



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

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One Call 24's aim is to ensure that all temporary staff 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). 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

All verification received from a training provider in writing will be retained within the agency worker's personnel file. This information will be made readily available to auditors during the audit process.

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:

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 (practical)		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	Level one	Three (3) Years
	Level two	Three (3) Years
	Level three	Three (3) Years
Resuscitation (Practical)	Level one	Once on recruitment
	Level two	Annual
	Level three	Annual
Information Governance		Annual
Preventing Radicalisation	Basic Prevent Awareness	Three (3) Years
	Awareness of Prevent	Three (3) Years

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

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:

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 (PMVA / MAPA / Breakaway etc)	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

Guidance as to what levels of training our agency workers require is found utilising the Skills for Health subject guide (currently v1.4) – details below:

Subject	Audience	Proposed Refresher Period	Comment
1. Equality, Diversity and Human Rights	All staff, including unpaid and voluntary staff	3 Years	
2. Equality and Diversity (Scotland)	All staff, including unpaid and voluntary staff	3 Years	
3. Health, Safety and Welfare	All staff, including unpaid and voluntary staff	3 Years	Further job specific training may be needed based upon local risk assessment.
4. NHS Conflict Resolution (England)	Frontline NHS staff and professionals whose work brings them into direct contact with members of the public	3 Years	Elearning supports delivery of knowledge aspects of learning outcomes.
5. Fire Safety	All staff, including unpaid and voluntary staff	Induction: Site specific training followed by regular updated fire safety training. The frequency of refresher training should be determined by training needs and risk analysis with an assessment of competence at least every 2 years	Staff who may need to help evacuate others, should receive training more frequently than those who may only be required to evacuate themselves. Elearning supports delivery of knowledge aspects of learning outcomes. Practical instruction also required, e.g. evacuation techniques and use of firefighting equipment.
6. Infection Prevention and Control	Level 1: All staff including contractors, unpaid and voluntary staff Level 2: All healthcare staff groups involved in direct patient care or services	3 years 1 year	
7. Moving and Handling	Level 1: All staff, including unpaid and voluntary staff Level 2: All staff, including unpaid and voluntary staff, whose role involves patient handling activities	Required refresher periods based upon local assessment.	Elearning supports delivery of knowledge aspects of learning outcomes. Practical instruction also required.

Subject	Audience	Proposed Refresher Period	Comment
8. Safeguarding Adults	<p>Level 1: All staff, including unpaid and voluntary staff</p> <p>Level 2: Staff with professional and organisational responsibility for safeguarding adults, able to act on concerns and to work within an inter- or multi-agency context</p>	Induction followed by every 3 years	
8a Preventing Radicalisation	<p>Basic Prevent Awareness: All clinical and non-clinical staff that have contact with adults, children and young people and/ or parents/carers.</p> <p>Awareness of Prevent: All staff who could potentially contribute to assessing, planning, intervening and evaluating the needs of an adult or child where there are safeguarding concerns</p>	<p>3 years</p> <p>3 years Initial training within 12 months of starting in relevant role.</p>	<p>Basic Prevent Awareness can be incorporated into an organisation's Safeguarding training</p> <p>Awareness of Prevent should be delivered by attendance at a Workshop to Raise Awareness of Prevent (WRAP) or by completing an approved elearning package</p>
9. Safeguarding Children	<p>Level 1: All staff including non-clinical managers and staff working in health care settings.</p> <p>Level 2: Non-clinical and clinical staff who have some degree of contact with children and young people and/or parents/carers.</p> <p>Level 3: Clinical staff working with children, young people and/or their parents/carers and who could potentially contribute to assessing, planning, intervening and evaluating the needs of a child or young person and parenting capacity where there are safeguarding/child protection concerns.</p>	<p>Induction followed by every 3 years</p> <p>3 years</p> <p>3 years</p>	E-learning is appropriate to impart knowledge at levels 1 and 2 and can also be used at level 3 as preparation for reflective team-based learning.

Subject	Audience	Proposed Refresher Period	Comment
10. Resuscitation	<p>Level 1: Any clinical or non-clinical staff, dependent upon local risk assessment or work context</p> <p>Level 2: Staff with direct clinical care responsibilities including all qualified healthcare professionals</p> <p>Level 3: Registered healthcare professionals with a responsibility to participate as part of the resuscitation team</p>	<p>Initial training (e.g. at induction) followed by local assessment</p> <p>1 year</p> <p>1 year</p>	'Hands-on' simulation training and assessment is recommended for clinical staff
11. Information Governance (England)	All staff involved in routine access to information	1 year	
12. Information Governance (Scotland)	<p>Foundation: Support Staff Roles</p> <p>Intermediate Level 1: Clinical, Administrators and Managers</p>	Required refresher periods based upon local assessment	
13. Information Governance (Wales)	All staff including unpaid and voluntary staff	2 years	
14. Violence and Aggression (Wales)	<p>Module A – Induction and Awareness Raising. All staff, including those on honorary contracts, unpaid and voluntary staff</p> <p>Module B – Theory of Personal Safety and De-escalation. Required staff based upon local risk assessment and training needs analysis</p> <p>Module C – Breakaway. Required staff based upon local risk assessment and training needs analysis</p>	Induction followed by refresher periods based upon local assessment	

When in receipt of a training certificate, OneCall24 will be tasked to obtain confirm that the training is aligned to the Core Skills Training Framework (CSTF). This can be done user a number of methods, including the below:

- CSTF Declaration of Alignment – fully completed by the training provider
- CSTF Mapping Tool – fully completed by the training provider
- Review of Directory of Aligned Healthcare Providers - <http://www.skillsforhealth.org.uk/services/item/146-core-skills-training-framework>
- Review of Directory of Commercial Training Suppliers - <http://www.skillsforhealth.org.uk/services/item/146-core-skills-training-framework>

Unless the above forms of proof are obtained/checked – then the training records obtained cannot be utilised for the candidate who is providing them. Additional training will therefore need to be completed by the agency worker – via a training provider who is able to sufficiently confirm their alignment to the Core Skills Training Framework.

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.

Review

This policy statement will be reviewed annually as part of our commitment to upholding professional standards. It may be altered from time to time in the light of legislative changes, operational procedures or other prevailing circumstances.