

**Verification of Professional registration and qualification checks**

<b>Policy Number</b>	22
<b>Version</b>	4
<b>Policy Contact</b>	Matthew Betteridge
<b>Date Issued</b>	1 <sup>st</sup> November 2017
<b>Reviewed</b>	01 <sup>st</sup> June 2023
<b>Next Review Date</b>	01 <sup>st</sup> June 2024
<b>Approved by</b>	OneCall24 Policy Team

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.

Our obligations at OneCall24 require us to be able to confirm the following regarding our agency workers:

- establish professional standards of competence, ethics and conduct
- establish professional standards for training
- be updated with regards to the register kept by the Professional and Regulatory Body regarding those who do and do not meet the professional standards
- deal with registrants who fall short of the professional standards

Before a Temporary Worker is appointed and placed, we shall always check the following three areas:

- that the individual is registered to carry out the proposed role;
- whether the individual is subject to any current restrictions or Alert Notices on their registration that might affect the duties proposed;
- if the individual's fitness to practise is being/or has been investigated and the Professional Regulatory Body, the Supplier has a duty to disclose this information to the Participating Authority immediately.

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/Membership check (NMC, GMC, GDC, HCPC) on the information supplied in order to further verify as to whether the worker 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 updated 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.

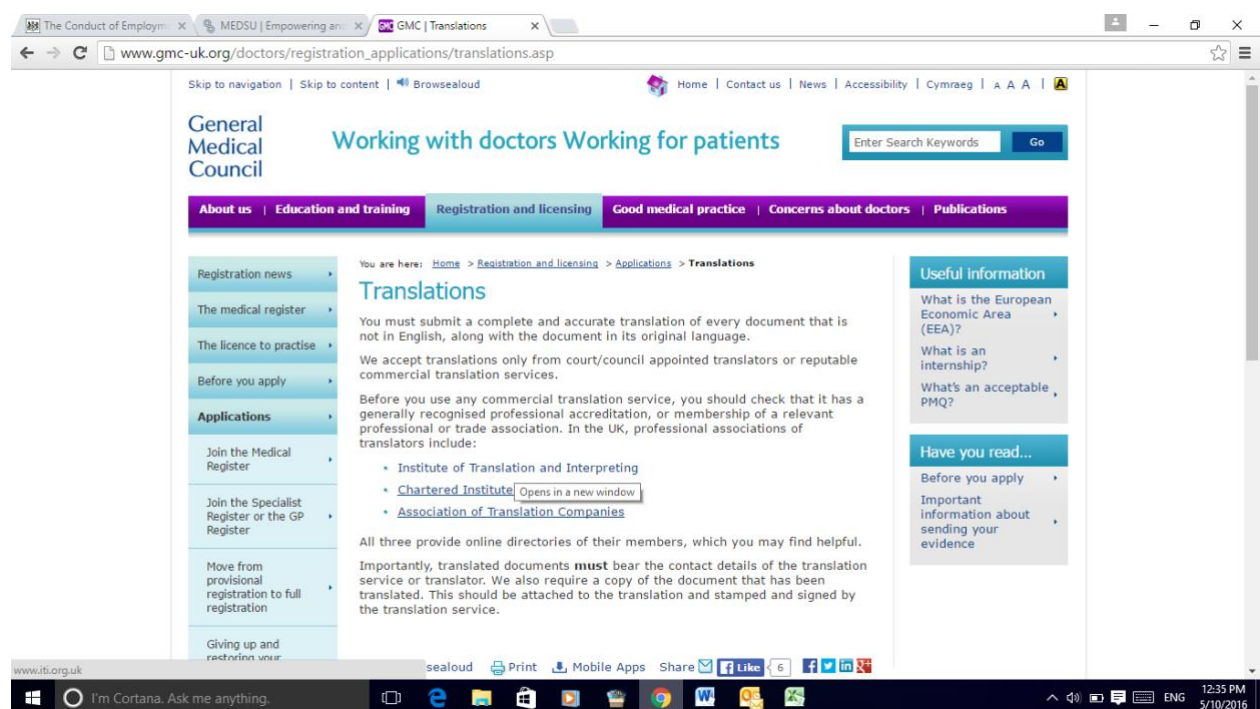
As part of the registration process and prior to the deployment of the temporary worker into the authority, One Call 24 will ensure that all relevant professional qualifications have been sufficiently verified.

