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

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|---|---|
| **Policy Number** | 23 |
| **Version** | 4 |
| **Policy Contact** | Matthew Betteridge |
| **Date Issued** | 1st November 2017 |
| **Amended** | 08th June 2020 |
| **Next Review Date** | 08th June 2021 |
| **Target Audience** | Agency Workers |
| **Approved by** | OneCall24 Policy Team |

One Call 24's 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 – full 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, One Call 24 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 by One Call 24. One Call 24 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, One Call 24 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** | **Once on recruitment and then followed by CSFT recommended proposed refresher period,** although refresher training may be needed based upon local risk assessment |
|---|---|---|
| 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 | | Three (3) Years |
| Fire Safety (practical) | | Two (2) Years |
| Infection Prevention & Control | Level one | Three (3) Years |
| | Level two | Annual |
| Moving and Handling | Level one | Annual |
| | Level two | Annual, although refresher training may be needed based upon local risk assessment |
| Safeguarding Adults | Level one | Three (3) Years |
| | Level two | 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 |

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

| **Subject** | **Level** | **Once on recruitment and then followed by CSFT recommended proposed refresher period**, although refresher training may be needed based upon local risk assessment |
|---|---|---|
| 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** | **Once on recruitment and then followed by Participating Authority recommended proposed refresher period,** although refresher training may be needed based upon local risk assessment |
|---|---|
| Complaints | Annual |
| Lone worker training | Annual |
| Food hygiene & hygiene awareness | 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 |

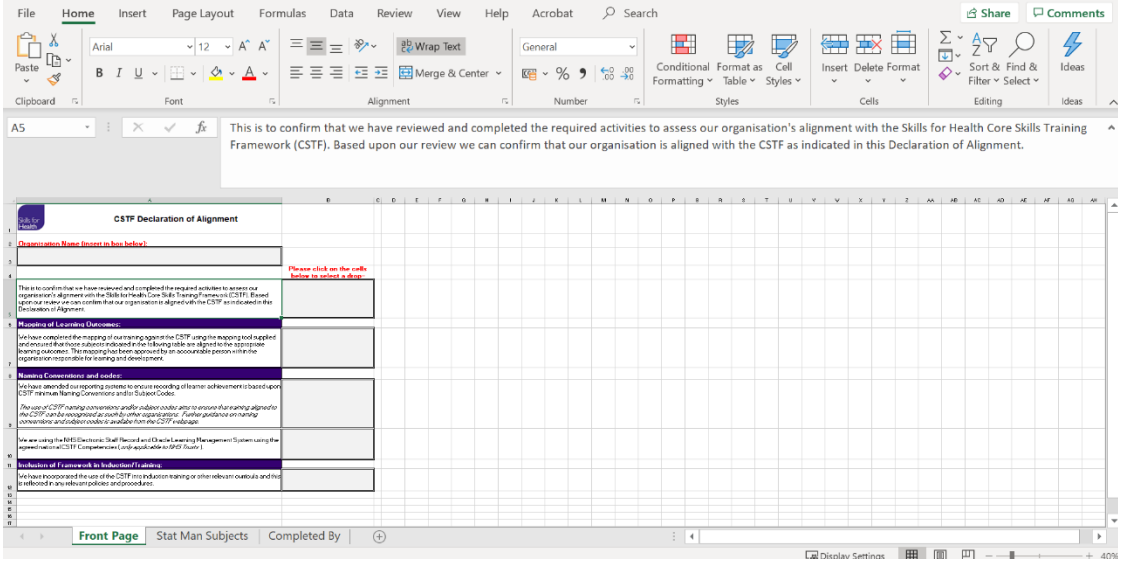
| | |
|---|---|
| Any additional statutory & mandatory or clinical/care or other training that the Participating Authority considers necessary and [or] as required by the relevant Professional Body relevant to the role required to be performed and identified in the individual Order and the Call-off Contract 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 (currently v1.7).

