



Agency worker Training Programme:

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One Call 24's aim is to ensure that all temporary staffed placed by them are sufficiently experienced, skilled and trained. In order to do this, proof of mandatory training is asked for and obtained as part of the initial recruitment process.

Candidates will be asked to supply all original certificates of training completed in line with the job role and the job role they are applying for. One Call 24 has a list of mandatory training that must be completed as a minimum in line with current NHS guidance, including:

- Basic, Intermediate or Advanced life support (adult or paediatric, as appropriate) in accordance with the relevant Job Profile and which is compliant at all times with Resuscitation Council UK and the Authority's guidelines, as appropriate, and has been delivered by means of a practical course.
- Equality, Diversity & Human Rights
- Handling violence & aggression/Conflict Resolution
- Complaints Handling
- The Caldicott Principles/Information Governance
- Health and Safety at Work including but not limited to COSHH and RIDDOR
- Infection Prevention (Included MRSA & Clostridium Difficile)
- Fire Safety (Practical based)
- Lone Worker
- Safeguarding children (with specific level detailed)

- Safeguarding Adults (with specific level detailed)
- Moving and Handling (loads and people, as appropriate) Classroom based for first course on line thereafter

Only original certificates will be accepted. These will be scanned onto the system, signed and dated as original seen by One Call 24. One Call 24 will then proceed to contact the issuing bodies in order to establish:

- Course content
- Module levels completed
- Online or practical training
- Confirmation of issue/expiry dates
- Authenticity of the training certificates

Where any discrepancies arise, these will be escalated to the relevant bodies and may delay or stop the recruitment process.

Should there be any gaps identified within the candidate's training, skills and/or expertise, One Call 24 will look to offer and provide the necessary assistance to ensure that the candidate is fully compliant to a standard that meets the customer's requirements. This can include: setting up additional mandatory training for the candidate or refresher training depending on the need.

Where the job role requires specific training (i.e. Midwifery/Mental Health), sufficient training will be provided in order to ensure that the worker is suitably trained for the job role they are undertaking.

One Call 24 will ensure that all training is in place prior to the assignment start date and updated on an annual basis or other (depending on the contract requirements – i.e. Skills for Health Framework).