The worker will be expected to detail on the agency Application Form the professional qualifications obtained. Evidence will then be sorted from the temporary worker in the form of the Professional

Qualification Certificate. The original item must be provided by the temporary worker, with One Call 24 further verifying this by signing and dating the copies taken of the original certificates as 'Original Seen'. This will include: the wording 'original seen'; date for which the original item was seen and scanned and legible signature of the person who saw the original item. The verified copies of the qualification certificates will be retained in the worker's file.

Should any professional qualification certificate be presented in another language other than English, One Call 24 will ensure that the certificate(s) are translated into the English language by suitable and professional company. Evidence of the original qualification certificate and the translation will be verified as original seen and retained in the worker's file.

### **Example of guidance for translation of documentation:**



Where a different name or names are present on the supplied professional qualification certificate that do not match those supplied on ID and Right to Work documents, One Call 24 will look to establish a genuine link between the names to further confirm that the certificate(s) provided by the worker is genuinely theirs. Sufficient proof of name change will be sort in the form of either: marriage certificate; divorce certificate; change of name deed poll or any other legal document which can sufficiently prove a change in the worker's name. Proof of name change documents must be original seen, with verified copies retained in the worker's file.

One Call 24 will cross check all professional qualifications supplied next to the details presented within the application form and any other vetting correspondence.

In line with the framework guidance, One Call 24 will ensure that agency workers have the necessary professional qualifications.

<b>Consultant</b>	<p>MBBS or equivalent medical qualification; MRCP (UK) or other relevant Royal College Postgraduate Examination equivalent; and where required for the individual Assignment or Call-off Contract:</p> <ul style="list-style-type: none"> <li>• Registered on relevant Professional Body Specialist Register; and</li> <li>• Section 12 (2) Mental Health Act 1983 approval</li> </ul>
<b>Associate Specialist</b>	<p>MBBS or equivalent medical qualification; MRCP (UK) or other relevant Royal College Postgraduate Examination equivalent; and where specifically required for the individual Assignment or Call-off Contract:</p> <ul style="list-style-type: none"> <li>• Section 12 (2) Mental Health Act 1983 approval</li> </ul>
<b>Specialty Doctor</b> (formerly Staff Grade)	<p>MBBS or equivalent medical qualification; MRCP (UK) or other relevant Royal College Postgraduate Examination equivalent; and where specifically required for the individual Assignment or Call-off Contract:</p> <ul style="list-style-type: none"> <li>• Section 12 (2) Mental Health Act 1983 approval</li> </ul>
<b>Registrar SP4</b>	MBBS or equivalent medical qualification.
<b>Registrar SP3</b> (formerly SpR grade)	MBBS or equivalent medical qualification.
<b>Registrar SP2</b>	MBBS or equivalent medical qualification.
<b>Registrar SP1</b>	MBBS or equivalent medical qualification.
<b>Foundation Year 2</b> (formerly SHO grade)	<p>MBBS or equivalent medical qualification; UK Medical practitioners to have at least 12 months' experience at FHO1 grade or equivalent; and Overseas Medical practitioners to have at least 6 months experience in the UK.</p>
<b>Foundation Year 1</b> (formerly HO or PrHO grade)	<p>MBBS or equivalent medical qualification; UK graduates to have completed the PrHO or FHO1 year; and Overseas graduates to have completed the PrHO or Intern year overseas.</p>
<b>Sessional or 'locum' General Practitioner ('GP')</b>	<p>MBBS or equivalent medical qualification; MRCGP (UK) or other relevant Royal College Postgraduate Examination equivalent; Registered on relevant Professional Body's GP Register; and</p>

	Registered on a relevant NHS Trust's Performer's List
<b>Locum General Dental Practitioner</b>	BDS or BChD or equivalent dental surgery qualification Registered on relevant Professional Body's Register; and Registered on a relevant NHS Trust's Dental Performer's List

- i. Health Careers (see [www.healthcareers.nhs.uk/explore-roles](http://www.healthcareers.nhs.uk/explore-roles) ); and
- ii. Recruitment to medical specialty training in England (see <https://medical.hee.nhs.uk/medical-training-recruitment>); and
- iii. the relevant associations, colleges, Royal Colleges and faculties thereof:

Organisation name	Website address
National Association of Sessional GPs	<a href="http://www.nasgp.org.uk">www.nasgp.org.uk</a>
College of Emergency Medicine	<a href="http://www.rcem.ac.uk">www.rcem.ac.uk</a>
Royal College of Anaesthetists	<a href="http://www.rcoa.ac.uk/">www.rcoa.ac.uk/</a>
Royal College of General Practitioners	<a href="http://www.rcgp.org.uk/">www.rcgp.org.uk/</a>
Royal Society of Medicine	<a href="http://www.rsm.ac.uk/">www.rsm.ac.uk/</a>
Royal College of Obstetricians and Gynaecologists	<a href="http://www.rcog.org.uk/">www.rcog.org.uk/</a>
Royal College of Ophthalmologists	<a href="http://www.rcophth.ac.uk/">www.rcophth.ac.uk/</a>
Royal College of Paediatrics and Child Health	<a href="http://www.rcpch.ac.uk/">www.rcpch.ac.uk/</a>
Royal College of Pathologists	<a href="http://www.rcpath.org/">www.rcpath.org/</a>
Royal College of Physicians	<a href="http://www.rcplondon.ac.uk/">www.rcplondon.ac.uk/</a>
Royal College of Psychiatrists	<a href="http://www.rcpsych.ac.uk/">www.rcpsych.ac.uk/</a>
Royal College of Radiologists	<a href="http://www.rcr.ac.uk/">www.rcr.ac.uk/</a>
Royal College of Surgeons of England	<a href="http://www.rcseng.ac.uk/">www.rcseng.ac.uk/</a>
Royal Society of Tropical Medicine and Hygiene	<a href="http://www.rstmh.org">www.rstmh.org</a>
Faculty of Dental Surgery	<a href="http://www.rcseng.ac.uk/fds">www.rcseng.ac.uk/fds</a>
Faculty of General Dental Practice	<a href="http://www.fgdp.org.uk">www.fgdp.org.uk</a>
Faculty of Intensive Care Medicine	<a href="http://www.ficm.ac.uk">www.ficm.ac.uk</a>
Faculty of Occupational Medicine	<a href="http://www.fom.ac.uk/">www.fom.ac.uk/</a>
Faculty of Pharmaceutical Medicine of Royal College of Physicians	<a href="http://www.fpm.org.uk">www.fpm.org.uk</a>
Faculty of Public Health	<a href="http://www.fph.org.uk">www.fph.org.uk</a>
Faculty of Sexual & Reproductive Healthcare	<a href="http://www.fsrh.org/default.asp">www.fsrh.org/default.asp</a>
Faculty of Sport and Exercise Medicine	<a href="http://www.fsem.ac.uk">www.fsem.ac.uk</a>

In the case of Other Clinical staff:

- iv. Health Careers (see [www.healthcareers.nhs.uk/explore-roles](http://www.healthcareers.nhs.uk/explore-roles) ); and

- v. NHS Employers national job profiles:
1. Allied health professionals (see <https://www.healthcareers.nhs.uk/we-are-the-nhs/allied-health-professionals>);
  2. Ambulance Service Team (see <https://www.healthcareers.nhs.uk/explore-roles/ambulance-service-team>);
  3. Health science services staff (see <https://www.healthcareers.nhs.uk/explore-roles/healthcare-science>);
- vi. the relevant associations, colleges, Royal Colleges and faculties thereof:

Organisation name	Website address
British Association of Art Therapists	<a href="http://www.baat.org/">www.baat.org/</a>
British Association of Clinical Dental Technology	<a href="http://www.bacdt.org.uk/">www.bacdt.org.uk/</a>
British Association of Dental Therapists	<a href="http://www.badt.org.uk/">www.badt.org.uk/</a>
British Association for Drama therapists	<a href="http://www.badth.org.uk/">www.badth.org.uk/</a>
British Association for Music Therapy	<a href="http://www.bamt.org/">www.bamt.org/</a>
British Association of Prosthetists and Orthotists	<a href="http://www.bapo.com/">www.bapo.com/</a>
British Dietetic Association	<a href="http://www.bda.uk.com/">www.bda.uk.com/</a>
College of Occupational Therapists	<a href="http://www.cot.org.uk/">www.cot.org.uk/</a>
College of Paramedics	<a href="http://www.collegeofparamedics.co.uk/">www.collegeofparamedics.co.uk/</a>
College of Operating Department Practitioners	<a href="http://www.codp.org.uk/">www.codp.org.uk/</a>
Institute of Biomedical Scientists	<a href="http://www.ibms.org/">www.ibms.org/</a>
Royal College of Speech and Language Therapists	<a href="http://www.rcslt.org/">www.rcslt.org/</a>
Royal Pharmaceutical Society of Great Britain	<a href="http://www.rpharms.com/">www.rpharms.com/</a>
The British Academy of Audiology	<a href="http://www.baaudiology.org/">www.baaudiology.org/</a>

