UNITED MEDICS

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Cabinet Office

# United Medics Limited

## CARBON REDUCTION PLAN

**Introduction:** United Medics Limited, situated at Unit 10 Apollo Office Court, Radclive Road, Buckingham, Bucks, United Kingdom, MK18 4DF, takes pride in being the trusted Locum network in the healthcare industry. As a leading provider of medical professionals, we are committed not only to delivering exceptional healthcare solutions but also to being responsible stewards of the environment. In recognition of the urgent need for sustainable practices, we embark on a comprehensive Carbon Reduction Plan (CRP) to address our environmental impact.

**Baseline Emission Footprint - Jan to Dec 2022:** Our carbon reduction journey begins by establishing a baseline in 2022. Through meticulous analysis, we determined that our initial carbon emissions averaged **43.1656 tCO2e** of CO2 equivalent during this period. This baseline will serve as a reference point for our carbon reduction targets.

**Carbon Reduction Targets:**

1. **Short-Term Targets (2023-2025):**
    - Achieve a 15% reduction in overall carbon emissions by 2025 compared to the 2022 baseline.
    - Implement energy-efficient technologies to reduce energy consumption by 20%.
    - Promote sustainable transportation options for employees, targeting a 25% reduction in associated emissions.
2. **Medium-Term Targets (2026-2035):**
    - Attain a 50% reduction in overall carbon emissions by 2035 compared to the 2022 baseline.
    - Invest in renewable energy sources to meet 30% of our total energy needs.
    - Develop a waste reduction program, striving for a 40% decrease in waste generation.
3. **Long-Term Targets (2036-2050):**
    - Achieve net zero carbon emissions by 2050 through a combination of emission reductions and offset projects.

- Continue investing in sustainable practices, with the goal of becoming a carbon-neutral organization.

**Alignment with ISO 14001:** United Medics Limited is actively aligning internal policies with ISO 14001 standards. This includes establishing an environmental management system, conducting regular environmental risk assessments, ensuring compliance with environmental regulations, and providing comprehensive environmental awareness training to employees.

**Commitment to Net Zero 2050:** United Medics Limited is unwavering in its commitment to achieving net zero carbon emissions by 2050. This commitment aligns with our values and mission to be not just a trusted Locum network but also a responsible corporate citizen. We understand the gravity of climate change and are dedicated to playing our part in creating a sustainable and healthy future.

By integrating carbon reduction initiatives, investing in renewable energy, and aligning with ISO 14001 standards, we aim to set a benchmark for sustainability in the healthcare industry. United Medics Limited is devoted to leading the way toward a greener, healthier planet for generations to come.

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| | |
|---|---|
| **Baseline Year: 2022** | |
| **Baseline year emissions:** | |
| **EMISSIONS** | **TOTAL ($tCO_2e$)** |
| **Scope 1** | **Scope 1 – Direct Emissions** — **tCO2e**<br>**Scope 1 Total** — **0.0000**<br>*At United Medics, we have evaluated our emissions falling within Scope 1 and determined that, owing to our business activities and processes, we do not generate any emissions in this scope.* |
| **Scope 2** | **Scope 2 – Indirect Emissions** — **tCO2e**<br>Electricity (Head office & Branches) — 1.0934<br>**Scope 2 Total** — **1.0934** |
| **Scope 3**<br>**(Included Sources)** | **Scope 3** — **tCO2e**<br>Waste Generated in Operations — 2.1281<br>Commuting (round trip to location) — 39.9441<br>**Scope 3 Total** — **42.0722** |
| **Total Emissions** | **43.1656 tCO2e** |

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## Current Emissions Reporting

| | |
|---|---|
| **Current Year: 2022** | |
| **Current year emissions:** | |
| **EMISSIONS** | **TOTAL ($tCO_2e$)** |
| **Scope 1** | **Scope 1 – Direct Emissions** — **tCO2e**<br>**Scope 1 Total** — **0.0000**<br>*At United Medics, we have evaluated our emissions falling within Scope 1 and determined that, owing to our business activities and processes, we do not generate any emissions in this scope.* |
| **Scope 2** | **Scope 2 – Indirect Emissions** — **tCO2e**<br>Electricity (Head office & Branches) — 1.0934<br>**Scope 2 Total** — **1.0934** |
| **Scope 3**<br>**(Included Sources)** | **Scope 3** — **tCO2e**<br>Waste Generated in Operations — 2.1281<br>Commuting (round trip to location) — 39.9441<br>**Scope 3 Total** — **42.0722** |
| **Total Emissions** | **43.1656 tCO2e** |
| **Reporting Year: 2022** | |

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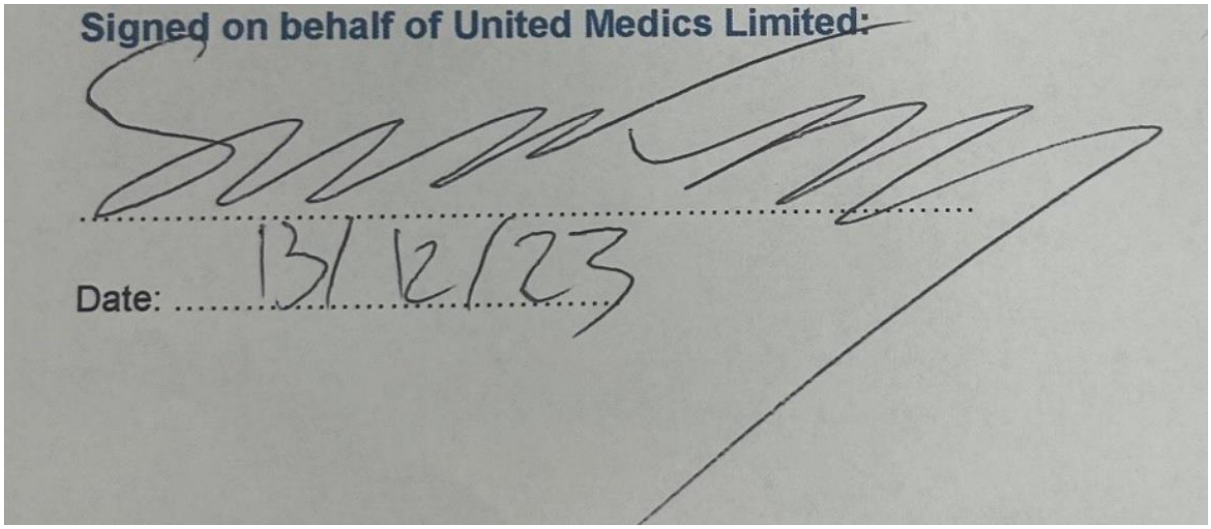
## Declaration and Sign Off

This Carbon Reduction Plan has been completed in accordance with PPN 06/21 and associated guidance and reporting standard for Carbon Reduction Plans.

Emissions have been reported and recorded in accordance with the published reporting standard for Carbon Reduction Plans and the GHG Reporting Protocol corporate standard[1] and uses the appropriate Government emission conversion factors for greenhouse gas company reporting[2].

Scope 1 and Scope 2 emissions have been reported in accordance with SECR requirements, and the required subset of Scope 3 emissions have been reported in accordance with the published reporting standard for Carbon Reduction Plans and the Corporate Value Chain (Scope 3) Standard[3].

This Carbon Reduction Plan has been reviewed and signed off by the board of directors (or equivalent management body).




[1] https://ghgprotocol.org/corporate-standard
[2] https://www.gov.uk/government/collections/government-conversion-factors-for-company-reporting
[3] https://ghgprotocol.org/standards/scope-3-standard

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| **Company Name:** | United Medics Limited ("the Company") |
|---|---|
| **Policy Name:** | Complaint's Policy and Procedure |
| **Date:** | 1st January 2024 |
| **Version:** | V1. |

**Complaints Policy**

United Medics Limited is committed to providing a high level service to our customers. If you do not receive satisfaction from us we need you to tell us about it. This will help us to improve our standards.

**Complaints Procedure**

If you have a complaint, please contact Sam Varney [Director] by phone in the first instance so that we can try to resolve your complaint informally.

At this stage, if you are not satisfied please contact Sam Varney [Director]. You can write to him/her at: United Medics Limited, Unit 10 Apollo Office Court, Radclive Road, Buckingham, MK18 4DF

Next steps

1. We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within *5* days of us receiving your complaint.

2. We will record your complaint in our central register within a day of having received it.

3. We will acknowledge your reply to our acknowledgment letter and confirm what will happen next. You can expect to receive our acknowledgement letter within *5* days of your reply.

4. We will then start to investigate your complaint. This will normally involve the following steps;

    - We may ask the member of staff who dealt with you to reply to your complaint within 5 days of our request;
    - We will then examine the member of staff's reply and the information you have provided for us. If necessary we may ask you to speak to them. This will take up to 4 days from receiving their reply.

5. Sam Varney will then invite you to meet him to discuss and hopefully resolve your complaint. He will do this within *5* days of the end of our investigation.

6. Within 2 days of the meeting Sam Varney will write to you to confirm what took place and any solutions he has agreed with you.

    - If you do not want a meeting or it is not possible, Sam Varney will send you a detailed reply to your complaint. This will include his suggestions for resolving the matter. He will do this within 5 days of completing his investigation.

7. At this stage, if you are still not satisfied you can write to the REC, our trade association of which we are a member marked for the attention of the Consultancy and Compliance Team, REC, Dorset House, 1st Floor, 27 – 45 Stamford Street, London, SE1 9NT.

If we have to change any of the time scales above, we will let you know and explain why.

**NOTE: In any event, we will comply with any statutory procedures that may relate to your complaint.**

United Medics Limited Modern Slavery policy

This statement is published in accordance with Section 54 of the Modern Slavery Act 2015 Act and the Modern Slavery Act 2015 (Transparency in Supply Chains) Regulation 2015 (the "Act"). It sets out the steps taken by United Medics Limited to prevent modern slavery and human trafficking in its business and supply chain.

United Medics Limited fully supports the Government's objectives to eradicate modern slavery and human trafficking and recognises the significant role we can play in both combatting it and supporting victims. We are strongly committed to ensuring our supply chains and business activities are free from ethical and labour standards abuses.

We recognise that being in the healthcare industry, we are exposed to risks relating to the potential violation of human rights in areas including modern slavery and human trafficking. We are conscious that such risks can arise in certain areas of the sector, in particular nursing, aged care provision, as well as in the manufacturing of healthcare equipment. We are committed to monitoring such risks in our business and in our wider supply chain and to mitigating them.

Steps taken to date include:

**People**
We promote a workplace environment that is fair, open and respectful, and one that protects the rights and dignity of all employees. We operate people practices, contracts of employment and collective agreements that are lawful and aligned to our Code and values.

- We confirm the identities of all new employees, temporary workers and contractors and their right to work in the United Kingdom, and pay all our employees above the National Living Wage
- Our Respect at Work, Grievance and Voicing your Concerns for Staff policies additionally give a platform for our employees to raise concerns about poor working practices.
- We use social media to raise awareness and invest in training to ensure front line staff are aware of and able to respond to incidents of modern slavery

**Whistleblowing**

Our whistleblowing policy sets out our commitment to ensure people are free to question things and raise anything they are concerned about and specifically modern slavery and human trafficking. We encourage people to speak up by raising matters with United Medics Limited appropriate responsible officer Jodie Marrison, Compliance and Operations Director.

**Procurement and our supply chain**

- Our current due diligence process includes a modern slavery assessment.
- When procuring goods and services, we additionally apply specific Terms and Conditions that require suppliers to comply with relevant legislation.

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**Review of effectiveness**
We intend to take further steps to identify, assess and monitor potential risk areas in terms of modern slavery and human trafficking, particularly in our supply chains.

In 2023/24, our anti-slavery programme will also:

- continue to support all staff to understand and respond to modern slavery and human trafficking, and the impact that each, and every individual working in the healthcare sector can have in keeping present and potential future victims of modern slavery and human trafficking safe
- ensure that staff have access to training on how to identify those who are victims of modern slavery and human trafficking. This training will include the latest information and will help staff develop the skills to support individuals who come into contact with health services
- review our safeguarding policies and training programmes to ensure that Modern Slavery and human trafficking reflect potential requirements in pending reforms relating to the pre-criminal needs of people involved in human trafficking and modern slavery
- undertake a risk assessment on transparency in supply chain including an overview of products, services and suppliers procured.

Date:…12/12/2023

Signed:…Sam Varney

Job Title:…Director

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# Identity SOP

## Standard Operating Procedure – identity

United Medics Limited

**2023 version**

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# Verification of identification

## *Overview*

Needing to establish a worker's identity is a critical part of the recruitment process at United Medics. Identity must be established prior to the worker being deployed in the provision of the services. This includes sighting original documentation in the presence of the candidate and saving records in a way which cannot be altered to support the checks completed. Documents presented will be supported by a recent passport sized photograph of the candidate which is provided separately by the individual as part of the recruitment process.

Verification of identity checks are designed to:

1. Determine that the identity is genuine and relates to a real person
2. Establish that the individual owns and is rightfully using that identity
3. Establish that the individual is not trying to avoid detection of a criminal offence

The process involves checking two elements of a person's identity:

1. Attributable: the evidence of a person's identity that they are given at birth (including their name, place of birth, parents' names and addresses)
2. Biographical: a person's personal history including registration of birth, education and qualifications, electoral register information, details of taxes and benefits paid by or to the person, employment history, interactions with banks and utilities providers

Biometric identity – such as fingerprints, voice, retina and DNA – is not a required part of the NHS verification of identity checks

With all photographic identity documents obtained during the recruitment process, we take copies of all pages which include (but are not limited): personal details; photographic ID; candidate signatures; issue and expiry dates. A comparison is made between the candidate and also, signatures (manual) provided by the candidate on corresponding documents obtained during the recruitment process.

The interview process is completed by Compliance Manager - with all documents sighted and verified by these persons during the interview process. In all cases, United Medics take a photocopy or a scanned copy of each of the document presented to them and retain these on file in line with the requirements of the General Data Protection Act 2018 and guidance of lawful processing available from the ICO (https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/lawful-basis-for-processing/contract/) and only for as long as it is relevant for legal obligations or inspections.

## *Verification of documents over a video link*

It is best practise to be in physical possession of documents to be checked in order to check that photographs are a true likeness of the person presenting themselves. Other methods include remote

video calls and [company name] has assessed and implemented processes to mitigate the risks involved. United Medics does not only rely on the inspection of documents via a video link, or by verifying faxed or scanned documents without seeing the original documents as soon as practical.

To verify a person's identity remotely, United Medics follows a four step process;

1. Ask the candidate to provide a scanned copy of photograph of their original identity document(s) via email or by a mobile phone app
2. Arrange a video call with the candidate and ask them to hold up the original documents to the camera and check them against the digital copies sent by email or mobile phone app
3. Record that a check has been done remotely and the date of the check.
4. Seek, verify and copy original documentation as soon as possible, e.g. when the candidate starts the position or during induction

In all cases, United Medics will take a photocopy or a scanned copy of each of the original documents presented to us and United Medics will retain these on file in line with Data Protection Act 2018.

## *Requirements*

- Candidates have to provide at interview either of these two combinations of identification:
- Two forms of photographic personal identification and one document confirming their address; or
- One form of photographic personal identification and two documents confirming their address
- All documents from each of the lists below must be valid, current, and original.
- Where a signature has not previously been provided, for example because of an e-application, the Candidate will be asked to provide it at interview for checking against relevant documentation
- All documents provided are photocopied by the Interviewer and retained on file. The Interviewer (who is the person taking the copy) is responsible for signing and dating every page of the copy to show it has been certified

## *List of acceptable photographic personal identification*

Acceptable documents of photographic personal identification include:

| |
|---|
| Full, signed UK (Channel Islands, Isle of Man or Irish) passport or other nationalities passport* |
| UK Biometric Residence Permit (BRP) card* |
| UK/EU full or provisional photocard driving licence (if issued in the UK by the DVLA you are not required to see the paper counterpart. Licences issued in Northern Ireland by the DVA must be presented with the paper counterpart)** |

| |
|---|
| Other nationalities photocard driving licence (valid up to 12 months from the date when the individual entered the UK. The person checking the document must be able to assure themselves that the licence is bona fide) |
| (UK) HM Armed Forces Identity card |
| Identity cards carrying the PASS (Proof of Age Standards Scheme) accreditation logo (issued in the UK, Channel Islands and Isle of Man only). Organisation identity cards are not acceptable as they do not contain watermarks, holograms or other security markings |
| EEA Government issued identity cards that comply with Council Regulation (EC) No 2252/2004, containing a biometric. |

** Guidance on immigration status documents can be found in the right to work check standard which is available on the NHS Employers website.*

*** If presented with a UK photocard driving licence and it is relevant to the position you are recruiting to, employers may access information about any entitlements and/or endorsements by carrying out an online check using the share driving licence service which can be found on the gov.uk website. Permission must be sought from licence holder to access this information as they will need to go onto their account to generate a temporary code, this can then be shared with their prospective employer and used to carry out the online check. The check code is valid for up to 21 days.*

Any other document that is not listed above (e.g. organisational ID card) will not be accepted.

