Business line requirements

Business Line Requirements | For information only | Version 1.3 | November 2026

This document describes, for each business line, what the Registrant Management System must support and how the business line connects with the others. It is provided for information only and does not form part of the Agreement. It is a guide to the requirements set out in full in Schedule One of the Agreement (Specification) and in the Requirements Compliance Matrix (TRD-RCM). Where this document differs from either, Schedule One and TRD-RCM govern.

How each section is set out

- A scope statement: what the business line does, what is in scope and what sits elsewhere.
- Connections: what the business line receives from and sends to other business lines and systems, and the boundary between them.
- A blueprint: for each stage, who does what, what the system supports, the rules and deadlines that apply, the data that flows in and out, and the requirement references behind each point.

Business lines

- Registration
- Recognition
- CPD
- Appeals
- Fitness to Practise (bounded: complaint records, registration controls and public register notices only)

The blueprints describe the features in each area; whether each feature is Mandatory or Desirable is set in TRD-RCM. Shared capabilities used by every business line, such as portals, documents, payments, reporting, security and technical requirements, are set out in the cross module sections of Schedule One and TRD-RCM.

Registration: business line requirements

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Scope statement

Registration admits to each profession's register those who meet the statutory criteria for their application route and keeps the register and public register accurate. The Registrant Management System must take each application from submission to a recorded decision, then support three separate journeys that start on their own triggers: annual renewal, restoration and removal. Approved registrations must update the public register in real time.

In scope for Registration	Outside Registration, and where it sits
• Applications on every route: Section 38 standard, Section 38 Historical Qualification, Section 91 existing practitioner, International Qualification following recognition, and the registration only application for European Professional Card (Physiotherapists only) applicants • First and second verification, missing information, proof of language, return to practice forms and closure of inactive applications • Registrar review, board decisions and entry to the register • Annual renewal by profession or division, restoration, and removal (voluntary and involuntary in cases of non-payment of renewal fees), name change requests, letters of good standing requests. • eVetting, refunds, fee transfers, document requests and self-service changes	• Recognition of international qualifications: the Recognition business line • Appeal cases: the isolated Appeals module; Registration sees a status flag only • Fitness to Practise case management: CORU's legal case management system • CPD audits: the CPD business line • Accounting: the finance system, which receives exports only

How Registration connects with other business lines

Connects with	Registration receives	Registration sends	Boundary
Recognition	The recognised decision, with qualification title and country, by notification or a Registration queue (REC-2.4-011)	Nothing back; Registration first verifies Commonly Aligned Standards recognition applications in a shared queue (CM-008)	Recognition decides recognition; the recognised decision satisfies the registration qualification criterion (REG-1.2-026)
Appeals	A status flag: allowed appeals arrive as a controlled notification (APP-4.4-003, APP-4.5-003)	The application record, one way, when a decision is appealed (APP-4.2-001)	No Registration user sees appeal content
Fitness to Practise	The open complaint indicator and banner, with no detail (FTP-5.2)	Exception report of registrants excluded from removal for nonpayment (FTP-5.2-005)	Removals blocked while a complaint is open; prompt at restoration and registration decisions; no hold at renewal
CPD	Noncompliance flags, surfaced at renewal (CPD-3.4-002)	Registration status for audit eligibility	The CPD audit is run by Education Quality Assurance
Finance	Payment confirmations from the gateway (FIN-001)	Refund requests and the scheduled finance export (REG-1.6-002, FIN-005)	Finance approves and issues refunds

Used at every stage

Capabilities	**Refunds and fee transfers** (REG-1.6-001, REG-1.6-002, REG-1.1-015) **Self-service changes and document requests** (REG-1.1-024, REG-1.1-027) **Messaging and notifications** (NOT-004, NOT-006) **Documents** (DMS-001 to DMS-004) **Case lists and bulk actions** (CM-002, CM-003) **Audit trail and role based access** (GOV-001, GOV-003) **Reporting** (RPT-001 to RPT-006)

Registration: business line blueprint

Stages in the first group run in sequence; those in the second start on their own triggers or only where the case requires them. Read down a column for who does what, what the system supports, the rules that apply and the requirement references. TRD-RCM sets whether each feature is Mandatory or Desirable: some features shown are Desirable.

