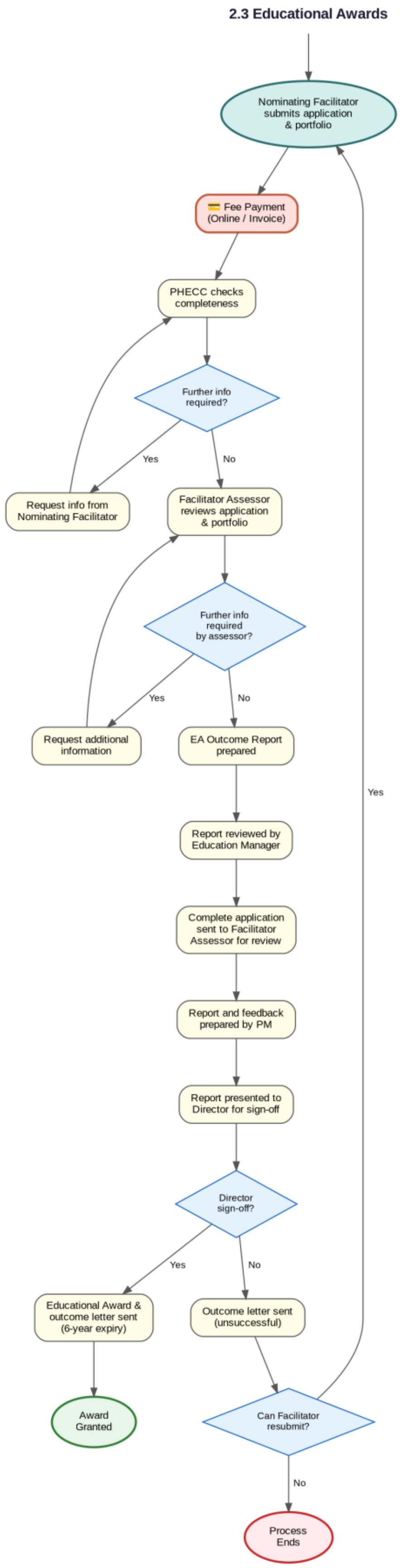
→ **No (Unsuccessful):** Applicant and Nominating Facilitator notified. Letter of outcome sent. Nominating Facilitator advised whether resubmission is available.

◆ **Decision: Can the Nominating Facilitator resubmit?**

→ **Yes:** Process restarts from submission.

→ **No:** Process ends.

Figure 2.3 - Educational Awards (AS-IS)



2.4 Delisting & Withdrawal

This process covers two distinct paths: voluntary withdrawal initiated by the institution, and enforced delisting initiated by PHECC due to non-compliance.

Voluntary Withdrawal Path:

Trigger: RI/ATI organisation initiates voluntary withdrawal

Actors: RI/ATI Organisation, RI/ATI Admin, PHECC Accreditation Dept

1. RI/ATI organisation notifies PHECC of intention to withdraw.

2. PHECC RI/ATI Admin confirms withdrawal details.

3. Completion of PHECC RI/ATI Voluntary Withdrawal Self-Declaration Form (confirms: no longer offering PHECC courses, removed PHECC branding, completed and submitted RCAR, remaining certs destroyed).

4. Completion and submission of Responder Certification Activity Report (RCAR) for voluntary withdrawal.

5. PHECC Accreditation Dept verifies, updates status, and removes website listing.

Enforced Delisting Path:

Trigger: Non-compliance identified (e.g. failure to submit renewals, breach of conditions)

Actors: CPG/RI/ATI Organisation, PHECC Accreditation/Education Dept, Accreditation/Education Manager, Director

6. Non-compliance trigger identified and logged.

7. PHECC engages with the provider/institution regarding non-compliance. Reasonable accommodation offered — specific timeframe, reasonable deadline for correction.