Where any concerns arise over the professional qualification or professional registration evidence supplied, One Call 24 will contact the educational body/relevant body to further confirm that the information supplied is true and correct.

NMC –

<https://www.nmc.org.uk/>

**Address:** 23 Portland Pl, London W1B 1PZ

**Phone:** 0207 637 7181

Copyright

OC24/Policy/2023

**Email:** [complaints@nmc-uk.org](mailto:complaints@nmc-uk.org)

GMC

<http://www.gmc-uk.org/>

**Address:** 350 Euston Rd, London NW1 3JN

**Phone:** 0161 923 6602

**Email:** [practise@gmc-uk.org](mailto:practise@gmc-uk.org)

GDC

<http://www.gdc-uk.org/Pages/default.aspx>

**Address:** 37 Wimpole St, London W1G 8DQ

**Phone:** 0207 167 6000

**Email:** [info@dentalcomplaints.org.uk](mailto:info@dentalcomplaints.org.uk)

HCPC

<http://www.hcpc-uk.co.uk/>

**Address:** Park House, 184 Kennington Park Road, London SE11 4BU

**Phone:** 0845 300 6184

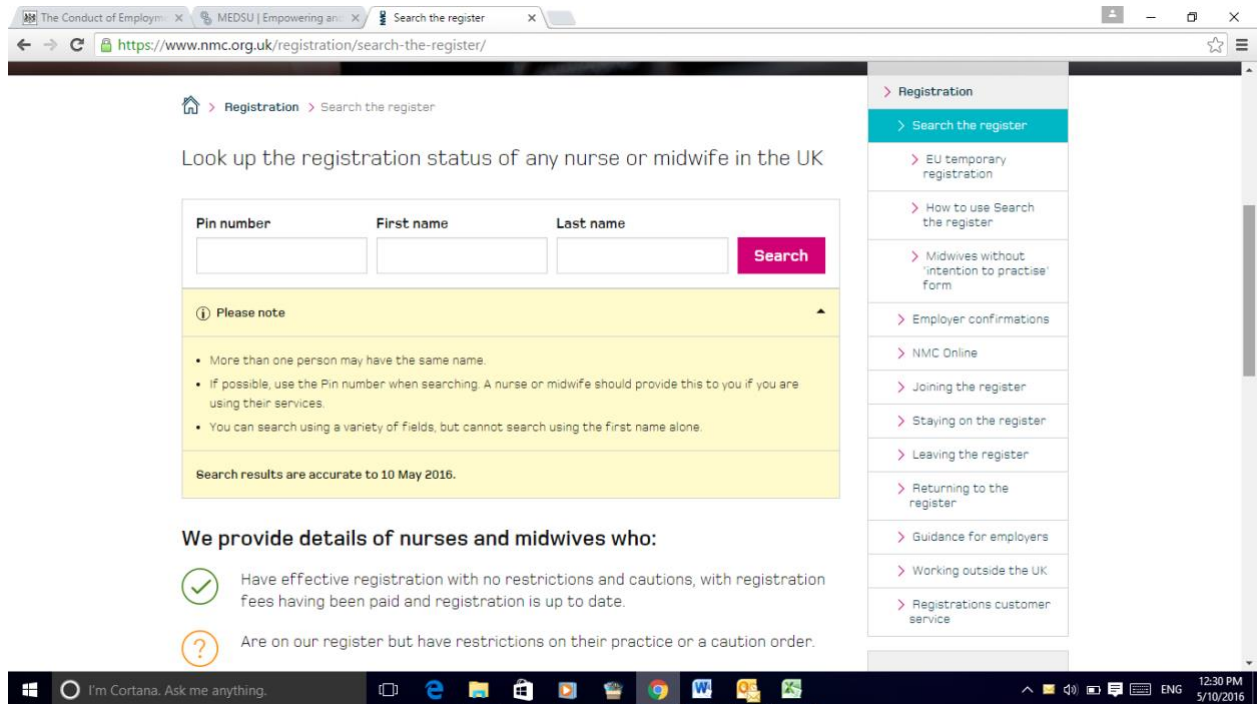
**Email:** [ftp@hcpc-uk.org](mailto:ftp@hcpc-uk.org)

