

**Verification of Professional registration and qualification checks**

<b>Policy Number</b>	22
<b>Version</b>	6
<b>Policy Contact</b>	Matthew Betteridge
<b>Date Issued</b>	1 <sup>st</sup> November 2017
<b>Reviewed</b>	06 <sup>th</sup> May 2025
<b>Next Review Date</b>	06 <sup>th</sup> May 2026
<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 One Call 24 Limited (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 OneCall24, signed and dated as original seen and retained within the worker's file. OneCall24 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 OneCall24 and retained in the worker's file.

As well as the original documentation supplied by the agency worker, OneCall24 will also conduct a PIN/Membership check (NMC, GMC, HCPC, SWE, any professional and regulatory bodies as applicable to Lot four 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. Evidence of all checks will be retained in the agency worker's file. Where information is present pertaining to the candidate professional and regulatory body, this is shared with the client for sign-off before the candidate can be deployed into the provision of the services.

Where information is returned on a web check, OneCall24 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. OneCall24 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 OneCall24 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, OneCall24 will initially contact the agency worker to discuss the findings. Based on the information presented to them, OneCall24 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 updates satisfactorily.

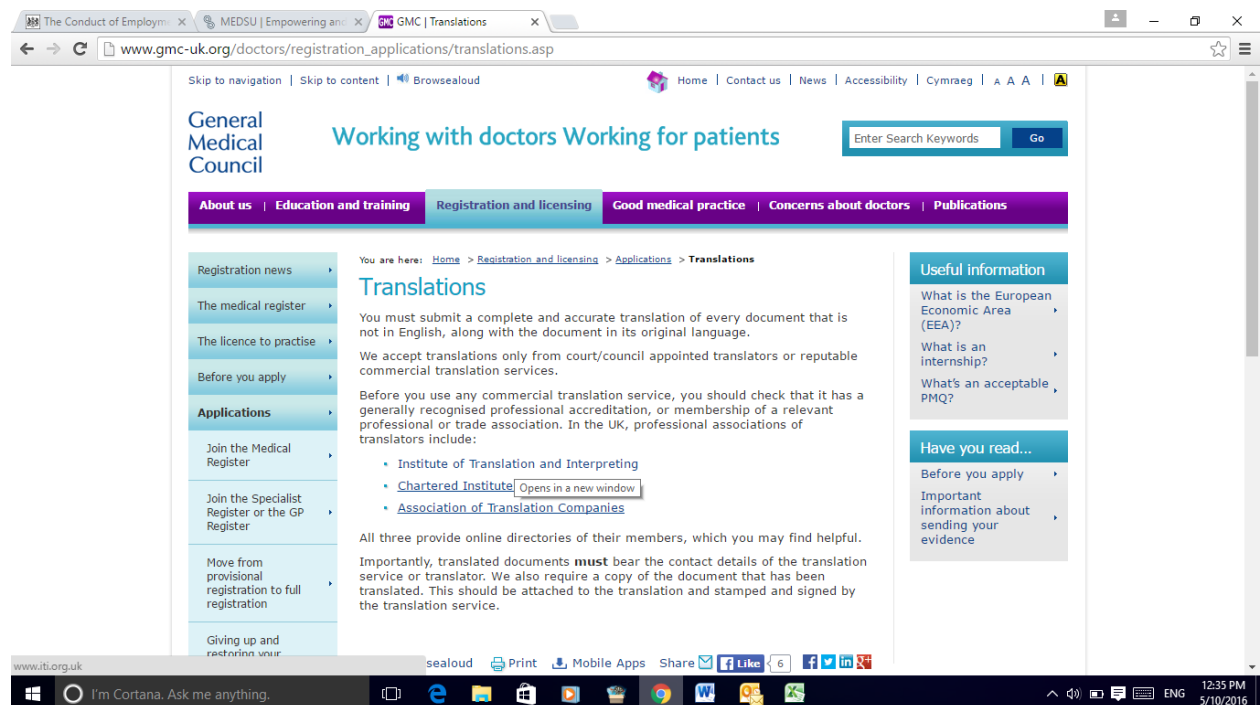
Where necessary and requested to, OneCall24 will assist with any ongoing investigations with the professional body and will expect the agency worker to do the same. Evidence of all checks and written communications will be retained on file.

As part of the registration process and prior to the deployment of the temporary worker into the authority, OneCall24 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 OneCall24 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, OneCall24 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, OneCall24 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.

OneCall24 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, OneCall24will 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</p>

	<p>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 Registered on a relevant NHS Trust's Performer's List</p>
<b>Locum General Dental Practitioner</b>	<p>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</p>

- 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, OneCall24 will contact the educational body/relevant body to further confirm that the information supplied is true and correct.