	Joining the register: in sequence			After registration: separate journeys, each with its own trigger		
Stage	**1 Apply ›**	**2 Verify ›**	**3 Decide and register**	**Renew**	**Restore**	**Remove**
Starts when	An applicant starts an application on any route	The application is submitted and paid, or released from the college list hold	Second verification is complete	The renewal window opens, six weeks before the renewal date	A former registrant applies to return	A voluntary request, an unpaid renewal after the grace period, or a death recorded
Applicant or registrant does	Creates an account, acknowledges the privacy notice, answers a few guided questions that route them to the correct application, completes the steps, uploads documents and pays	Supplies missing items into the upload spaces created; completes eVetting if self-employed; submits return to practice forms where required	Receives the decision in the portal; may appeal a refusal	Confirms details and employment (mandatory), completes current standing declarations, pays and downloads the certificate	Applies in the portal, provides the documents set by time since removal, and pays	Requests voluntary removal with a reason; sees a message to contact CORU if a complaint is open
Staff do	Enter paper applications in exceptional cases; correct an application pathway without resubmission	First and second verification against the checklist; escalate documents that cannot be provided	Record exception reasons; Registrar reviews delegated cases weekly and decides in bulk; board decides the rest; Higher Executive Officers sample check	Review registrants flagged for vetting, which runs separately; send bulk renewal notices	Verify the request and see the complaint indicator; the Registrar approves under board delegation	Record deaths; the Registrar signs off voluntary removals
System supports	One configurable application across routes and professions, opened or closed per profession; guided questions that route applicant to the correct application, completes the steps uploads documents and pay; save and resume; upload checks; payment before submission; status tracker	Checklists by document category; missing information letters and upload spaces; watchlist screening; language rules; digital component forms; recognition decision accepted automatically	Delegation rules that route each case; compiled registrar packs; bulk decisions; protected approval; automatic register entry, letter and downloadable certificate	Windows, fees and reminders configurable per profession and division; one renewal flow; certificates generated; non-renewal handling	One restoration journey; fees and requirements set by time since removal; the correct fee always shown	Complaint check that holds removal; registrar review queue; register, public register and portal updated automatically
Rules and deadlines	No submission until payment is confirmed; declarations witnessed within six months; held until the college list where relevant	Only affected sections reopen; thirty-day closure notice, then fifteen days; second verification of a sample of Irish graduates and of every other route, configurable	Structured refusal reasons; further information and return to practice outcomes generate an editable letter; delegations configurable per board	Six week grace period, then removal for non payment unless a complaint is open; any disclosure in the renewal declarations goes to a staff queue for review but does not hold up the renewal; vetting does not hold the renewal either	After removal on request: three-time bands. After removal for nonpayment: within six months (Section 40); after that, a new application under Section 38	No removal while a complaint is open; nothing about former registrants appears on the public register
Data in and out	In: graduate conferral lists; recognised decision. Out: payment to the gateway	In: identity check results, vetting disclosures, other regulators' registers	Out: public register; records to Appeals on appeal	In: declarations and eVetting information; CPD non compliance flags.	In: complaint indicator. Out: public register	In: complaint indicator. Out: public register; notifications
Requirement references	REG-1.1-001 to REG-1.1-028, FRM-004, FIN-001	REG-1.2-001 to REG-1.2-006, REG-1.2-014 to REG-1.2-018, REG-1.2-022, REG-1.2-026, REG-1.2-027, REG-1.1-025, REG-1.7-001 to REG-1.7-003, CM-008, INT-002	REG-1.2-007 to REG-1.2-013, REG-1.2-021, REG-1.2-023, INT-004	REG-1.3-001 to REG-1.3-009, CPD-3.4-002, FTP-5.2-008	REG-1.4-001 to REG-1.4-003, FTP-5.2-007	REG-1.5-001 to REG-1.5-005, FTP-5.2-004 to FTP-5.2-006, FTP-5.2-011

Recognition: business line requirements

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Scope statement

Recognition decides whether qualifications obtained outside Ireland meet the standards for registration in each profession. The Registrant Management System must take each application from submission through verification, independent assessment and decision within the statutory timeframes, manage compensation measures where they are required, and hand recognised applicants to Registration.