NHSCFA

**Email:** [generalenquiries@nhscfa.gsi.gov.uk](mailto:generalenquiries@nhscfa.gsi.gov.uk)

**Telephone (switchboard):** [020 7895 4500](tel:02078954500)

**Examples of web tools used for checking current/valid membership:**



The screenshot shows the NMC (Nursing and Midwifery Council) website's registration search page. The browser address bar shows the URL: <https://www.nmc.org.uk/registration/search-the-register/>. The page has a navigation menu on the right with options like 'Registration', 'Search the register', 'EU temporary registration', 'How to use Search the register', 'Midwives without 'intention to practise' form', 'Employer confirmations', 'NMC Online', 'Joining the register', 'Staying on the register', 'Leaving the register', 'Returning to the register', 'Guidance for employers', 'Working outside the UK', and 'Registrations customer service'.

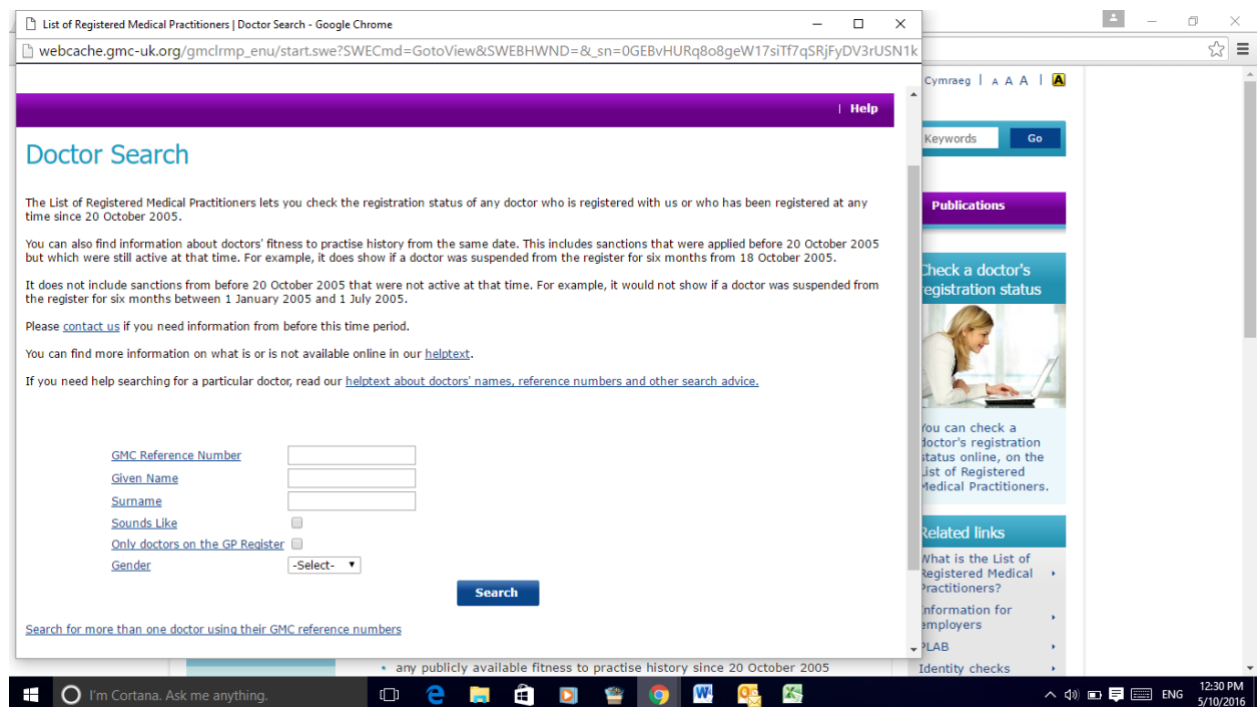
The main content area is titled 'Look up the registration status of any nurse or midwife in the UK'. It features a search form with three input fields: 'Pin number', 'First name', and 'Last name', followed by a 'Search' button. Below the form is a 'Please note' section with the following points:

- More than one person may have the same name.
- If possible, use the Pin number when searching. A nurse or midwife should provide this to you if you are using their services.
- You can search using a variety of fields, but cannot search using the first name alone.