### **Healthcare Professional Alert Notices (HPANs)**

As part of its recruitment and compliance procedures, OneCall24 ensures that all registered healthcare professionals are subject to an HPAN check before engagement. This includes confirming their professional registration and submitting a formal HPAN check request to NHS Resolution at HPANCHECKS (nhsr.hpchecks@nhs.net). NHS Resolution will then respond via email with the outcome of the check.

If a candidate is found to be subject to an alert notice, OneCall24 will assess the nature of any restrictions and determine whether the individual can safely undertake the duties of the role before confirming their placement.

### **Contact Details**

#### **NMC**

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

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

**Phone:** 0207 637 7181

**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)

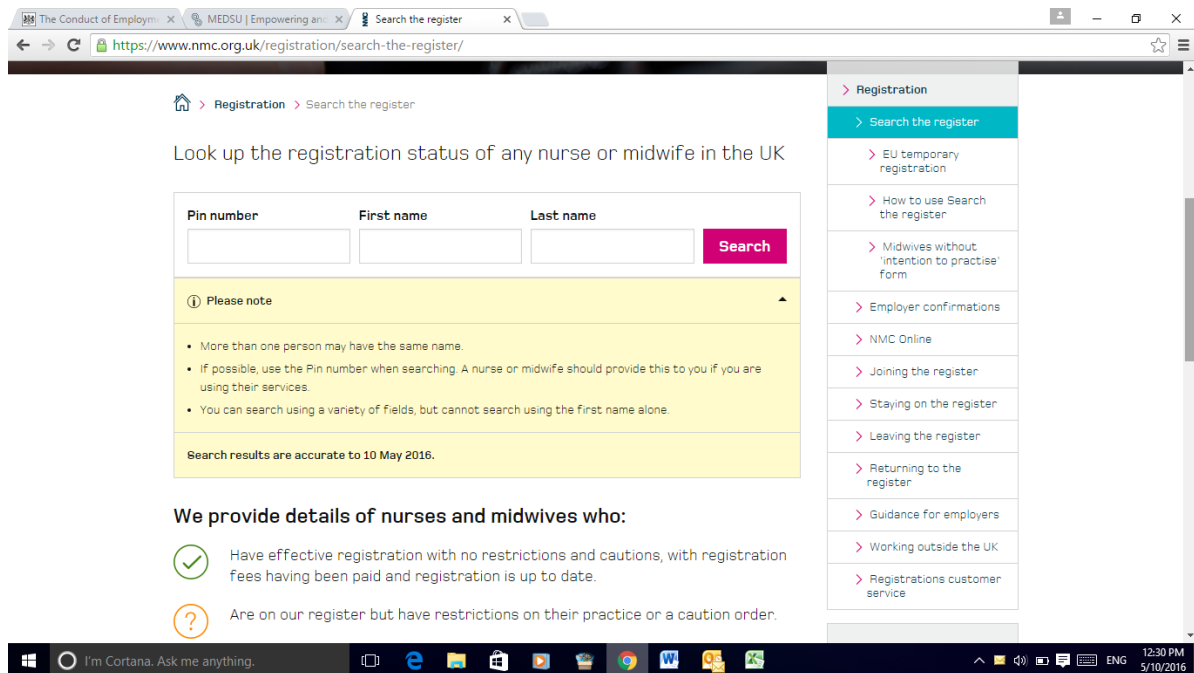
**Telephone (switchboard):** [020 7895 4500](tel:02078954500)

SWE

<https://www.socialworkengland.org.uk/umbraco/surface/searchregister/results>

**Address:** 1 North Bank, Blonk Street, Sheffield, S3 8JY

**Phone:** [08081962274](tel:08081962274)

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


The screenshot shows the NMC Search the register website. The browser address bar displays <https://www.nmc.org.uk/registration/search-the-register/>. The page title is "Search the register". The main heading is "Look up the registration status of any nurse or midwife in the UK". Below this is a search form with three input fields: "Pin number", "First name", and "Last name", and a "Search" button. A "Please note" section contains the following information:

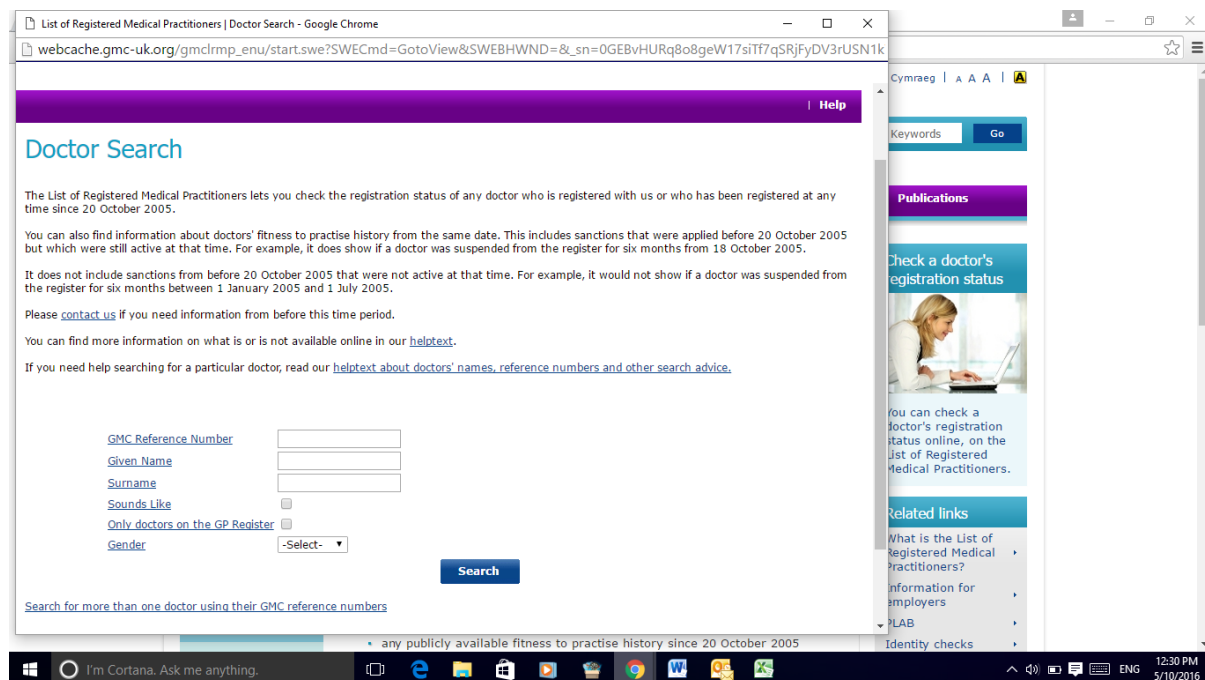
- More than one person may have the same name.
- If possible, use the Pin number when searching. A nurse or midwife should provide this to you if you are using their services.
- You can search using a variety of fields, but cannot search using the first name alone.

Search results are accurate to 10 May 2016.

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 right sidebar contains a list of links: 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 screenshot shows the GMC Doctor Search website. The browser address bar displays [webcache.gmc-uk.org/gmclmp\\_enu/start.swe?SWECmd=GotoView&SWEBHWND=&\\_sn=0GEBvHURq8o8geW17siTf7qSRjFyDV3rUSN1k](http://webcache.gmc-uk.org/gmclmp_enu/start.swe?SWECmd=GotoView&SWEBHWND=&_sn=0GEBvHURq8o8geW17siTf7qSRjFyDV3rUSN1k). The page title is "Doctor Search". The main heading is "Doctor Search". The text explains that 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 provides information about doctors' fitness to practise history from the same date, including sanctions that were applied before 20 October 2005 but which were still active at that time. It does not include sanctions from before 20 October 2005 that were not active at that time. For example, it would not show if a doctor was suspended from the register for six months between 1 January 2005 and 1 July 2005. Please [contact us](#) if you need information from before this time period. You can find more information on what is or is not available online in our [helptext](#). If you need help searching for a particular doctor, read our [helptext about doctors' names, reference numbers and other search advice](#).

