

# PROFESSIONAL PASSPORT PROVIDER SERVICES

COMPLIANCE REVIEWS,  
TRAINING AND SUPPORT



**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.

There are now contractual requirements 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.

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### Knowledge

A key differentiator between providers is knowledge.

Over the last 12 years and following major changes we have seen that those providers with a high level of knowledge across all their staff have done very well through the periods of high change.

Whether it is internal staff explaining changes to contractors, or your agency sales team, high levels of knowledge is becoming a prerequisite for success.

Our staff training programs cover many aspects including:

- Legislation updates
- Market updates
- Operational processes and procedures
- Sales training

Increased knowledge results in increased confidence and allows your staff to talk with authority resulting in greater professionalism, increased brand perception and more business.

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### Keeping up to date

Every year there seems to be significant changes hitting the sector. Professional Passport keeps their approved providers fully up to date with detailed newsletters. The newsletters not only overview the proposed changes but provide clear guidance on amendments to operational processes and procedures to ensure ongoing compliance.

The newsletters are an added value service to our approved providers.

# COMPLIANCE REVIEWS

The Professional Passport Compliance Review is not built on a legal interpretation of the legislation as this can result in conflicts of understanding between providers and HMRC. The only winner in these instances is the professional adviser.

We have, over the last 12 years, built the compliance review in a way that aligns to HMRC's interpretation of the rules and what their enforcement team would expect to see when reviewing a compliant providers business.

Even where there are no changes to legislation HMRC enforcement are always changing and it is our job to keep up with this and inform you.



## 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.

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### 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.

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### 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.

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### Maintaining compliance

As a Professional Passport approved provider it is in both of our interests for your business to maintain the highest levels of compliance.

When you become an approved provider of Professional Passport you will be given access to our Provider Members Area. This allows you full access to the Intell Newsletters we send out which provide updates and commentary on everything affecting a providers business.

You will also see the messages we are sending to recruitment companies and contractors to help you keep right up to date.

This service is complementary for our approved providers but, in the words of one of our providers, 'has proved invaluable during all the changes'.

# 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

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 booked within a matter of weeks.

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

During the review we will document your full operational processes and procedures and gather evidence from you to demonstrate these in application.

We will produce a compliance report summarising your processes, as we have evidenced, and once completed you will be able to move to approved provider status on Professional Passport.

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

The insurance we have to protect recruiters against debt transfer means that we must review all the offerings a provider has available, even those through associated companies.

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## We are on your side

Professional Passport looks to work with those providers that recognise the value that comes with strong compliance.

We will always work with you to help and assist you to achieve and maintain your compliance.

As an approved provider it is in our interest to ensure you are always operating to the highest standards as this not only enhances your brand and position in the market but also protects our brand.

# ONGOING SUPPORT

This is probably best summarised by the words from one of our providers:

‘Investing in the Professional Passport compliance review and the additional training days we had following the changes in the budget proved to be a very worthwhile investment.

HMRC booked a visit and the knowledge I had gained through completion of this process meant I was able to confidently answer all their questions and explain why we had the processes in place.

There was a clear change in the meeting as the inspectors recognised that we knew what we were doing and why we were doing it.

As a result this was no where near as stressful as I expected and we were given a clean bill of health by HMRC - thank you Professional Passport’.



## We Are Here To Help You!

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 pingng 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.

## Structured rather than adhoc

There will come a point where rather than the occasional adhoc email or telephone call you need a more detailed or structured approach and we can still assist.

In these situations we will always seek to understand fully what you require. We will then agree timings and charges before any commitment is made.

The types of areas where we carry out structured work includes:

- **Directors strategy meetings**  
We work with the board to help develop business development strategies for the ongoing growth of your business.
- **Training and Development**  
Whether it is sales training for your business development team, training on legislation to sales and internal staff, or just keeping your staff fully up to date, we can design exactly what you need. We have carried out many events and have ongoing regular sessions with providers as part of their business development plans. Regular sessions help to embed knowledge as well as updating this in light of changes.
- **Check the checker**  
We do work with providers where we carry out focussed checks within their business to ensure consistent application of procedures.

# 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.

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### 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.

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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.

