

PROFESSIONAL PASSPORT PROVIDER SERVICES

COMPLIANCE REVIEWS

THE COMMERCIAL
DIFFERENCE

**PROFESSIONAL
PASSPORT**
SETTING THE STANDARDS

ABOUT US

Compliance is fast becoming the number one consideration for recruitment companies looking to develop long term relationships with providers.

Every provider claims to operate compliantly which simply is not the case. As a result more and more recruitment companies rely on the independent compliance reviews carried out by Professional Passport.

The Professional Passport compliance approved providers are relied upon by hundreds of recruitment companies, including most of the big ones.

They are now a contractual requirement within large Framework agreements and many RPO's contracts to use Professional Passport accredited providers.

They are accepted and acknowledged by recruitment trade associations such as APSCo and TEAM.



Professional Passport

Over the last 12 years Professional Passport has become the largest independent assessor of provider compliance for companies offering support services to contractors.

This includes:

- PAYE
- Umbrella providers
- Accountancy service providers
- Joint Employment
- CIS
- CIS self-employed

The sector has experienced many changes over the last 12 years and Professional Passport has always been at the forefront of advice to providers on adapting to the changes whilst maintaining robust compliance.

All the Professional Passport approved providers have experienced HMRC visits and found that the advice and guidance provided by Professional Passport has made these straight-forward and painless.

Why Professional Passport?

Providers choose Professional Passport for many reasons although there is always one underlying factor - to increase business.

Whether you are new and want to ensure you build your business on solid foundations or reached a point in your business growth where you need an independent verification of your compliance to achieve even greater things Professional Passport can work with you.

Truly independent

Professional Passport is independent of any provider which means that you have no risk of your competitors finding out what your plans are.

All our relationships are underpinned by complete confidentiality and non disclosure meaning that your plans are never disclosed to any third parties.

This confidentiality means that you can discuss all aspects of your business with us freely, confident that it goes no further.

The only insurance backed compliance certification

Professional Passport compliance certification is the only insurance backed accreditation in the market.

The unique £5m insurance protects your recruitment partners from the risk of any debt transfer liability where they use a Professional Passport approved provider.

With more liabilities being passed back to recruiters this unique aspect is a key factor in why so many recruitment companies rely on the Professional Passport approved provider listings when selecting which providers they will allow contractors to work with.

COMPLIANCE REVIEWS

Many providers looking for a compliance verification for the first time are understandably nervous about revealing their processes to an external third party.

Professional Passport's unique position of independence and confidentiality means that you can discuss all aspects of your business freely with us.

We work with you to ensure you are operating your processes and procedures correctly and if there are any areas of shortfall we will work with you to address these.

The end result is that you will have the confidence of knowing you are operating with robust compliant processes in place



The Process

Single Day

The first stage of the process is to have a day together to discuss your current operating processes and procedures.

The purpose of the day is to identify any areas that could fall short against the compliance review standards.

The day covers all aspects of your operations from marketing and client on-boarding right through to a client leaving and everything in between.

Should any areas of shortfall be identified we will discuss these fully with you and agree amendments to your processes that would be required. By the end of the day you will know exactly what needs to be done as well as how to do it.

This day will then determine how quickly you can move to the full compliance review, in the vast majority of cases this can be carried out within 3 months of the single day.

The length of the full compliance review will be determined by the offerings you operate and ranges from 2 days through to a week.

By the end of the day we will have a good understanding of your services and be able to provide an accurate costing for a full compliance review for those services.

Where you successfully complete a full review within 3 months of the single day we will credit half the cost of the single day against the compliance review costings.

The Compliance Review

The compliance review structure varies depending on the services offered by follows the same high level process.

1. We carry out a review of company structure and ownership as well as checks on financials including your PAYE and VAT accounts with HMRC.
2. We will document your full operational processes and procedures for each of your service offerings.
3. We gather all the required supporting evidence to demonstrate that the described processes and procedures are consistently applied.
4. We produce a compliance report summarising all your processes and procedures, as we have evidenced. This document becomes our benchmark standard for your future checks and assessments to ensure the ongoing consistent compliant application of the processes.
5. Once the report is completed and agreed you will be able to move to approved provider status on Professional Passport.

We will then also carry out regular checks to ensure your ongoing compliance.