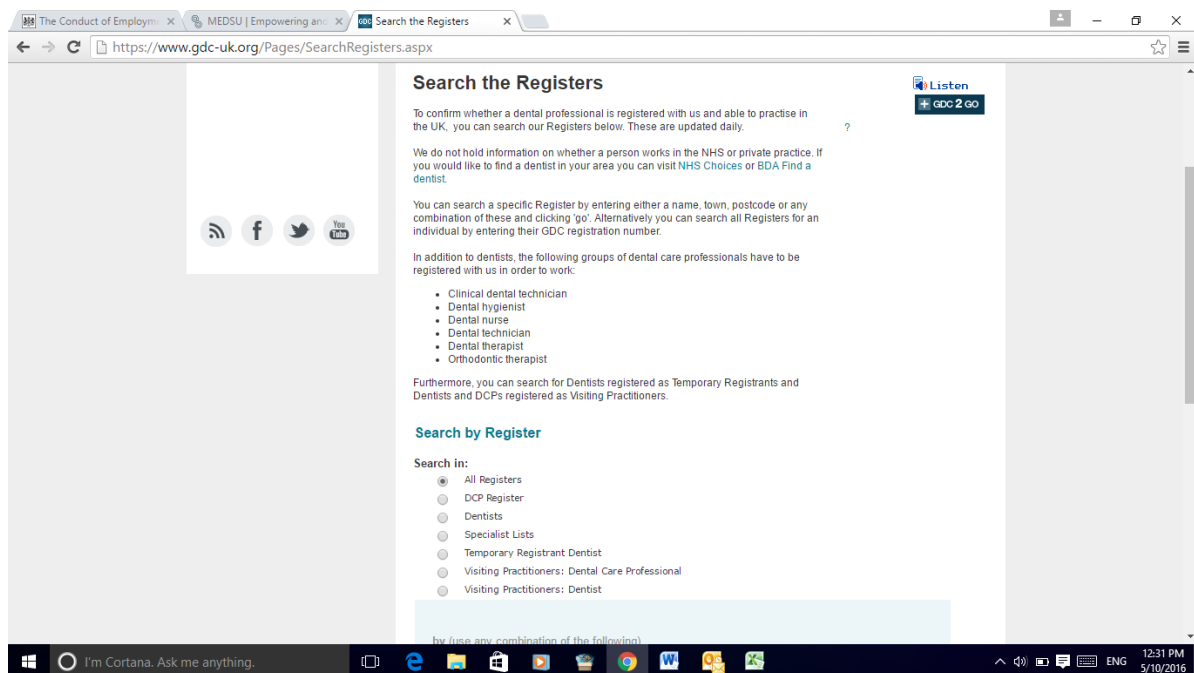
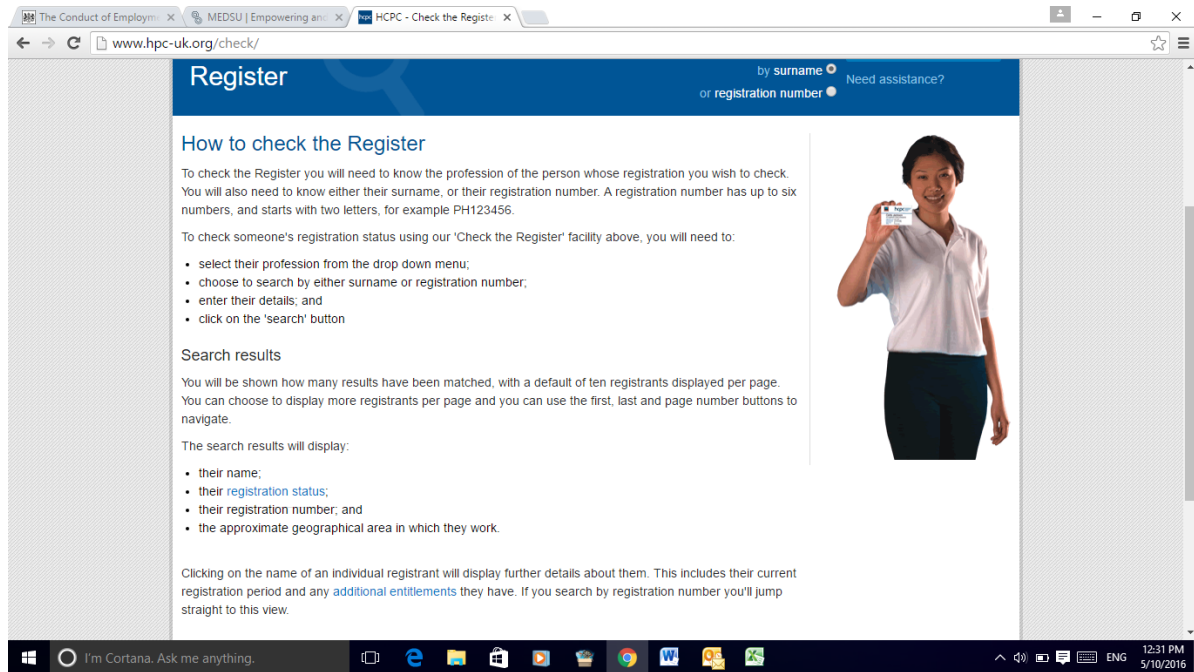
The search form includes the following fields:

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

There is a "Search" button and a link to "Search for more than one doctor using their GMC reference numbers".

The right sidebar contains a list of links: Publications, Check a doctor's registration status, Related links, What is the List of Registered Medical Practitioners?, Information for employers, LAB, and Identity checks.





At all time, OneCall24 will comply with latest NHS Employment Check Standards (see <https://www.nhsemployers.org/publications/professional-registration-and-qualification-checks-standard>).

## 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.