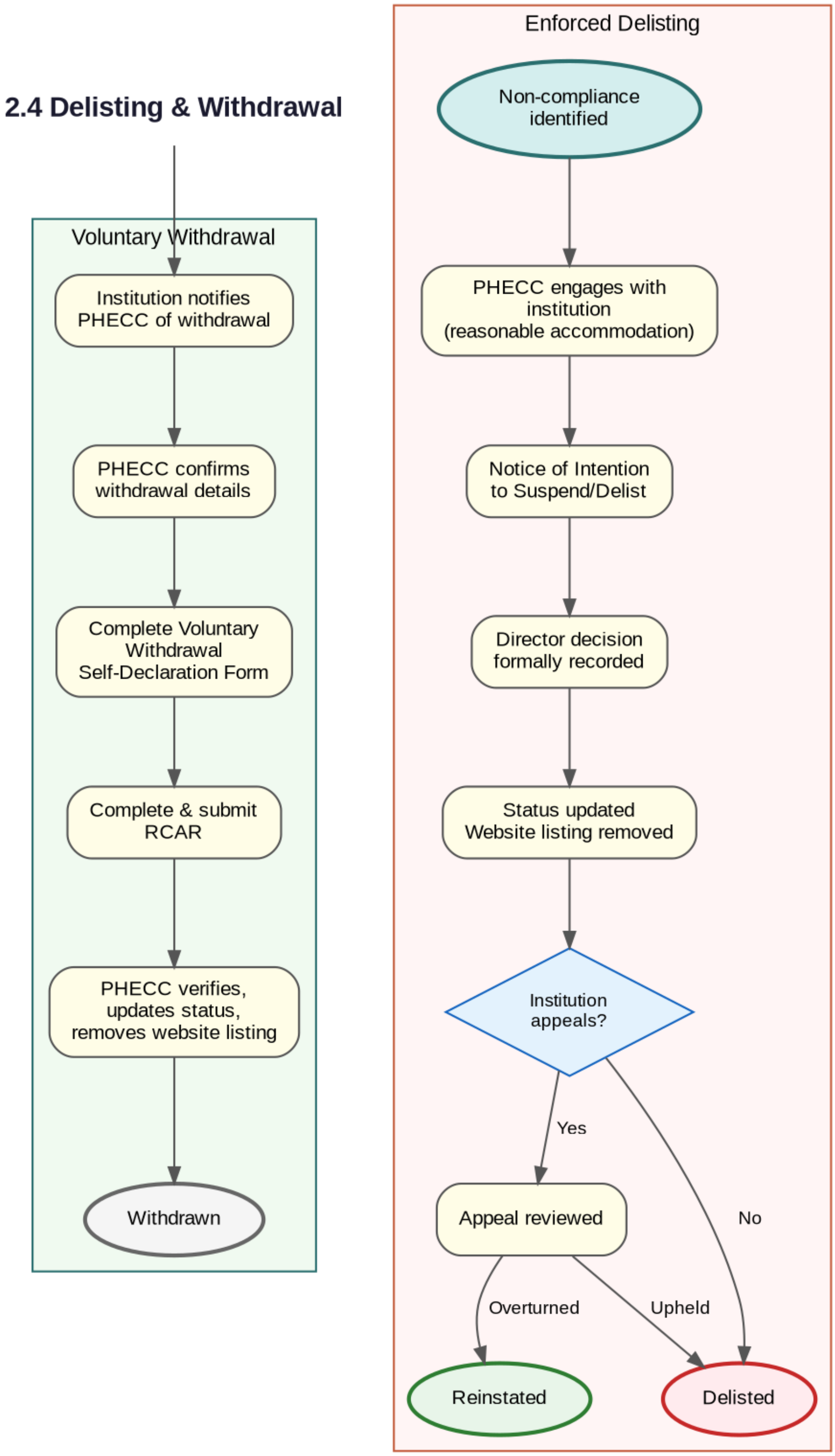
8. If no engagement: Notice of Intention to Suspend or Delist issued. A defined notice period applies.

9. Director decision formally recorded.

10. If delisted: status updated, website listing removed, communication of removal of recognition sent.

11. Appeal rights: institution may appeal under PHECC Council Policy and Procedures for Appeals. Appeal must be in writing within the appeal window.

