



Registration Process

Policy Number	19
Version	1
Policy Contact	Matthew Betteridge
Date Issued	17 th November 2015
Review Date	16 th November 2016
Approved by	OneCall24 Policy Team

One Call 24's approach to the recruitment of temporary staff is to provide only the best and most suitable workers to their clients. This is done via a robust recruitment and vetting process which ensures that 'customers' will receive; careful; fully trained, fully referenced, skilled and fully qualified workers, that meet the requirements set by the authority.

One Call 24 aims to follow the below objectives:

- To recruit and retain skilled people to enable the authority to achieve and maintain its aims and values.
- To ensure effective, consistent and fair practice by the provision of clear guidelines.
- To ensure there is equality of opportunity for all candidates and temporary workers and to ensure there is no less favourable treatment for any party.

The above guarantee starts as soon as initial contact is made by/with the temporary worker and throughout the whole recruitment, registration and placement process.



The initial step is for One Call 24 to grasp a true understanding of the customer's requirements in order to supply careful; fully trained, fully referenced, skilled and experienced workers. By obtaining a full job specification from the customer, One Call 24 is able to guarantee that the most suitable candidate is placed into the available job role.

One Call 24 ensures that only suitable candidates are successful in both the pre-screen and follow up registration process. Initially, if a candidate is successful at the *pre-screen stage*, they will be invited to attend a face to face interview with their recruitment consultant and also, One Call 24's clinician. All members of staff involved in the interview process are suitably trained, experienced and competent personnel. This alone ensures that the candidate is asked the necessary and relevant questions in line with their job aspects and aspirations, but also, with suitably trained staff completing the face to face interviews; this allows them to further verify such criteria as: the

candidate's identity; level of understanding of the English language (both written and oral); Expertise; Skills and competency.

When a candidate is invited to the face to face interview, they are sent the registration pack via email, but also a list of documentation that they will need to bring with them. This includes (but not limited too):

- 2 x Recent Clear Photograph of the worker
- Proof of Identity
- Proof of Eligibility
- Proof of Professional Registration
- Proof of Professional Qualification(s)
- Minimum 10 year employment history with all gaps verified
- Referee details from their 2 most recent employers
- Training Certificates
- IELTS
- DBS
- Overseas Police Check
- Blood and Immunisation Report
- Professional Indemnity Insurance Documentation

Face to face interviews are conducted by suitably trained, experienced and competent staff. A detailed interview form is completed, with verification of the face to face interview evidence via information present on the document, including:

- Location of interview
- date of interview
- name and signature of the interviewer
- name and signature of the interviewee
- PIN
- Evidence of interview questions asked and answers provided by interviewee.

At times One Call 24 will use electronic means to reach doctors e.g. Skype. If this happens, it is necessary to take a screen shot of the candidate and save in the respective folder.

All workers will have their written and oral English understanding graded, as well a medical mathematics understanding. A scoring system has been implemented based on their written and verbal fluency where the worker is rated by the interviewer, recorded and kept in the worker file.

All items provided by the candidate must be original items, otherwise – they will not be accepted by One Call 24. A fully completed application form will also be required before the registration process can be completed. A detailed and thorough application form is used by One Call 24 which requires the candidate(s) to provide the following information:

- Full name(s)
- DOB
- Address
- Contact number
- National Insurance Number
- Next of Kin details (full name, relationship, contact number, address)
- Education and Qualifications
- Employment History
- Referee details and reference consent
- Training details
- Professional details
- Driving licence held? Endorsements?
- Insurance details
- Preferences regarding work
- Immunisation/Health information
- Rehabilitation of Offenders Act
- Asylum and Immigration Act
- Professional Registration details (PIN)

The compliance team will then take a copy of all original documentation, and retain this on file in a way which cannot be altered. Items such as: Qualifications, Training and Professional Registration will be further verified with the relevant body to ensure that the information supplied is correct – and again, confirmation retained on file.

Identity and eligibility documents will be verified to a) ensure their authenticity and b) ensure that they provide a statutory defence. Should any concerns arise at this stage; the agency will seek external assistance – with further checks completed in line with the Home Office Guidance to confirm the information presented is sufficient.

References will be requested, with 2 satisfactory and sufficiently verified references required before a candidate can be considered or placed into a job role. References will be cross referenced against the employment history/CV supplied to ensure that once again, the information is correct. Any inconsistencies, unsatisfactory responses or incomplete responses will be followed up and rectified before a candidate can be considered or placed into a job role.

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.

Workers will also be provided with information concerning the Working Time Regulations, AWR and Pension Auto Enrolment. All information is available within the Agency Worker Handbook, which

the agency worker must read – signing the declaration to confirm the information has been ‘read, received and understood’.

The compliance team will then ensure that all of the customer’s requirements have been fulfilled. This is done by working off of a *customer requirement checklist* and also against the position available for the candidate. Once the candidate has met all of the requirements required, the file is reviewed with a first and second stage sign-off. At this stage, the candidate can be considered for job roles and will be put forward for relevant job roles. To further reassure that the candidate meets the necessary standards set by the customer, including expertise, skills and training – One Call 24 will forward onto the customer a *Placement Checklist*, which will detail the various compliance criteria that had been met. Files will then be available upon request.

Once the Temporary Worker is placed, One Call 24 ensures that an ongoing maintenance compliance process is in place – which will identify any areas within the temporary worker’s file which may be nearing the end of its validity. By implementing a process in which criteria is flagged as no longer meeting the standard, or approaching that stage, One Call 24 can reduce the risk of a temporary worker being placed without the sufficient training and expertise in place.

The below is the Checklist used for the Nursing element of One Call 24, used to ensure that a candidate is fully compliant.

CANDIDATE CHECKLIST

Name:	Date
Grade/Band:	Recruiter:
Interviewer:	

ID

- Passport (Front, Back and all information pages in Colour)
- VISA
- National Insurance Number
- Photo
- NMC Pin Check
- 2 x Proof of address (within the last 3 months)
- ID Badge
- Degree/Diploma

TRAINING

- Mandatory Training
- Skills and Drills
- Challenging behaviour/Breakaway and Restraint

IMMUNISATIONS

- Hep B
- Measles
- Mumps

- Rubella
- TB
- Varicella

EPP

- Heb B Antigen
- Heb C
- HIV 1&2

APPLICATION

- Application form
- DBS
- 2 x Professional References
- NWRP
- 48 Hour Opt out
- Pre Reg assessment
- 1 x Clinical Scenario
- 5 year address History
- 10 year employment history
- Handbook Declaration
- Proof Deposit payment
- Payroll Form
- Professional Indemnity
- Agency Induction
- Future Appraisal Date arranged (Within 3 months)
- Statement of Entry