## *If no acceptable photographic personal identification documents are available*

If individuals are genuinely unable to provide any form of photographic personal identity, we will need to ask them to provide a passport-sized photograph of themselves, in addition to providing documentary evidence from the lists below. The photograph must be countersigned by a person of some standing in the community who has known the applicant personally for at least two years. The person countersigning the photograph must provide a statement outlining how they know the applicant (for example, as their GP, solicitor, or teacher) and the period of time they have known them. They must also provide their full name, signature and contact details. We will cross-reference the signature provided at the back of the photograph with the one provided in the statement to ensure it matches. To confirm, the below combination of documents will be obtained in instances where candidates cannot provide photographic identity:

1. Two forms of non-photographic personal identification
2. Two documents confirming their address
3. A passport sized photograph of themselves

- All documents must be from a different source and photographs must be endorsed on the back with the signature of a 'person of standing' in their community, who has known them for at least three years
- A 'person of standing' may be a magistrate, medical practitioner, officer of the armed forces, teacher, lecturer, lawyer, bank manager or civil servant
- The photograph should be accompanied by a signed statement from that person, indicating the period of time that the individual has been known to them
- The Recruiter will always check that the signature on the statement matches with the one on the back of the photograph and that it contains a legible name, address and telephone number
- A copy of each of the documents is taken by the Recruiter and retained on file. All copies are:
  - signed, dated and certified by the person taking the copy
  - It is good practice to contact the signatory to authenticate the details of the statement

## *List of Persons of Standing*

- Accountant
- Airline pilot
- Articled clerk of a limited company
- Assurance agent of a recognised company
- Bank/building society official
- Barrister
- Chairman/director of limited company
- Chiropodist
- Commissioner of oaths
- Councillor (local or county)
- Civil servant (permanent) (excluding those who work for the HMPO)
- Dentist
- Director/manager/personnel officer of a VAT-registered company
- Engineer (with professional qualifications)
- Financial services intermediary (for example, a stockbroker or insurance broker)
- Fire service official
- Funeral director
- Insurance agent (full time) of a recognised company
- Journalist
- Justice of the peace
- Legal secretary (for example a fellow or associate member of the Institute of Legal Secretaries and Personal Assistants)
- Licensee of a public house
- Local government officer
- Manager/personnel officer of a limited company
- Member, associate or fellow of a professional body
- Member of parliament

- Merchant navy officer
- Minister of a recognised religion, including Christian science
- Nurse (RGN and RMN)
- Officer of the armed services (active or retired)
- Optician
- Paralegal (certified paralegal, qualified paralegal or associate member of the Institute of Paralegals)
- Person with honours (for example, OBE or MBE)
- Pharmacist
- Photographer (professional)
- Police officer
- Post Office official
- President/secretary of a recognised organisation
- Salvation Army officer
- Social worker
- Solicitor
- Surveyor
- Teacher/ lecturer
- Trade union officer
- Travel agent (qualified)
- Valuer or auctioneer (fellows and associate members of the incorporated society)
- Warrant officers and chief petty officers (excluding those who work for HMPO)

## *List of acceptable confirmation of address documents*

The primary purpose of requesting documentary evidence to confirm the applicants address is to establish that it relates to a real property and that the applicant actually does reside at that address. Where seeking more than one form of documentary evidence from this list, these should ideally be from different sources.

Acceptable documents for confirmation of address include:

- Utility bill or letter from the service provider confirming the pre-payment terms of services at a fixed address (for example, gas, water, electricity or landline telephone). More than one than one utility bill can be accepted if they are from two different Agency. Utility bills in joint names are also acceptable (UK)*
- Local authority tax statement. For example, a council tax statement (UK and Channel Islands)**
- UK full or provisional photo-card driving licence, if not already presented as a form of personal photographic identity
- Full old-style paper driving licences (that were issued before the photocard was introduced in 1998 and where they remain current and in date). Old-style paper provisional driving licences should not be accepted
- HM Revenue & Customs tax notification (HMRC) tax notification such as, an assessment, statement of account, or notice of coding**

- A financial statement such as bank, building society, credit card statement, pension or endowment statement (UK)*
- Bank or building society statement from countries outside of the UK. Branch must be located in the country in which the applicant lives and works*
- Credit union statement (UK)*
- Mortgage statement from a recognised lender (UK)**
- Local council rent card or tenancy agreement*
- Evidence of entitlement to Department for Work and Pensions benefits, such as child allowance, pension etc (UK)**

******All documents must be dated within the last six months, unless there is good reason for it not to be, for example where there is clear evidence that the individual was not living in the UK for three months or more. These documents must contain the name and address of the applicant.*

****** *All documents must be dated within the last 12 months.*

*Not denoted means that the document can be more than 12 months old.*

## *Online Documents*

If applicants genuinely cannot provide original documentation, employers may request that applicants ask their bank or utility provider to endorse and stamp the copy. Alternatively, employers may choose to ask applicants to log in to their online account while in their presence, so that they can verify that the printout is attributed to an actual account in the individual's name and residing address. If taking the latter approach, any online verification must be purely to ascertain the applicant's identity, copies of sensitive financial information should remain strictly confidential.

Documents downloaded from the internet should never be accepted in isolation and always be cross-referenced with other forms of original documents presented by the applicant.

## *List of acceptable non-photographic proof of personal identification documents*

Acceptable non-photographic documents include:

1. Full birth certificate (UK and Channel Islands) issued after the date of birth by the General Register Office or other relevant authority, for example registrars
2. Full birth certificate issued by UK authorities overseas, such as embassies, high commissions and HM Forces
3. UK full old-style paper driving licence – old-style provisional driving licences are not acceptable
4. Work permit/residency permit (UK) valid up to the expiry date

5. Adoption certificate (UK and Channel Islands)
6. Marriage or civil partnership certificate (UK and Channel Islands)
7. Divorce, dissolution or annulment papers (UK and Channel Islands)
8. Gender recognition certificate
9. Deed poll certificate
10. Firearms certificate/licence (UK, Channel Islands and Isle of Man)
11. Police registration document
12. Certificate of employment in the HM Forces (UK)
13. Benefit statement, book or card or original notification letter from the Department of Work and Pensions (DWP) confirming the legal right to benefit for example, child allowance, Pension**
14. A document from a local/central government authority or local authority giving entitlement such as Employment Services, Job Centre, Social Security Services (UK and Channel Islands)*
15. Most recent tax notification from HM Revenue and Customs (i.e. tax assessment, statement of account, notice of coding, P45 or P60 (UK and Channel Islands).**

******All documents must be dated within the last six months, unless there is good reason for it not to be, for example where there is clear evidence that the individual was not living in the UK for three months or more. These documents must contain the name and address of the applicant.*

****** *All documents must be dated within the last 12 months.*

*Not denoted means that the document can be more than 12 months old.*

## *Prospective employees with no fixed Abode*

Applicants who have no fixed abode are unable to open bank accounts, receive credit or claim benefits so it is highly unlikely that they will be able to present the range of recommended 15 documents that would normally evidence their identity and residency.

If a supplier operates schemes that support the homeless getting back into the workforce, NHS Employers recommend that we refer individuals to the charity body, Crisis. This charity can help them to obtain a copy of their birth certificate or apply for a passport so that they can have some form of identity.

Further information on employing homeless people can be found on the Crisis website or by emailing enquiries@crisis.org.uk.

## *Refugees*

Refugees are permitted to work in the UK under the United Nations Convention relating to the Status of Refugees (the Refugees Convention). Individuals who do not meet the Refugee Convention's criteria for refugee status may still qualify either for humanitarian protection (granted for a period of five years), or discretionary leave to remain (granted up to a period of three years).

When granted leave to remain in the UK, the Home Office will issue a refugee with the following documentation and these documents can be accepted to verify their identity:

- A biometric residence permit and/or an immigration status document (ISD)
- A national insurance number

If pre-employment checks are being conducted for refugees who are overseas, employers may choose to accept other forms of documentary evidence such as a passport or a travel document to check identity. Once granted leave to remain in the UK by the Home Office, employers must ask individuals to present their biometric residence permit and national insurance number to verify their identity and must check right 16 to work in the UK with a share code using the Home Office online service (https://www.gov.uk/view-right-to-work).

## *Asylum Seekers*

An asylum seeker is a person who has applied for recognition as a refugee under the Refugee Convention and is awaiting a decision on their asylum claim. The right to seek asylum from persecution is a fundamental human right to which everyone is entitled. The Home Office will issue asylum seekers with an Application Registration Card which will clearly indicate whether they are able to work in the UK or not. Where the card indicates that employment is permitted we may accept this document as suitable evidence of their identity and right to work in the UK.

Further guidance about employing refugees and asylum seekers, their right to work and restrictions is provided in the right to work check standard (https://www.nhsemployers.org/publications/right-work-checks).

## *If the applicant has changed their name recently and cannot provide ID documents in this new name*

Recruiters will only accept identity documents in the applicants' previous name where they are able to provide documentary evidence of the recent name change because of:

1. Marriage/civil partnership (i.e. marriage/civil partnership certificate)
2. Divorce/civil partnership dissolution (i.e. decree absolute/civil partnership dissolution certificate)
3. Deed poll (i.e. deed poll certificate)

When acquiring photographic ID from the worker, we ensure that a comparison is made between the pictures within the document, and check the date of birth to ensure it is consistent with the person who has supplied the document.

Should any concerns arise over the authenticity of a worker's Identity document, we look to seek advice and guidance from several external bodies, including (but not limited too): The Home Office, Prado and the Metropolitan Police.

All documentation obtained to establish a worker's Identity must be original documentation, signed and dated to that effect. All documents will be retained within the agency worker's file.

United Medics will always ensure that, ID and RTW documentation is verified with the use of an ID Verification scanner. This will meet with good industry practice and the standards set by the Framework Agreement and any current (and future) legislations and regulations. Furthermore, all documentation will be saved in line with WORM principles.

Verification of identity documents is conducted by the Compliance Team within United Medics. Online tools can also be utilised, including those promoted by the Home Office and PRADO - European Council of Right to Work and identity documents. Checking document authenticity is an integral and important part of the verification of identity process. No single form of identification can be fully guaranteed as genuine and therefore the verification process must be cumulative. The below are examples of tools utilised in order to validate the authenticity of documents provided.

## *Young people who are in or have recently left full-time education (16–19 year-olds)*

United Medics recognises that there should not be any unintended barriers to discourage or restrict young people seeking employment. Certain young people may find it difficult to present the documents required, especially if they have just left full time education and are seeking employment for the first time. However, [insert company name] should ask of the following combination of documents as a minimum.

**One form of personal photographic identity:**

- An identity card carrying the PASS accreditation logo (UK, including Channel Islands and Isle of Man), such as a UK Citizen ID card or a Connexions card (must be valid and in date)
- A passport-sized photograph that is counter-signed by a person of some standing in the applicant's community

and

**Two forms of documentary evidence from the list below:**

- A grant or student loan agreement from a local education authority (UK)
- A qualification certificate
- A full birth certificate (UK and Channel Islands) issued after the date of birth by the General Register Office or other relevant authority, for example registrars
- A full birth certificate issued after the date of birth by UK authorities overseas, such as embassies, high commissions and HM forces
- National Insurance card, or letter from the HM Revenues and Customs, Job Centre or Employment Services evidencing the issue of a National Insurance number
- A letter from their head teacher, tutor or college principal (UK), verifying their name and other relevant information, for example, address and date of birth
- A document from a local/central government authority or local authority giving entitlement such as Employment Services, Job Centre, Social Security Services (UK and Channel Islands)*

*All documents must be dated within the last six months, unless there is good reason for it not to be, for example, where there is clear evidence that the individual was not living in the UK for six months or more.*

** *All documents must be dated within the last 12 months. If not denoted, the document can be more than 12 months old.*

## Useful Tools and websites for verification and reporting concerns

- https://www.gov.uk/employee-immigration-employment-status
  Employers Checking Service
- http://www.consilium.europa.eu/prado/en/7266/index.html
  European Council of Right to Work Documents
- https://www.gov.uk/report-immigration-crime
  Reporting Immigration Crime
- https://www.gov.uk/check-biometric-residence-permit
  Biometric Residence Permit Check
- https://www.nhsemployers.org/publications/identity-checks
  NHS Employers Identity Check Standards

## Verification

We utilise an ID Verification Scanner in order to further verify documentation provided in order to prove a candidate Identity. This tool automatically checks all security features and details present on ID documents against information provided by various government bodies and agencies across the globe.

A printout is provided which confirms what checks have been undertaken and their individual status's (i.e. PASS/FAIL). This is retained on file and made readily available for auditors during any audit process undertaken.

The scanner undertakes multiple checks against security features on identity documents supplied, including passport; driving licences, Visas and Biometric Residence Permits.

At all times, we follow NHS Employers Identity Check Standards, reviewing policies and processes to ensure that they remain up to date and current at all times.

[insert redacted print out of identity checks completed via scanning unit/software]

The interview process conducted by Compliance Manager not only is used to check candidate identity, but also, their competency and experience before being deployed into the provision of the services. The interview is conducted face to face by the Compliance Manager. Candidate skills, experience, preferences, and competency is assessed and recorded on the face-to-face interview form. This includes scenario-based testing, drugs calculation testing and English Assessment testing.

The below information is also recorded to further confirm that a face-to-face interview has been completed:

- Date of interview
- Location
- Time
- Questions asked
- Answers provided
- Printed name, signed and dated by the interviewer
- Printed name, signed and dated by the interviewee

## *Existing Candidates*

Retrospective or periodic checks on existing employees are not usually needed. However, standards and practices used to check and validate identity are improved and strengthened over time. [name of supplier] consider the standards that have historically been applied to our existing staff and, where any new standards are significantly different, assess whether checks should be applied retrospectively. Any retrospective identity checks must be proportionate to risk and we carry out repeated checks when suitable opportunities arise. For example, when an existing member of staff or volunteer changes roles within the same organisation, or when a periodic Disclosure and Barring Service (DBS) check is undertaken.

Right to work checks, together with verification of identity checks, must be carried out to assess the eligibility of an individual's legal right to work in the UK in line with current UK Home Office requirements.

There are three steps that [name of supplier]'s recruitment team must go through to confirm a prospective employee has the right to work in the UK:

1. Request right to work documents
2. Validate the documents
3. Copy and securely store documents

Documentation from all prospective agency workers must be seen, validated and recorded on file to provide evidence that they are legally eligible to reside and work in the UK.

To confirm that an applicant has the legal right to work in the UK, the rec must see one of the documents or combinations of documents specified in List of Acceptable Right To Work Documents

- All documents must be valid, current and original
- Photocopies must not be accepted. The documents must show that the holder is entitled to do the type of work being offered
- Documents downloaded from the internet will not be accepted

## National Insurance numbers

The provision of a National Insurance number in isolation is not sufficient evidence for the purposes of having a statutory excuse and this must only be accepted when presented in combination with one of the appropriate documents specified in Lists A or B.

## How to verify and authenticate documents

Our Recruitment Team: -

- Don't take documents at face value – ensure that they are checked thoroughly. Tax documents, payslips, degree certificates and fake documentation are all available online
- Don't check documents in isolation – cross-reference with other data supplied. If the data doesn't match, ask for further evidence
- If in doubt that the documentation being presented is genuine, ask the individual to come back for a second interview to give you time to follow up with relevant sources

## If you have doubts on authenticity of information

In a situation where the checks may return information that contradicts the details provided by the applicant and raises concerns [name of supplier] will:

- Proceed in a sensitive manner – there is often a reasonable explanation for apparent inconsistencies
- Attempt to address your concerns directly with the candidate – you may wish to call them back for a second interview so that you can follow up with the relevant sources

In exceptional circumstances, when identity checks reveal substantial doubts, United Medics will report these to the NHS Counter Fraud Authority, use the 24-hour fraud and corruption reporting helpline on 0800 028 40 60, or report the matter to the local police.

## General rules for verification

- Check that you are being provided with an original document. Photocopies and downloads from the internet cannot be accepted
- Check that the name of the Candidate on the Application Form is that provided on this document
- If the applicant provides you with documents that have different names you must request further documentation to explain the reason for this (marriage/civil partnership certificate, divorce certificate, deed poll, adoption certificate or statutory declaration)
- Check photographs, where available, to satisfy yourself that they are consistent with the appearance of the individual
- Check that the date of birth is consistent with the date given on the application form

- Check the date that this document issued and its expiry date. Do not accept expired documents

## Verification of passports (UK or overseas)

- Check the general quality and condition of the passport. Look out for page substitution, incorrect numbering of pages, damage to the cover or spine of the document, poor paper and print quality
- Check that print is clear and even – print processes are deliberately complex on genuine documents
- Check wording, issue and expiry dates – spelling mistakes are common in forged or counterfeit documents, especially on stamps and visas. Forgers often only alter the expiry date so ensure this corresponds with the issue date
- Check for damage – accidental damage is often used to conceal tampering so treat any excessive damage with caution
- Check photographs for size, signs of damage or for excessive glue – this could indicate photo substitution. An excessively large photograph may be hiding another photograph underneath. There should also be an embossed strip embedded into the laminate, which will catch a portion of the photograph
- Check that watermarks can be clearly seen
- Check the name of the country of origin. Unofficial travel documents in the name of non-existent countries, or countries no longer known by their original name, are in circulation
- Countries do sometimes change their passports. If we are in doubt about the authenticity of a passport, [Insert supplier information] will contact the Home Office to make sure the passport of the country in question has or has not changed

## Verification of visas

- Check for signs of alteration to the passport number or personal and issue details
- Make sure details correspond with information in the passport
- Check that security features, such as watermarks, are intact
- Check image on the visa for signs of substitution
- Check wording for evidence of alteration or spelling mistakes

**Verification of photo-card driving licences and photo identity cards**

New driving licences and photo identity cards now contain similar security features to those present in passports.

- Examine the licence carefully, looking for any damage or adjustments
- Ensure that the printed details have not been changed
- Check that watermarks and security features are intact
- Photographs will always be in greyscale, check that this matches the applicant
- Check that the biographical details (i.e. name, date of birth) match the details of the applicant

## Verification of driving licences:

- Remove from the plastic wallet and check it is printed on both sides, check that the details on the counterpart document correspond with those on the photo-card, and compare the signature
- Ensure the valid-to date is the day before the owner's 70th birthday (if the owner is over 70 this does not apply). Cross reference the valid-to date with the applicant's date of birth which appears on other verification ID

## Verification of national ID cards (UK or EU):

- Check the card number on the front of the card in the top right hand corner – it should contain two letters followed by seven digits. When you run your fingers across it, it should feel smooth and not be raised in any way
- The card should be the size of a credit card, it will appear slightly thicker than a drivers licence and will have a distinctive sound when flicked
- If you have concerns about the validity of a national identity card, you may wish to contact the Home Office card verification line

## Verification of birth certificates

Birth certificates are not wholly reliable for the purpose of verifying a person's identity as copies may easily be obtained. However, certificates issued at the time of birth are more reliable than recently issued duplicates.