In scope for Recognition	Outside Recognition, and where it sits
• Every recognition route: traditional, Commonly Aligned Standards, Test of Professional Competence and European Professional Card (Physiotherapists only). • Verification, missing information and the thirty day and four-month statutory clocks • Assessor management, assessment and records of assessment • Registrar and board decisions, board packs and decision letters • Compensation measures: aptitude tests and periods of adaptation • Withdrawal, refunds, fee transfers and closure of inactive applications	• Registration criteria and entry to the register: the Registration business line • Appeal cases: the isolated Appeals module • Delivery of aptitude tests by external providers; the system records allocations and outcomes only • Accounting: the finance system

How Recognition connects with other business lines

Connects with	Recognition receives	Recognition sends	Boundary
Registration	Nothing back	The recognised decision, with qualification title and country, by notification or queue (REC-2.4-011); European Professional Card applicants complete a registration only application	Registration applies the registration criteria; Registration first verifies Commonly Aligned Standards applications (CM-008)
Appeals	A status flag; allowed appeals arrive as a controlled notification (APP-4.4-003)	The application record set, one way, when a decision is appealed (APP-4.2-001)	No Recognition user sees appeal content
Assessors	Records of assessment and queries through the assessor portal	Application files scoped to assigned cases, with no contact details (REC-2.2-006)	Conflict of interest declared before access (REC-2.2-007)
European Union system (IMI)	European Professional Card applications, entered manually	Nothing directly	No interface: staff create the record (REC-2.6-004)
Finance	Payment confirmations	Aptitude test invoices and refund requests (FIN-003, REC-2.5-007, REG-1.6-002)	Finance approves and issues refunds

Used at every stage

Capabilities	**Caseloads and work queues** (REC-2.1-003, REC-2.1-016, CM-004, CM-005) **Assessor register (REC-2.2-006)** **Messaging and notifications** (NOT-004, NOT-006) **Documents** (DMS-001 to DMS-004) **Case lists and bulk actions** (CM-002, CM-003) **Audit trail and role based access** (GOV-001, GOV-003) **Reporting** (RPT-001 to RPT-006)

Recognition: business line blueprint

Stages in the first group run in sequence; those in the second start on their own triggers or only where the case requires them. Read down a column for who does what, what the system supports, the rules that apply and the requirement references. TRD-RCM sets whether each feature is Mandatory or Desirable: some features shown are Desirable.

	From application to decision: in sequence				Depending on the outcome or the applicant		
Stage	**1 Apply ›**	**2 Verify ›**	**3 Assess ›**	**4 Decide**	**Compensation measures**	**Hand over to Registration**	**Withdraw or close**
Starts when	An applicant starts an application on a recognition route	The application is submitted and paid	The file is complete	Both assessors have signed off	The decision is a compensation measure	The application is recognised	The applicant asks to withdraw, or has not engaged for six months
Applicant does	Completes the multi step application, uploads documents and pays	Uploads missing items into the spaces created; amends only flagged sections	Answers assessor queries within the query window, or asks for more time	Receives the decision letter; may appeal	Chooses a test or period of adaptation, pays test invoices, submits forms	Logs in only to provide anything further Registration needs during its verification; recognition and registration are one application	Sends a portal message to withdraw; completes the refund form when released
Staff do	Creates application based on European Professional Card records manually from IMI	Verify against the checklist; request third party verification; declare file complete	Build the file; broadcast availability to assessors; route queries	Compile board packs; Registrar reviews delegated decisions weekly; managers review records of assessment	Scheduletests; record outcomes; send period of adaptation reports to an original assessor	Registration picks up from the notification or queue	Set status to Withdrawn and release the refund form; act on the closure list
System supports	Configurable routes; save progress; payment before submission	Checklist with yes, no or pending; letters and upload spaces generated; gated reopening; verification templates; fraud flags; tasks from uploads	Automated file compilation; assessor portal scoped to assigned cases; conflict declarations; record of assessment from the standards; dual sign off	Delegation matrix routes to Registrar or board; board packs generated; decision fields and values; template letters	Choice capture and two attempt limit; invoices; deficit lists; period of adaptation tracking; digital forms	Notification or queue for Registration; recognised decision carried to the person record	Digital refund form hidden until released; closure warnings and automatic closure; fee transfers by management
Rules and deadlines	Payment before submission	File complete or missing information acknowledged within thirty calendar days	One practitioner and one educator per assessment; applicant given the chance to supply missing information before a compensation measure may be assigned/	Decision within four months of file complete; the clock pauses only when the applicant asks for more time than the query window, and resumes	Maximum two attempts; a second failure records not recognised	The recognised decision replaces the manual check of a Letter of Recognition	Thirty day warning after six months without engagement; no refund on closure
Data in and out	In: European Professional Card details from IMI	Out: auto populated work history and education verification templates. In: completed verifications from employers, universities and competent authorities	Out: files to assessors. In: records of assessment	In: board decisions. Out: decision letters	Out: deficit lists to test providers. In: results and supervisor reports	Within the system: recognised decision, qualification title and country, visible to Registration	In: completed refund form. Out: refund request to Finance
Requirement references	REC-2.1-001, REC-2.1-014, REC-2.1-015, REC-2.6-001, REC-2.6-003, REC-2.6-004	REC-2.1-002 to REC-2.1-010, REC-2.1-012, REC-2.1-013, REC-2.1-016	REC-2.1-011, REC-2.2-001 to REC-2.2-007, REC-2.3-001 to REC-2.3-006	REC-2.4-001 to REC-2.4-008	REC-2.5-001 to REC-2.5-008, FRM-004	REC-2.4-011, REG-1.2-026	REC-2.7-001, REC-2.7-002, REG-1.6-001