Figure 2.4 - Delisting and Withdrawal (AS-IS)



3. Accreditation Module

The Accreditation module manages CPG providers. These AS-IS process maps are sourced from PHECC's formal procedure documents (GVFSOP series). They use swim-lane formats showing the flow across CPG Applicant/Provider, Accreditation Dept, Assessor, Accreditation Manager, Director, and Finance.

3.1 New CPG Provider Application

Document Ref: GVFSOP4332, Version 3, April 2025

Trigger: CPG applicant submits Expression of Interest / initial application

Actors: CPG Applicant, Accreditation Dept, Assessor, Accreditation Manager, Finance, Director

End States: Approved (full GVF approval within 12 months); Conditions applied; Application not progressed

The process has three stages visible in the AS-IS map:

Pre-Application Stage: Expression of interest received. Accreditation Dept records new application (GVFSOL CPG). Decision to proceed. If yes: application pack and guidance provided. Pre-recognition onsite meeting arranged.

Application Stage: CPG applicant completes application (ACREDTEM002). Accreditation Dept checks completeness. Assessor assigned — availability confirmed, conflict of interest checked. Assessor conducts desktop review (GVFREP010) and onsite assessment. Assessment report prepared (GVFREP004). Accreditation Manager reviews. Directors Report prepared. Director signs off. Approval or conditions communicated.

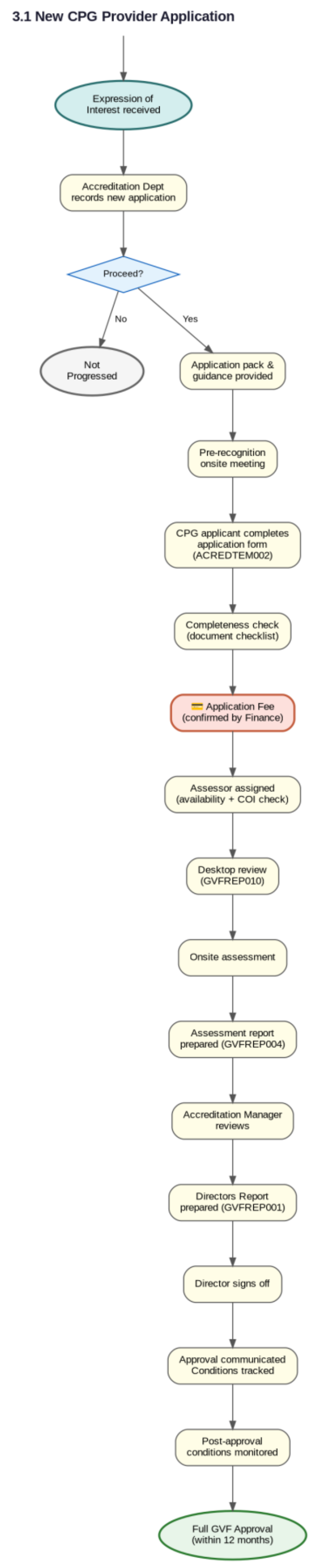
💳 **PAYMENT GATE: Finance involvement: Finance receives application fee and confirms payment. Payment method visible in Finance swim lane.**

Post-Application Stage / Full Approval Stage: Post-approval conditions tracked. Full GVF approval within 12 months of initial recognition.

Key Templates and Reports Referenced:

GVFREP001 Director's Report New Application. GVFREP003 Report on New PHECC Recognised CPG Service Provider Application. GVFREP008 Manager Pre-recognition Onsite Visit Report Template. GU038 New Application Assessment Guide V2. GVFREP004 Assessor Report New Applicant. GVFREP010 New Application Desktop Review Observations. ACREDTEM002 Record of Access to SharePoint.

Figure 3.1 - New CPG Provider Application (AS-IS)



3.2 Renewal of Recognition

Trigger: Licence expiry date approaching — automated reminders at 12 weeks, 6 weeks, and 3 weeks

Actors: CPG Organisation Primary Contact, Accreditation Dept, Assessor, Finance, Accreditation Manager, Director

End States: Renewed; Delisted (non-submission); Temporary extension

Submission Phase:

1. 12-week reminder sent to CPG organisation.
2. 6-week reminder sent.
3. 3-week reminder sent.
4. CPG organisation submits renewal documentation before submission deadline.