- Check the quality of paper used; genuine certificates use a high grade
- When the document is held up to the light there should be a visible watermark
- Any signs of smoothness on the surface might indicate that original text has been washed or rubbed away
- There should be no signs of tampering, changes using liquid paper, overwriting or spelling mistakes
- Ensure that the date of birth and registration/issue dates are provided
- Check that the name and date of birth given in the application form match those given in the birth certificate

## Verification of supporting documentation

Documents such as utility bills and bank statements support an individual's identity and proof of address but are not identity documents in themselves. Modern IT and the internet mean that supporting documents can be easily obtained or forged and, unlike identity documents, do not have many security features that you can easily check.

# Appendix 1

Lists 1, 2 and 3 below outline a range of documents which, when presented in the specified combinations, can be more accurately relied upon to provide the required proof of an individual's identity. This is because the individual has already gone through some form of identity check for the documents to be issued in the first place. The lists are not exhaustive.

## *List 1: Examples of photographic personal identity documents;*

| |
|---|
| Full, signed UK (Channel Islands, Isle of Man or Irish) passport or other nationalities passport* |
| UK Biometric Residence Permit (BRP) card* |
| UK/EU full or provisional photocard driving licence (if issued in the UK by the DVLA you are not required to see the paper counterpart. Licences issued in Northern Ireland by the DVA must be presented with the paper counterpart)** |
| Other nationalities photocard driving licence (valid up to 12 months from the date when the individual entered the UK. The person checking the document must be able to assure themselves that the licence is bona fide) |
| (UK) HM Armed Forces Identity card |
| Identity cards carrying the PASS (Proof of Age Standards Scheme) accreditation logo (issued in the UK, Channel Islands and Isle of Man only). Organisation identity cards are not acceptable as they do not contain watermarks, holograms or other security markings |
| EEA Government issued identity cards that comply with Council Regulation (EC) No 2252/2004, containing a biometric. |

** Guidance on immigration status documents can be found in the right to work check standard which is available on the NHS Employers website.*

*** If presented with a UK photocard driving licence and it is relevant to the position you are recruiting to, employers may access information about any entitlements and/or endorsements by carrying out an online check using the share driving licence service which can be found on the gov.uk website. Permission must be sought from licence holder to access this information as they will need to go onto their account to generate a temporary code, this can then be shared with their prospective employer and used to carry out the online check. The check code is valid for up to 21 days.*

*Any other document that is not listed above (e.g. organisational ID card) will not be accepted.*

## *List 2: Examples of confirmation of address documents*

The primary purpose of requesting documentary evidence to confirm the applicants address is to establish that it relates to a real property and that the applicant actually does reside at that address. Where seeking more than one form of documentary evidence from this list, these should ideally be from different sources.

Acceptable documents for confirmation of address include:

- Utility bill or letter from the service provider confirming the pre-payment terms of services at a fixed address (for example, gas, water, electricity or landline telephone). More than one than one utility bill can be accepted if they are from two different Agency. Utility bills in joint names are also acceptable (UK)*
- Local authority tax statement. For example, a council tax statement (UK and Channel Islands)**
- UK full or provisional photo-card driving licence, if not already presented as a form of personal photographic identity
- Full old-style paper driving licences (that were issued before the photocard was introduced in 1998 and where they remain current and in date). Old-style paper provisional driving licences should not be accepted
- HM Revenue & Customs tax notification (HMRC) tax notification such as, an assessment, statement of account, or notice of coding**
- A financial statement such as bank, building society, credit card statement, pension or endowment statement (UK)*
- Bank or building society statement from countries outside of the UK. Branch must be located in the country in which the applicant lives and works*
- Credit union statement (UK)*
- Mortgage statement from a recognised lender (UK)**
- Local council rent card or tenancy agreement*
- Evidence of entitlement to Department for Work and Pensions benefits, such as child allowance, pension etc (UK)**

******All documents must be dated within the last six months, unless there is good reason for it not to be, for example where there is clear evidence that the individual was not living in the UK for three months or more. These documents must contain the name and address of the applicant.*

****** *All documents must be dated within the last 12 months.*

Not denoted means that the document can be more than 12 months old.

## *List 3: Acceptable non-photographic proof of personal identification documents*

- Full birth certificate (UK and Channel Islands) issued after the date of birth by the General Register Office or other relevant authority, for example registrars
- Full birth certificate issued by UK authorities overseas, such as embassies, high commissions and HM Forces
- UK full old-style paper driving licence – old-style provisional driving licences are not acceptable
- Work permit/residency permit (UK) valid up to the expiry date
- Adoption certificate (UK and Channel Islands)
- Marriage or civil partnership certificate (UK and Channel Islands)
- Divorce, dissolution or annulment papers (UK and Channel Islands)
- Gender recognition certificate
- Deed poll certificate
- Firearms certificate/licence (UK, Channel Islands and Isle of Man)
- Police registration document
- Certificate of employment in the HM Forces (UK)
- Benefit statement, book or card or original notification letter from the Department of Work and Pensions (DWP) confirming the legal right to benefit for example, child allowance, Pension**
- A document from a local/central government authority or local authority giving entitlement such as Employment Services, Job Centre, Social Security Services (UK and Channel Islands)*
- Most recent tax notification from HM Revenue and Customs (i.e. tax assessment, statement of account, notice of coding, P45 or P60 (UK and Channel Islands).**

******All documents must be dated within the last six months, unless there is good reason for it not to be, for example where there is clear evidence that the individual was not living in the UK for three months or more. These documents must contain the name and address of the applicant.*

********All documents must be dated within the last 12 months.*

Not denoted means that the document can be more than 12 months old.

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# Employment History & References

## Standard Operating Procedure

**2023 version**

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# Verification of work history and references

## *Overview*

In respect to employment history, a fully completed, legibly signed, and dated Application form will be obtained, which will detail the candidate's employment history. Past this, a CV will be obtained which will detail the Candidate's full previous employment history and training, with no unexplained gaps. The Candidate's previous employment history/CV must be updated by the Candidate on at least an annual basis from the date of recruitment. Evidence will be always held within the candidate's file. As a minimum, employers should seek at least one reference from the individual's current or previous employer via email. Permission should always be sought from the candidate before approaching their current employer. References should never be used as the sole grounds for shortlisting or assessing an applicant's suitability for a post. Any decision to appoint should be made based on the wider range of information gathered as part of the recruitment process. This may include interviews, psychometric tests or other forms of selection assessments that may be regarded as relevant and proportionate to the role being appointed to.

Information supplied on references will be cross referenced against the worker's CV/Employment History. Where any discrepancies are highlighted, these are raised with both the worker and the referee to establish what information supplied is indeed correct. The necessary amendments will be made, with a fully auditable trail available.

United Medics will always ensure that references obtained are done so in compliance with the Equality Act 2010 (not requesting any information in relation to the Candidate's absence or sickness record).

## *Employer's references*

While there is no legal requirement for employing organisations to provide references about people who are or were in their employment, employers have a duty of care to both patients and staff to ensure that all reasonable checks are undertaken to ascertain a person's suitability for any given role.

United Medics will ensure that all workers offered to and placed within the authority are stringently vetted. This will include receipt of confirmation of the worker's previous employment history. At all times, United Medics will comply with latest NHS Employers Check Standards.

Reference requests are made after the interview process has taken place and once a provisional offer of recruitment has been made. In certain circumstances it may be deemed reasonable and proportionate to seek references prior to interview, for example, when making senior appointments, such as medical consultants or board members. All of candidates are advised when obtaining references at an earlier stage in the recruitment process.

As part of the registration process, United Medics will require workers to provide referee details. As per the NHS standards, at recruitment: references which covers at least three (3) years of previous employment and history from two separate employers (where possible) will be obtained, one of which should be from the Candidate's current or most recent employment or Assignment (of two (2) weeks or more) or Engagement, as appropriate.

Each worker will be required to supply full referee details, including (but not limited too): Full referee name; referee job title; referee band; address details; contact number; acceptable email address and dates of employment in mm/yyyy format. United Medics will also ensure that the worker provides consent for the referees to be contacted for a reference. Without this consent, the referee(s) cannot be contacted and will mean that the worker cannot progress further within the registration process.

References will be requested using the standard reference template at point of registration. Only written references will be accepted, which must be fully complete and be received with acceptable verification.

Acceptable verification will be sought in the following forms:

- Business/company email address
- Company Stamp and signed by the referee
- Compliment slip, signed and dated by the referee
- Business Card
- Fax Header

To speed up the process, United Medics may contact the referee via telephone, and go through the reference form with them, completing all fields as discussed with the referee. United Medics will then forward the completed reference form to the referee for them to respond with acceptable verification, confirming that the information presented is true/correct.

References must contain the following criteria:

- Contain details of the work undertaken during those engagements
- Be obtained from the Supervising Consultant (ideally a permanent staff member) In the case of either Consultants or Associate Specialists; references must be obtained from the Clinical Director or Head of Department at the most recent substantive or long-term placement of four weeks or more in duration. In the case of recently graduated Drs, the Clinical Dean is the most suitable person to be contacted for a reference.
- Be relevant to the type of work either previously carried out or to be carried out by the potential Agency worker.
- Comment on the work undertaken by the potential Agency worker and experience, integrity, professional competence, personal qualities and track record during the period of employment.

- Be updated annually from the date of recruitment and from the two (2) most recent employment / Assignments held (minimum of 2 covering 2 weeks or more)

If a reference is returned without sufficient verification, the referee will be chased to provide the required information as detailed above. If a reference is returned incomplete, the referee will once again be contacted for the reference to be completed in full.

## *Unsatisfactory references*

If an unsatisfactory reference is provided, or inconsistences are identified (i.e., dates of employment), United Medics will contact the referee via telephone to discuss the concerns highlighted. Once discussed, further clarification will be sought. Alternatively, United Medics will look to obtain further employment references from the workers previous work history. United Medics aim to investigate negative information by sensitively raising it with the candidate concerned, giving them opportunity to explain the situation in more detail and/or, where appropriate, give them chance to outline any learning from past mistakes or experiences to obtain the necessary assurances about their suitability for a role. Should it be determined that the worker is unsuitable to be placed by United Medics due to unsatisfactory references, the worker will be notified that they have failed the registration process.

References that are addressed 'To Whom it May Concern' are not automatically accepted. If the reference has been received as a response to a reference request made directly by United Medics (and evidence of this held on file), then the reference can be used as part of the workers registration with United Medics. However, if the reference has not been supplied to United Medics based on a reference request or is not addressed to further clarification will be sought from the referee that the information provided is true and correct. Evidence of this verification will be obtained in written format, meeting the verification standards as detailed above.

Sometimes, information received in references contradicts that information provided by the candidate in their application. There may be a reasonable explanation for apparent discrepancies and United Medics will proceed sensitively to seek the necessary assurances directly with the candidate. In exceptional circumstances where there is serious misdirection, we may feel it appropriate to report their concerns to the NHS Counter Fraud Authority.

Other types of reference

There may be several perfectly genuine reasons as to why a candidate cannot provide us with a referee from a previous employer. For example, this may be because the candidate has never worked before, or they have not worked for some considerable time, or their previous employer has ceased trading. In such cases, we seek a reference from their last known employer and source additional character or personal references to validate the required three-year period. If the candidate's previous employer refuses to provide a reference, we may seek the necessary assurances by obtaining a character or personal reference. Where limited references are available, the decision to appoint is made by the Trust- with a full audit trail retained on file to support the decision and their application.

## Character References

Character and personal references can provide invaluable information to help build up a picture of the candidate's reliability, social skills, and experiences. They may also be useful to further support an application if the candidate has a previous criminal record history or where they genuinely cannot provide a previous employer reference, for example, because their previous employer has ceased trading. They can also provide additional information to support a person's application where the employer reference outlines that the individual has left because of an irretrievable breakdown in relationships.

The distinction between employer and character/personal references is made clear to our customers upon recruitment.

Asking specific questions is helpful in ensuring the referee provides us with accurate and factual information. These questions include how long they have known the candidate, in what capacity they have known them, and what skills/experience the candidate has demonstrated that might be regarded as valuable attributes for the position they are being recruited for.

As part of the ongoing quality assurance programme offered by United Medics, references will be updated on an annual basis. Annual references will be expected to meet the same criteria as always detailed above and in line with the Framework standards and NHS Guidance.

## Volunteer Activity References

Where the applicant has indicated that they have undertaken volunteer work, references may be sought through the relevant charity body or organisation hosting that activity.

## Training History Reference

If the applicant has indicated that they have left or are leaving full-time education, references to validate their training history should be sought from the individual's professor, academic tutor or head teacher.

## Self-Employment Reference

For periods of self-employment, references should be sought to confirm that the individual's business was properly conducted. This may include seeking information from customers or clients, bankers, accountants, HM Revenue and Customs, or Companies House.

## *Armed Forces Reference*

Applicants from the armed forces should possess a Certificate of Service under cover of an official letter. Where the individual can present this, employers may accept this instead of needing to request a separate factual reference.

Certificates of service contain security marks such as holograms and therefore employers should verify these in the same way as any other official documentation.

Overseas references

As part of our application process, individuals are required to give a reasonable account of any periods of over six months spent overseas. If a candidate says they were working or in training abroad United Medics will seek adequate references from the relevant body as early in the recruitment process as possible to prevent any unnecessary delays in making the appointment.

Some European countries issue employees with a government-issued labour book which contains information about their employment history. If such a labour book is presented, United Medics will accept this information in lieu of separate references from individual employers. Dates should be cross referenced with other documentary evidence including a passport, work permit or other travel or immigration status documents. All documents should be verified as bona fide through the relevant issuing body.

If an applicant is unable to provide sufficient documentary evidence of time spent abroad, United Medics needs to consider what additional assurances may be gained at interview, or through evidence of other relevant training and experience in the UK. Where the necessary checks cannot be undertaken, or sufficient assurances are not available, it may not be possible to employ the individual.

## *Retaining and recording information*

Information relating to an employee's appointment must be recorded on Eclipse in line with the General Data Protection Regulation (GDPR) 2018. Any information gathered is retained for the minimum periods outlined within the codes of practice for handling information in health and social care.

Seeking a reference continues to play an important part in an employer's overall assessment of an individual's suitability when recruiting to NHS positions.

As a minimum, employers should seek at least one reference from the individual's current or previous employer via email. Permission should always be sought from the candidate before

approaching their current employer. References should never be used as the sole grounds for shortlisting or assessing an applicant's suitability for a post. Any decision to appoint should be made based on the wider range of information gathered as part of the recruitment process. This may include interviews, psychometric tests or other forms of selection assessments that may be regarded as relevant and proportionate to the role being appointed to.

Where more than one reference can be practically obtained, these should be obtained as outlined in the pre-existing NHS Employers pre-employment check standard.

Where NHS staff are being redeployed to a different NHS organisation, employers should aim to seek verification from HR on what information may be readily available about the individual on personnel systems, such as ESR.

In all cases, information should be sufficient to enable the employer to check any gaps or inconsistencies between information provided and in the candidate's application and self-declaration forms obtained as part of the wider check process.

Where it is genuinely impossible for a reference to be obtained, for example, if the individual's current or last employer has been forced to close, employers should base their recruitment decision on what information they can reasonably obtain as part of the interview and checking stages. Reasons for the recruitment decision and details of all efforts to obtain a reference should be recorded on file, this should also include any reasons as to why information could not be obtained.

## *Reference Summary*

Satisfactory written references will be retained on file, with explicit evidence of the workers conduct on previous employment relevant with the provision of care.

Satisfactory verification of why he/she left their last period of employment in a care capacity including no disciplinary record, no capability issues, no code of conduct issues

Prior to any placement, we will satisfy ourselves that the conditions of 8.4 have been met and each agency worker has work references relevant to the division that the worker is being placed in with reasonable explanation for any gaps in employment as well as the right to work check has been conducted.

For the avoidance of doubt, two written references, one from the current or most recent employer must be collected and confirmed by us as a minimum. If the candidate has worked in the Health and Social Care Industry, prior to the current or most recent role, then this must also be referenced and take precedence over any other non-Health/Social Care.

Candidates will not be put forward if there are any "safeguarding or care" concerns present in the references.

## *Reference Template*

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# Professional Registration & Qualification

## Standard Operating Procedure

United Medics

**2023 version**

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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 [insert supplier name] 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.

## *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 United Medics, signed and dated as originally seen and retained within the worker's file. United Medics 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 United Medics and retained in the worker's file.

As well as the original documentation supplied by the agency worker, United Medics 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 – United Medics 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. United Medics 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 United Medics 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 [insert supplier name] 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 – United Medics will initially contact the agency worker to discuss the findings. Based on the information presented to them, United Medics 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. Compliance Manager 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, United Medics 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, United Medics 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 United Medics 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:

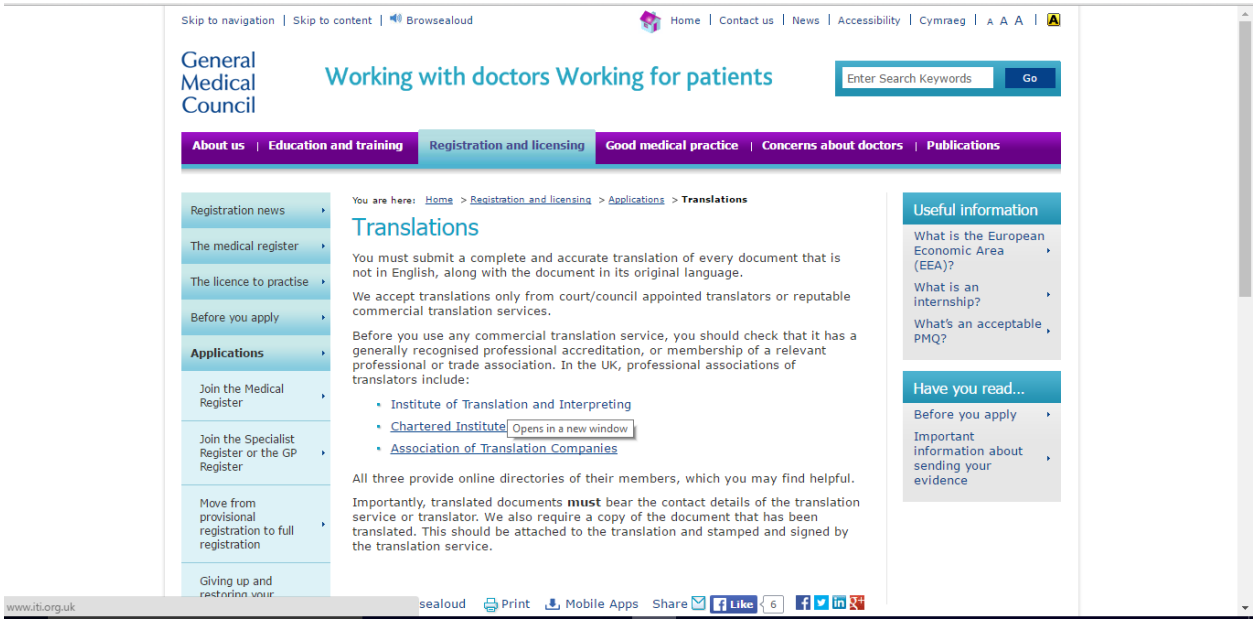
- request that applicants provide original documentation
- check that all certificates appear genuine and relate to a real qualification.