CPD: business line requirements

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Scope statement

The CPD audit checks that a selection of registrants on each register meets CORU's continuing professional development requirements. The Registrant Management System must select registrants, collect structured submissions, manage deferrals, record the executive review and board outcomes, and carry noncompliance into renewal.

In scope for CPD	Outside CPD, and where it sits
• Audit setup and random selection per register • Notifications, reminders and structured online submissions • Deferral requests, review and escalation • Executive review, compliance tracking and outcomes • Board papers and outcome letters • Retention and deletion of audit records	• Year round CPD record keeping: registrants keep their records outside the system • Education programme approval: not part of this tender • Document uploads with submissions: not permitted under CORU guidance • Login and password support: provided across CORU (POR-010)

How CPD connects with other business lines

Connects with	CPD receives	CPD sends	Boundary
Registration	Registration status, used for audit eligibility	Noncompliance flags, surfaced at renewal (CPD-3.4-002)	Registration acts only on the flag
Registration boards	Decisions on noncompliance and non-engagement	Category C papers for noting, or Category A papers for decision (CPD-3.5-001)	Boards decide case by case
Registrar	Decisions on escalated deferrals	Deferral escalations where conduct is in question (CPD-3.3-005)	Escalation goes to the Registrar first
Registrants	Submissions and deferral requests	Notices, reminders and outcome letters, including by registered post (CPD-3.4-007)	No document uploads unless an officer requests a specific item

Used at every stage

Capabilities	**Messaging and notifications** (NOT-004, NOT-006) **Documents** (DMS-001 to DMS-004) **Case lists and bulk actions** (CM-002, CM-003) **Audit trail and role-based access** (GOV-001, GOV-003) **Reporting** (RPT-001 to RPT-006)

CPD: business line blueprint

Stages in the first group run in sequence; those in the second start on their own triggers or only where the case requires them. Read down a column for who does what, what the system supports, the rules that apply and the requirement references. TRD-RCM sets whether each feature is Mandatory or Desirable: some features shown are Desirable.

	The audit cycle: in sequence				Alongside or after the audit	
Stage	**1 Set up and select ›**	**2 Notify and submit ›**	**3 Review ›**	**4 Board and outcomes**	**Defer**	**Retain and delete**
Starts when	An audit cycle opens for a register	Selection is complete	A submission is received	Reviews are complete	A selected registrant requests a deferral	The board's final decision closes the audit
Registrant does	Nothing at this stage	Receives the notice and reminders; completes the structured record online and reviews it before submitting	Asks for re access to amend a submitted record if needed	Receives the outcome letter by email and registered post in some instances	Requests a deferral with one or more reasons, without evidence	Can download their submitted record
Staff do	Set audit type, period and selection percentage per register; assign registrants to named officers	Monitor submissions and respond to messages	Assess each record against the two review elements; grant re access and extend deadlines	Prepare the board paper; issue outcome letters	Review and recommend; the Registrar reviews recommended refusals; escalate where conduct is in question	Pause deletion where matters are outstanding; sign off deletions
System supports	Selection calculated on the full register; previous deferrals and non compliance included automatically; no duplicates within a register	Notices with deadlines; configurable reminders; structured record; credits calculated reliably; no document upload; accessible portal	Audit case management with configurable filters; compliance tracking; scheduled outcome updates	Board paper data pack from Word templates; outcome letters; non compliance flags at renewal; dashboard	Deferral workflow recording every action and date; revised dates calculated; deferral report	Retention countdown, recycle bin and permanent deletion, all logged
Rules and deadlines	Percentage set per register and cycle, never fixed in the product	Thirty working days to submit; overdue notices only to those past their date	Thirty credits with no upper cap, reviewed as a whole	The board decides non compliance and non engagement case by case	Refused deferrals get a revised date; deferred registrants join the next audit	Countdown currently thirty plus one working days, configurable; executive notes retained
Data in and out	In: register status for eligibility	Out: notices and reminders	None	Out: non compliance flag to the registrant record	None	None
Requirement references	CPD-3.1-001 to CPD-3.1-003, CPD-3.1-006	CPD-3.1-004, CPD-3.1-005, CPD-3.2-001 to CPD-3.2-008	CPD-3.4-001, CPD-3.4-003 to CPD-3.4-005	CPD-3.4-002, CPD-3.4-007, CPD-3.5-001, CPD-3.5-002	CPD-3.3-001 to CPD-3.3-005	CPD-3.4-006