   💳 **PAYMENT GATE: Finance involvement: Finance confirms payment/sends invoice to provider. PO-system providers flagged to Finance for proforma creation. Non-online payments confirmed by Finance in the workflow.**

   ◆ **Decision: Submission received by deadline?**

   → **Yes:** Continue to processing.

   → **No:** Escalation: further reminders, eventual delist process triggered.

Processing & Completion Phase:

5. Accreditation Dept checks completeness of submission.
6. Assessor reviews submitted documentation.
7. Assessment report prepared.
8. Accreditation Manager reviews.
9. Directors Report prepared per outcome type.
10. Director signs off.

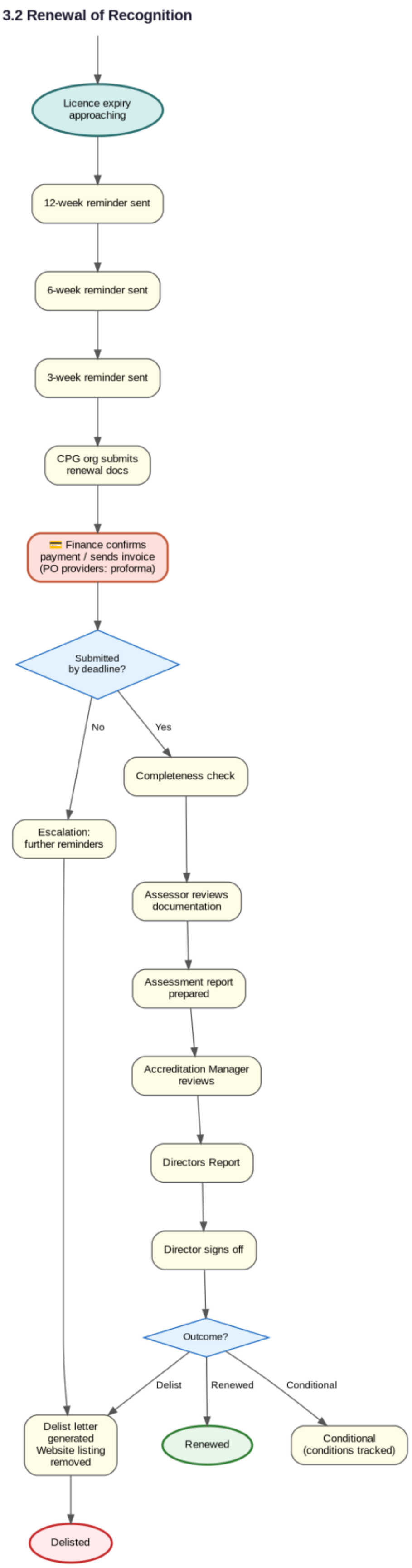
   ◆ **Decision: Outcome?**

   → **Renewed:** Outcome letter sent. Status updated.

   → **Conditional:** Conditions applied and tracked. Outcome letter sent.

   → **Delist:** Delist letter generated. Website listing removed.

Figure 3.2 - Renewal of Recognition (AS-IS)



3.3 Change of Recognition

Trigger: CPG provider notifies PHECC about change of status/recognition

Actors: CPG Provider, Accreditation Dept, Assessor, Accreditation Manager, Director

End States: Status Changed; Application not progressed

Process Steps:

1. CPG provider notifies PHECC about change of status.

2. Accreditation Dept receives notification. Records case. Sends acknowledgement.

3. Provider uploads supporting documentation.

4. Accreditation Dept completes receipt checklist.

5. Desktop review conducted by assessor.

6. Accreditation Manager reviews desktop review.

◆ **Decision: Onsite assessment required?**

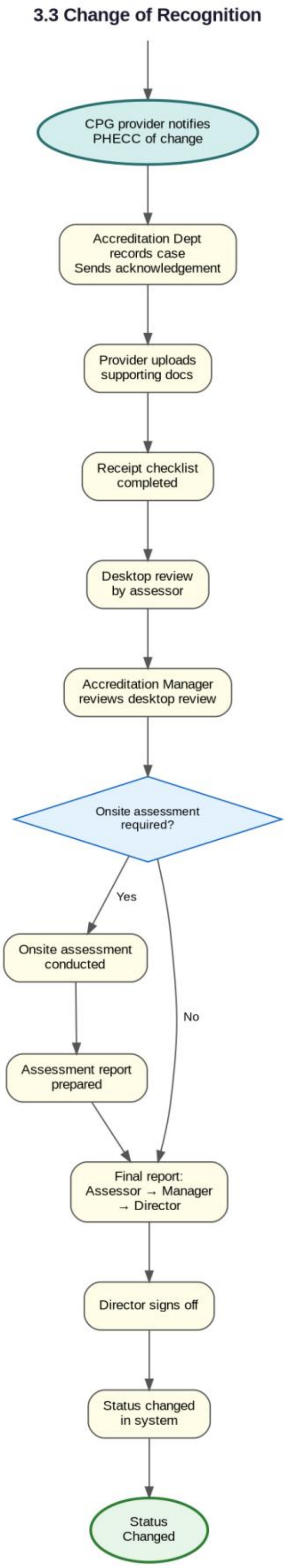
→ **Yes:** Onsite assessment scheduled and conducted. Assessment report prepared.

→ **No:** Continue to reporting.

7. Final report prepared. Follows approval chain: Assessor → Accreditation Manager → Director.

8. Director signs off. Status changed in system.

Figure 3.3 - Change of Recognition (AS-IS)



3.4 QA Assessment Cycle

Trigger: Organisation assessment cycle starts (annual plan)

Actors: RI/ATI/CPG Provider, Accreditation Dept, Assessment Team (Lead + Support), Accreditation Manager, Director

End States: Report Published; Report Returned for Revision; Appeal Lodged

Selection of Organisation for Assessment (Page 1):

1. Organisation assessment cycle starts.

2. Develop assessment plan for year.

3. Select organisation based on selection criteria.

Selection criteria include: GVF/QRF type, risk-based review (responsive visit, assessment report outcomes, assessment report summary), condition of approval status, organisational status (Voluntary, Mandatory, Auxiliary, Private, RI/ATI), renewal date, GVF/QRF cycle status (3 years).

4. Select assessment team based on criteria: identify organisation to be assessed, number of assessors required, conflict of interest check (review assessor submissions for issues), select team and identify Lead.

Balance rotation of assessors considering: experience (panel), assignments to date, training member required, retirement to date.

5. Confirm assessment. Check availability of assessment team.

6. Notification of assessment to organisation.

7. Submission of documentation by organisation.

8. Assessment team joins meeting for discussion of submission. Accreditation Manager joins.

9. Assessment confirmed and shared with organisation. Online/onsite assessment conducted.

Report Writing, Factual Accuracy & Decision (Pages 2–5):

