



Chiropractors Board of Queensland



Dental Board of Queensland



Dental Technicians and Dental Prosthetists Board of Queensland



Medical Radiation Technologists Board of Queensland



Occupational Therapists Board of Queensland



Optometrists Board of Queensland



Osteopaths Board of Queensland



Pharmacists Board of Queensland



Physiotherapists Board of Queensland



Podiatrists Board of Queensland



Psychologists Board of Queensland



Speech Pathologists Board of Queensland

# Policy and Procedure: Incomplete applications

## 1.0 Purpose and Scope of Policy

- 1.1 Incomplete applications are ineligible for assessment by the Boards.
- 1.2 There is no appeal process for incomplete applications.

## 2.0 Introduction and relevant legislation

- 2.1 The efficiency and effectiveness of the Boards is supported by administrative procedures that ensure that the documentation they receive is complete and sufficiently transparent to allow for an adequate assessment.
- 2.2 The information and documentation that must be supplied as part of an application is required by the Board to confirm the applicant's identity, and to make a decision on the applicant's ability to safely and competently practise the profession.

## 3.0 Definition

- 3.1 The **registration application process** is a combination of the following processes:
  - Application complete (i.e. all minimum requirements have been met to proceed to assessment)
  - Application assessment
  - Registration decision.
- 3.2 An application is **incomplete** if:
  - Any sections of the application form are not completed in full and/or the form does not contain the required signatures
  - The appropriate fee has not been provided
  - Any document or information the application form or guidelines specifies must be submitted with the application is missing.

## 4.0 Procedures for incomplete applications

- 4.1 All items listed as required in the application must be received or the application will be deemed incomplete.
- 4.2 If the application is incomplete, it will be placed 'on hold'. Until the applicant sends a complete application, the Boards shall not assess any information contained in the application.
- 4.3 If the application is incomplete, the applicant will receive prompt written notice to that effect and instructions on how to proceed to complete the application (letter of incomplete application). If any sections of the application form are not completed in full and/or the

## **Incomplete applications**

---

form does not contain the required signatures, the application form will be returned to the applicant.

4.4 The applicant is given a 30-day period to complete the application. A maximum extension of a further 30 days will be granted, if requested in writing to the Director, Registration Services Program prior to the initial expiration date in the letter of incomplete application. The applicant will be advised in writing if the extension is granted.

4.5 It will be taken that the applicant **does not wish to proceed with their application** in the following circumstances:

- They do not meet the requirements by the date specified in the letter of incomplete application, and have not requested an extension
- They have requested an extension and do not meet the requirements by the extension date.

4.6 In such circumstances under paragraph 4.5, the application will be deemed ineligible without further consideration. The Board will promptly issue a refund of the applicant's registration fee. The application fee is non-refundable.

### **5.0 Fees**

5.1 If the applicant does not proceed with their application, they will be refunded only the registration component of fees paid.

### **6.0 Exemptions**

5.1 There are no exemptions to this policy.

### **7.0 Timeframes**

7.1 A decision on registration will not be made until a complete application, meeting the requirements detailed above, has been received by the Board.

### **8.0 Policy review**

8.1 This policy will be reviewed annually from the date of endorsement, with amendments to be proposed to Boards as required.

8.2 The Director, Registration Services Program will be responsible for conducting the review of the policy and recommending amendments to the Boards.

**Commencement date:** 1 July 2009  
**Review date:** July 2010