When in receipt of a training certificate, One Call 24 Recruitment 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)



UK Statutory/Mandatory CSTF : Alignment Status by Subject

## UK Statutory/Mandatory CSTF : Alignment Status by Subject

| Subject | Learning Outcomes Met<br>Identify which subjects you have reviewed and are aligned | Format of Delivery<br>Identify format of Delivery e.g.classroom, e-learning or other (please state) | Recommended Refresher Period within Framework | Agreed Organisation Refresher Period<br>Identify any refresher period agreed by your organisation. | Sign Off Agreed by<br>Identify the role of the accountable person confirming alignment e.g. Subject Expert, Head of Learning Development etc. | Date of alignment<br>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: Prevent 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 | | | |
| Resuscitation Level 1 | | | On induction, renewed by local risk | | | |
| Resuscitation Level 2 - Adult Basic Life Support | | | Annual | | | |
| Resuscitation Level 2 - Paediatric Basic Life Support | | | Annual | | | |
| Resuscitation Level 2 - Newborn Basic Life Support | | | Annual | | | |
| Resuscitation Level 3 - Adult Immediate Life Support | | | Annual | | | |
| Resuscitation Level 3 - Paediatric Immediate Life | | | Annual | | | |
| Resuscitation Level 3 - Newborn Immediate Life | | | Annual | | | |
| Information Governance and Data Security (England) | | | Annual | | | |
| Information Governance (Scotland) | | | Based upon local risk assessment | | | |
| Information Governance (Wales) | | | 2 years | | | |
| Violence and Aggression (Wales) | | | On induction, renewed by local risk | | | |

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UK CSTF Declaration of Alignment

## UK CSTF Declaration of Alignment

| This declaration has been completed by: | |
|---|---|
| Name | |
| Role | |
| Organisation | |
| Contact Email | |
| Contact Telephone | |
| Date | |
| Please complete the information below: | |
| Country in which your organisation is located (choose most appropriate option from drop down box) | |
| If based in England identify the geographic region in which your organisation is located | |
| Organisational Type | |
| Year (Organisation Data Service (ODS) code (if applicable - otherwise leave blank) | |
| VPD Number (if applicable - otherwise leave blank) | |

**Submission and use of Information**

**Healthcare providers** may submit this declaration when their in-house Statutory/Mandatory staff training is aligned to the CSTF. Skills for Health may use this declaration to share information with other health care organisations and stakeholders seeking indications about which organisations are using and aligned to the requirements of the UK Core Skills Training Framework.

**Training providers and staff agencies** conducting their own self-assessment of alignment are not required to submit this declaration to Skills for Health, but may choose to do so if they are applying for Verification of CSTF Alignment.