10. Assessment team reviews submission. Each assessor completes their section.

11. Lead Assessor correlates sections. Team agreement reached.

12. Accreditation Manager reviews report. Officer proofing.

13. Draft report shared with organisation for factual accuracy (FA) review.

14. Organisation submits FA comments. Lead reviews and records agree/disagree/amend per comment.

15. FA concluded. Final report generated and locked.

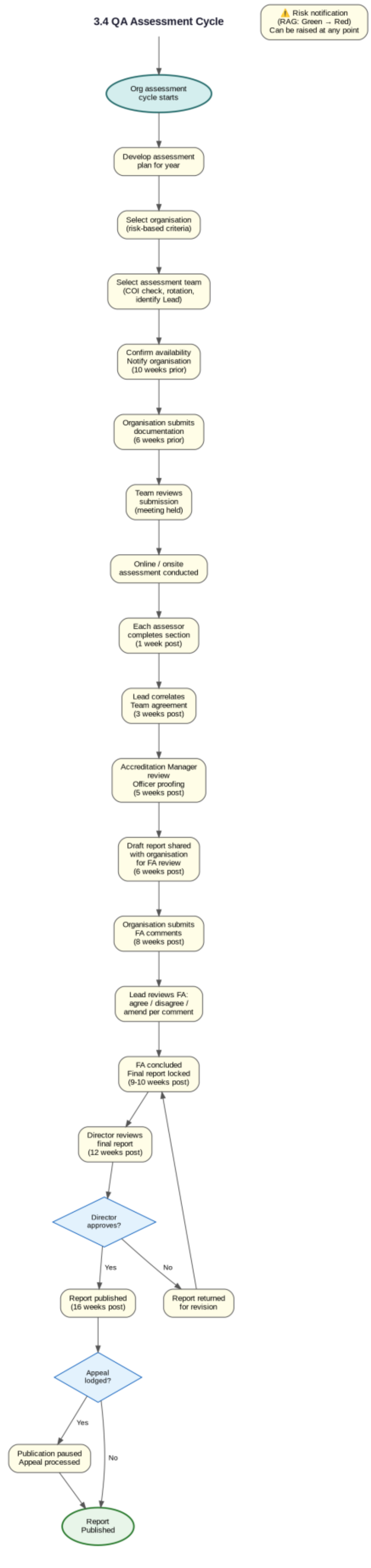
16. Director reviews final report. Approves or returns for revision.

17. Report published (after appeals window). Publication paused if appeal lodged.

18. Outputs distributed to relevant sub-committees.

Risk notifications can be raised at any point during the assessment by the assessor, with RAG colour-coded escalation (Green/Yellow/Orange/Red).

Figure 3.4 - QA Assessment Cycle (AS-IS)



4. ROQ Module

The ROQ (Recognition of Qualifications) module handles international applicants who need their existing qualifications assessed for equivalence against PHECC standards. The process covers the full application from submission through to outcome, including all outcome branches.

4.1 ROQ Application

Trigger: Applicant accesses PHECC website and emails PHECC to initiate

Actors: ROQ Applicant, PHECC, Assessors, Director, OROQ, Registration Team

Outputs: Success letter, certificate, NQEMT, or lower-level EMT assignment; Assessment report or addendum report

End States: Successful (NQEMT issued, directed to Registration); Outright Refusal (with appeal rights); Gaps Outlined (3-year review window); Lower Level Awarded (with improvement plan)

Phase 1: Application Submission

1. Applicant accesses PHECC website.
2. Applicant emails PHECC to initiate.
3. PHECC outlines process to applicant.
4. Applicant completes Form A.
5. Applicant completes Form B.
6. Applicant fills application form (including syllabus and certificates).
7. Applicant submits application via email.

   💳 **PAYMENT GATE: Applicant pays fee through website. AS-IS: PayPal payment.**

8. PHECC performs completeness check.

   ◆ **Decision: Is application complete?**

   → **Yes:** Continue to processing.

   → **No:** Contact applicant for missing info. Applicant updates Forms/documents. Resubmit. Return to check.

Phase 2: Processing & Assessment

9. Upload to Excel database. Generate reference number. Create SharePoint folder. Upload application to SharePoint. Communicate reference number to applicant.
10. Assign assessors. Track case on Excel.
11. Assessors review application.

    ◆ **Decision: Is application complete for assessment?**

    → **Yes:** Assessors complete assessment.

    → **No:** Request additional info from PHECC. PHECC requests from applicant. Upload to SharePoint. Return to review.

12. Assessors complete assessment. Send Assessment Report to PHECC.

Phase 3: Outcomes

◆ **Decision: Is report successful?**

→ **Yes (Successful):** Director receives report. Director signs off. Upload signed AR to SharePoint. Email Registration for NQEMT. NQEMT received by OROQ. Send success letter and certificate. Direct applicant to Registration. End (success).

→ **No (Unsuccessful):** Select outcome type — see pathways below.

Outcome Pathway A — Outright Refusal:

A1. Communicate outcome to applicant.

◆ **Decision: Has applicant appealed?**

→ **No:** Refusal process complete.

→ **Yes:** Appeal reviewed. Decision changed? If yes → successful pathway. If no → refusal stands.

