

Verification of Professional registration and qualification checks

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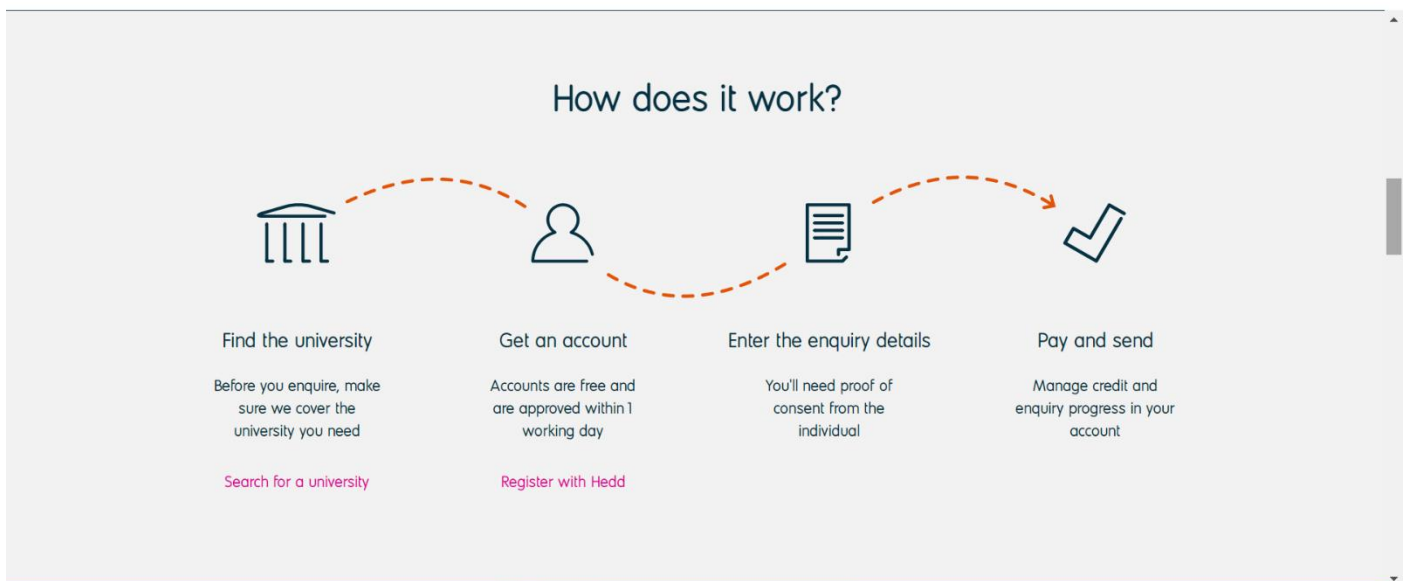
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Checking registration with statutory regulatory bodies

Professional regulation is intended to protect the public, ensuring that those who practice in a particular profession are committed to providing high standards of care. There are currently eight main regulatory bodies in health, with more than one million health professionals on their registers. Their main functions include:

- establishing standards of competence, ethics and conduct
- establishing standards for training
- keeping a register of those who meet the standards
- dealing with registrants who fall short. For example, by placing conditions on their registration or erasing them from the register

Qualification checks help One Call 24 verify the information about any educational or professional qualifications that the candidate has outlined in their application form and on their CV. Additional verification is completed with the use of the Higher Education Degree Datacheck system. The HEDD system offers a centralized system for degree verification that connects employers, agencies, universities, embassies and councils.



Confirmation is received from the datacheck to confirm whether a candidate has indeed completed the qualifications detailed – with written confirmation received and retained on file.

HCA Supply

We ensure that all new Healthcare Assistants as of April 1st 2015 hold a valid Care Certificate as stipulated by the Care Act 2014. We also ask for evidence of professional qualifications (i.e. NVQ) which is verified with the issuing body.

Unregulated Practitioners

The Accredited Registers programme, managed by the Professional Standards Authority (PSA), offers One Call 24 a way to ensure that practitioners who are not regulated by law still meet high standards in education, skills and behaviour.

