



A24 Group is a collection of Employment Businesses that provides temporary assignments to nurses, doctors, allied health professionals, social workers and healthcare assistants. We have interviewers and branches across England, Scotland and Northern Ireland.

**Policy no 2**

**POLICY TITLE:**

**RECRUITMENT POLICY**

**WHO MUST ABIDE BY THIS POLICY:**

**All staff involved with the recruitment of Temporary Workers**

**THE PURPOSE OF THIS POLICY:**

**To inform staff and clients of the minimum standards required and the protocols followed when dealing with any aspect of the recruitment of Temporary Workers.**

**POLICY CONTENT:**

**Sources of Temporary Workers:**

The Employment Business sources its Temporary Workers through a variety of channels, including:

- Advertising
- Word of mouth
- Referrals
- A24 Group Web Sites
- Road Shows
- Exhibitions
- Conferences
- Area Specific Promotions
- Job boards
- Google adwords and campaigns

**Initial Registration Process:**

All registrations must be completed by a trained interviewer. The interviewer will ensure that:

- Application Forms are completed fully
- The candidate is interviewed in person
- Details are taken for references
- A full Employment History is taken
- A latest CV is obtained
- The required identity checks are done
- Original documentation is checked and copied, ie Identity, Qualifications, etc
- A copy of any existing disclosure is taken and that an Enhanced Disclosure is initiated to obtain an A24 Group disclosure
- Details of Immunisations are taken with a full health declaration
- Photographs are taken or collected
- Immigration status is checked for non EU nationals
- CPR & Manual Handling qualifications are still valid and new training booked if needed

### **Referencing Process (including that for overseas candidates):**

- A professional reference is taken from at least the current and previous employer. More references are obtained if possible
- Details of the referees are checked to ensure they are professional references
- A reference form is sent to the referee for completion
- If a candidate will be working with children a reference is obtained to confirm previous work history with children
- All references are checked and an employment decision is made. If there are any doubts another reference is taken and / or the details of the reference are discussed with the referee for clarification
- All references are loaded against the candidate's permanent file

### **Enhanced Criminal Record Disclosure (CRB, Disclosure Scotland and Access Northern Ireland):**

- All Agency Workers are required to obtain an Enhanced Disclosure inclusive of POVA (Protection of Vulnerable Adults) and POCA (Protection of Children Act) checks.
- People with criminal records applying to join A24Group should be treated according to their merits and the special criteria of the post (e.g. Caring for children and vulnerable adults).
- Disclosures reflecting prior convictions or cautions are dealt with on an individual basis and no candidate with a record indicating possible risk to either clients or patients are accepted for work. Additionally, questions will be asked as part of the interview process in order to ensure that people with such records are not inadvertently placed in vulnerable positions of employment.
- Having a criminal record in itself should not necessarily prevent a person from joining A24Group. Where it is felt, however, that a past offence might mean that a person presents a risk to children or vulnerable adults then that person should not be employed.
- Discrimination either in favour of or against those persons currently in employment who have disclosed their criminal record is not permissible (unless the offence bars them from certain positions), and such information is strictly confidential.
- *Agency Workers are required to obtain an updated Enhanced Disclosure every 12 months.*

As an organisation using the UK Disclosure services to help assess the suitability of applicants for positions of trust, A24Group complies fully with the Codes of Practice regarding the correct handling, use, storage, retention and disposal of Disclosures and Disclosure information. It also complies fully with its obligations under the Data Protection Act and other relevant legislation pertaining to the safe handling, use, storage, retention and disposal of Disclosure information and has this written policy on these matters, which is available to those who wish to see it on request.

Disclosure information is only passed to those who are authorised to receive it in the course of their duties. This includes information passed in electronic form between A24 Group and the CRB's electronic clearance system. We maintain a record of all those to whom Disclosures of Disclosure information has been revealed and we recognise that it is a criminal offence to pass this information to anyone who is not entitled to receive it. Access to CRB e-result information will be restricted and allowed only to authorised individuals.

Once a recruitment (or other relevant) decision has been made, we do not keep Disclosure information for any longer than is absolutely necessary. This is generally for a period of up to 12 months, or until our regulators CQC, The Scottish Care Commission or The Regulation and Quality Improvement Authority have inspected.

If it is considered necessary to keep Disclosure information for longer than 12 months, we will consult the disclosure bureaus about this and will give full consideration to the Data Protection Act and the Human Rights of the individual subject before doing so. Throughout this time, the usual conditions regarding safe storage and strictly controlled access will prevail.