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, United Medics 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:*




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 , [insert supplier name] 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.

[insert supplier name] 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, [insert supplier name] will ensure that agency workers have the necessary professional qualifications.

## *REMOVE BELOW IF NOT APPLICABLE TO SUPPLY*

| | |
|---|---|
| **Consultant** | MBBS or equivalent medical qualification; |

| | |
|---|---|
| | MRCP (UK) or other relevant Royal College Postgraduate Examination equivalent; and<br>where required for the individual Assignment or Call-off Contract:<br>• Registered on relevant Professional Body Specialist Register; and<br>• Section 12 (2) Mental Health Act 1983 approval |
| **Associate Specialist** | MBBS or equivalent medical qualification;<br>MRCP (UK) or other relevant Royal College Postgraduate Examination equivalent; and<br>where specifically required for the individual Assignment or Call-off Contract:<br>• Section 12 (2) Mental Health Act 1983 approval |
| **Specialty Doctor** (formerly Staff Grade) | MBBS or equivalent medical qualification;<br>MRCP (UK) or other relevant Royal College Postgraduate Examination equivalent; and<br>where specifically required for the individual Assignment or Call-off Contract:<br>• 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) | MBBS or equivalent medical qualification;<br>UK Medical practitioners to have at least 12 months' experience at FHO1 grade or equivalent; and<br>Overseas Medical practitioners to have at least 6 months experience in the UK. |
| **Foundation Year 1** (formerly HO or PrHO grade) | MBBS or equivalent medical qualification;<br>UK graduates to have completed the PrHO or FHO1 year; and<br>Overseas graduates to have completed the PrHO or Intern year overseas. |

| | |
|---|---|
| **Sessional or 'locum' General Practitioner ('GP')** | MBBS or equivalent medical qualification;<br>MRCGP (UK) or other relevant Royal College Postgraduate Examination equivalent;<br>Registered on relevant Professional Body's GP Register; and<br>Registered on a relevant NHS Trust's Performer's List |
| **Locum General Dental Practitioner** | BDS or BChD or equivalent dental surgery qualification<br>Registered on relevant Professional Body's Register; and<br>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.baaudiology.org/ |

## *Concerns*

Where any concerns arise over the professional qualification or professional registration evidence supplied, 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

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

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

Registration > Search the register

Look up the registration status of any nurse or midwife in the UK

Pin number | First name | Last name | Search

Please note

- 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.

- 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
- Registrations customer service

Help

Doctor Search

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.

You can also find information about doctors' fitness to practise history from the same date. This includes sanctions that were applied before 20 October 2005 but which were still active at that time. For example, it does show if a doctor was suspended from the register for six months from 18 October 2005.

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.

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

Search

Search for more than one doctor using their GMC reference numbers

Cymraeg | A A A

Keywords Go

Publications

Check a doctor's registration status

You can check a doctor's registration status online, on the List of Registered Medical Practitioners.

Related links

What is the List of Registered Medical Practitioners?

Information for employers

PLAB

Identity checks

- any publicly available fitness to practise history since 20 October 2005

Register

by surname
or registration number
Need assistance?

## 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

Listen
GDC 2 GO

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, United Medics will comply with latest NHS Employers Check Standards.

## *(Please include if you recruit to unregulated roles)*

Where appointing individuals to unregulated roles, United Medics will need to make an appropriate risk-based assessment to the priority given to that qualification in the person specification, and the assurances that may need to be gained as part of the check process.

UNITED MEDICS

Delivering reliable medical experts to the NHS

# Right to Work

## Standard Operating Procedure

United Medics Limited

**2023 version**

UNITED MEDICS

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# *Verification of right to work in UK*

All employers in the UK have a responsibility to prevent illegal working. We do this by conducting simple right to work checks before employing someone, to make sure the individual is not disqualified from carrying out the work in question by reason of their immigration status. This guidance provides information on how and when we conduct a right to work check. A right to work check determines whether an applicant has the legal right and permission to work in the UK. The Immigration, Asylum and Nationality Act 2006 (amended by the Immigration Act 2016) provides employers with a statutory excuse against a civil penalty where they can clearly demonstrate that they have carried out all the necessary checks to mitigate any risks of employing illegal workers.

By conducting the checks as set out in this guide and the code of practice, we will have a statutory excuse against liability for a civil penalty if we are found to have employed someone who is prevented from carrying out the work in question by reason of their immigration status.

United Medics Limited conduct a right to work check before we employ a person to ensure they are legally allowed to do the work in question. If an individual's right to work is time-limited, United Medics Limited will conduct a follow-up check shortly before it is due to come to an end.

There are two types of right to work checks; a manual check and an online check. Conducting either the manual check or the online check as set out in this guidance and in the code of practice will provide United Medics Limited with a statutory excuse.

Establishing that the worker has sufficient right to work will be completed as part of the registration process and prior to the deployment of the worker into the provision of the services. United Medics Limited does not make any assumptions about an individual's right to work on the grounds of colour, race, nationality, ethnic or national origins, accent, or the length of time they have been resident in the UK.

United Medics Limited conforms at all times to current legislation when establishing whether a worker has the right to work in the UK, including the latest NHS Employers Check Standards (https://www.nhsemployers.org/publications/right-work-checks) and Home Office Guidance (https://www.gov.uk/government/publications/right-to-work-checks-employers-guide).

There are 3 types of right to work check:

- an online Home Office check
- a manual check
- IDVT Check

Employers can also check an applicant's right to work using an identity service provider that offers Identity Document Validation Technology (IDVT).

All documentation obtained must be original items, signed and dated as original seen and retained within the worker's file (as appropriate).

The current list of acceptable documents used by United Medics Limited (List A and List B) can be seen below and will be acquired from each worker registering and placed by United Medics Limited (see below).

United Medics Limited ensure that the recruitment and placement of workers is done so in line with relevant guidance at point of recruitment.

Where the employment commenced on or after 29 February 2008, and a statutory excuse was established for the duration of that person's employment before 16 May 2014, the document checks set out in the 'Full guide for employers on preventing illegal working in the UK' published in October 2013 continue to apply (https://www.gov.uk/government/publications/preventing-illegal-working-guidance-for-employers-october-2013).

Where the employment commenced on or after 16 May 2014, and a statutory excuse was established for the duration of that person's employment before 28 January 2019, the document checks set out in the 'Employer's guide to right to work checks', last published on 29 June 2018, continue to apply. For example, since 16 May 2014, for those people in the UK who require permission to work and reside, an immigration endorsement must be in a current passport to demonstrate a right to work. However, if we conducted a check between 29 February 2008 and 15 May 2014 and accepted an immigration endorsement in a passport that had expired or has since expired, our statutory excuse continues because this was an acceptable document at the time, we conducted the check. We are only required to conduct follow up checks on an employee if their right to work is time limited.
(https://webarchive.nationalarchives.gov.uk/ukgwa/20180716192307mp_/https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/720858/29_06_18_Employer_s_guide_to_right_to_work_checks.pdf)

Since 28 January 2019, employers have been able to rely on the Home Office online service, view a job applicant's right to work to establish a statutory excuse. (https://www.gov.uk/view-right-to-work)

Where the employment commenced on or after 28 January 2019, and a statutory excuse was established for the duration of that person's employment before 1 January 2021, the document checks set out in the 'Employer's guide to right to work checks', last published on 28 January 2019, continue to apply.
(https://webarchive.nationalarchives.gov.uk/ukgwa/20190221092233mp_/https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/773780/An_employer_s_guide_to_right_to_work_checks_-_January_2019.pdf)

Where the employment of an EEA citizen or non-EEA family member commenced on or after 1 January 2021, and a statutory excuse was established for the duration of that person's employment before 1 July 2021, the document checks set out in the 'Employer's guide to right to work checks', last updated on 17 March 2021, continue to apply.
(https://webarchive.nationalarchives.gov.uk/ukgwa/20210318005158mp_/https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/969123/An_employer_s_guide_to_right_to_work_checks.pdf)

Where the employment of an EEA citizen or non-EEA family member commenced on or after 1 July 2021, and a statutory excuse was established for the duration of that person's employment before 31 August 2021, the document checks set out in the 'Employer's right to 5 work checks supporting guidance', last published on 2 July 2021 continue to apply.
(https://webarchive.nationalarchives.gov.uk/ukgwa/20210827232305mp_/https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/999119/FINAL_Employers_Guide.pdf)

On 6 August 2021, the government announced temporary protection for more applicants to the EU Settlement Scheme (EUSS). This means that those who apply from 1 July 2021, and joining family members, will have their rights protected while their application is determined. Where the employment of an EEA citizen or non-EEA family member commenced on or after 31 August 2021, and a statutory excuse was established for the duration of that person's employment before 6 April 2022, the document checks set out in employers guides updated on 31 August 2021 and 17 January 2022 continue to apply.

(https://webarchive.nationalarchives.gov.uk/ukgwa/20210831173435/https:/www.gov.uk/government/publications/right-to-work-checks-employers-guide)

## *Online Checks*

Non-UK nationals wishing to work in the UK can confirm their right to work through the Home Office online checking portal, the digital service supports checks in respect of those who hold:

- a biometric residence permit
- a biometric residence card
- status under the EU Settlement Scheme
- status under the points-based immigration system 5
- a British National Overseas (BNO) visa, or
- a frontier workers permit.

Applicants can choose to provide a prospective employer with their share code so that United Medics Limited can check their right to work status digitally instead of requiring them to present documentary evidence. The share code is generated when the applicant accesses their details online. While not currently mandatory for non-UK nationals to confirm their right to work status in this way, United Medics Limited will encourage them to do so by highlighting the added benefits in speeding up the recruitment process and the applicant's ability to start work while enhancing assurances about their right to work status.

From 06 April 2022, changes will apply to checks currently conducted on holders of the Biometric Residence Card (BRC), a Biometric Residence Permit (BRP) and Frontier Work Permit (FWP). From this date United Medics Limited will no longer be able to accept physical biometric cards for BRC, BRP and FWP holders to evidence right to work check. They will need to evidence right to work using the Home Office checking portal only.

Where United Medics Limited can evidence that they have undertaken a right to work check using the online portal and have confirmed that the photograph on the check is of the individual presenting themselves for work, this will provide us with a statutory excuse. The same follow up checks must be undertaken where the individual's right to work status indicates that they have limited leave to remain. Where individuals choose not to have their right to work status verified online, United Medics Limited must conduct manual checks.

## *EEA Citizens with Indefinite Leave to Enter or Remain*

Since 1 July 2021, EEA citizens with ILE/R are required to prove their right to work in the same way as other foreign nationals who do not have a digital status. We can carry out a manual check of their Home Office documentation such as an endorsement / vignette in a current passport stating, 'Settlement', 'Indefinite Leave to Enter or Remain' or 'No Time Limit'. Some may have a current Biometric Residence Permit (BRP) and this can be used to access the online right to work service.

Further information: If we encounter, EEA citizens who believe that they have ILE/R but do not have a document to confirm this please encourage them to:

- apply to the EU Settlement Scheme to obtain settled or pre-settled status (individuals may still be eligible to make an application to the EUSS after 30 June 2021)
- apply to the Windrush Scheme to get proof of their ILE/R status

If they are from Malta or Cyprus, they may also be able to apply for British citizenship through the Windrush Scheme.

## Points -based Immigration System

Since 1 January 2021, EEA citizens who come to the UK to live, work or study need to obtain immigration status under the points-based system in the same way as other foreign nationals. The majority of EEA citizens will be provided with an eVisa however, this will be dependent upon the immigration route and how they made their application. Some EEA citizens will have a Biometric Residence Permit (BRP). Those with a valid BRP must use the online right to work service.

Individuals will provide us with a share code and their date of birth which will enable us to check their Home Office immigration status via the online service, 'View a job applicant's right to work' available on GOV.UK.

## Asylum Seekers

Only a very small number of Asylum Seekers will have permission to work within the UK and those that do will have "employment permitted" on their application registration card (ARC). United Medics Limited will seek a positive verification notice from the Home Office to confirm the individual's status and right to work before they can start work. This is done through the online employer checking service.

## Refugees

Refugees are not part of the points-based immigration system. If granted leave to stay in the UK, a refugee is issued with a Biometric Residence Permit and/or Home Office Immigration Status Document (ISD) which will indicate their status. United Medics Limited will ask the individual to present this and accept this as evidence of their identity. Employers should ask the individual for a share code to evidence their right to work using the Home Office online service.

International Students

International students can work part time (up to 20 hours a week) whilst studying in the UK and full time during their holidays and any period between completing their studies and their permission to be in the UK expiring. Some international students have no right to work at all.

Before employing a student with limited term time right to work, United Medics Limited will obtain evidence of their term and vacation dates covering the duration of their studies in the UK. This evidence should come from the education institution that is sponsoring the student. Acceptable evidence includes one of the following;

- A printout from the student's education institution's website, or other material published by the institution setting out its timetable for the student's course of study. You should check the website to confirm the link is genuine.
- • A copy of a letter or email addressed to the student from their education institution, confirming term-time dates for the student's course.
- • A letter addressed to you as the employer from the education institution, confirming term-time dates for the student's course.

## Conducting a manual check

There are three steps to conducting a manual document-based right to work check. We need to complete all three steps before employment commences to ensure we have conducted a check in the prescribed manner, in order to establish a statutory excuse.

### Step 1: Obtain

United Medics Limited must obtain original documents from either List A or B of the acceptable documents.

### Step 2: Check

United Medics Limited must check that the documents are genuine and that the person presenting them is the prospective or existing employee, the rightful holder and allowed to do the type of work we are offering. We must check that:

1. Photographs and dates of birth are consistent across documents and with the person's appearance in order to detect impersonation.
2. Expiry dates for permission to be in the UK have not passed.
3. Any work restrictions to determine if they are allowed to do the type of work on offer (for students who have limited permission to work during term-times. We must also obtain, copy and retain details of their academic term and vacation times covering the duration of their period of study in the UK for which they will be employed).
4. The documents are genuine, have not been tampered with and belong to the holder
5. The reasons for any difference in names across documents can be explained by providing evidence (for example, original marriage certificate, divorce decree absolute, deed poll). These supporting documents must also be photocopied and a copy retained.

### Step 3: Copy

United Medics Limited must make a clear copy of each document in a format which cannot manually be altered and retain the copy securely: electronically or in hardcopy. We must also retain a secure record of the date on which we made the check. Simply writing a date on the copy document does not, in itself, confirm that this is the actual date when the check was undertaken. If we write a date on the copy document, we must also record that this is the date on which we conducted the check. We must copy and retain copies of:

1. Passports: any page with the document expiry date, the holder's nationality, date of birth, signature, immigration permission, expiry date, biometric details, photograph and any page containing information indicating the holder has an entitlement to enter or remain in the UK (visa or entry stamp) and undertake the work in question (the front cover no longer has to be copied)
2. All other documents: the document in full, including both sides of an Immigration Status Document and an Application Registration Card.

All copies of documents taken should be kept securely for the duration of the worker's employment and for two years afterwards. The copy must then be securely destroyed.

**When carrying out a manual right to work check, we must obtain original documents from either List A or B of acceptable documents.**

## *List A*

1. A passport (current or expired) showing the holder is a British citizen or a citizen of the UK and Colonies having the right of abode in the UK.
2. A passport or passport card (in either case, whether current or expired) showing that the holder is an Irish citizen.
3. A document issued by the Bailiwick of Jersey, the Bailiwick of Guernsey or the Isle of Man, which has been verified as valid by the Home Office Employer Checking Service, showing that the holder has been granted unlimited leave to enter or remain under Appendix EU to the Jersey Immigration Rules, Appendix EU to the Immigration (Bailiwick of Guernsey) Rules 2008 or Appendix EU to the Isle of Man Immigration Rules.
4. A current passport endorsed to show that the holder is exempt from immigration control, is allowed to stay indefinitely in the UK, has the right of abode in the UK, or has no time limit on their stay in the UK.
5. A current Immigration Status Document issued by the Home Office to the holder with an endorsement indicating that the named person is allowed to stay indefinitely in the UK or has no time limit on their stay in the UK, together with an official document giving the person's permanent National Insurance number and their name issued by a government agency or a previous employer.
6. A birth or adoption certificate issued in the UK, together with an official document giving the person's permanent National Insurance number and their name issued by a government agency or a previous employer.
7. A birth or adoption certificate issued in the Channel Islands, the Isle of Man or Ireland, together with an official document giving the person's permanent National Insurance number and their name issued by a government agency or a previous employer.
8. A certificate of registration or naturalisation as a British citizen, together with an official document giving the person's permanent National Insurance number and their name issued by a government agency or a previous employer.