The programme provides One Call 24 with access to online registers of practitioners who have been vetted. One Call 24 can make informed decisions when recruiting, with the assurance that new agency workers have the necessary qualifications and experience to provide safe and effective care to patients. They have also signed up to ethical standards and professional codes of conduct.

The PSA assesses organisations holding registers of practitioners working in unregulated roles to make sure they meet their Standards of Accredited Registers. The Standards align to those of the statutory regulators, in areas such as governance, registration and complaints handling. While Accredited Registers cannot prevent someone from practising or using a title, they can issue sanctions to protect the public, including exclusion ('strike off') from a register and making this information publicly available.

While not compulsory for unregulated practitioners to be on an Accredited Register, there are benefits for One Call 24 choosing to recruit from practitioners on a Register. There are also benefits to One Call 24 in encouraging agency workers to join a Register; these includes practitioners having access to professional standards for their occupation, a continuing professional development (CPD) framework and professional networking opportunities with their peers. Many organisations holding Accredited Registers are also professional bodies.

One Call 24 will carry out the same level of checks to verify the registration of healthcare professionals on the Accredited Registers as we would for any other healthcare professional on a statutory register.

For some unregulated roles, the NHS is starting to require registration with specific Accredited Registers as a condition of employment. This is the case for some psychological professional roles that are not regulated by law.

The PSA continually assesses and accredits new Registers, bringing more unregulated roles into the assurance framework that the programme provides. One Call 24 can identify and refer to relevant Accredited Registers within job adverts and personal specifications to ensure they do not prevent appropriately registered individuals from being considered for a role.

Professional Registration

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.

Before a candidate 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 practice 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.

At the 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 originally 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 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, HCPC etc) on the information supplied in order to further verify as to whether the worker has current/valid membership. Checks will be carried out at the 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 worker's 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 in the status of the professional registration. They will agree to these terms by signing the agency worker handbook. Registration with a regulatory or licensing body does, however, assume that appropriate documentary evidence has already been provided and validated for them to register and practice in their chosen profession. It is therefore not normally necessary for One Call 24 to conduct additional checks to verify an individual's professional qualifications where a check has already been conducted by the relevant regulatory or licensing body. However, we do sight and verify original professional qualifications.

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 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. The Clinical Lead receives HPAN Alerts and Circulars. The information disclosed is cross-referenced against our database – with any candidates identified and appropriate action taken (as per the above).

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 sort 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 the 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.

Employers must ensure that applicants hold any professional and/or educational qualifications that are essential for the role they are appointed to.

Employers must:

- request that applicants provide original documentation
- check that all certificates appear genuine and relate to a real qualification.

This may include checking basic security features and the presentation of the document. You should also consider if the certificate matches other documentation you have seen previously. More information is available from UK NARIC, the UK national agency for the recognition and comparison of international qualifications and skills.

- check that the details on certificates match the information provided by the candidate in their application form. For example, names, dates, course title(s) and grades. It is quite possible that the name given in a qualification certificate will not match that given by the applicant for a number of reasons, such as marriage/civil partnership, or divorce. In such cases, employers are required to obtain additional evidence to validate the change of name.
- retain a copy (scanned or photocopied) on file. When storing information such as this, employers should ensure they comply with existing data protection legislation (as amended by the General Data Protection Act 2018). Employers must have a lawful basis for processing and retaining data, and document this.

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 a 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:

The screenshot shows the General Medical Council (GMC) website page for 'Translations'. The breadcrumb trail is: Home > Registration and licensing > Applications > Translations. The main heading is 'Translations'. The text states: 'You must submit a complete and accurate translation of every document that is not in English, along with the document in its original language. We accept translations only from court/council appointed translators or reputable commercial translation services. Before you use any commercial translation service, you should check that it has a generally recognised professional accreditation, or membership of a relevant professional or trade association. In the UK, professional associations of translators include: Institute of Translation and Interpreting, Chartered Institute (Opens in a new window), and Association of Translation Companies. All three provide online directories of their members, which you may find helpful. Importantly, translated documents **must** bear the contact details of the translation service or translator. We also require a copy of the document that has been translated. This should be attached to the translation and stamped and signed by the translation service.'

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 originally 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.