Outcome Pathway B — Gaps Outlined (3-year window):

B1. Gaps outlined to applicant. 3-year window to address them.

◆ **Decision: Has applicant filled gaps within 3 years?**

→ **No:** Process finished. Applicant can reapply.

→ **Yes:** Evidence supplied by email to assessor.

◆ **Decision: Are they successful on gap review?**

→ **Yes:** Addendum report sent to PHECC. Director signs off. Follows successful pathway.

→ **No:** Continue gap review or refer to lower-level pathway.

Outcome Pathway C — Lower Level Awarded:

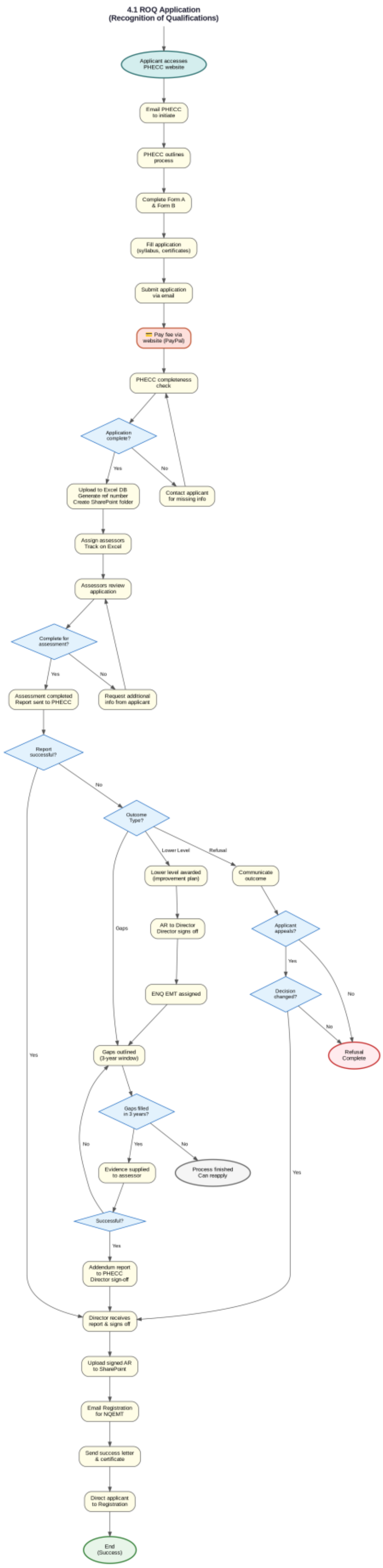
C1. Lower level awarded with improvement plan.

C2. AR sent to Director. Director signs off.

C3. ENQ EMT assigned (lower-level qualification recorded).

C4. Applicant can continue to gap review to pursue full qualification within 3-year window.

Figure 4.1 - ROQ Application (AS-IS)



5. Examinations (API Data Flow)

The Examinations function is not a full BIS module but a data flow between the BIS and external examination systems (GRIP and TestReach). This section documents the current AS-IS candidate journey.

5.1 Examinations Candidate Journey

Trigger: Candidate logs into system

Actors: Candidate, RI, PHECC, TestReach, Registration Team

Outputs: Exam results, certificates, new registration records

End States: Success (registered); Failed/Absent (reapply); Invalid candidate (refund)

Process Steps:

1. Candidate logs into system. System activates account.

2. Candidate selects RI.

3. Candidate includes details.

💳 **PAYMENT GATE: Candidate pays €100 via PayPal (or online payment).**

4. RI receives email notification. RI logs into system. RI validates candidate.

◆ **Decision: Valid candidate?**

→ **No:** PHECC receives email. Refund payment. End.

→ **Yes:** RI exports profile. Uploads to TestReach.

⚙ *System emails candidate.*

5. Candidate books exam.

MCQ Examination:

6. Candidate attends exam.

◆ **Decision: Candidate attends exam?**

→ **No:** Exam marked as absent/not met. Reapply.

→ **Yes:** Exam taken.

◆ **Decision: Candidate passes MCQ?**

→ **No:** Reapply.

→ **Yes:** Candidate receives OSCE date.