## *List B Group 1*

1. A current passport endorsed to show that the holder is allowed to stay in the UK and is currently allowed to do the type of work in question.

2. A document issued by the Bailiwick of Jersey, the Bailiwick of Guernsey or the Isle of Man, which has been verified as valid by the Home Office Employer Checking Service, showing that the holder has been granted limited leave to enter or remain under Appendix EU to the Jersey Immigration Rules, Appendix EU to the Immigration (Bailiwick of Guernsey) Rules 2008 or Appendix EU to the Isle of Man Immigration Rules.
3. A current immigration status document containing a photograph issued by the Home Office to the holder with a valid endorsement indicating that the named person may stay in the UK, and is allowed to do the type of work in question, together with an official document giving the person's permanent National Insurance number and their name issued by a government agency or a previous employer.

## *List B Group 2*

1. A document issued by the Home Office showing that the holder has made an application for leave to enter or remain under Appendix EU to the immigration rules on or before 30 June 2021 together with a Positive Verification Notice from the Home Office Employer Checking Service.
2. A Certificate of Application (digital or non-digital) issued by the Home Office showing that the holder has made an application for leave to enter or remain under Appendix EU to the immigration rules (known as the EU Settlement Scheme), on or after 1 July 2021, together with a Positive Verification Notice from the Home Office Employer Checking Service.
3. A document issued by the Bailiwick of Jersey, the Bailiwick of Guernsey or the Isle of Man showing that the holder has made an application for leave to enter or remain under Appendix EU (J) to the Jersey Immigration Rules or Appendix EU to the immigration Rules (Bailiwick of Guernsey) Rules 2008, or Appendix EU to the Isle of Man Immigration Rules together with a Positive Verification Notice from the Home Office Employer Checking Service.
4. An Application Registration Card issued by the Home Office stating that the holder is permitted to take the employment in question, together with a Positive Verification Notice from the Home Office Employer Checking Service.
5. A Positive Verification Notice issued by the Home Office Employer Checking Service to the employer or prospective employer, which indicates that the named person may stay in the UK and is permitted to do the work in question.

From 6th April 2022 United Medics Limited will have to utilise certified Identification Document Validation Technology (IDVT) providers when carrying out digital identity checks for Temporary Workers who are not in scope to carry out Home Office on line services.

***NB: All documents obtained for proof of right to work must signed and dated as 'original seen'. This includes the date the document was obtained (dd/mm/yyyy format), the name or a legible signature of the person who has sighted the document, and the 'original seen' wording.***

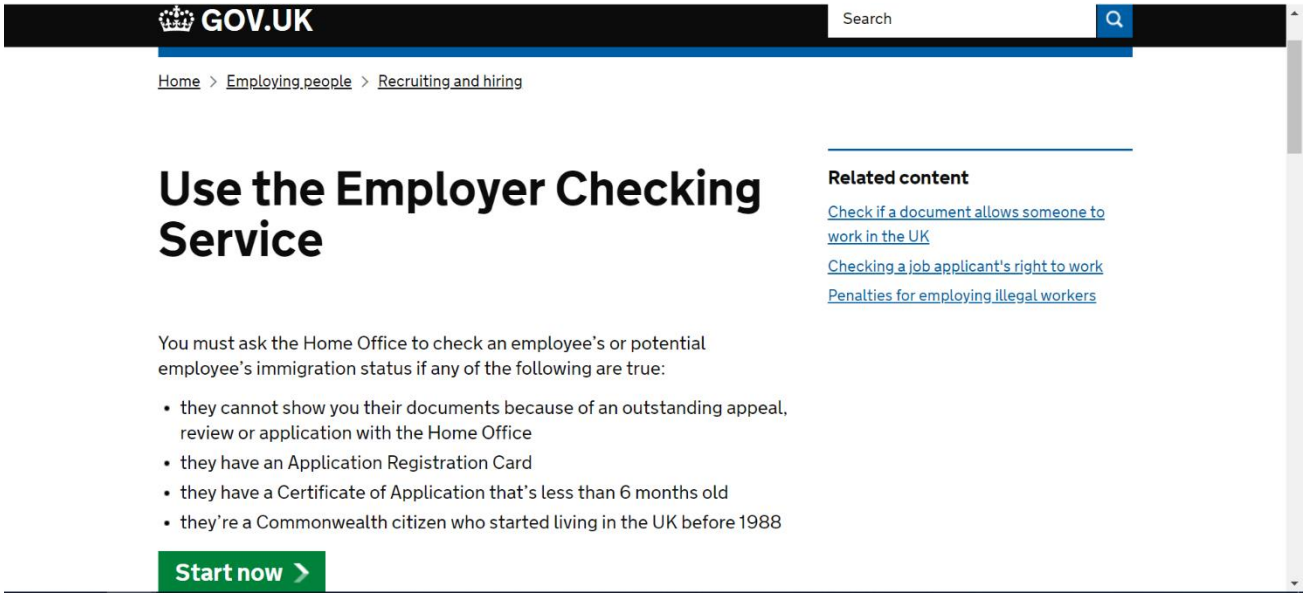
Where a candidate provides a document from **List B**, or where restrictions are in place on a candidate's right to work, the recruiter system Eclipse is updated with the appropriate information. This then flags our business 1 month in advance that follow up action is required to obtain further right to work and/or that restrictions in place may be breached or nearing their limits. Evidence of how this can be seen via screenshots of our recruiter system Eclipse. Reports are also run which allows the us to track further in advance candidate right to work status and expiry dates.

When uploading documents, our recruiter system Eclipse tracks all documents that have been uploaded in relation to the right to work requirement.

When documents are uploaded, internal staff are required to select from the available options on the recruiter system to ensure that the correct information is obtained and retained on file.

Where documents have an expiry date, these are added to the recruiter system.

Where a person is renewing their visa, they must provide supporting evidence showing their submission to the Home Office and their current visa status whilst their case is being reviewed. United Medics Limited will follow up the supplied Certificate of Application with the Home Office, completing an ECS and conforming to the response received.




## *Basic Steps to conducting a Right to Work Check using an IDSP*

IDSPs can carry out digital identity verification to a range of standards or levels of confidence. The Home Office recommends that employers only accept checks via an IDSP that satisfy a minimum of a Medium Level of Confidence. We utilise the services of [insert provider name] who can be found on the list of certified providers on GOV.UK: Digital identity certification for right to work, right to rent and criminal record checks.

Satisfy ourselves that the photograph and biographic details (for example, date of birth) on the output from the IDVT check are consistent with the individual presenting themselves for work (i.e. the information provided by the check relates to the individual and they are not an imposter).

We must retain a clear copy of the IDVT identity check output for the duration of employment and for two years after the employment has come to an end. Should we be found to be employing individuals without their identity and eligibility being verified correctly in the prescribed manner, we will not have a statutory excuse in the event the individual is found to be working illegally by reason of their immigration status. The employer remains liable for any civil penalty if there is no statutory excuse.

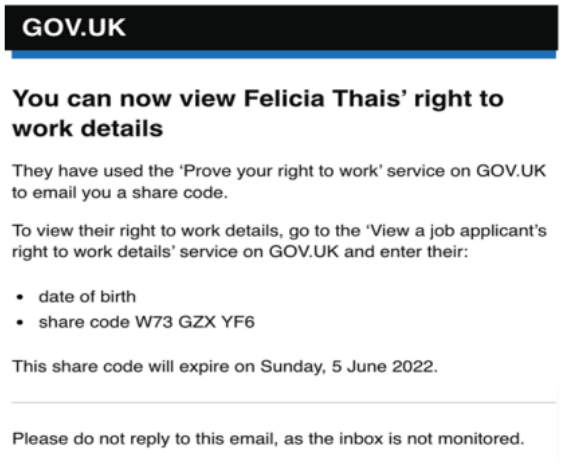
# Home Office Online Service

## Step 1: Use the Home Office online service

The individual may provide the share code to us directly, or they may choose to send this to us via the service. If they choose to send it to us via the service, we will receive an email from right.to.work.service@notifications.service.gov.uk. To check the person's right to work details, we will need to:

- access the service 'View a job applicant's right to work details' via GOV.UK
- enter the 'share code' provided to us by the individual
- enter their date of birth

It is not sufficient to simply view the details provided to the individual on the migrant part of the service and doing so will not provide us with a statutory excuse.



GOV.UK

**You can now view Felicia Thais' right to work details**

They have used the 'Prove your right to work' service on GOV.UK to email you a share code.

To view their right to work details, go to the 'View a job applicant's right to work details' service on GOV.UK and enter their:

- date of birth
- share code W73 GZX YF6

This share code will expire on Sunday, 5 June 2022.

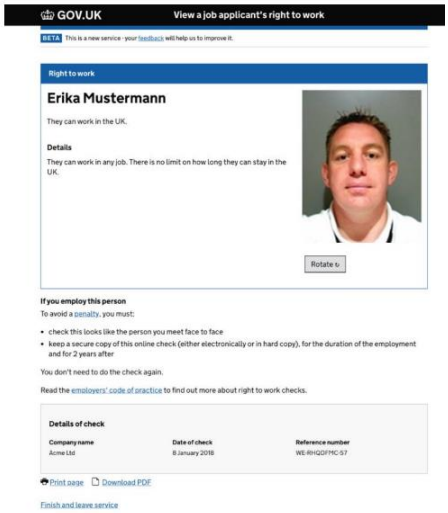
Please do not reply to this email, as the inbox is not monitored.

The above image is an example of the message an employer receives when an individual has sent their share code to the employer via the online service.

## Step 2: Check

We must check that the photograph on the online right to work check is of the individual presenting themselves for work (i.e. the information provided by the check relates to the individual and they are not an imposter). We must only employ the person, or continue to employ an existing employee, if the online check and follow up check confirms they have the right to work and are not subject to a condition preventing them from doing the work in question. If the online right to work check does not confirm that the individual has the right to work in the UK and do the work in question, we will not have established a statutory excuse from this check if we proceed to employ them. If we know or have reasonable cause to believe that they do not have the right to work, and employ them anyway, we risk being found guilty of a criminal offence.

If we employ someone based on the online check, but it is reasonably apparent from the photograph that the individual working is not the individual to whom the information provided in the check relates, we may face a civil penalty in the event of illegal working.


GOV.UK View a job applicant's right to work

BETA This is a new service - your feedback will help us to improve it.

Right to work

Erika Mustermann

They can work in the UK.

Details

They can work in any job. There is no limit on how long they can stay in the UK.

Rotate

If you employ this person

To avoid a penalty, you must:

- check this looks like the person you meet face to face
- keep a secure copy of this online check (either electronically or in hard copy), for the duration of the employment and for 2 years after

You don't need to do the check again.

Read the employers' code of practice to find out more about right to work checks.

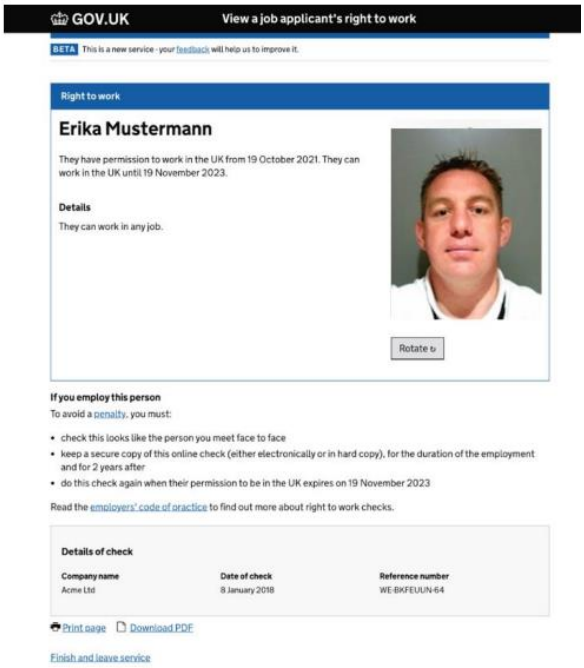
Details of check

| Company name | Date of check | Reference number |
|---|---|---|
| Acme Ltd | 8 January 2018 | WE-RHQDFMC-57 |

Print page Download PDF

Finish and leave service

The above image is an example from the online service and shows the individual has a continuous right to work.


GOV.UK View a job applicant's right to work

BETA This is a new service - your feedback will help us to improve it.

Right to work

Erika Mustermann

They have permission to work in the UK from 19 October 2021. They can work in the UK until 19 November 2023.

Details

They can work in any job.

Rotate

If you employ this person

To avoid a penalty, you must:

- check this looks like the person you meet face to face
- keep a secure copy of this online check (either electronically or in hard copy), for the duration of the employment and for 2 years after
- do this check again when their permission to be in the UK expires on 19 November 2023

Read the employers' code of practice to find out more about right to work checks.

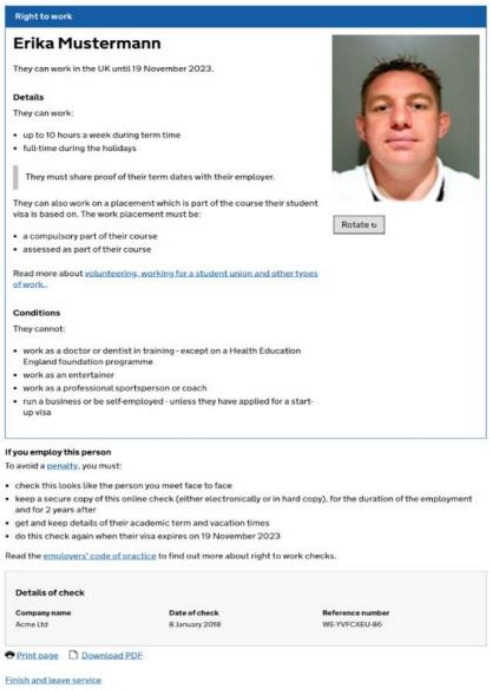
Details of check

| Company name | Date of check | Reference number |
|---|---|---|
| Acme Ltd | 8 January 2018 | WE-BKFEUUN-64 |

Print page Download PDF

Finish and leave service

The above image is an example from the online service and shows the individual has a time-limited right to work and confirms the date that their permission to enter or stay expires.



Right to work

**Erika Mustermann**

They can work in the UK until 19 November 2023.

**Details**

They can work:

- up to 10 hours a week during term time
- full-time during the holidays

They must share proof of their term dates with their employer.

They can also work on a placement which is part of the course their student visa is based on. The work placement must be:

- a compulsory part of their course
- assessed as part of their course

Read more about volunteering, working for a student union and other types of work..

Rotate ↻

**Conditions**

They cannot:

- work as a doctor or dentist in training - except on a Health Education England foundation programme
- work as an entertainer
- work as a professional sportsperson or coach
- run a business or be self-employed - unless they have applied for a start-up visa

**If you employ this person**

To avoid a penalty, you must:

- check this looks like the person you meet face to face
- keep a secure copy of this online check (either electronically or in hard copy), for the duration of the employment and for 2 years after
- get and keep details of their academic term and vacation times
- do this check again when their visa expires on 19 November 2023

Read the employers' code of practice to find out more about right to work checks.

**Details of check**

| Company name | Date of check | Reference number |
|---|---|---|
| Acme Ltd | 8 January 2018 | WE-YVFCXEU-86 |

Print page  Download PDF

Finish and leave service

The above image is an example from the online service and shows the individual has a restricted, time-limited right to work. It confirms the hours they can work and the date that their permission to enter or stay expires.

## *Step 3: Retain evidence of the online check*

We must retain evidence of the online right to work check. For online checks, this should be the 'profile' page confirming the individual's right to work. This is the page that includes the individual's photo and date on which the check was conducted. We will have the option of printing the profile or saving it as a PDF or HTML file. We should store this securely, (electronically or in hardcopy) for the duration of employment and for two years afterwards. The file must then be securely destroyed. Should illegal working be identified, we will need to be able to evidence that we have conducted a right to work check in order to have a statutory excuse and avoid a civil penalty. By retaining evidence of the check as above, we will be able to present this to an Immigration Officer in the event of illegal working.

# *Different Names*

Where the worker provides documentation which shows different names, United Medics Limited will look to obtain sufficient proof of name change, 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.

When acquiring right to work documents from the worker, United Medics Limited will ensure that a comparison is made between the pictures within the document, and check the date of birth to ensure it is consistent with the person who has supplied the document. Should any concerns arise over the authenticity of a worker's Right to Work document(s), United Medics Limited will look to seek advice and guidance from a number of external bodies, including (but not limited too): The Home Office, PRADO and the Metropolitan Police.

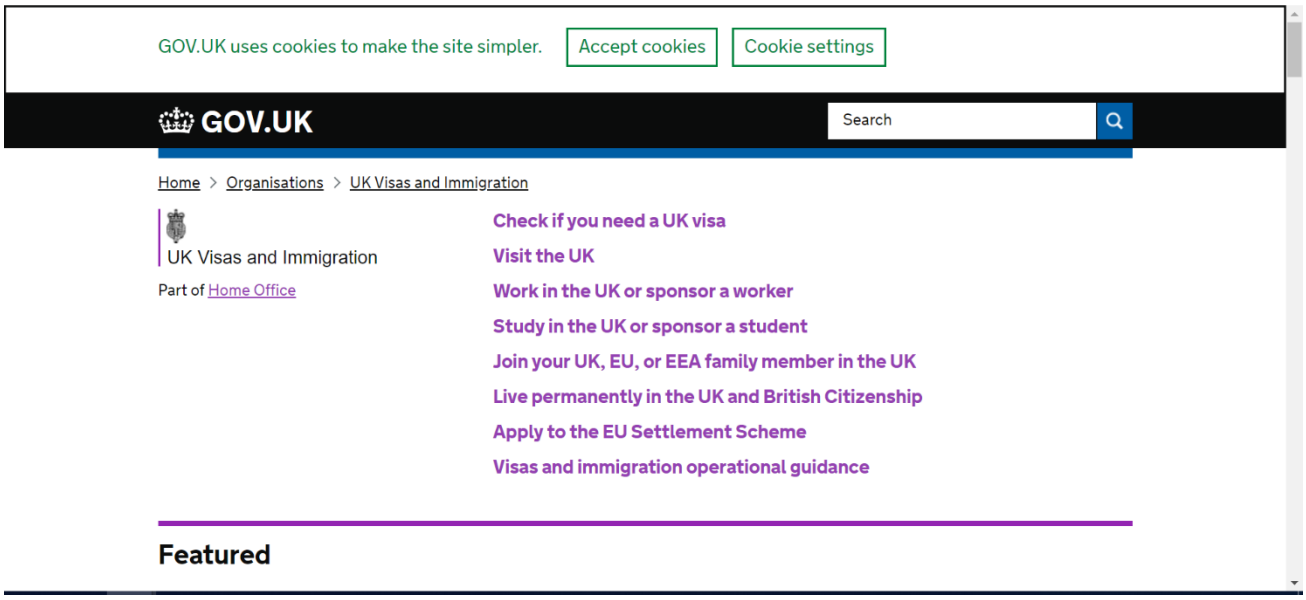
Outside of Home Office guidance, some of our contracts require us to obtain the front cover of the agency worker's passport and retain this on file as part of our validation of an agency worker's proof of right to work.

