

**Induction and Training Programme**

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<b>Version</b>	5
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<b>Target Audience</b>	One Call 24 Employees
<b>Approved by</b>	OneCall24 Policy Team

In order for One Call 24 to ensure that they only employ sufficiently careful, skilled and experienced employees who are trained sufficiently, a robust recruitment, induction and training programme is in place, meaning that all staff employed by One Call 24 adhere to and meet the standards set out, not only within the framework(s), but also, within current legislation/ regulations too.

The initial recruitment process involves both the recruitment of experienced staff from external bodies, but also, recruiting and attracting new members of staff with varied employment backgrounds. As part of the recruitment process, One Call 24 ensures that a robust recruitment and selection screening process is instilled – with the use of tools such as: CVs/Employment History; 2 or more references and photographic ID – meaning a fully vetted candidate is offered the opportunity to work for them. Further to this, One Call 24 adhere to the *Equality Act 2010* – guaranteeing that no candidate worker is discriminated against due to their sexuality, age, disability, religion etc.

If and once successful, One Call 24 ensure that all new members of staff (regardless of their background/experience) undergo an extensive induction and training programme with the Director and managers within One Call 24. A detailed and thorough checklist for all members of staff is completed to make sure that all the necessary information is both obtained and supplied to the member of staff.

Once a member of staff has successfully completed the training programme, they are signed off by the company Director to further verify that the worker had met the high standards expected of them. After this stage of the recruitment process has been successfully completed, each worker is then placed onto a further 3 month Support Programme, where they will be working in close proximity with their peers, receiving advice and guidance throughout this period. Throughout the 3 month period of support, and also throughout the employment of the member of staff, One Call 24 will provide weekly training to the members of staff. This enables One Call 24 to update their members of staff sufficiently with any changes within a contracts, frameworks, legislation, regulations or to simply provide refresher packages to ensure that staff knowledge is kept up-to-date.

After the 3 months have passed, the member of staff will be further signed off to confirm that they have sufficiently met all the requirements expected of them. As part of the induction process, the

member of staff will be talked through the business's *Mission Statement, Statement of Intent and Customer Care Protocols*. Again, even after this time, One Call 24 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. One Call 24 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.

Also, in order to offer all of its customers the highest levels of service possible, One Call 24 ensure that the need for confidentiality is known and adhered to by all of its members of staff. As part of the recruitment and training process, each member of staff is required to read and understand the below confidentiality statement, with sign off from the member of staff to confirm their commitment to adhering to said statement.

Should a member of staff not agree to the terms set out, they will not be able to work for One Call 24. Furthermore, any member of staff found in breach of the agreement will undergo the disciplinary proceedings as detailed within the company's policies.

### **New Business**

Whenever a new contract/framework is awarded, as part of our implementation process – One Call 24 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.