



### Verification of English language competency checks

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To ensure that staff being placed into the provision of the services have competency in understanding and using medical English (oral and written), One Call 24 carries out checks as part of the Interview stage to ensure that this area is sufficiently met by the candidate.

There will be evidence to demonstrate that the Candidate's written and spoken English skills will enable them to undertake their role effectively, assure the delivery of safe care and enhance the patient / service user's experience at all times in accordance with:

- Health Service Circular 1999/137: Employment of EEA nationals, ensuring language competency (Department of Health, June 1999);
- Language Competency Good Practice Guidance for Employers, NHS Employers, July 2014; and
- any authorisations that the Participating Authority considers necessary; and
- as required by the relevant Professional Body

Reference will also be made to the following guidance:

- [http://www.dh.gov.uk/prod\\_consum\\_dh/groups/dh\\_digitalassets/@dh/@en/documents/digitalasset/dh\\_4012004.pdf](http://www.dh.gov.uk/prod_consum_dh/groups/dh_digitalassets/@dh/@en/documents/digitalasset/dh_4012004.pdf)
- [www.nhsemployers.org/your-workforce/recruit/employment-checks/language-competency-guidance](http://www.nhsemployers.org/your-workforce/recruit/employment-checks/language-competency-guidance)

One Call 24 recognises that there are a number of ways a candidate can be proven to have sufficient levels of English, including (but not limited too):

- be a national of a majority English speaking country or have worked in an organisation/ institution where English was the primary language used

- pursued part of their education in the UK
- hold a degree or relevant educational qualification that was taught in English by a recognised institution abroad
- lived in a multi-lingual household in which a relative or a carer used English as their primary form of communication
- pass an English language competency test (examples of these have been listed within the 'English language tests' section below).

All of the above information will be sought in order to initially ascertain a candidates level of English. However, past this – One Call 24 have incorporated an English Language testing system within the Face to Face interview stage. This process, which is completed by a clinician of a more senior band, helps identify and confirm as to whether the suitable levels expected for English Language proficiency have been met. This is done via:

- ✓ Questions asked in the English Language, with written responses required from the candidate
- ✓ Questions asked of the candidate, for which verbal responses must be given

The interviewer will rate the 'test paper' and the candidate's levels of English language – indicating whether the candidate has passed the 'test' process, or whether concerns have been highlighted. Evidence of the Q&As and verbal ratings are held in the candidate's file and made readily available upon request.

One Call 24 understand that even though the new language controls undertaken by regulators as of 2015 have been implemented, this will not replace the checks completed by One Call 24, who will continue to have a role in ensuring that candidates have the necessary language knowledge to perform their professional duties in the workplace.

### **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.