Below the notes, it states 'Search results are accurate to 10 May 2016.' and 'We provide details of nurses and midwives who:'

- ✓ Have effective registration with no restrictions and cautions, with registration fees having been paid and registration is up to date.
- ⚠ Are on our register but have restrictions on their practice or a caution order.

The Windows taskbar at the bottom shows the date as 5/10/2016 and the time as 12:30 PM.



The screenshot shows the GMC (General Medical Council) website's Doctor Search page. The browser address bar shows the URL: [webcache.gmc-uk.org/gmcrmp\\_enu/start.swe?SWECmd=GotoView&SWEBHWND=&sn=0GEBvHURq8o8geW17siT7qSRjFyDV3rUSN1k](http://webcache.gmc-uk.org/gmcrmp_enu/start.swe?SWECmd=GotoView&SWEBHWND=&sn=0GEBvHURq8o8geW17siT7qSRjFyDV3rUSN1k). The page has a purple header with a 'Help' link. The main heading is 'Doctor Search'.

The text on the page explains that the List of Registered Medical Practitioners allows users to check the registration status of any doctor registered with them or who has been registered since 20 October 2005. It also mentions that the list includes information about doctors' fitness to practise history from the same date, including sanctions applied before 20 October 2005 but which were still active at that time. It notes that the list does not include sanctions from before 20 October 2005 that were not active at that time, such as a suspension from 1 January 2005 to 1 July 2005. Users are advised to contact the GMC if they need information from before this time period. Further information is available in the 'helptext'.

