Business Plan Detailed Steps and Owners
The plan is based on one area of additional service
For each additional service add 15% to all activities

Expanding the role of the current committee
Review the requirements and terms of reference of the committee
Draft the Committee's Terms of Reference
Appointment of new members. Follow standard ICAEW governance approach to establishing a committee
Funding may be required to support any recruitment, orinetation and training

Regulatory approvals and quality assurance visit methodology			Owner
Those practitioners or firms wishing to provide the new services will need to seek authorisation to so so			
These firms will will need to complete application forms and the detail supplied will need to meet the regulatory requirements in ful			
The ICAEW technical support team, part of the ICAEW enquiry centre, will confidentially support applicants.			Head of Advisory
The ICAEW regulatory support team will administer the application process, and support both the practitioner and			Regulatory and Practice Manager
firm and the registration/oversight committee.			
The ICAEW annual returns team will undertake an annual data review including a PII validation process, in addition to the			Annual Returns Supervisor
annual renewal process and data change management regulatory requirements.			
The ICAEW quality assurance department will oversee or action general monitoring, risk management and monitoring visits			QAD Director
The costs of the regulatory process (based on agreed visit cycle), in line with the ICAEW self financing mechanism,			Professional Standrads Head of Finance
will be met by application fees and annual subscription fees.			
Should the ICAEW receive very high volumes of new service applications the regulatory support and QAD team will be			QAD Director
expanded to meet demand.			

Application forms and guidance notes		8 weeks	Head of Regulation
Regulatory Support training on application and guidance	Training	2 weeks	Head of Regulation/Regulatory and Practice Mgr
Develop scheme promotional literature and case study		3 weeks	Head of Marketing/Head of Regulation
Place articles in ICAEW publications		6 weeks	Share Service Mgr/PCP
Develop online helpsheets and process flow diagrams		2 weeks	Head of Regulation
In-house technical support and process/procedure training	Training	3 weeks	Head of Advisory
Updating website and online functionality		4 weeks	Digicomms Manager
Regulatory Support training of online materials	Training	1 week	Digicomms Manager/Regulatory and Practice Mgr
Process pilot applications		4 weeks	
Process application (in line with current service standards) - no referral required to committee		4 weeks	Regulatory and Practice Manager
Process application (in line with current service standards) - referral required to committee		7 weeks	Regulatory and Practice Manager/Committee Secretary
Establish appeals and ombudsman arrangements		20 weeks	HMCTS and LeO
Enhance annual return process		3 weeks	Annual Returns Supervisor
Annual Returns team training on enhancements	Training	1 week	Annual Returns Supervisor
Enhance PAWS quality assurance process		5 weeks	QAD Director
QAD reviewers trained on PAWS system process	Training	1 week	QAD Director
Monitoring reports and committee referral process		2 weeks	QAD Director/Committee Secretary

Professional indemnity insurance
Practitioners and firms will need to ensure that they have in place the appropriate professional indemnity insurance
ICAEW has already starting to explore PII options with its current range of brokers.

Negotiation with current brokers		12 weeks	Head of Regulation
Finalise and set up scheme		6 weeks	Head of Regulation
Annual Returns team training on enhancements	Training	1 week	Head of Regulation/Annual return Supervisor

Compensation fund
ICAEW will expand it current client protection compensation scheme to cover new areas

Negotiation with insurers		12 weeks	Finance Director
Set up account		3 weeks	Executive Director of Finance
Confirm level and mechanism of member contributions (see also fee calculation)		4 weeks	Executive Director Professional Standards
Finalise administrative arrangements (including training)	Training	6 weeks	Head of Regulation

Systems development, user testing and rollout to live

Enhance annual return process		10 weeks	Annual Return project lead
Annual return rollout to live			
Enhance Pentana Audit Work System (PAWS) quality assurance review process		5 weeks	PAWS administrator
Enhance VisualFiles application and case management process		10 weeks	VF project lead
VisualFiles rollout to live			

The plan is based on one area of additional service
For each additional service add 15% to all activities

Expanding the role of the current committee

Activity		Duration	Scheduled weeks
Review and recruitment of committee members		8 weeks	Wk3–Wk5; Wk12–Wk16
Committee member training and orientation		2 weeks	Wk18–Wk19

Regulatory approvals and quality assurance visit methodology

Activity		Duration	Scheduled weeks
Application forms and guidance notes		3 weeks	Wk3–Wk5
Annual return and sentencing guidance updates		3 weeks	Wk12–Wk14
Develop scheme promotional literature and case study		3 weeks	Wk4–Wk6
Place articles in ICAEW publications		6 weeks	Wk9–Wk10; Wk12–Wk14; Wk17–Wk18
Develop online helpsheets and process flow diagrams		2 weeks	
Updating website and online functionality		4 weeks	Wk6–Wk8
Process pilot applications		4 weeks	Wk9–Wk12
Process application (in line with current service standards) - no referral required to committee		4 weeks	Wk13–Wk16
Process application (in line with current service standards) - referral required to committee		7 weeks	Wk13–Wk20
Monitoring reports and committee referral process		2 weeks	Wk16–Wk20
Establish appeals and ombudsman arrangements		20 weeks	Wk1–Wk20
Regulatory Support training on application and guidance	Training	1 week	Wk11
In-house technical support and process/procedure training	Training	3 weeks	
Regulatory Support training of online materials	Training	1 week	Wk6–Wk8
Annual Returns team training on enhancements	Training	1 week	Wk13
QAD reviewers trained on PAWS system process	Training	1 week	Wk18

Professional indemnity insurance

Activity		Duration	Scheduled weeks
Negotiation with current brokers		12 weeks	Wk1–Wk12
Finalise and set up scheme		6 weeks	Wk12–Wk16
Annual Returns team training on enhancements	Training	1 week	Wk16–Wk17

Compensation fund

Activity		Duration	Scheduled weeks
Negotiation with insurers		12 weeks	Wk1–Wk12
Set up account		3 weeks	Wk8–Wk10
Confirm level and mechanism of member contributions (see also fee calculation)		4 weeks	Wk11–Wk14
Finalise administrative arrangements (including training)	Training	6 weeks	Wk13–Wk20

Systems development, user testing and rollout to live

Activity	Duration	Note
Enhance annual return process	10 weeks	- Exact timing dependent on annual development cycle
Annual return rollout to live		- Dependent on annual release date (usually Q1)
Enhance Pentana Audit Work System (PAWS) quality assurance review process	5 weeks	- Exact timing dependent on development cycle
Enhance VisualFiles application and case management process	10 weeks	- Exact timing dependent on annual development cycle
VisualFiles rollout to live		- Dependent on annual release date