



Eligibility

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Establishing that the worker has sufficient right to work will be completed as part of the registration process and prior to the deployment of the worker into the provision of the services.

One Call 24 conforms at all times to current legislation when establishing whether a worker's has the right to work in the UK, including the latest NHS Employment Check Standards (see www.nhsemployers.org/your-workforce/recruit/employment-checks/nhs-employment-check-standards/right-to-work-checks).

All documentation obtained must be original items, signed and dated as original seen and retained within the worker's file.

The current list of acceptable documents (set out by the updated Home Office Guidance in August 2017) is used by One Call 24. List A and List B can be seen below and will be acquired from each worker registering and placed by One Call 24 (see below):

List A

Acceptable documents to establish a continuous statutory excuse

1. A passport showing the holder, or a person named in the passport as the child of the holder, is a British citizen or a citizen of the UK and Colonies having the right of abode in the UK.
2. A passport or national identity card showing the holder, or a person named in the passport as the child of the holder, is a national of a European Economic Area country or Switzerland.
3. A Registration Certificate or Document Certifying Permanent Residence issued by the Home Office to a national of a European Economic Area country or Switzerland.
4. A Permanent Residence Card issued by the Home Office to the family member of a national of a European Economic Area country or Switzerland.
5. A **current** Biometric Immigration Document (Biometric Residence Permit) issued by the Home Office to the holder indicating that the person named is allowed to stay indefinitely in the UK, or has no time limit on their stay in the UK.
6. A **current** passport endorsed to show that the holder is exempt from immigration control, is allowed to stay indefinitely in the UK, has the right of abode in the UK, or has no time limit on their stay in the UK.
7. A **current** Immigration Status Document issued by the Home Office to the holder with an endorsement indicating that the named person is allowed to stay indefinitely in the UK or has no time limit on their stay in the UK, **together with** an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.
8. A **full** birth or adoption certificate issued in the UK which includes the name(s) of at least one of the holder's parents or adoptive parents, **together with** an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.
9. A birth or adoption certificate issued in the Channel Islands, the Isle of Man or Ireland, **together with** an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.
10. A certificate of registration or naturalisation as a British citizen, **together with** an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.

List B

List B	
Group 1 – Documents where a time-limited statutory excuse lasts until the expiry date of leave	
1.	A current passport endorsed to show that the holder is allowed to stay in the UK and is currently allowed to do the type of work in question.
2.	A current Biometric Immigration Document (Biometric Residence Permit) issued by the Home Office to the holder which indicates that the named person can currently stay in the UK and is allowed to do the work in question.
3.	A current Residence Card (including an Accession Residence Card or a Derivative Residence Card) issued by the Home Office to a non-European Economic Area national who is a family member of a national of a European Economic Area country or Switzerland or who has a derivative right of residence.
4.	A current Immigration Status Document containing a photograph issued by the Home Office to the holder with a valid endorsement indicating that the named person may stay in the UK, and is allowed to do the type of work in question, together with an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.
Group 2 – Documents where a time-limited statutory excuse lasts for 6 months	
1.	A Certificate of Application issued by the Home Office under regulation 17(3) or 18A (2) of the Immigration (European Economic Area) Regulations 2006, to a family member of a national of a European Economic Area country or Switzerland stating that the holder is permitted to take employment which is less than 6 months old together with a Positive Verification Notice from the Home Office Employer Checking Service.
2.	An Application Registration Card issued by the Home Office stating that the holder is permitted to take the employment in question, together with a Positive Verification Notice from the Home Office Employer Checking Service.
3.	A Positive Verification Notice issued by the Home Office Employer Checking Service to the employer or prospective employer, which indicates that the named person may stay in the UK and is permitted to do the work in question.

Where a person is renewing their visa they must provide supporting evidence showing their submission to BIA and their current visa status whilst their case is being reviewed. One Call 24 will follow up the supplied Certificate of Application with the Home Office, completing an ECS and conforming to the response received.

Where the worker provides documentation which shows different names, One Call 24 will look to obtain sufficient proof of name change, in the form of either: marriage certificate; divorce certificate; change of name deed poll or any other legal document which can sufficiently prove a change in the worker's name. Proof of name change documents must be original seen, with verified copies retained in the worker's file.

When acquiring right to work documents from the worker, One Call 24 will ensure that a comparison is made between the pictures within the document, and also check the date of birth to ensure it is consistent with the person who has supplied the document.

Should any concerns arise over the authenticity of a worker's Identity document, One Call 24 will look to seek advice and guidance from a number of external bodies, including (but not limited too): The Home Office, Prado and Neuen Solutions.

Outside of Home Office guidance, some of our contracts require us to obtain the front cover of the agency worker's passport and retain this on file as part of our validation of an agency worker's proof of right to work.

OneCall24 will ensure that at all times, ID and RTW documentation is verified with the use of an ID Verification scanner. This will meet with good industry practice and the standards set by the Framework Agreement and any current (and future) legislations and regulations. Furthermore, all documentation will be saved in line with WORM principles.

Useful Tools and websites for verification and reporting concerns:

<https://www.gov.uk/employee-immigration-employment-status> - Employers Checking Service

<https://www.gov.uk/government/organisations/uk-visas-and-immigration> - UK Visas and Immigration

<http://www.consilium.europa.eu/prado/en/7266/index.html> - European Council of Right to Work

Documents

<https://www.gov.uk/report-immigration-crime> - Reporting Immigration Crime

<https://www.gov.uk/check-biometric-residence-permit> - Biometric Residence Permit Check

<http://www.nhsemployers.org/your-workforce/recruit/employment-checks> - NHS Employment Checks

(Right to Work)

Verification

OneCall24 utilise an ID Verification Scanner in order to further verify documentation provided in order to prove a candidate Identity. This tool automatically checks all security features and details present on ID documents against information provided by various government bodies and agencies across the globe.

A printout is provided which confirms what checks have been undertaken and their individual status's (i.e. PASS/FAIL). This is retained on file and made readily available for auditors during any audit process undertaken.

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.