### **Quality Control:**

- A face to face interview is conducted by a Recruitment Consultant (Registered Nurse) who will make comments as to the candidate's suitability
- Experience and qualifications are checked

- All References are checked
- The details from the Registered Body copy of the disclosure are checked including POVA/POCA
- Employment history gaps are researched and verified
- Each file is finally reviewed by a qualified nurse prior to clearance for work. The nurse will once again read the references, check the CRB disclosure, verify the health and immunisation information, verify the right to work in the UK and mandatory training record prior to clearance.

**Quality Enhancement and Enforcement of Standards:**

During the registration process, via the face-to-face interview and through introducing the candidate to the A24Group Policies as well as the Agency Worker Handbook, the following is made clear to the candidate:

Agency Workers to be deployed in the provision of services need to be aware that at all times whilst on a Client's premises that they:

- a) are under the direction and control of the Client at all times
- b) must work as directed by the Client and follow all reasonable requests, instructions, policies, procedures and rules of the Client (including any racial discrimination and equal opportunities policies)
- c) shall not neglect, nor without due and sufficient cause omit, to discharge promptly and diligently a required task within the terms of the engagement
- d) shall not make unnecessary use of authority in connection with the discharge of the provision of services and engagement instructions
- e) shall abide by the Working Time Regulations 1998 and where applicable, New Deal requirements
- f) shall not act in a manner reasonably likely to bring discredit upon the Client
- g) shall not unlawfully discriminate for any reason
- h) shall not falsify records, timesheets, expenses or attempt to de-fraud the Client in any way
- i) shall not corruptly solicit or receive any bribe or other consideration from any person, or fail to account for monies or property received in connection with duties performed under the provision of services on an engagement
- j) shall observe the highest standards of hygiene, customer care, courtesy and consideration when working in an health service environment
- k) shall keep confidential information howsoever acquired whether relating to the Client, its business or relating to patients, including but not limited to patient identity, clinical conditions and treatment
- l) shall be competent in understanding and using both written and oral English
- m) shall be able to communicate effectively with the Client's staff, other healthcare workers, patients, carers and the general public
- n) must be helpful, pleasant and courteous
- o) must have good telephone skills
- p) shall have legible handwriting
- q) shall be confident and able to deal with Client's staff at all levels
- r) shall be able to work with minimum supervision, where appropriate
- s) shall be prompt and punctual
- t) shall maintain proper standards of appearance and deportment whilst at work
- u) shall be properly and presentably dressed in such uniform and protective clothing, or otherwise, as agreed between the Parties
- v) shall display their photo ID badge on their clothing at all times during an engagement when they are on the Client's premises
- w) shall not wear the uniform, protective clothing, photo ID badge or use the equipment on the Client's premises unless fulfilling the terms of the agreed engagement
- x) shall not engage in any form of physical or verbal abuse, threatening behaviour, harassment/bullying or be otherwise uncivil to persons encountered in the course of work
- y) shall not at any time be, or appear to be, on duty under the influence of alcohol or drugs
- z) shall not at any time be, or appear to be, in possession of firearms or other offensive weapons
- aa) shall report any injury or accident sustained and/or witnessed whilst on the Client's premises
- bb) shall on being charged or cautioned with any criminal offence or on being investigated by any professional or statutory body, notify the Employment Business immediately
- cc) shall not misuse or abuse the Client's property

- dd) shall not smoke while on the Client's premises except in those areas where smoking is expressly permitted
- ee) shall adhere to all other relevant obligations that the Client shall reasonably require from time to time

**Discrimination and Equality:**

- The Employment Business does not discriminate on the basis of:
  - Ethnic origin
  - Age
  - Disability
  - Race
  - Religion
  - Gender
  - Personal sexual preferences
- Temporary Workers, and prospective Temporary Workers workers, will only be discriminated between on the basis of their ability to perform their work to the required standards of professionalism, efficiency and safety.
- The Employment Businesses administrative functions will not require information about Temporary workers, prospective Temporary workers or clients that can form the basis for discrimination on the grounds mentioned above. All information of a potentially discriminatory nature will only be sought and kept if it is a legal requirement and if the Employment Business should know about factors that may affect job placement, such as disability or impairment.

**Contents of file retained on each candidate:**

Everything mentioned above is kept permanently in the candidates file with the exception of disclosures which is stored in accordance with CRB, Disclosure Scotland and Access Northern Ireland guidelines.

**Provision of candidate feedback:**

The candidate is involved in the full recruitment process, is kept informed at all times and is consulted for clarification at all times. If the candidate is rejected as unsuitable the reasons, together with an opportunity to respond, are communicated to the candidate.

**Technological capabilities:**

The Employment Business has developed a very powerful bespoke software application that stores and intelligently manages all information on all candidates. All information is available to us at all times. The system also generates reminders to the candidates when documents, e.g. CRB Disclosure, Manual Handling, etc. are due for renewal. The system has a full note system which records all the details of the recruitment process and all communications with the candidate.

**END OF POLICY**