Verification of identity documents is conducted by the Compliance Manager within United Medics Limited. Online tools are utilised, including those promoted by the Home Office and PRADO - European Council of Right to Work and identity documents. Checking document authenticity is an integral and important part of the verification of right to work process. No single form of right to work can be fully guaranteed as genuine and therefore the verification process must be cumulative. The below are examples of tools utilised to validate the authenticity of documents provided.

United Medics Limited will always ensure that, ID and RTW documentation is verified with the use of an ID Verification scanner. This will meet with good industry practice and the standards set by the Framework Agreement and any current (and future) legislations and regulations. Furthermore, all documentation will be saved in line with WORM principles.

Useful Tools and websites for verification and reporting concerns:

https://www.gov.uk/government/organisations/uk-visas-and-immigration - UK Visas and Immigration




http://www.consilium.europa.eu/prado/en/7266/index.html - European Council of Right to Work Documents

European Council
Council of the European Union

Search

The European Council | The Council of the EU | Policies | Meeting calendar | Documents & Publications | Press | Contact

Home > Documents and publications > PRADO > Search by document country

## PRADO

**PRADO - Public Register of Authentic travel and identity Documents Online**

Document experts in all EU member states and in Iceland, Norway and Switzerland provide and select the information to be released to the general public via **PRADO**.

**Search by document country**

Documents in the alphabetic order of the three-letter country and region codes used in travel documents.

**Search by document title**

The characters used in the original title of the described document are reproduced as far as possible verbatim (as written on the document), as regards European scripts.

General Secretariat

## Search by issuing country

Documents of the European Union, of its member states, and of the other countries participating in PRADO

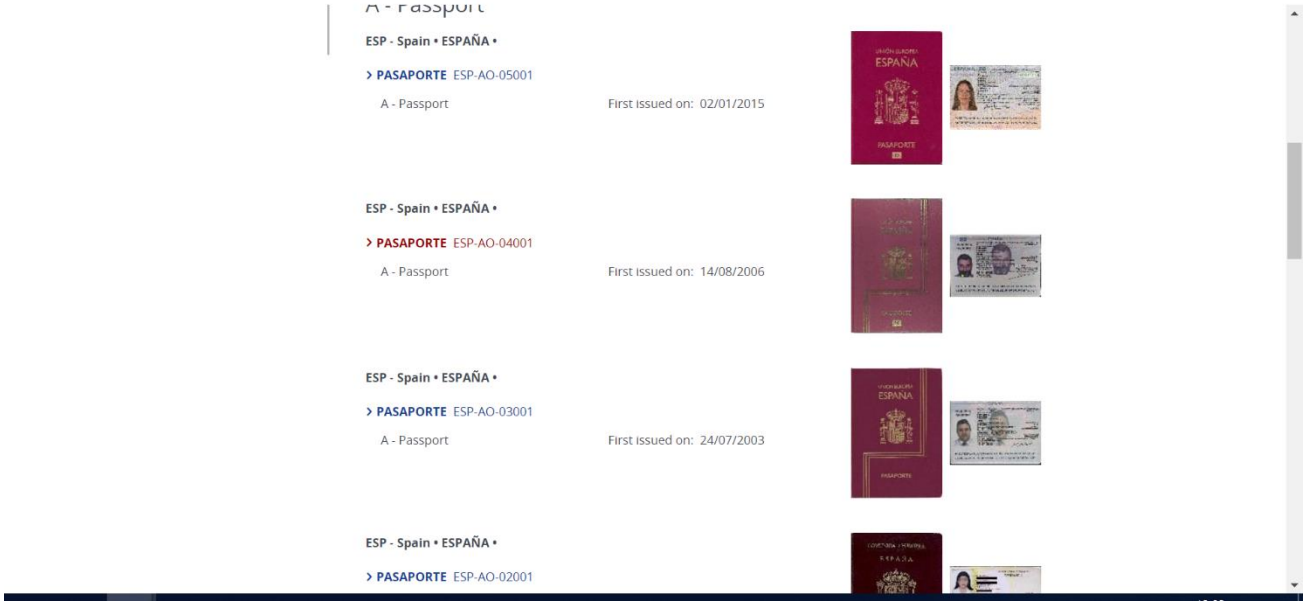
Documents of member states of the European Union in alphabetic order of the three-letter country codes used in

General Secretariat

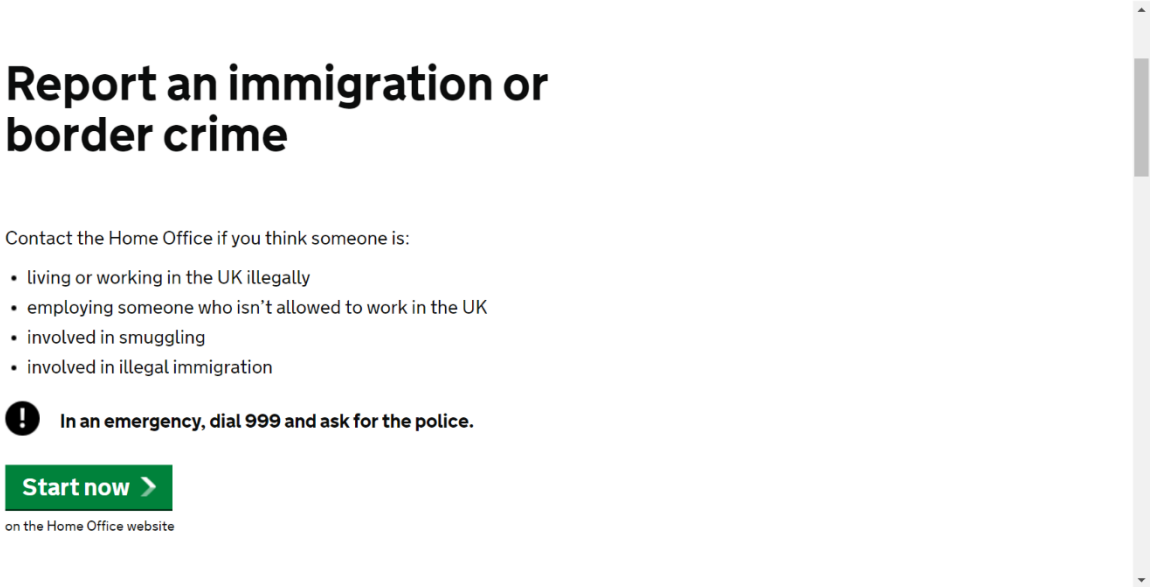
## ESP - Spain • ESPAÑA •

Document category

- All Documents
- A - Passport (11)
  - O - ordinary document (6)
  - D - diplomatic (3)
  - S - service / official (1)
  - P - temporary / provisional / emergency (1)
- B - Identity card (5)
  - O - ordinary document (5)
- J - Travel document issued to non-nationals (8)
  - O - ordinary document (6)
  - P - temporary / provisional / emergency (2)
- E - Entry paper (1)
  - P - temporary / provisional / emergency (1)
- I - Seafarers' identity document (2)
  - O - ordinary document (2)
- C - Visa (7)
  - O - ordinary document (6)
  - Y - related / associated document (1)
- H - Residence-related document (20)
  - O - ordinary document (11)
  - D - diplomatic (2)




https://www.gov.uk/report-immigration-crime - Reporting Immigration Crime




https://www.gov.uk/check-biometric-residence-permit - Biometric Residence Permit Check

# View a job applicant's right to work details

Related content

Penalties for employing illegal workers

Checking a job applicant's right to work

Check details of a job applicant's right to work in the UK, including:

- the types of work they're allowed to do
- how long they can work in the UK for, if there's a time limit

You'll need the job applicant's:

- date of birth
- right to work share code

You can also check someone's original documents instead - for example if you do not have a share code.

Start now

on the right to work service

http://www.nhsemployers.org/wer-workforce/recruit/employment-checks - NHS Employers Check Standards

Pre-employment checking seeks to verify that an individual meets the preconditions of the role they are applying for.

There are six NHS Employment Check Standards that outline the type and level of checks employers must carry out before recruiting staff into NHS positions. Download guidance, resources and further information about each check in the pages below.

**Please note that NHS Employers does not hold any information about individuals who are working or have worked in the NHS. All reference requests should be sent to the HR or personnel department at the relevant NHS organisation directly.**
**Reference requests sent to employmentchecks@nhsemployers.org will be deleted upon receipt.**

Identity checks

Understand the requirements to verify the identity of all prospective employees in the NHS.

Professional registration and qualification checks

Find out when and how employers should verify professional registration, qualifications and English language competency.

employmentchecks@nhsemployers.org

Tell us what you thought

Did you find the checks useful?

YES NO

RELATED LINKS

Background information on the employment checks standards

NHS Streamlining Resource Hub

We use cookies to give you the best experience on our website. View our cookie policy.

## *Verification*

We utilise an ID Verification Scanner in order to further verify documentation provided in order to prove a candidate Identity. This tool automatically checks all security features and details present on ID documents against information provided by various government bodies and agencies across the globe.

A printout is provided which confirms what checks have been undertaken and their individual status's (i.e. PASS/FAIL). This is retained on file and made readily available for auditors during any audit process undertaken.

The scanner undertakes multiple checks against security features on identity documents supplied, including passport; driving licenses, Visas and Biometric Residence Permits.

## Review

At all times, we follow NHS Employers Right to Work Check Standards, reviewing policies and processes to ensure that they always remain up to date and current.

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.

Right to work checks, together with verification of identity checks, must be carried out to assess the eligibility of an individual's legal right to work in the UK in line with current UK Home Office requirements.

- There are three steps that Recruiters must go through to confirm a prospective employee has the right to work in the UK:
    1. request right to work documents
    2. validate the documents
    3. copy and securely store documents.
- Documentation from all prospective agency workers must be seen, validated and recorded on file to provide evidence that they are legally eligible to reside and work in the UK.
- To confirm that an applicant has the legal right to work in the UK, Recruiters must see one of the documents or combinations of documents specified in List of Acceptable Right To Work Documents
- All documents must be valid, current and original.
- Photocopies must not be accepted. The documents must show that the holder is entitled to do the type of work being offered.
- Documents downloaded from the internet will not be accepted.

## National Insurance numbers

The provision of a National Insurance number in isolation is not sufficient evidence for the purposes of having a statutory excuse and this must only be accepted when presented in combination with one of the appropriate documents specified in Lists A or B.

## How to verify and authenticate documents

- Don't take documents at face value – ensure that they are checked thoroughly. Tax documents, payslips, degree certificates and fake documentation are all available online.
- Don't check documents in isolation – cross-reference with other data supplied. If the data doesn't match, ask for further evidence.
- If in doubt that the documentation being presented is genuine, ask the individual to come back for a second interview to give we time to follow up with relevant sources.

## *If we have doubts on authenticity of information*

In a situation where checks may return information that contradicts the details provided by the applicant and raises concerns, we should:

- Proceed in a sensitive manner – there is often a reasonable explanation for apparent inconsistencies
- Attempt to address concerns directly with the candidate – we may wish to call them back for a second interview so that we can follow up with the relevant sources.

## *General rules for verification*

- Check that we are being provided with an original document. Photocopies and downloads from the internet cannot be accepted.
- Check that the name of the Candidate on the Application Form is that provided on this document
- If the applicant provides us with documents that have different names we must request further documentation to explain the reason for this (marriage/civil partnership certificate, divorce certificate, deed poll, adoption certificate or statutory declaration)
- Check photographs, where available, to satisfy yourself that they are consistent with the appearance of the individual
- Check that the date of birth is consistent with the date given on the application form
- Check the date that this document issued and its expiry date. Do not accept expired documents

### *Verification of passports (UK or overseas)*

- Check the general quality and condition of the passport. Look out for page substitution, incorrect numbering of pages, damage to the cover or spine of the document, poor paper and print quality.
- Check that print is clear and even – print processes are deliberately complex on genuine documents.
- Check wording, issue and expiry dates – spelling mistakes are common in forged or counterfeit documents, especially on stamps and visas. Forgers often only alter the expiry date so ensure this corresponds with the issue date.
- Check for damage – accidental damage is often used to conceal tampering so treat any excessive damage with caution.
- Check photographs for size, signs of damage or for excessive glue – this could indicate photo substitution. An excessively large photograph may be hiding another photograph underneath. There should also be an embossed strip embedded into the laminate, which will catch a portion of the photograph.
- Check that watermarks can be clearly seen
- Check the name of the country of origin. Unofficial travel documents in the name of non-existent countries, or countries no longer known by their original name, are in circulation.

## *Verification of visas*

- Check for signs of alteration to the passport number or personal and issue details. Make sure details correspond with information in the passport
- Check that security features, such as watermarks, are intact
- Check image on the visa for signs of substitution
- Check wording for evidence of alteration or spelling mistakes

## *Verification of photo-card driving licences and photo identity cards*

New driving licences and photo identity cards now contain similar security features to those present in passports.

- Examine the licence carefully, looking for any damage or adjustments.
- Ensure that the printed details have not been changed.

- Check that watermarks and security features are intact.
- Photographs will always be in greyscale, check that this matches the applicant.
- Check that the biographical details (i.e. name, date of birth) match the details of the applicant.

## *Verification of driving licences:*

- Remove from the plastic wallet and check it is printed on both sides, check that the details on the counterpart document correspond with those on the photo-card, and compare the signature.
- Ensure the valid-to date is the day before the owner's 70th birthday (if the owner is over 70 this does not apply). Cross reference the valid-to date with the applicant's date of birth which appears on other verification ID.

## *Verification of national ID cards (UK or EU):*

- Check the card number on the front of the card in the top right-hand corner – it should contain two letters followed by seven digits. When we run our fingers across it, it should feel smooth and not be raised in any way
- The card should be the size of a credit card, it will appear slightly thicker than a driver's licence and will have a distinctive sound when flicked.
- If we have concerns about the validity of a national identity card, we may wish to contact the Home Office card verification line

## *Verification of birth certificates*

Birth certificates are not wholly reliable for the purpose of verifying a person's identity as copies may easily be obtained. However, certificates issued at the time of birth are more reliable than recently issued duplicates.

- Check the quality of paper used; genuine certificates use a high grade.
- When the document is held up to the light there should be a visible watermark.
- Any signs of smoothness on the surface might indicate that original text has been washed or rubbed away.
- There should be no signs of tampering, changes using liquid paper, overwriting or spelling mistakes.
- Ensure that the date of birth and registration/issue dates are provided.

- Check that the name and date of birth given in the application form match those given in the birth certificate.

## Verification of supporting documentation

Documents such as utility bills and bank statements support an individual's identity and proof of address but are not identity documents in themselves. Modern IT and the internet mean that supporting documents can be easily obtained or forged and, unlike identity documents, do not have many security features that we can easily check.

## Frequency of Checks

United Medics Limited is required to undertake an initial right to work check to prevent illegal working on all candidates we employ before employment commences. Once these checks are completed, United Medics Limited will carry out follow-up checks to verify the individual's permission to live and work in the UK is still valid is that permission is time-limited. There are two categories of statutory excuse;

Continuous excuse - this is where an individual can provide one document or combination of documents from List A and there are no restrictions on their right to work in the UK. Once documents from List A have been checked, copied, and retained, United Medics Limited need to conduct any repeat checks on the worker for the duration of their employment. This also applies where documentary evidence shows that the individual has indefinite leave to remain in the UK.

Time-limited excuse - this is where an individual can provide a document or combination of documents from List B which means they have time-limited and restricted right to work in the UK. The individual's permission to work in the UK ends when their visa or other right to work document expires. Some visas carry restrictions as to the number of hours the individual can work and/or the type of work they can do. This means that United Medics Limited will need to conduct a repeat check before the expiry date of the visa if we wish to continue to employ them. The frequency of any follow-up checks depends on whether the documents presented are from Group 1 or Group 2 in List B.

List A Continuous excuse documents need to be checked before employment starts only.

List B, Group 1 time limited documents need to be checked before employment starts and then when the permission expires, as indicated within the presented document.

List B, Group 2, time limited documents need to be checked before employment starts and then again after six months, as set out in the Positive Verification Notice.

United Medics Limited keeps a record of the date of any follow-up checks required for those with limited leave to remain in the UK and ensures that these checks are completed at the correct time. United Medics Limited asks candidates if they are subscribed to the services as part of the recruitment process and we ask permission to access their information online. After 28 days from the expiry date given in an employee's document(s), United Medics Limited will seek assurances that the employee has.

Submitted an in-time application to UKVI or

Made an appeal against the immigration decision before the expiry date specified in their document(s).