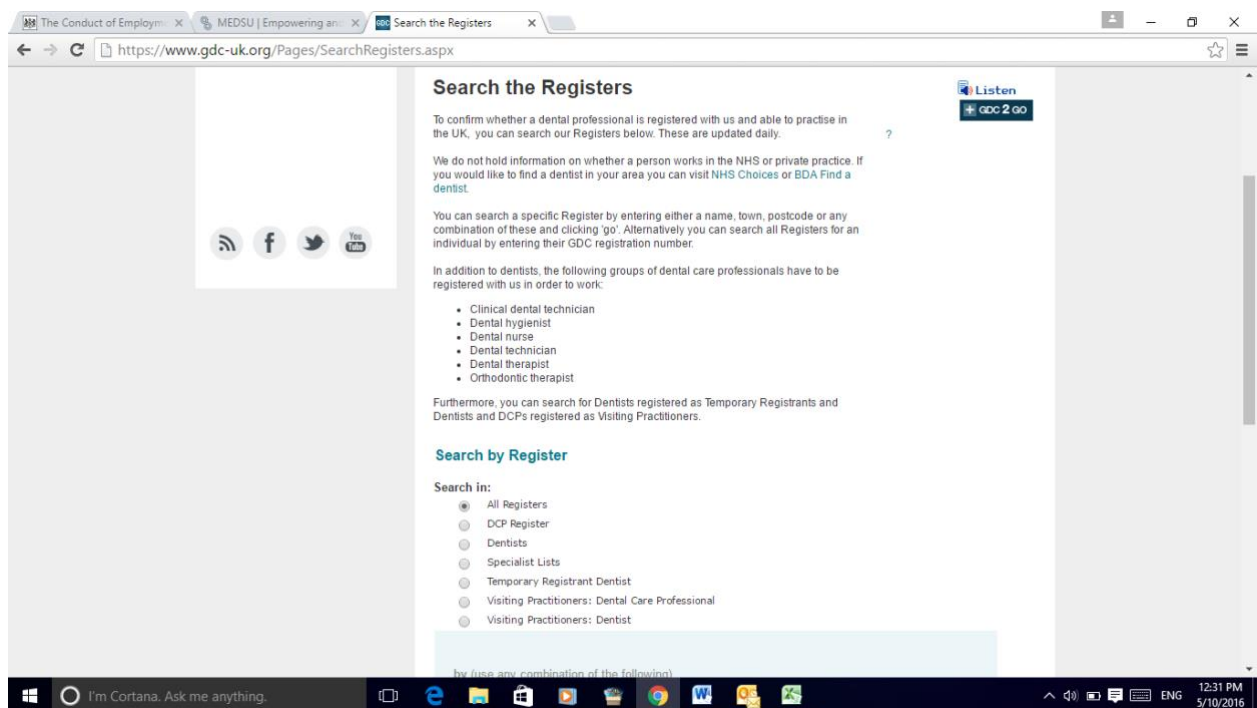
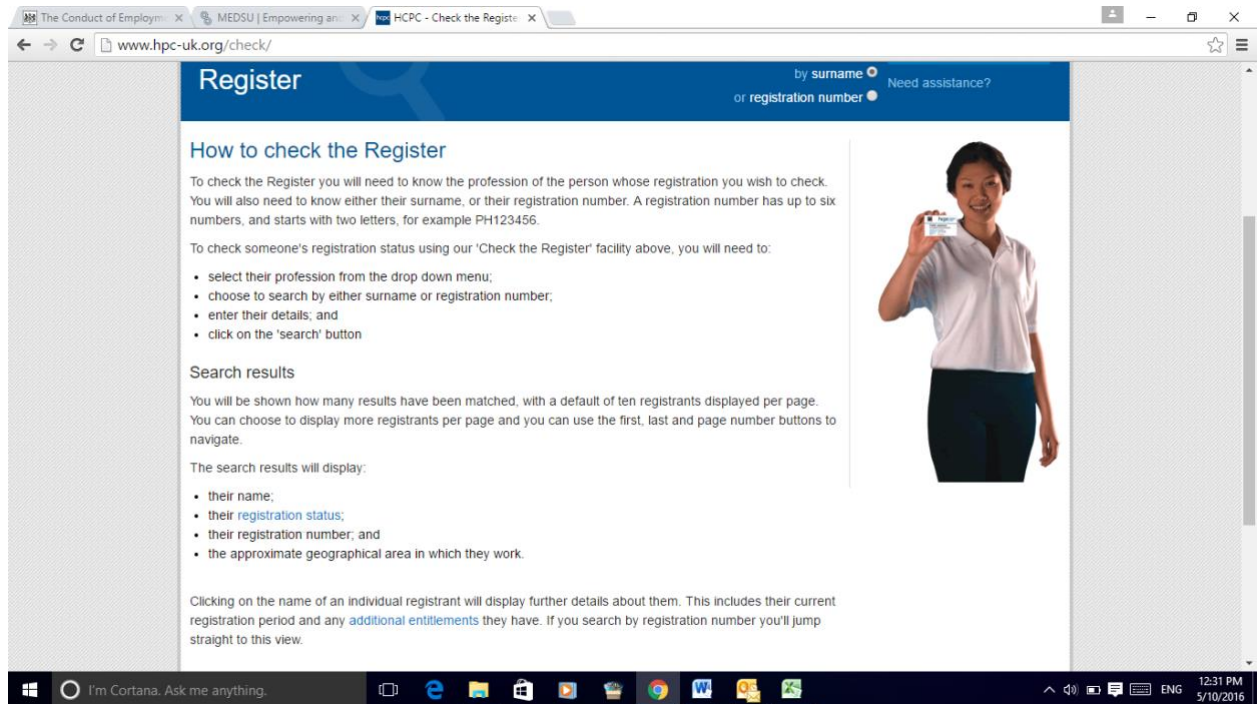
The search form includes the following fields and options:

- GMC Reference Number
- Given Name
- Surname
- Sounds Like
- Only doctors on the GP Register
- Gender: -Select-

A 'Search' button is located below the form. A link at the bottom of the form says 'Search for more than one doctor using their GMC reference numbers'.

The Windows taskbar at the bottom shows the date as 5/10/2016 and the time as 12:30 PM.





At all time, One Call 24 will comply with latest NHS Employment Check Standards (see <https://www.nhsemployers.org/publications/professional-registration-and-qualification-checks-standard>).

## Review

Copyright

OC24/Policy/2023

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.