**Email to :** CoreSkills.Framework@skillsforhealth.org.uk

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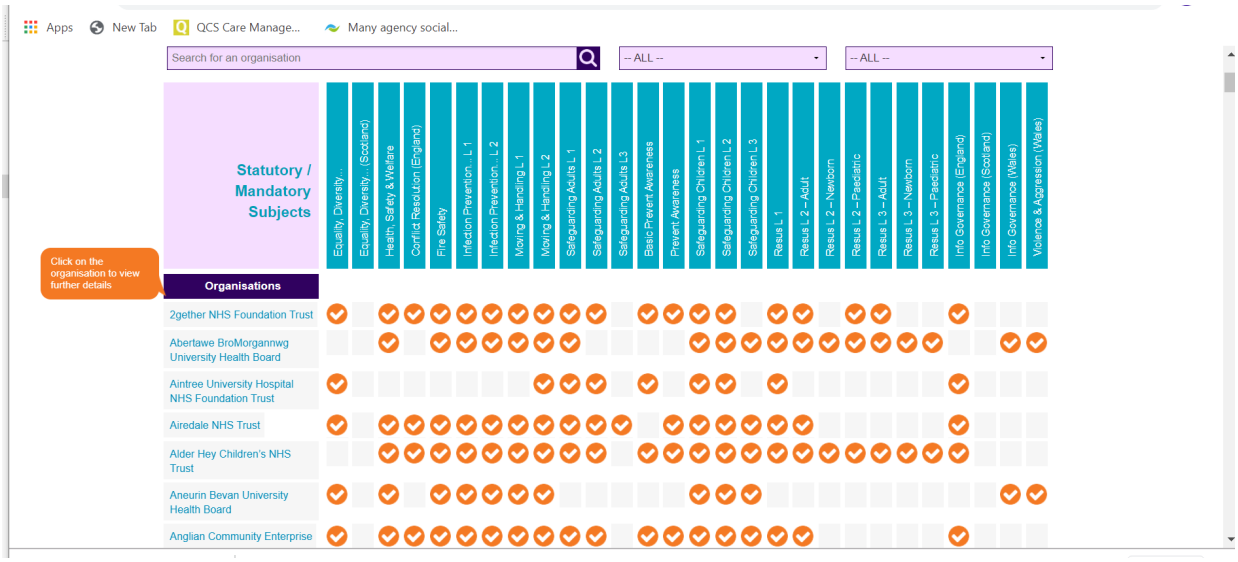
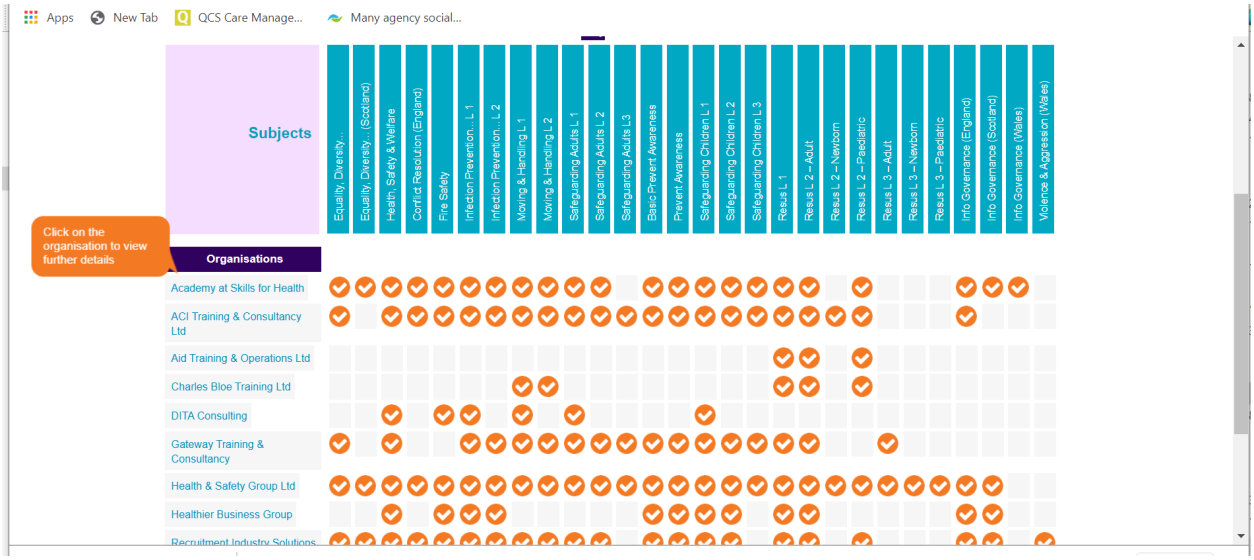
**Or:**

- Review of Directory of Aligned Healthcare Providers / Review of Directory of Commercial Training Suppliers (examples below)




- **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.



- **Verified Training Providers**
  Training providers and staff agencies are included in this Directory when their Statutory/Mandatory course content has been **verified by Skills for Health** as aligning to the CSTF.

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 Manager 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 One Call 24 Recruitment 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 the 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 One Call 24 Recruitment 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.

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