Appeals: business line requirements

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Scope statement

Appeals handles appeals against registration and recognition decisions, and applications where a registration board has not acted in time, within an isolated module. The Registrant Management System must take each appeal from lodgement to outcome, keep appeal material separate from other business lines, and pass only controlled outcomes back.

In scope for Appeals	Outside Appeals, and where it sits
• Lodgement through a digital appeal form in the portal, made available when requested after a decision, with validity checks and the appeal fee • Failure to act appeals • Case preparation, one way record transfer • Committee consideration of case papers • Outcomes, letters and referrals back to the board • Isolation, document controls and reporting	• Legal assessor advice: private to the committee and appellant, not stored • High Court proceedings: handled by the legal team; the escalation is recorded only • Historical and open appeals at cutover: closed out under existing arrangements • Legal case management: CORU's legal case management system

How Appeals connects with other business lines

Connects with	Appeals receives	Appeals sends	Boundary
Registration and Recognition	The originating record set, one way, on lodgement (APP-4.2-001)	A status flag, and a controlled notification on an allowed appeal after Chief Executive Officer sign off (APP-4.4-003, APP-4.5-003)	No other business line sees appeal content
Registration boards	Reconsideration outcomes on referrals	Referrals back with the material to reconsider (APP-4.4-004)	The board outcome is linked to the appeal
Appeals Committee	Outcomes, recorded by the Appeals Unit or in the workspace	Case papers, read only in the secure workspace (APP-4.3-001, POR-013)	Workspace access is Mandatory; private notes are Desirable (APP-4.3-003)
Legal team	Nothing back	Escalation details recorded on the case (APP-4.5-006)	Documents stay in the system

Used at every stage

Capabilities	**Isolation and access** (APP-4.5-001 to APP-4.5-003, APP-4.5-005, POR-005) **Redaction and updates** (APP-4.5-008, APP-4.5-009) **Migration baseline (TEC-006)** **Messaging and notifications** (NOT-004, NOT-006) **Documents** (DMS-001 to DMS-004)

Appeals: business line blueprint

Stages in the first group run in sequence; those in the second start on their own triggers or only where the case requires them. Read down a column for who does what, what the system supports, the rules that apply and the requirement references. TRD-RCM sets whether each feature is Mandatory or Desirable: some features shown are Desirable.

	From lodgement to outcome: in sequence				Where the case requires it		
Stage	**1 Lodge ›**	**2 Prepare ›**	**3 Consider ›**	**4 Decide and close**	**Oral hearing**	**Referral back**	**High Court escalation**
Starts when	An appeal is submitted, or an applicant tells Recognition or Registration they wish to appeal a failure to act	The appeal is valid	The case file is complete	The committee reaches its decision	The committee directs an oral hearing	The committee refers the case back	A decision is appealed to the High Court
Appellant does	Submits the appeal, grounds and documents; pays the fee; may elect a representative	Provides any missing material; responds to expert reports provided by executive	Answers any committee questions	Receives the outcome letter	Attends in person or by video link	Waits for the board's reconsideration	Nothing in the system
Staff do	Appeals Unit and decides validity; records informal resolution where reached	Request material; commission expert reports; build the legal pack	Record the committee's outcome on the case	Issue letters; notify Recognition or Registration of an allowed appeal after sign off	Schedule the hearing, participants and interpreters; manage adjournments	Track the referral and the next board date	Record the escalation, dates and correspondence
System supports	Full appeal data set; validity window computed; failure to act appeals opened without a decision letter; fee by portal; acknowledgement letters	One way, logged record transfer; preparation checklist; legal pack with contents and working links; secure sharing	Outcome fields; optional committee workspace	Template letters; controlled notification; status flag only on the applicant record	Committee members have access to the case papers; redaction and compilation of meeting papers	Referral and linked board outcome	Fields on the case; no file transfer
Rules and deadlines	Thirty days from receipt of the decision letter; no computed deadline for failure to act appeals	The appellant is entitled to the file; fourteen days to respond to an expert report	The committee cannot uphold the board's decision at the paper stage	Outcome wording follows the revised appeals procedure	Arrangements varied case by case	None	None
Data in and out	In: decision details from the applicant record	In: originating record set	Committee Recommendation Report	Out: status and allowed outcome to Recognition or Registration	None	Out: referral to the board. In: board outcome	None
Requirement references	APP-4.1-001 to APP-4.1-006	APP-4.2-001 to APP-4.2-006	APP-4.3-001, APP-4.3-003	APP-4.4-001 to APP-4.4-003, APP-4.6-001	APP-4.3-007	APP-4.4-004	APP-4.5-006

