

Induction and Training Programme

| | |
|-------------------------|-------------------------------|
| Policy Number | 11 |
| Version | 6 |
| Policy Contact | Matthew Betteridge |
| Date Issued | 1 st November 2017 |
| Reviewed | 06 th May 2026 |
| Next Review Date | 06 th May 2027 |
| Target Audience | One Call 24 Employees |
| Approved by | OneCall24 Policy Team |

Purpose

To ensure that all OneCall24 Limited (OneCall24) employees are skilled, knowledgeable, and compliant with legislative, regulatory, and contractual standards, a robust recruitment, induction, and ongoing training framework is embedded across the organisation. This policy outlines the measures in place to recruit, train, and continuously develop staff to uphold the highest standards of conduct and compliance.

Recruitment and Selection

The recruitment process at OneCall24 involves both attracting experienced staff from external sources and recruiting new candidates with diverse employment backgrounds. Our approach includes a thorough recruitment and selection screening process, which involves reviewing CVs, employment histories, and obtaining at least two references, as well as photographic ID. This ensures that only fully vetted candidates are offered the opportunity to work with us.

In addition, OneCall24 is committed to adhering to the Equality Act 2010, which means we ensure that no candidate is discriminated against based on their sexuality, age, disability, religion, or any other characteristic. This commitment guarantees that all candidates are treated fairly throughout the recruitment process.

Induction Programme

All new starters, regardless of experience, are required to complete a comprehensive induction programme. This includes:

- An introduction to the organisation's Mission Statement, Statement of Intent, and Customer Care Protocols
- Completion of a detailed induction checklist, ensuring all key policies, systems, and obligations are covered
- A signed Confidentiality Agreement (required prior to commencing employment)

Induction training includes, but is not limited to:

- Antibribery, including receipt of third-party financial incentives, including the upselling of third-party products/services to Temporary Workers

- Demonstrated understanding of how to manage pauses to the 12-week Agency Worker Regulations qualifying clock (for PAYE workers)
- Subcontracting processes and protocols, ensuring no supply is made by an associated company of the awarded framework supplier to a Participating Authority
- Adherence to maximum commission tolerances by Band, Grade, Shift and Specialty, and correct management of Break Glass requests
- Compliance with Introduction and Transfer Fee protocols (including the 4-week notification period before transfer without a fee)
- Training on the implementation of the JobsAware Initiative, supporting fair and transparent recruitment

Other essential topics covered:

- Sexual harassment, bullying and harassment prevention
- GDPR and Data Protection
- Health & Safety
- Anti-Money Laundering
- Corporate Social Responsibility
- Equal Opportunities and Diversity
- Whistleblowing Policy
- Quality Management Systems

Once the induction is complete, new staff members are formally signed off by a Director to confirm that all training has been fully understood and company expectations met.

Staff then enter a three-month Support Programme, during which they work closely with peers and line managers, receive mentorship, and attend weekly training sessions to reinforce core knowledge.

Training at OneCall24 does not stop after induction. The company ensures continuous development through weekly training sessions for all staff, covering legislative updates, contract changes, framework amendments, and best practices. In addition, annual refresher training is delivered across all core policy areas to keep staff fully up to date. Performance reviews are conducted at regular intervals to identify individual strengths, areas for improvement, and any further training needs. To maintain engagement and awareness, OneCall24 also holds regular team meetings and one-to-one sessions, ensuring staff remain informed of changes affecting the business, supply chain, or temporary workforce.

OneCall24 will ensure that its entire staff is frequently reminded of their obligations, roles and responsibilities as well duty to ongoing customer care, courtesy and consideration throughout their employment. OneCall24 recognise that 'customer care' encompasses: the locum; the framework; the authority/trust and most importantly - the patient, so in order to keep this at the forefront of their staff's mind, weekly meetings are held between the member of staff and their manager(s), as well as yearly reviews in order to recognise any growing trends which are both good, or may highlight the need for further training.

New Business

Whenever a new contract/framework is awarded, as part of our implementation process – OneCall24 ensure that the new requirements are rolled out and understood in full by all personnel

who will be involved in the successful delivery of the services. It will be necessary for every member of staff to understand how each department plays an integral part in the delivery of the contract and what part that is. Evidence is retained on file to confirm that the induction and training of the new contract/framework has been undertaken by each member of staff as detailed above.

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.