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**Verification of statutory & mandatory and clinical/care core training checks**

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| **Policy Number** | 33 |
| **Version** | 1 |
| **Policy Contact** | Matthew Betteridge |
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| **Target Audience** | Agency Workers |
| **Approved by** | OneCall24 Policy Team |

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.

Evidence of training completed by the candidate is asked for within the Application Form and also required to be supplied as part of the Employment History/CV – full detailing what training has been completed and when.

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. At all times, One Call 24 comply with latest Skills for Health UK Core Skills Training Framework (see [www.skillsforhealth.org.uk/services/item/146-core-skills-training-framework](http://www.skillsforhealth.org.uk/services/item/146-core-skills-training-framework)). Certificates will be checked against the information supplied within the CV and Application Form.

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
* Alignment to the Skills for Health Framework

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

* Framework
* Authority
* Participating Authority
* NHS Protect

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.

All candidates will be required to complete the following training modules:

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| **Subject** | **Level** | **Once on recruitment and then followed by CSFT recommended proposed refresher period,** although refresher training may be needed based upon local risk assessment |
| Equality, Diversity & Human Rights |  | Three (3) Years |
| Health, Safety & Welfare |  | Three (3) Years, although further job specific training may be needed based upon local risk assessment |
| NHS Conflict Resolution |  | Three (3) Years |
| Fire Safety |  | Two (2) Years |
| Infection Prevention & Control | Level one | Three (3) Years |
| Level two | Annual |
| Moving and Handling | Level one | Annual |
| Level two | Annual, although refresher training may be needed based upon local risk assessment |
| Safeguarding Adults | Level one | Three (3) Years |
| Level two | Three (3) Years |
| Safeguarding Children (version 2) | Level one | Three (3) Years |
| Level two | Three (3) Years |
| Level three | Three (3) Years |
| Resuscitation | Level one | Once on recruitment |
| Level two | Annual |
| Level three | Annual |
| Information Governance |  | Annual |

In addition to this, as required by the normal duties expected to be performed by the Temporary Agency Worker on the Assignment

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| **Subject** | **Level** | **Once on recruitment and then followed by CSFT recommended proposed refresher period**, although refresher training may be needed based upon local risk assessment |
| Your healthcare career |  | Once on recruitment |
| Duty of care |  | Once on recruitment |
| Person-centred care |  | Once on recruitment |
| Communication |  | Once on recruitment |
| Consent |  | Once on recruitment |
| Privacy and dignity |  | Once on recruitment |
| Fluids and nutrition |  | Once on recruitment |
| Dementia Awareness |  | Once on recruitment |
| Blood component transfusion | Decision to Transfuse | Three (3) Years |
| Administration of blood components | Three (3) Years |
| Blood Sampling | Three (3) Years |
| Collection of blood components from storage and delivery to the clinical area | Three (3) Years |

Training will also be offered as required by the normal duties expected to be performed by the Temporary Agency Worker on the Assignment:

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| **Subject** | **Once on recruitment and then followed by Participating Authority recommended proposed refresher period,** although refresher training may be needed based upon local risk assessment |
| Complaints | Annual |
| Lone worker training | Annual |
| Food hygiene & hygiene awareness | Annual |
| Mental Health Act | Annual |
| Mental Capacity Act | Annual |
| Physical restraint skills and techniques, including personal safety and control & restraint | Annual |
| Interpretation of cardiographs | Annual |
| Any additional statutory & mandatory or clinical/care or other training that the Participating Authority considers necessary and [or] as required by the relevant Professional Body relevant to the role required to be performed and identified in the individual Order and the Call-off Contract from time to time. | Annual |

Confirmation of training will be provided to the client as part of the booking/assignment confirmation.

All training certificates will be retained on file, signed and dated as original seen.