

Verification of statutory & mandatory and clinical/care core training checks

Policy Number	23
Version	5
Policy Contact	Matthew Betteridge
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Reviewed	06 th May 2025
Next Review Date	06 th May 2026
Target Audience	Agency Workers
Approved by	OneCall24 Policy Team

OneCall24 Limited's (OneCall24) aim is to ensure that all temporary staffed placed by them are sufficiently experienced, skilled and trained. In order to do this, proof of mandatory training is asked for and obtained as part of the initial recruitment process.

Evidence of training completed by the candidate is asked for within the Application Form and also required to be supplied as part of the Employment History/CV – fully detailing what training has been completed and when.

Candidates will be asked to supply all original certificates of training completed in line with the job role and the job role they are applying for. At all times, OneCall24 comply with latest Skills for Health UK Core Skills Training Framework (see www.skillsforhealth.org.uk/services/item/146-core-skills-training-framework). Certificates will be checked against the information supplied within the CV and Application Form.

Only original certificates will be accepted. These will be scanned onto the system, signed and dated as original seen. OneCall24 will then proceed to contact the issuing bodies in order to establish:

- Course content
- Module levels completed
- Online or practical training
- Confirmation of issue/expiry dates
- Authenticity of the training certificates
- Alignment to the Skills for Health Framework

All verification received from a training provider in writing will be retained within the agency worker's personnel file. This information will be made readily available to auditors during the audit process.

Where any discrepancies arise, these will be escalated to the relevant bodies and may delay or stop the recruitment process. This includes:

- Framework
- Authority
- Participating Authority
- NHS Protect

Should there be any gaps identified within the candidate's training, skills and/or expertise, OneCall24 will look to offer and provide the necessary assistance to ensure that the candidate is fully

compliant to a standard that meets the customer's requirements. This can include setting up additional mandatory training for the candidate or refresher training depending on the need.

All candidates will be required to complete the following training modules:

Subject	Level	Minimum Frequency of Refresher Training
Equality, Diversity & Human Rights		Three (3) Years
Health, Safety & Welfare		Three (3) Years, although further job specific training may be needed based upon local risk assessment
NHS Conflict Resolution (Practical)		Three (3) Years
Fire Safety (practical)		Two (2) Years
Infection Prevention & Control	Level one	Three (3) Years
	Level two	Annual
Moving and Handling (Practical)	Level one	Three (3) Years
	Level two	Two (2) Years, although refresher training may be needed based upon local risk assessment
Safeguarding Adults	Level one	Three (3) Years
	Level two	Three (3) Years
	Level three	Three (3) Years
Safeguarding Children	Level one	Three (3) Years
	Level two	Three (3) Years
	Level three	Three (3) Years
Resuscitation (Practical)	Level one	Once on recruitment
	Level two	Annual
	Level three	Annual
Information Governance		Annual
Preventing Radicalisation	Basic Prevent Awareness	Three (3) Years
	Awareness of Prevent	Three (3) Years
Counter Fraud		Annual
Lone worker training		Annual
Complaints		Annual

In addition to this, as required by the normal duties expected to be performed by the Temporary Agency Worker on the Assignment

Subject	Level	Minimum Frequency of Refresher Training
Your healthcare career		Once on recruitment
Duty of care		Once on recruitment
Person-centred care		Once on recruitment
Communication		Once on recruitment
Consent		Once on recruitment
Privacy and dignity		Once on recruitment
Fluids and nutrition		Once on recruitment
Dementia Awareness		Once on recruitment
Blood component transfusion	Decision to Transfuse	Three (3) Years
	Administration of blood components	Three (3) Years
	Blood Sampling	Three (3) Years
	Collection of blood components from storage and delivery to the clinical area	Three (3) Years

Training will also be offered as required by the normal duties expected to be performed by the Temporary Agency Worker on the Assignment:

Subject	Minimum Frequency of Refresher Training
Food hygiene & hygiene awareness	Annual
Medicine Management	Annual
Tissue Viability	Annual
Mental Health Act	Annual
Mental Capacity Act	Annual
Physical restraint skills and techniques, including personal safety and control & restraint (PMVA / MAPA / Breakaway etc)	Annual
Interpretation of cardiographs	Annual
Any additional statutory & mandatory or clinical/care or other training that the Participating Authority considers necessary and [or] as required by the relevant Professional Body relevant to the role required to be performed and identified in the individual Order and the Call-off Contract from time to time.	Annual

Verification

Guidance as to what levels of training our agency workers require is found utilising the Skills for Health subject guide.