COMPLIANCE REVIEWS

Here some quotes from providers that may help you understand our processes:

'I found this the most in-depth and informative session and now feel more confident in my knowledge and understanding of the sector'

'The level of detail we went in to was way beyond what I expected and I was surprised at how much I learned through this process'

'Having been through other reviews I have to say that Professional Passport was the most detailed in their questioning of the business'

'Time well spent and I wish I had done it a lot earlier'



The Process

Ongoing

Each year we will ask you to confirm your compliance report and discuss any changes that have been made to your procedures to ensure ongoing compliance.

We keep you up to date through our Provider Intell newsletters and the annual review ensures you have implemented any required changes to your procedures.

Every second year we will come and revisit you to gather new supporting evidence to confirm the consistent application of your compliant operational processes and procedures.

Developing New Services

Where you seek to develop a new service offering that has not been reviewed by Professional Passport you will need to discuss this with us at the earliest opportunity so we can advise on what would be required to maintain your compliance standing.

If you were to launch a new service that had not been reviewed and signed off by us we would have to suspend your approved status until such time as a review had been carried out.

Keeping You Up To Date

By becoming an approved provider of Professional Passport you will receive a level of support as part of this partnership to ensure you have all the information you need to keep you up to date with developments in the market.

This complementary added value support includes:

- **Provider Intell**
This is our provider specific newsletter that will keep you up to date with all the developments including any updates or amendments to operational processes and procedures.
It provides commentary on legislative changes to keep you ahead of the curve during periods of change.
- **Telephone Support**
Everyone has the 'quick' question that is often easier to discuss on the phone rather than by email. As one of our approved providers you will be able to discuss these 'quick' questions as they arises.
- **Email Support**
Sometimes in our busy schedules pinging an email can be simpler and get something off your to do list. As an approved provider you can email your questions in to us and we aim to respond within 24 hours, although it is often faster. Where we feel the question would be best answered through a discussion we will arrange a telephone appointment with you.

START YOUR JOURNEY TODAY

Contact Us Today

Established Providers

If you are an established provider looking to move your business to the next level through an independent compliance verification then get in touch and we will talk you through all aspects.

The changes coming in to the Private Sector from April 2020 means that now would be a good time to prepare and position your business for this.

New Providers

When starting out it is important to build your business on strong foundations. We can help you achieve this giving you the confidence to know you are building a business for the long term.

Whatever service you offer, or are planning to offer talk to us first.

Whether umbrella, accountancy, compliant MSC, Joint Employment, CIS or self-employed we can help and support your business.

We can connect you to our legal experts to ensure all your contractual arrangements are entirely as they should be.



FREQUENTLY ASKED

Here some quotes from providers that may help you understand our processes:

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'The level of detail we went in to was way beyond what I expected and I was surprised at how much I learned through this process'

'Having been through other reviews I have to say that Professional Passport was the most detailed in their questioning of the business'

'Time well spent and I wish I had done it a lot earlier'



FAQ's

Will you tell me how to prepare for the single day visit?

There is no preparation required. You are already offering the services and so we just want to start by seeing what you are currently doing. This allows us to ensure we gain a broad understanding of your business and knowledge.

The only paperwork we are likely to want to see on the single day would be contracts or terms and conditions and any forms or guides relating to the claiming of expenses.

We will then work with you to address any shortcomings or amendments that would be required before moving to the full compliance review.

Why don't you have a pre-review questionnaire?

This is not about telling you what the right answers are and asking you to prepare documents to support those answers. We are seeking to truly understand your business and equip you with detailed knowledge of both the processes you need to achieve compliance and why you need them.

By providing you with detailed knowledge and understanding around the requirements this will help you to continue to grow and develop your business in the right way.

Will you help us address any areas that require attention?

The simple answer is yes.

In the majority of cases we do this without you incurring further costs as many of the areas we identify are no more than tweaks to your current processes.

If it is an area such as contracts we can introduce you to companies that specialise in these areas and provide very cost effective packages for our providers.

How long does the process take from start to finish?

That is a harder question to answer specifically as it would depend on a number of factors.

Once the single day has been carried out you will have a clear understanding of any changes required to meet our compliance standards. Depending on how long these will take to implement will determine the date we can carry out your review.

Once a review is completed you would normally receive your draft compliance report within 7 days. Once this has been agreed and signed off we can move you to approved provider status.