OSCE Examination:

7. RI informed of OSCE date. PHECC coordinates exams.

8. Exam day. Candidate attends OSCE.

◆ **Decision: Candidate attends OSCE?**

→ **No:** Exam marked as absent/not met. Reapply.

→ **Yes:** OSCE taken.

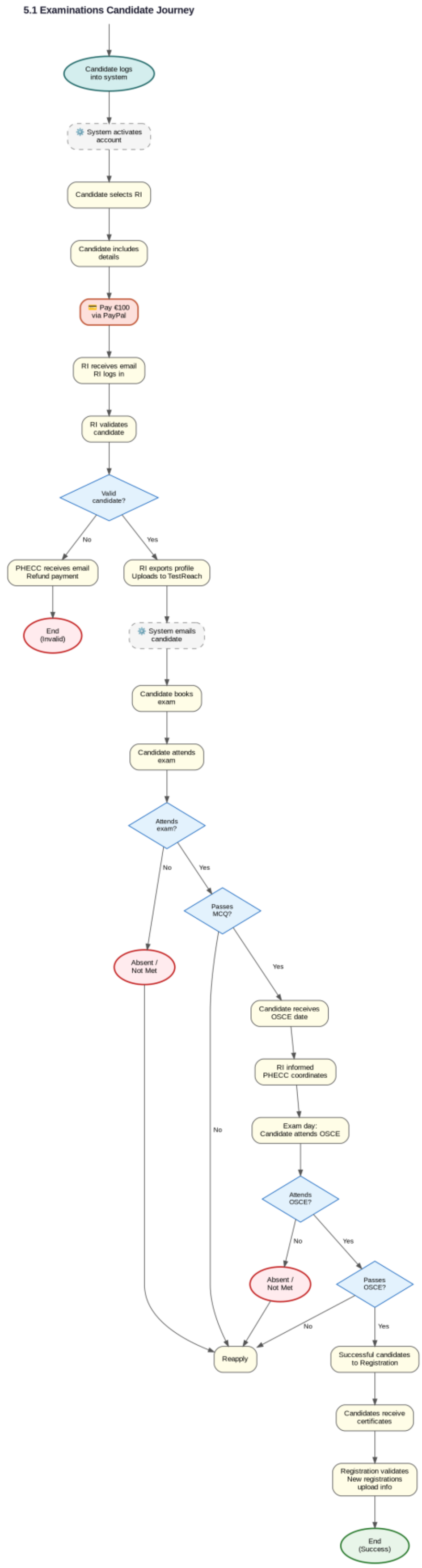
◆ **Decision: Candidate passes OSCE?**

→ **No:** Reapply.

→ **Yes:** Successful candidates directed to Registration.

9. Candidates receive certificates. Registration Team validates influx. New registrations upload info. End (success).

Figure 5.1 - Examinations Candidate Journey (AS-IS)



6. Terminology Glossary

Term	Definition
PHECC	Pre-Hospital Emergency Care Council.
BIS	Business Information System.
NQEMT	National Qualification in Emergency Medical Technology.
RI	Recognised Institution.
ATI	Approved Training Institution.
CPG	Clinical Practice Guideline.
ROQ	Recognition of Qualifications.
OROQ	Office of ROQ.
IMIS	Information Management and Examination System.
GRIP	PHECC examination management system.
TestReach	External examination platform.
Assessor	Person assigned by PHECC to review and assess applications, portfolios, or organisations.
GVF	Governance and Verification Framework (CPG QA).
QRF	Quality Review Framework (RI/ATI QA).
COI	Conflict of Interest.
DMS	Document Management System (currently SharePoint).
MCQ	Multiple Choice Question (exam stage 1).
OSCE	Objective Structured Clinical Examination (exam stage 2).
EMT	Emergency Medical Technician.
CPD	Continuing Professional Development.
FA	Factual Accuracy (QA report review stage).
PO	Purchase Order.
RCAR	Responder Certification Activity Report.
TFF	Training Facilitator Framework.
EA	Educational Award.
RAG	Red/Amber/Green risk rating.

End of document.