## *In-Time applications*

United Medics Limited must seek acceptable proof of an in-time application being made, such as a Home Office acknowledgement letter or proof or postage to indicate that an application has been sent to the Home Office. United Medics Limited then must go to the Home Office's online employer checking service to confirm that an application has been received and the individual continues to have a right to work while their application/appeal is being determined. The Home Office advises to wait for 14 days after the individual has submitted their application or appeal to ensure this has been registered. It is our responsibility to inform prospective or current employees when they are carrying out a check with the service. The Home Office will then issue you with a positive verification notice which confirms that the named individual is permitted to carry out the type of work in question. Positive verification notices are valid for a period of six months from the issue date.

Procedure if an applicant does not have the right to work.

If, after carrying out the right to work checks described in this policy, United Medics Limited establishes that an individual does not have the right to work, then we will not allow them to start employment.

If that individual can obtain the relevant permissions within an acceptable timeframe, then it is at our discretion as to whether to wait until permission is received or to withdraw any offer(s) of employment. If there is no evidence to suggest that permission will be granted promptly, then we will withdraw any offer of employment.

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# Work Health Assessment

## Standard Operating Procedure

United Medics Limited

**2023 version**

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## *Verification of immunisation and occupational health*

United Medics Limited have a duty of care to their employees to ensure that they, and their workplaces, are safe and healthy in line with health and safety obligations and equality law. Work health Assessments have an important role in helping employers identify and consider early on, any health condition or disability that may require:

- adjustments being made to the workplace to enable the individual to safely carry out the duties they have been engaged to carry out
- restrictions being placed on their duties, for example, exposure-prone procedures (EPPs) for workers who have a blood-borne virus which may impact patients in their care.

When carrying out a work health assessment, United Medics Limited must consider the requirements of the Equality Act. Section 60 of the Act describes the specific circumstances under which employers/suppliers can legally ask questions about a candidate's health or disability prior to making an offer of appointment. This applies regardless as to whether the offer is conditional or unconditional. It also places a duty on employers/suppliers to consider any reasonable adjustments (as far as practical) to ensure that people with disabilities are not disadvantaged during the recruitment process and, are treated fairly when considering working arrangements and the working environment.

All temporary staff that are placed into the NHS via United Medics Limited will undergo a robust Occupational Health Check in order to establish whether they hold the sufficient levels of immunity for the job role they are undertaking.

The health assessment is carried out for all candidates applying for NHS positions. This includes when:

- a candidate first takes up their position (whether or not this is preceded by a period of training).
- a candidate moves to a new job with a different NHS organisation (see the streamlining section below).
- A candidate is returning to work following a serious injury or illness and there is a need to assess whether they can safely return to their normal duties. Any assessment will need to be proportionate to the risks associated with the type of activities they will be required to undertake as part of their normal role.
- A candidate moves to a different job within the same organisation and this significantly changes the nature of the work they will be undertaking for example; they are required to carry out exposure-prone procedures (EPPs) for the first time or the environment they will be working in.

Checks are carried out at all times in line with the latest NHS Employers Check Standards.

These checks are carried out in order to:

- Ensure that temporary workers are physically capable of doing the work proposed, taking into account any current or previous illness
- Identify anyone likely to be at excess risk of developing work-related diseases from hazardous agents present in the workplace
- Ensure, as far as possible, that the temporary worker does not represent a risk to patients and that they will be doing work that is suitable and safe for them.

As part of the recruitment process, we ensure that the following two statements are completed by the candidate as a minimum.

| A I am not aware that I have a health condition or disability that might impair my ability to undertake effectively the duties of the position that I have been offered. |
|---|

| B I do have a health condition or disability that might affect my work and may require special adjustments to my work or my place of work. |
|---|

In all cases, it will be for our occupational health provider ACI Training and Consultancy to ascertain whether there are any additional requirements or reasonable adjustments, that should be considered to ensure the safety and well-being of the worker and/or any patients they may be providing services to/or will have contact with.

Occupational Health Checks will be carried out as part of the recruitment process – with the temporary worker made fully aware that any offers of placement made are subject to a satisfactory Fitness to Work Certificate being issued by the Occupational Health provider contracted to undertake the screening of bloods and immunisation reports on behalf of United Medics Limited. The satisfactory Fitness to Work certificate must be received by United Medics Limited prior to the deployment of the temporary worker into the provision of the services.

As part of the registration process, candidates will be required to complete an Occupational Health Questionnaire, as well as provide blood/immunisation reports to further confirm the information provided on the Occupational Health Questionnaire. Once the Occupational Health Questionnaire and blood/immunisation reports have been obtained – these will be forwarded onto the Occupational Health provider.

Where the Occupational Health provider responds with the need for further information, this will be followed up with the temporary worker in order for them to obtain the necessary information in line with the response received. This may include the need for further blood reports and proof of immunisation. Once the temporary worker has supplied the requested information – this will once again be forwarded onto the Occupation Health Provider. Temporary Fitness to Work certificates

may be issued by the Occupational Health provider. Where this occurs – the expiry date will be updated onto the recruitment software to ensure that the temporary worker does not work past this date without a valid Fitness to Work Certificate in place.

Where the Occupational Health provider provides a satisfactory Fitness to Work Certificate but with recommendations/restrictions – United Medics Limited will ensure that these are followed. Where necessary, the client will be notified accordingly – as the recommendations may require some adjustments to be made for the job role, including (but not limited to);

- Making adjustments to premises
- Altering the temporary worker's working hours
- Allowing absences during working hours for medical treatment
- Providing special equipment or modifying existing equipment
- Providing additional supervision and/or support.

Evidence that the above process has been followed will be held within the temporary worker's file.

Once a satisfactory Fitness to Work certificate has been received from the Occupational Health provider, the temporary worker will be made available for any vacant job roles (applicable to their grade, job title and clearance).

Fitness to Work certificates will be obtained prior to the temporary worker starting their assignment, and annually thereafter (as a maximum). Where an expiry date is evidenced within 12 months – this will be adhered to.

Our recruiter system Eclipse allows us to track validity of a Fitness to Work Certificate – ensuring that documentation remains valid throughout the duration of a candidate's recruitment/placement.

In order for a valid Fitness to Work certificate to be obtained – United Medics Limited will need to ascertain the level of clearance required for the job role. This will be either:

- Non-EPP (Non-Exposure Prone Procedures)
  - Hepatitis B;
  - Measles;
  - Mumps;
  - Rubella;
  - Tuberculosis;
  - Varicella;
- EPP (Exposure Prone Procedures)
  - Hepatitis B;
  - Hepatitis C; and
  - HIV

## *EPP*

United Medics Limited understand that Exposure prone procedures are those where there is a risk that injury to the worker may result in the exposure of the patient's open tissues to the blood of the worker. These procedures include those where the worker's gloved hands may be in contact with sharp instruments, needle tips or sharp tissues (spicules of bone or teeth) inside a patient's open body cavity, wound or confined anatomical space where the hands or fingertips may not be completely visible at all times.

The below list is followed by United Medics Limited when applying for an EPP Fitness to Work certificate for a temporary worker:

| |
|---|
| • Accident & Emergency |
| • General Surgery (also Vascular Surgery, Paediatric Surgery, Trauma, Transplant, Thoracic, Neurosurgery, Urology, Plastic) |
| • Gynaecology |
| • Obstetrics |
| • Dentistry & Orthodontics |
| • Orthopaedics |
| • Oral/Maxillofacial |
| • ENT (Ear, Nose & Throat) |

The below list is followed by  when applying for Fitness to Work certificates for a temporary worker that may require EPP Clearance:

- Anaesthetics - mostly Non-EPP
- ENT (ear, nose & throat) - mostly EPP
- Cardiology - mostly Non-EPP
- Endoscopy - mostly Non-EPP
- General Practice (GP)- mostly Non-EPP
- Laparoscopy - mostly Non-EPP
- Ophthalmology - could be both
- Renal Medicine - Mostly non-EPP

- Gastroenterology - mostly non-EPP

The below list is followed by United Medics Limited when applying for a Non-EPP Fitness to Work certificate for a temporary worker:

| |
|---|
| • General Medicine |
| • Haematology |
| • Intensive Care |
| • ITU Specialists |
| • Rheumatology |
| • Neurophysiology |
| • Respiratory |
| • Elderly Medicine/Care |
| • Psychiatry |
| • Radiotherapy |
| • Endocrinology |
| • Oncology |
| • Paediatrics |
| • Neonates |
| • Pathology |
| • Minor Surgery |
| • Radiologists |

Where the job title/job role does not provide suitable transparency on what clearance is required, United Medics Limited will make further enquires with the Trust in question. Evidence of the necessary clearance will be held within the temporary worker's file.

No temporary worker will be placed or work in assignment without a valid Fitness to Work Certificate on file.

[Insert redacted Non-EPP and EPP Certificate(s) below]

## *Temporary Certificates*

In some instances, the Occupational Health Provider may issue a temporary certificate of clearance. This will detail an expiry which can range between 3-6 months. United Medics Limited will ensure at all times that the recruiter system is updated accordingly with the expiry date and that a new Occupational Health Certificate is obtained should a candidate work past the expiry date listed on the temporary certificate.

Work health assessments remain a priority during the pandemic to ensure the health, safety and well-being of workers and patients. United Medics Limited will continue to follow pre-existing requirements as outlined in the NHS Employers Check Standards.

Working with occupational health departments will be essential to provide proactive support and guidance to staff regardless of whether they are being newly appointed into the NHS, are being redeployed or are returning to the workforce under the retire/return scheme managed by NHS England and NHS Improvement. This will be even more important when considering reasonable adjustments or the redeployment of staff who may be more vulnerable to COVID-19, such as those with underlying health conditions and/or in at-risk groups. Occupational health screening for infectious diseases e.g. tuberculosis and blood-borne viruses must be carried out before commencing clinical work.

## *Occupational Health provider*

United Medics Limited use the service of ACI Training and Consutancy as their Occupational Health provider - who is SEQOHS accredited. Training will be provided by the Occupational Provider to United Medics Limited staff, so that the correct procedure can be followed throughout the business. If there are any concerns raised when going through the Occupational Health process, United Medics Limited will liaise with the Occupational Health provider swiftly in order to rectify these issues promptly. Please see attached the SEQOHS Certificate.

Evidence of the contract signed and held with the Occupational Health provider will be made readily available for any external audit in line with the requirements stipulated within a supplier contract.

[Insert SEQOHS Certificate below]

## *Infection Prevention*

Infection Control, including MRSA, C dif, Ebola are both hospitals acquired infections. Agency Workers are made aware of their obligations when it comes to Infection Prevention, with full information detailed within the Agency Worker Handbook. This includes:

- Wash hands before and after patient contact
- Wear gloves, aprons and masks
- Uniforms should be short sleeved so nothing below the elbow except for a plain wedding band is allowed
- Dispose of items in the correct coloured bins
- Cover up any cuts or breaks in the skin

HIV/Aids The HSC1998/226 "Guidance on the Management of HIV infected health care workers and Patient Notification" must be adhered to.

If the Agency Worker thinks that they have been exposed to HIV in any way they must go straight to A & E or their nearest sexual health clinic.

United Medics Limited must be informed immediately. All agency workers will be treated with respect, confidentially and support.

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# English Language Competency

## Standard Operating Procedure

**United Medics Limited**

**2023 version**

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## *Verification of English language competency checks*

All public facing roles require a proportionate level of English language proficiency for written and verbal communication. Regulatory bodies set their own professional standards including the requirement for each healthcare professional to communicate effectively with patients and colleagues. Registration with a regulatory body alone does not guarantee that the candidate has the clinical or language skills to perform a particular role. Therefore, United Medics Limited, remains responsible for assuring that the candidate's applying for the post has the necessary linguistic skills, as well as the necessary clinical skills and relevant qualifications, to undertake the type of role they are appointed to.

As part of the recruitment and vetting process, United Medics Limited, ensures that all candidates are competent in their understanding of written and spoken English. This is imperative when supplying candidates into the NHS, and in itself, acts as a safeguard for all parties that come into contact with United Medics Limited, – both directly and indirectly.

At all times, United Medics Limited, comply with the Health Service Circular 1999/137: Employment of EEA nationals, ensuring language competency (Department of Health, June 1999) (see https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/573013/english_language_requirement_public_sector_workers_code_of_practice_2016.pdf http://www.dh.gov.uk/prod_consum_dh/groups/dh_digitalassets/@dh/@en/documents/digitalasset/dh_4012004.pdf ) and latest NHS Employment Check good practice guidance for employers (see https://www.nhsemployers.org/-/media/Employers/Publications/Language-competency-guidance.pdf ) (as per the Framework Guidance).

Although the need to verify as to whether a candidate has sufficient knowledge and understanding of Medical English starts with the relevant Professional bodies (NMC, GMC, HCPC etc), United Medics Limited, complete additional checks (where necessary) in order to provide further reassurance on a candidate's suitability to be supplied into the provision of the services.

There are a number of ways an applicant could meet and evidence an English language requirement, including:

- be a national of a majority English speaking country
- have worked in an organisation/ institution where English was the primary language used
- pursued part of their education in the UK
- hold a degree or relevant educational qualification that was taught in English by a recognised institution abroad
- lived in a multi-lingual household in which a relative or a carer used English as their primary form of communication
- pass an English language competency test

## *IELTS*

IELTS measures the ability to communicate in English across four language skills – listening, reading, writing and speaking. It has been specifically developed for people who intend to study or work where English is the language of communication and is available in test centres in over 135 countries

around the world. If a candidate has successfully completed IELTS, United Medics Limited, will obtain a copy of said certificate and hold this within the candidates file. Only original items will be accepted.

In order to ascertain as to whether the candidate can demonstrate suitable linguistic skills, United Medics Limited, have incorporated an English Language testing system within the Face to Face interview stage. This process, which is completed by a clinician of a more senior band, helps identify and confirm as to whether the suitable levels expected for English Language proficiency have been met. This is done via:

- ✓ Questions asked in the English Language, with written responses required form the candidate
- ✓ Questions asked of the candidate, for which verbal responses must be given

Each test paper is scored, and the appropriate action depending on a pass or fail. Evidence of the Questions and Answers are retained in the candidate file.

United Medics Limited, understand that even though the new language controls undertaken by regulators as of 2015 have been implemented, this will not replace the checks completed by United Medics Limited, who will continue to have a role in ensuring that candidates have the necessary language knowledge to perform their professional duties in the workplace.

Specific guidance from professional bodies:

## *English language requirements for nurses and midwives*

As per the guidance issued in November 2014, the Government announced plans to give the Nursing and Midwifery Council (NMC) powers to put in place language controls for European Economic Area (EEA) trained nurses and midwives.

For detailed information about the new NMC language controls which Medco Services will look to meet as part of this policy, please see the https://www.nmc.org.uk/ .

Nurses and midwives trained outside of the EEA remain subject to the language requirement controls that form part of the separate NMC overseas registration process (see https://www.nmc.org.uk/registration/joining-the-register/trained-outside-the-eueea/)

## *Language requirements for doctors*

The General Medical Council and the Department of Health (DH) have consulted on the language proficiency of EEA (European Economic Area) doctors. The following changes have come into effect to make sure all doctors have the necessary knowledge of English to practise safely in the UK.

- ✓ In April 2014, a new category of fitness to practise impairment 'not having the necessary knowledge of English' was introduced. The GMC has updated its *Good Medical Practice* to include a specific duty that 'doctors must have the necessary knowledge of the English language to provide a good standard to practice and care in the UK'.

- ✓ In June 2014, the General Medical Council raised its requirements for the minimum scores that doctors must obtain in the International English Language Testing System test. From this date onwards, they must achieve an overall score of 7.5 (up from 7.0).
- ✓ In June 2014, changes to the Medical Act (1983) came into effect. The GMC is now able to refuse to grant a licence to a European doctor who cannot demonstrate they have the necessary knowledge of English. The GMC also has the power to require European doctors to undergo a language assessment if this is needed to make a decision about their fitness to practise.

All of the above information will be sought in order to initially ascertain a candidates level of English. However, past this – United Medics Limited, have incorporated an English Language testing system within the Face to Face interview stage. This process, which is completed by both the Nurse Manager (Band 7) and Compliance Team helps identify and confirm as to whether the suitable levels expected for English Language proficiency have been met. This is done via:

- Questions asked in the English Language, with written responses required form the candidate
- Questions asked of the candidate, for which verbal responses must be given
- Drugs Calculation Testing
- Scenario based testing

The interviewer will rate the 'test paper' and the candidate's levels of English language – indicating whether the candidate has passed the 'test' process, or whether concerns have been highlighted. Evidence of the Q&As and verbal ratings are held in the candidate's file and made readily available upon request.

United Medics Limited, understand that even though the new language controls undertaken by regulators as of 2015 (updated in 2019) have been implemented, this will not replace the checks completed by United Medics Limited, who will continue to have a role in ensuring that candidates have the necessary language knowledge to perform their professional duties in the workplace.

## *Knowledge & Skills Framework (KSF)*

A face-to-face interview is included in our recruitment process and amongst other skills, it enables us to assess the candidate's proficiency in spoken and English. The Knowledge & Skills Framework can help us measure communication skills including proficiency in English during interview if required. The KSF has 4 levels of communication and includes simple behaviours to check against. It also provides positive indicators and warning signs which will help us identify if the candidate is able to communicate effectively.

## *International English Language Testing System (IELTS)*

The International English Language Testing System (IELTS) measures an individual's ability to communicate in English across four language skills: listening, reading, writing and speaking. It has

been specifically developed for people who intend to study or work where English is the main language.

This is often considered to be the standard of English required to function competently and expertly in a degree-holding profession and as a registrant with the regulatory bodies.

To assess English language skills of non-exempt candidates, we will request the original copy of their International English Language Testing System (IELTS), unless they have certification from one of the alternative organisations below that is approved by their regulatory body.

## *Occupational English Test (OET)*

OET is an international English language test for the healthcare sector. It assesses the language communication skills of healthcare professionals who seek to register and practice in an English speaking environment and covers all four language skills with an emphasis on communication in a healthcare environment.

This qualification may be used for some roles as an alternatively to IELTS.

Common European Framework of Reference (CEFR)

The CEFR is an international standard for describing English language competency on a six point scale (A1 – beginner, A2 – elementary, B1 – intermediate, B2 – upper intermediate, C1 – advanced and C2 – proficient).