When in receipt of a training certificate, OneCall24 will be tasked to confirm that the training is aligned to the Core Skills Training Framework (CSTF). This can be done user a number of methods, including the below:

- CSTF Declaration of Alignment – fully completed by the training provider (template below)

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A5 This is to confirm that we have reviewed and completed the required activities to assess our organisation's alignment with the Skills for Health Core Skills Training Framework (CSTF). Based upon our review we can confirm that our organisation is aligned with the CSTF as indicated in this Declaration of Alignment.

CSTF Declaration of Alignment

Organisation Name (Insert in box below):

Please click on the cells below to select a date:

This is to confirm that we have reviewed and completed the required activities to assess our organisation's alignment with the Skills for Health Core Skills Training Framework (CSTF). Based upon our review we can confirm that our organisation is aligned with the CSTF as indicated in this Declaration of Alignment.

Declaration of Alignment

We have completed the mapping of our training against the CSTF using the mapping tool supplied and ensure that those subjects indicated in the following table are aligned to the appropriate training outcomes. The mapping has been approved by an accountable person within the organisation responsible for training and development.

Mapping Conventions and notes:

We have amended our reporting system to ensure recording of learner achievement is based upon CSTF mapping conventions and/or Subject Codes.

The use of CSTF mapping conventions and/or subject codes will ensure that training aligned to the CSTF can be recognised as such by other organisations. Further guidance on mapping conventions and subject codes is available from the CSTF webpage.

We are using the Skills for Health (Staff) Record and Data Learning Management System using the agreed national CSTF Competency Levels applicable to GPs (Level 1).

Inclusion of Framework in Induction Training

We have incorporated the use of the CSTF in our induction training or other relevant outputs and will reflect this in our relevant policies and procedures.

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A1 UK Statutory/Mandatory CSTF : Alignment Status by Subject

UK Statutory/Mandatory CSTF : Alignment Status by Subject

Subject	Learning Outcomes Met Identify which subjects you have reviewed and are aligned	Format of Delivery Identify format of delivery e.g. classroom, e-learning or other (please state)	Recommended Refresher Period within Framework	Agreed Organisation Refresher Period Identify any refresher period agreed by your organisation.	Sign Off Agreed by Identify the role of the accountable person confirming alignment e.g. Subject Expert, Head of Learning Development etc.	Date of alignment Identify the date from when this subject was aligned to the CSTF.
Equality and Diversity and Human Rights			3 years			
Equality and Diversity and Human Rights (Scotland)			3 years			
Health, Safety and Welfare			On induction, followed by every 3 years			
NHS Conflict Resolution (England)			3 years			
Fire Safety			Annual/2 Years			
Infection Prevention and Control Level 1			3 years			
Infection Prevention and Control Level 2			Annual			
Moving and Handling Level 1			Based upon local risk assessment			
Moving and Handling Level 2			Based upon local risk assessment			
Safeguarding Adults Level 1			On induction, followed			

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Safeguarding Adults Level 1 (Version 2)																												On induction, followed by every 3 years																																																																																																	
Safeguarding Adults Level 2 (Version 2)																												3 years																																																																																																	
Safeguarding Adults Level 3 (Version 2)																												3 years																																																																																																	
Preventing Radicalisation: Basic Prevent Awareness																												3 years																																																																																																	
Preventing Radicalisation: Parent Awareness																												3 years																																																																																																	
Safeguarding Children Level 1 (Version 3)																												On induction, followed by every 3 years																																																																																																	
Safeguarding Children Level 2 (Version 3)																												3 years																																																																																																	
Safeguarding Children Level 3 (Version 3)																												3 years																																																																																																	
Reconciliation Level 1																												On induction, followed by local risk																																																																																																	
Reconciliation Level 2 - Adult Basic Life Support																												Annual																																																																																																	
Reconciliation Level 2 - Paediatric Basic Life Support																												Annual																																																																																																	
Reconciliation Level 2 - Newborn Basic Life Support																												Annual																																																																																																	
Reconciliation Level 3 - Adult Immediate Life Support																												Annual																																																																																																	
Reconciliation Level 3 - Paediatric Immediate Life Support																												Annual																																																																																																	
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Information Governance and Data Security (England)																												Annual																																																																																																	
Information Governance (Scotland)																												Based upon local risk assessment																																																																																																	
Information Governance (Wales)																												2 years																																																																																																	
Violence and Aggression (Adult)																												On induction, followed by local risk																																																																																																	