Consultant	<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"> Registered on relevant Professional Body Specialist Register; and Section 12 (2) Mental Health Act 1983 approval
Associate Specialist	<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"> Section 12 (2) Mental Health Act 1983 approval
Specialty Doctor (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"> Section 12 (2) Mental Health Act 1983 approval
Registrar SP4	MBBS or equivalent medical qualification.
Registrar SP3 (formerly SpR grade)	MBBS or equivalent medical qualification.
Registrar SP2	MBBS or equivalent medical qualification.
Registrar SP1	MBBS or equivalent medical qualification.
Foundation Year 2 (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>
Foundation Year 1 (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>
Sessional or 'locum' General Practitioner ('GP')	MBBS or equivalent medical qualification;

	MRCGP (UK) or other relevant Royal College Postgraduate Examination equivalent; Registered on relevant Professional Body's GP Register; and Registered on a relevant NHS Trust's Performer's List
Locum General Dental Practitioner	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); and
- ii. Recruitment to medical specialty training in England (see www.specialtytraining.hee.nhs.uk/); and
- iii. the relevant associations, colleges, Royal Colleges and faculties thereof:

Organisation name	Website address
National Association of Sessional GPs	www.nasgp.org.uk
College of Emergency Medicine	www.rcem.ac.uk
Royal College of Anaesthetists	www.rcoa.ac.uk/
Royal College of General Practitioners	www.rcgp.org.uk/
Royal Society of Medicine	www.rsm.ac.uk/
Royal College of Obstetricians and Gynaecologists	www.rcog.org.uk/
Royal College of Ophthalmologists	www.rcophth.ac.uk/
Royal College of Paediatrics and Child Health	www.rcpch.ac.uk/
Royal College of Pathologists	www.rcpath.org/
Royal College of Physicians	www.rcplondon.ac.uk/
Royal College of Psychiatrists	www.rcpsych.ac.uk/
Royal College of Radiologists	www.rcr.ac.uk/
Royal College of Surgeons of England	www.rcseng.ac.uk/
Royal Society of Tropical Medicine and Hygiene	www.rstmh.org
Faculty of Dental Surgery	www.rcseng.ac.uk/fds
Faculty of General Dental Practice	www.fgdp.org.uk
Faculty of Intensive Care Medicine	www.ficm.ac.uk
Faculty of Occupational Medicine	www.fom.ac.uk/

Faculty of Pharmaceutical Medicine of Royal College of Physicians	www.fpm.org.uk
Faculty of Public Health	www.fph.org.uk
Faculty of Sexual & Reproductive Healthcare	www.fsrh.org/default.asp
Faculty of Sport and Exercise Medicine	www.fsem.ac.uk

In the case of Other Clinical staff:

- iv. Health Careers (see www.healthcareers.nhs.uk/explore-roles); and
- v. NHS Employers national job profiles:
 1. Allied health professionals (see www.nhsemployers.org/your-workforce/pay-and-reward/pay/job-evaluation/national-job-profiles/allied-health-professionals);
 2. Emergency services staff (see <http://www.nhsemployers.org/your-workforce/pay-and-reward/pay/job-evaluation/national-job-profiles/emergency-services>);
 3. Health science services staff (see <http://www.nhsemployers.org/your-workforce/pay-and-reward/pay/job-evaluation/national-job-profiles/health-science-sevices>);
 4. Professional manager (clinical, clinical technical service) (see <http://www.nhsemployers.org/your-workforce/pay-and-reward/pay/job-evaluation/national-job-profiles/other>); and
- vi. the relevant associations. colleges, Royal Colleges and faculties thereof:

Organisation name	Website address
British Association of Art Therapists	www.baat.org/
British Association of Clinical Dental Technology	www.bacdt.org.uk/
British Association of Dental Therapists	www.badt.org.uk/
British Association for Drama therapists	www.badth.org.uk/
British Association for Music Therapy	www.bamt.org/
British Association of Prosthetists and Orthotists	www.bapo.com/
British Dietetic Association	www.bda.uk.com/
College of Occupational Therapists	www.cot.org.uk/
College of Paramedics	www.collegeofparamedics.co.uk/
College of Operating Department Practitioners	www.codp.org.uk/
Institute of Biomedical Scientists	www.ibms.org/

