

What does my retention status mean?

When you log in to the Registrants Area, you will see one or more of the 'status' messages.

1. Form not received:

If we have not yet received your retention from the following status will show in red:

Your retention form was sent to you on <<Activity date>>. You must return the form to us by 15 March 2010.

This means that we have not received your completed retention form. If you posted your form in the last few days, it may not have been logged onto our system yet. Check your status again in a few days' time to see if it has been received. If you sent your form more than **five** days ago, your form may have been lost in the post. You should download a new retention form using the link on the right and send it to us with your payment as soon as possible. If your form will arrive with us later than 15 March, you will need to include the additional £20 late application fee. We must receive your form and full payment by 31 March.

2. Form received, but payment not yet processed

If we have received your form, but not yet processed your payment, your status will show in green:

We have received your retention form.

This means that your completed retention form has been received by the GOC. If you see this message on its own, we have not yet processed your payment. Check your status again in a few days' time to see if your payment has been processed. Once your payment is processed, you will be able to download a receipt.

Please note: if your payment fails, we will try to contact you as soon as possible to provide an alternative means of payment. However, if we are not able to do so, your form will be returned to you. If we do not receive your form and valid payment by 31 March, you may be removed from the register.

3. Form received and payment processed

*If we have received your form and processed your payment by **direct debit** your status will show in green:*

**We have received your retention form.
Your payment has been taken by direct debit.**

This means that we have received your form, and successfully taken your payment. You do not need to do anything else. You can download a receipt for your payment and a confirmation for your employer using the links to the right of your status.

*If we have received your form and processed your payment by **cheque, credit card or by direct transfer** your status will show in **green**:*

**We have received your retention form.
Your payment has been processed.**

This means that we have received your form, and successfully taken your payment. You do not need to do anything else. You can download a receipt for your payment and a confirmation for your employer using the links to the right of your status.

4. Problems with your payment:

*If we have had a problem with processing your payment one of the following statuses will show on your record in **red**:*

Direct debit:

There has been a problem with your direct debit. Our registration team will contact you shortly to arrange an alternative method of payment.

Your direct debit instruction was cancelled. You will need to supply us with an alternative method of payment.

Cheque, credit card or direct transfer:

There has been a problem with your payment. The registration team will contact you shortly to arrange an alternative form of payment.

This means that we have not been able to process your payment. You should contact us as soon as possible to arrange payment. If we are not able to contact you, your form will be returned to you. If we do not receive your form and valid payment by 31 March, you may be removed from the register.

Please note: If you have contacted the registration team and provided an alternative payment method, this status will be updated once your payment has been processed. Check your status again in a few days' time.

5. CET shortfall:

*If you are in a CET shortfall and have a direct debit set up the following status will show on your record in **red**:*

You currently have a CET shortfall. You must make up your shortfall before you can apply for retention. If you have not earned enough CET points by 15/02/2010 we will cancel your direct debit instruction. If you are returning your form after this date you must provide an alternative form of payment.

If you make up your shortfall before 15 March, you should ensure that we receive your completed form and payment by 31 March to stay on the register. If your form will arrive with us later than 15 March, you will need to include the additional £20 late application fee. If you fail to make up the shortfall by 15 March, you will be removed from the register.

6. Late payment:

After 15 March 2010: If we have not received your retention form and payment by 15 March the following status will appear on your record in red:

The late payment fee of £20 is now due. You must make a total payment of £<<Outstanding fee>>by 31 March. We must receive your payment and your form together.

If your form arrives with us after 15 March, and does not include a late payment fee, it will be returned to you. If we do not receive your form and full payment by 31 March, you may be removed from the register.

7. Returned forms:

If we have had to return your form due to missing information or problems with your payment the following status will show on your record in red:

Your retention form has been received, but it's missing some information. We returned your form to you on <<Activity date>>. You must return the form to us by 15 March 2010.

If your form arrives with us after 15 March, and does not include a late payment fee, it will be returned to you. If we do not receive your form and full payment by 31 March, you may be removed from the register.

8. Withdrawal or retirement:

If we have received your notice of withdrawal or retirement your status will show:

You have told us that you intend to withdraw from the register. No form or payment is required.

Or

You have told us that you intend to retire from the register. No form or payment is required.

If you have changed your mind, and wish to apply for retention, please contact the Registration team as soon as possible. If we do not hear from you before 31 March, you will be removed from the register.
