



### **Verification of Registration with Professional and Regulatory Bodies**

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As part of the recruitment and ongoing compliance process, agency workers are required to provide proof of current and ongoing valid membership with their professional body.

During the registration process, applicants are asked to confirm whether they are, or have been under investigation by their professional body. If the answer, full details will be obtained at this time.

At point of recruitment, agency workers will be required to supply their original Certificate or a Statement of Entry. Only Original documentation will be accepted. These items will be scanned by One Call 24, signed and dated as original seen and retained within the worker's file. One Call 24 will ensure that any information presented is cross referenced against other documentation supplied as part of the recruitment in orders to identify any potential discrepancies. Where these are highlighted, they will be raised with the candidate and the appropriate action taken. Where necessary, evidence of annual correspondence from the professional body will be obtained by One Call 24 and retained in the worker's file.

As well as the original documentation supplied by the agency worker, One Call 24 will also conduct a PIN check on the information supplied in order to further verify as to whether the worked has current/valid membership. Checks will be carried out at point of registration; immediately prior to any assignment start date (24/48 hours) and every 4 weeks thereafter on workers in long term assignments. Evidence of all checks will be retained in the agency workers file.

Where information is returned on a web check – One Call 24 will ensure that full information is obtained from the agency worker prior to deployment, with the necessary steps taken in line with the restrictions which may be in place on a worker's PIN. One Call 24 will refer any concerns (where necessary) to the professional body to seek further advice and clarification before placing the candidate into any assignment.

During the initial recruitment, candidates will be notified of their obligation to update One Call 24 with any changes of the status of the professional registration. They will agree to these terms by signing the agency worker handbook.

If an ongoing web check highlights information on a worker's PIN – One Call 24 will initially contact the agency worker to discuss the findings. Based on the information presented to them, One Call 24 will take a stance on whether to contact the client in order to notify them of any changes. The necessary processes will be followed which may include removing a candidate from their shift until such a time that an investigation is complete of their registration is updates satisfactorily.

Where necessary and requested to, One Call 24 will assist with any ongoing investigations with the professional body, and will expect the agency worker to do the same.

Evidence of all checks and written communications will be retained on file.