UK CSTF Declaration of Alignment																											
1. This declaration has been completed by:																											
2. Name:																											
3. Role:																											
4. Organisation:																											
5. Contact Email:																											
6. Contact Telephone:																											
7. Date:																											
8. Please complete the information:																											
9. Country in which your organisation is located (England, Wales, Scotland, Northern Ireland):																											
10. If located in England, identify the geographical region in which your organisation is located:																											
11. Organisation type:																											
12. Your Organisation Data (Version 2020) code (if applicable - otherwise leave blank):																											
13. NPS Number (if applicable - otherwise leave blank):																											
14. Submission and use of Information:																											
15. Healthcare providers sign and submit this declaration when they have completed their self-assessment against the CSTF. This declaration is a statement of alignment with the CSTF and is not a guarantee of alignment. It is a statement of alignment with the CSTF and is not a guarantee of alignment. It is a statement of alignment with the CSTF and is not a guarantee of alignment.																											
16. Email to: Candidates@nhs.uk																											

Or:

- Review of Directory of Aligned Healthcare Providers

Search for an organisation		-- ALL --		-- ALL --	
Statutory / Mandatory Subjects		Organisations			
Equality Diversity	Equality Diversity (Scotland)	Health Safety & Welfare	Confidential Resolution (England)	Fire Safety	Infection Prevention L1
Infection Prevention L2	Moving & Handling L1	Moving & Handling L2	Safeguarding Adults L1	Safeguarding Adults L2	Safeguarding Adults L3
Basic Prevent Awareness	Prevent Awareness	Safeguarding Children L1	Safeguarding Children L2	Safeguarding Children L3	Reiss L1
Reiss L2 - Adult	Reiss L2 - Newborn	Reiss L2 - Paediatric	Reiss L3 - Adult	Reiss L3 - Newborn	Reiss L3 - Paediatric
Info Governance (England)	Info Governance (Scotland)	Info Governance (Wales)	Violence & Aggression (Wales)		
2gether NHS Foundation Trust	✓	✓	✓	✓	✓
Abertawe Bro Morgannwg University Health Board	✓	✓	✓	✓	✓
Aintree University Hospital NHS Foundation Trust	✓	✓	✓	✓	✓
Airedale NHS Trust	✓	✓	✓	✓	✓
Alder Hey Children's NHS Trust	✓	✓	✓	✓	✓
Aneurin Bevan University Health Board	✓	✓	✓	✓	✓
Anglian Community Enterprise	✓	✓	✓	✓	✓

CSTF Aligned Healthcare Providers

Healthcare providers on this Directory have submitted a Declaration of Alignment, confirming which of their Statutory/Mandatory in-house staff training programmes are aligned to the CSTF. By sharing this information, employer organisations can recognise where training delivered in other organisations is in compliance with the CSTF and thereby help to prevent unnecessary duplication of training as staff move between roles and organisations.

The Statutory/Mandatory CSTF is also available for any other organisation to access and some may choose to complete a self-assessment of alignment to the Statutory/Mandatory CSTF by completing the CSTF mapping tool. When such organisations have identified that their training aligns with the CSTF then they may describe their training provision as 'aligned to the CSTF' – as required by various staff agency procurement frameworks. However, organisations which have only completed their own self-assessment or mapping are not permitted to state or imply any assurance or endorsement from Skills for Health and are not included on this directory.

The above confirmation can be further supported with the CSTF Mapping Tool – fully completed by the training provider.

Unless the above forms of proof are obtained/checked – then the training records obtained cannot be utilised for the candidate who is providing them. Additional training will therefore need to be completed by the agency worker – via a training provider who is able to sufficiently confirm their alignment to the Core Skills Training Framework. Confirmation of training will be provided to the client as part of the booking/assignment confirmation. All training certificates will be retained on file, signed and dated as original seen.

Scheduling Training

Our Compliance Team is responsible for scheduling training and ensuring that all healthcare professionals have completed the requisite training prior to assignment. They are also responsible for notifying workers on assignment about when refresher training is due and ensuring that it has been completed within the timescale deadline. It is mandatory to input training dates to our system and it is not possible to assign or pay a healthcare professional who does not have up to date training in place. The system provides the recruitment team and the compliance team with a notification 2 months in advance of training expiry, enabling us to make the worker aware of the deadline and schedule the modules accordingly. Healthcare Professionals working through OneCall24 will be made aware that failure to complete the training by the deadline will mean that they will be suspended from their assignment until the training has been completed.

Audits

We will meet the requirements of the NHS' pre-employment and safer recruitment checks by using robust safeguarding and compliance procedures underpinned by our recruitment software. This guarantees the screening of each candidate to the specification and prevents mandatory parts of the process from being missed out or circumnavigated. No worker is able to begin an assignment with OneCall24 before all compliance actions are completed in line with the specification, current policy and legislation.

We conduct regular internal audits of all our compliance processes, and these are carried out by our Compliance Manager on a regular basis to demonstrate that we adhere to legislative, contractual and industry best practice. We are also subject to external audits. We also welcome client audits.

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.