Fitness to Practise: business line requirements

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Scope statement

Fitness to Practise case management stays in CORU's legal case management system. The Registrant Management System holds summary complaint records, an open complaint indicator that controls registration actions, and public register notices, so registration decisions respect open complaints without exposing case detail.

In scope for Fitness to Practise	Outside Fitness to Practise, and where it sits
• Summary complaint records, statuses and outcomes • The open complaint indicator and banner • Registration controls: removal holds and prompts at restoration and decision • Public register notices, with approval, scheduling and expiry, attachments and free text fields • Reporting, audit trail and migration of about 500 existing records	• Case files, documents, bundles and hearings: CORU's legal case management system • Complaint detail for Registration users: the indicator shows no detail • Any hold at renewal • Complaint history for Registration: not required

How Fitness to Practise connects with other business lines

Connects with	Fitness to Practise receives	Fitness to Practise sends	Boundary
Registration	Nothing back	The indicator and banner; removal holds; restoration and decision prompts; exception report (FTP-5.2)	Registration sees the indicator only
Public register	Nothing back	Approved notices, published and expired automatically (FTP-5.3)	Notices are independent of complaint status
Legal case management system	Nothing directly	Nothing directly	Case management stays outside the system (FTP-5.1-004)

Used at every stage

Capabilities	**Audit trail and role based access** (GOV-001, GOV-003, FTP-5.1-005) **Reporting** (FTP-5.1-006, RPT-001)

Fitness to Practise: business line blueprint

These capabilities work together rather than as stages in sequence. Read down a column for who does what, what the system supports, the rules that apply and the requirement references. TRD-RCM sets whether each feature is Mandatory or Desirable: some features shown are Desirable.

	Capabilities: these work together, not in sequence				
Stage	**Record the complaint**	**Indicator**	**Registration controls**	**Public register notices**	**Report and migrate**
Starts when	A complaint is received	A complaint record is opened	A removal or restoration is attempted, or a decision is due	A decision is made to publish a notice	On demand, or at cutover for migration
Registrant does	Nothing in the system	Does not see the indicator	Sees a message to contact CORU if trying to remove while a complaint is open	Appears on the public register with any live notice	Nothing
Staff do	Fitness to Practise staff, including Inquiries officers, open and update records	Inquiries remove the indicator manually at inquiry stage, and can add or remove it for multiple complaints	Registration sees the banner and is prompted at restoration	Inquiries officers prepare notices; a different manager approves	Run reports; check lists of registrants against the indicator
System supports	Core data set with configurable statuses and outcomes; summary only, with no documents; role based access	Set and cleared from complaint status, configurable by stage; banner; clears only when all complaints are closed	Voluntary and non payment removals held; exception report; no override by any user	A notice per complaint on the registrant record and public register to include free-text fields and attachments; scheduled go live and expiry; withdrawal with history	Report template; audit trail; migration of records, indicators and live notices
Rules and deadlines	Records hold summary information only	The complaint number is visible to Fitness to Practise roles only	No removal while a complaint is open; no hold at renewal	Approval by a manager other than the preparer	About 500 existing records migrate
Data in and out	None	Out: indicator to the registrant record	Out: exception report to Registration	Out: notices to the public register	In: migrated records
Requirement references	FTP-5.1-001 to FTP-5.1-005	FTP-5.2-001 to FTP-5.2-003	FTP-5.2-004 to FTP-5.2-008, FTP-5.2-011	FTP-5.3-001 to FTP-5.3-007	FTP-5.1-006, FTP-5.2-010, FTP-5.4-001, FTP-5.4-002