Royal College of Speech and Language Therapists	www.rcslt.org/
Royal Pharmaceutical Society of Great Britain	www.rpharms.com/
The British Academy of Audiology	www.baudiology.org/

Concerns

Where any concerns arise over the professional qualification or professional registration evidence supplied, 08th April 2024 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

Email: 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

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

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

NHSCFA

Email: generalenquiries@nhscfa.gsi.gov.uk

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

Address: NHS Counter Fraud Authority, Skipton House, 80 London Road, London, SE1 6LH

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

The screenshot shows the NHS Register website. At the top, there is a navigation menu with 'Registration' and 'Search the register'. Below this, a heading reads 'Look up the registration status of any nurse or midwife in the UK'. The main search area contains three input fields for 'Pin number', 'First name', and 'Last name', followed by a 'Search' button. A yellow 'Please note' box provides instructions: '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.', and 'You can search using a variety of fields, but cannot search using the first name alone.' Below this, it states 'Search results are accurate to 10 May 2016.' A section titled 'We provide details of nurses and midwives who:' lists two categories: 'Have effective registration with no restrictions and cautions, with registration fees having been paid and registration is up to date.' (marked with a green check) and 'Are on our register but have restrictions on their practice or a caution order.' (marked with a question mark). A right-hand sidebar contains a list of links related to registration, such as 'EU temporary registration', 'How to use Search the register', and 'Employer confirmations'.

The screenshot shows the GMC Doctor Search website. At the top, there is a 'Help' link. The main heading is 'Doctor Search'. Below this, there is explanatory text: 'The List of Registered Medical Practitioners lets you check the registration status of any doctor who is registered with us or who has been registered at any time 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. A search form is located at the bottom, with fields for 'GMC Reference Number', 'Given Name', 'Surname', and 'Sounds Like'. There are also checkboxes for 'Only doctors on the GP Register' and a 'Gender' dropdown menu. A 'Search' button is positioned below the form. A right-hand sidebar contains a 'Publications' section with a link to 'Check a doctor's registration status' and a 'Related links' section with links to 'What is the List of Registered Medical Practitioners?', 'Information for employers', 'PLAB', and 'Identity checks'.

by surname Need assistance?
or registration number

Register

How to check the Register

To check the Register you will need to know the profession of the person whose registration you wish to check. You will also need to know either their surname, or their registration number. A registration number has up to six numbers, and starts with two letters, for example PH123456.

To check someone's registration status using our 'Check the Register' facility above, you will need to:

- select their profession from the drop down menu;
- choose to search by either surname or registration number;
- enter their details; and
- click on the 'search' button


Search results


You will be shown how many results have been matched, with a default of ten registrants displayed per page. You can choose to display more registrants per page and you can use the first, last and page number buttons to navigate.

The search results will display:

- their name;
- their registration status;
- their registration number; and
- the approximate geographical area in which they work.

Clicking on the name of an individual registrant will display further details about them. This includes their current registration period and any [additional entitlements](#) they have. If you search by registration number you'll jump straight to this view.





Search the Registers

To confirm whether a dental professional is registered with us and able to practise in the UK, you can search our Registers below. These are updated daily.

We do not hold information on whether a person works in the NHS or private practice. If you would like to find a dentist in your area you can visit [NHS Choices](#) or [BDA Find a dentist](#).

You can search a specific Register by entering either a name, town, postcode or any combination of these and clicking 'go'. Alternatively you can search all Registers for an individual by entering their GDC registration number.

In addition to dentists, the following groups of dental care professionals have to be registered with us in order to work:

- Clinical dental technician
- Dental hygienist
- Dental nurse
- Dental technician
- Dental therapist
- Orthodontic therapist



Furthermore, you can search for Dentists registered as Temporary Registrants and Dentists and DCPs registered as Visiting Practitioners.

Search by Register

Search in:

- All Registers
- DCP Register
- Dentists
- Specialist Lists
- Temporary Registrant Dentist
- Visiting Practitioners: Dental Care Professional
- Visiting Practitioners: Dentist

by (use any combination of the following)

At all times, One Call 24 will comply with latest NHS Employers Check Standards.