This qualification may be used for some roles as an alternatively to IELTS.

Regulatory Body Requirements for EEA Nationals & International Graduates

## *Language Testing Process*

United Medics Limited, requires non-exempt candidates to provide evidence of IELTS, OET or CEFR to the current professional standards to register for work. Only those candidates who maintain professional registration are allowed to be placed and continue into assignments.

The candidate must provide original documentation to demonstrate their test results alongside their original professional certificate.

The process of checking and re-checking is outlined below:

- The candidate name and any other identifying details are cross checked with the application to confirm that the certificate relates to that individual.
- We check the original document to ensure it is valid, take a colour copy or scan and sign and date (or date stamp) it to state that the original was seen and upload it to our recruitment software, where it is stored in line with GDPR guidelines.

Upon submitting a candidate for an assignment, further checks are made. These checks ensure the candidate is fully registered with a license to practice in the UK for the assignments they are being

submitted for. If a candidate's language skills are found not to be sufficient, it is possible for them to be referred to their regulatory body.

## *Audits*

All professional registration and language assessment certificates are verified at point of registration and scanned onto our systems with a date stamp. It is retained in a format that cannot be altered.

The system will automatically flag an alert for each candidate's professional registration expiry date 1 month prior to expiry. This allows sufficient time to contact the candidate and ensure the continuity of their professional registration.

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

The table in ***Appendix 1*** displays the various ways regulatory bodies permit applicants to demonstrate language competency when registering with them. Non EEA nationals must prove their English competency using the routes below, while EEA nationals can demonstrate competency via their application. If this is not sufficient, they may be asked to use one of the routes shown in ***Appendix 1*** before being added to the register.

***Appendix 2*** shows language test equivalents across the different tests/standards.

## Appendix 1 – Regulatory Body Language Requirements

| **Regulatory Body** | **Language Requirements** | | | | |
|---|---|---|---|---|---|
| | **IELTS** | **OET** | **TOEFL** | **CEFR** | **Other** |
| General Medical Council | IELTS overall score of minimum 7.5 | Level B | | | • Qualifications – accepted where course and activities taught in English and 75% clinical interaction.<br>• References – original references from employers over the last 2 years where English is the first and native language.<br>• Registration – a pass in a language test for registration with a medical regulator in a country where English is the first and native language. If the test was completed more than 2 years ago, evidence of practise in an English speaking country will also be required. |

| | | | | | |
|---|---|---|---|---|---|
| Nursing & Midwifery Council | IELTS overall score minimum 7.0 | Level B | | | • Practise – at least 1 years' practise where English is the first and native language and English language assessment needed for registration.<br>• Qualifications – accepted where course and activities taught in English and 50% clinical interaction.<br>• Registration – a pass in a language test for registration with a medical regulator in a country where English is the first and native language |
| General Dental Council | IELTS overall score of min 7.0 with no less than 6.5 in any section | | | | • Qualifications – dental professional qualifying in a country where English is the first and native language do not routinely need to provide additional evidence. |
| General Optical Council | IELTS score of at least 7.0 with no less than 6.0 on any individual section except for "speaking" where a minimum score of 7.0 is required. | | | | • The GoC is currently reviewing the assessment of non-EEA applicants. |
| General Osteopathic Council | IELTS overall score of 7.0 with no element scoring less than 7.0. | C1 equivalent | C1 equivalent | C1 | |
| Health and Care Professionals Council | IELTS score of 7.0 with no single score less than 6.5. For language therapy an IELTS score of 8.0 is required with no single score less than 7.5. | | | | • Other tests are generally accepted but applicants must demonstrate their competence is equivalent to the IELTS standards that have been set. See ***Appendix 2***. |
| General Pharmaceutical Council | IELTS score of 7.0 in every category | | | | • Practise – at least 2 years' practise in an English-speaking country.<br>• Qualifications – accepted if taught and examined in a country where English is the first and native language and 85% clinical interaction. |

| | | | | | |
|---|---|---|---|---|---|
| General Chiropractic Council | IELTS score of minimum 7.0 | | | | The GCC will seek additional evidence of English competence on a case by case basis.<br><br>Practise – at least 2 years' practise in and English-speaking country.<br><br>• Qualifications – accepted if taught and examined in a country where English is the first and native language and 75% clinical interaction. |

## *Appendix 2 – Language Test Equivalents*

| **IELTS Score** | **CEFR Language Level** | **OET Level** |
|---|---|---|
| IELTS 8.0 / 8.5+ | C2 (Proficient) | OET A |
| IELTS 7.0 / 7.5 | | OET B |
| IELTS 6.5 / 7.0 | C1 (Advanced) | |
| IELTS 6.0 / 6.5 | | OET C |
| IELTS 5.0 / 5.5 | B2 (Upper Intermediate) | OET D |
| IELTS 4.0 | B1(Intermediate) | OET E |

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# Mandatory Training

## Standard Operating Procedure

United Medics Limited

**2023 version**

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

United Medics Limited aim is to ensure that all temporary staff 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. Initially, evidence of any previously completed training by the candidate is requested to be detailed within the Application Form, detailed on the Employment History/CV (fully detailing what training has been completed and when) and supported with original certification and records.

Candidates will be asked to supply all original certificates of training completed in line with the job role they are applying for. At all times, United Medics Limited comply with the latest skills for Health UK Core Skills Training Framework (CSTF) guidelines, Resuscitation Council UK guidelines and any other relevant legislation and regulations. CSTF alignment requires the learning outcomes for each CSTF subject to be met. In general, the CSTF does not prescribe training methods - however, some subjects will require a practical training component which is then implemented as part of our candidates training.

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 recruiter system Eclipse, signed and dated as original seen by United Medics Limited. United Medics Limited 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 training certification/records are not obtained direct from a training provider (i.e. obtained from the candidate during the recruitment process), these **must** be verified with the issuing body before they can be used to satisfy the compliance requirements. Fraud is on the increase and by not verifying documents not issued to the supplier directly can leave the organisation, patient and Authority at an increased risk. Written confirmation of verification should be retained on file to further support the authenticity of the documentation obtained.

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 CFA

Candidates can also provide details or previously completed training where certification is not available. This is very commonplace when in relation to permanent staff in the NHS. To support this, candidates can complete the below template which is then sent to the relevant Trust for verification. As with references, a response must be received with verification in the form or a company stamp or business email address.

Should there be any gaps identified within the candidate's training, skills and/or expertise, United Medics Limited 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 as a minimum:

| Subject | Audience | Required frequency of refresher training or assessment | Comments on trainingdelivery |
|---|---|---|---|
| Conflict Resolution | Frontline NHS staff and professionals whose work brings them into direct contact with members of thepublic. | **3 years** | Elearning can support the delivery of knowledge aspects of learning outcomes.<br>Practical instruction alsorequired. |
| Equality, Diversity and Human Rights | All staff, including unpaid andvoluntary staff. | **3 years** | Elearning can cover alignment to CSTF learningoutcomes. |
| Fire Safety | All staff, including unpaid andvoluntary staff. | **Induction**: Site specific training followed by regularupdated fire safety training.<br>Staff who may need to helpevacuate others, should receive training more frequently than those who may only be required to evacuate themselves.<br>Assessment of competenceevery **2** | Elearning can support the delivery of knowledge aspects of learning outcomes.<br>Practical instruction alsorequired e.g. evacuation techniques and use of firefighting equipment. |

| | | | |
|---|---|---|---|
| | | **years** | Supplemented by specificjob/site training as necessary to ensure safe working practices. |
| Health, Safety andWelfare | All staff, including unpaid andvoluntary staff. | **3 years** | Elearning can cover alignment to CSTF learningoutcomes.<br><br>Further job specific trainingmay be needed based upon local risk assessment. |
| Infection Preventionand Control | **Level 1:** All staff includingcontractors, unpaid and voluntary staff.<br>**Level 2:** All healthcare staffgroups involved in direct patient care or services. | **3 years**<br><br>**1 year** | Elearning can cover alignment to CSTF learningoutcomes. |
| Information Governance and Data Security | All staff involved in routineaccess to information. | **1 year** | E-Learning can cover alignment to CSTF learningoutcomes. |
| Moving and Handling | **Level 1:** All staff, includingunpaid and voluntary staff.<br><br>**Level 2:** All staff, includingunpaid and voluntary staff whose role involves patient handling activities. | **3 years** (for load handlingstaff)<br><br>**2 years** | Elearning can support the delivery of knowledge aspects of learning outcomes. Practical instruction also required for staff involved in load handling and patient handling activities. |

| | | | |
|---|---|---|---|
| Preventing Radicalisation | **Basic Prevent Awareness:**All clinical and non-clinical staff that have contact with adults, children and young people and/ or parents/carers.<br><br>**Prevent Awareness:** All staff who could potentially contribute to assessing, planning, intervening and evaluating the needs of an adult or child where there aresafeguarding concerns. | **3 years**<br><br>**3 years** | **Basic Prevent Awareness:** Elearning cancover alignment to CSTF learning outcomes. Can also be incorporated into an organisation's Safeguarding training.<br><br>**Prevent Awareness** should be delivered by attendance at a Workshopto Raise Awareness of Prevent (WRAP) or by completing an approved e-learning package. |
| Resuscitation | **Level 1**: Non-clinical staff, dependent upon local risk assessment or work context.<br>**Level 2:** Staff with direct clinical care responsibilitiesincluding all qualified healthcare professionals.<br>**Level 3:** Registered healthcare professionals witha responsibility to participateas part of the resuscitation team. | **1 year**.<br><br>**1 year**<br><br>**1 year** | A variety of methods can be used for annual updates(including E-Learning).<br><br>At levels 2 and 3, practicalinstruction i.e. 'hands-on' simulation training and assessment is recommended for clinical staff. |
| Safeguarding Adults(Version 2) | **Level 1:** All staff working inhealth care settings.<br><br>**Level 2:** All practitioners whohave regular contact with patients, their families or carers, or the public. | **3 years**<br><br>**3 years**<br><br>**3 years** | **Level 1**: Elearning can cover alignment to CSTFlearning outcomes.<br><br>**Level 2**: Elearning can cover alignment to CSTFlearning outcomes. |

| | | | |
|---|---|---|---|
| | **Level 3:** Registered health care staff who engage in assessing, planning, intervening and evaluating the needs of adults where there are safeguarding concerns (as appropriate torole). | | **Level 3:** Elearning can support delivery of knowledge aspects of learning outcomes. |
| Safeguarding Children (Version 3) | **Level 1**: All staff working inhealth care settings.<br><br>**Level 2**: All non-clinical and clinical staff who have any contact (however small) with children, young people and/or parents/carers or anyadult who may pose a risk tochildren.<br><br>**Level 3**: Clinical staff (working with children, youngpeople and/or their parents/ carers and/or any adult who could pose a risk to children),who could potentially contribute to assessing, planning, intervening and/ or evaluating the needs of a child or young person and/or parenting capacity (regardless of whether there have been previously identified child protection/safeguarding concerns or not). | **3 years**<br><br>**3 years**<br><br>**3 years** | E-learning is appropriate toimpart knowledge at levels1 and 2. At Level 2, training, education and learning opportunities should also include multi-disciplinary and scenario- based discussion.<br><br>At level 3, E-learning can be used as preparation for reflective team-based learning.<br>At level 3, learning shouldbe multi-disciplinary and inter-agency, including opportunities for personalreflection, scenario-based discussion, drawing on case studies etc. |

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 |
| RRIT Training (provided by a BILD Accredited training provider). | Annual |
| Interpretation of cardiographs | Annual |
| Counter Fraud Training | Annual |
| Section 21 | |
| Maternal Life Support / Neonatal Life Support | Annual |
| Ionising Training | 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 (or relevant refresher to current legislation and regulations). |

In the case of a Temporary Worker whose Job Profile may reasonably be expected in the course of their normal duties to involve handling of food, in addition to the above, **Food Hygiene Awareness** (Annual); and

All Nurses and other staff (as applicable) are expected in addition to the above, to complete **Medicine Management** on an annual basis.

In the case of a Temporary Worker who may reasonably be expected in the course of their normal duties to be competent within their Job Profile to perform (as reasonably requested by the Authority within the Call-off Contract), in addition to the above, **Blood Transfusion** (including Decision to Transfuse, Administration of blood components, Blood sampling and Collection of blood components from storage & delivery to clinical areas on a 3-year refresher cycle); and

In the case of a Temporary Worker whose Job Profile may reasonably be expected in the course of their normal duties to perform assignments within Mental Health and Learning Disabilities, in addition to the above, **RRIT** (Annual), **Breakaway Training, Mental Health Act** (Annual) **and Mental Capacity Act** (Annual). All RRIT training must be provided by BILD Accredited providers (https://bildact.org.uk/certified-organisations/)

In the case of a Temporary Worker whose Job Profile may reasonably be expected in the course of their normal duties to perform assignments within Midwifery, in addition to the above:

- **Resuscitation of the new-born** (Annual);
- **Interpretation of cardiotocograph traces** (Annual); and
- **Maternal resuscitation training** (Annual)

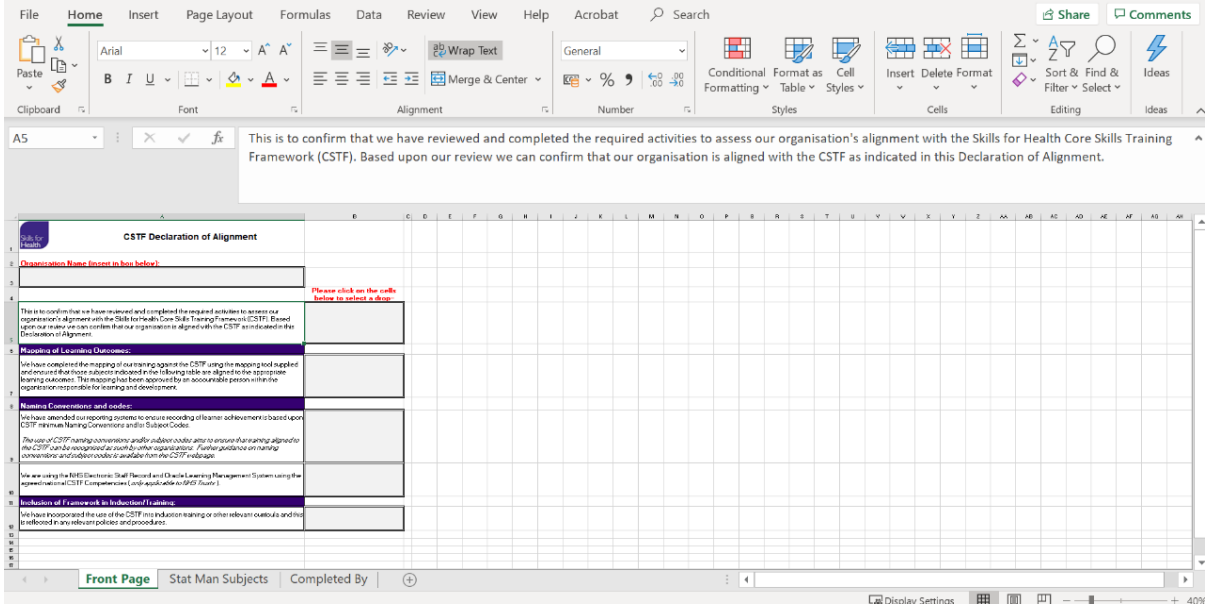
**Tissue Viability training** is aimed at specialist healthcare professionals such as nurses and practitioners. These **courses** will develop skills and knowledge on wound management in patients (annual)

Where a temporary worker has undertaken the role of a HCA post April 2015 (having never previously been a HCA), they will be required to complete the Care Certificate. The supplier must obtain evidence of the completed Care Certificate. Where a temporary worker has previously completed an NVQ Level 2/3 in Health & Social Care, the Care Certificate is not required. However, original qualification certificates must be obtained and verified with the issuing body to confirm their authenticity.

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, United Medics Limited 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)

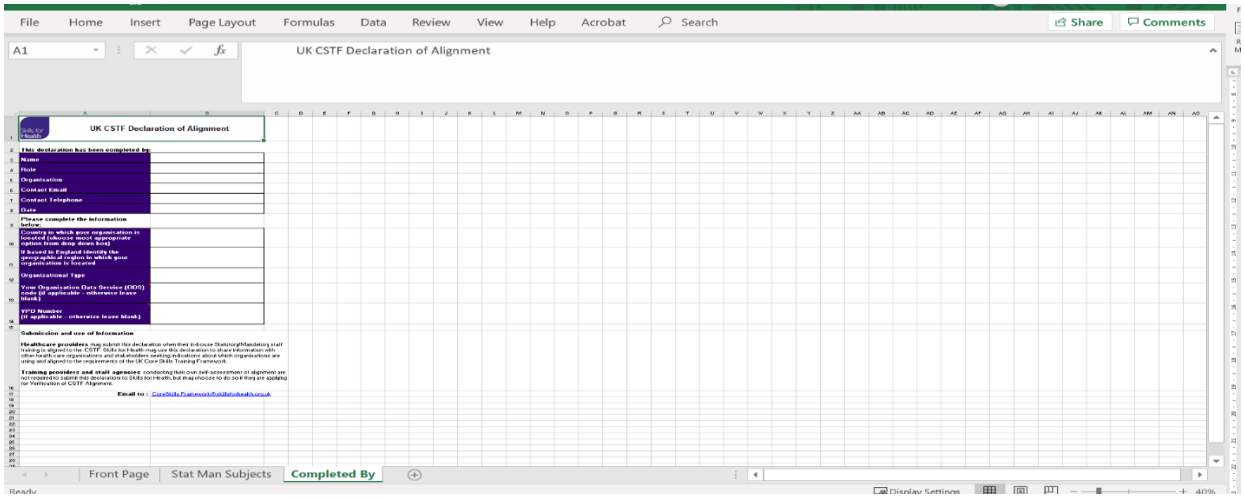


UK Statutory/Mandatory CSTF : Alignment Status by Subject

| 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 | | | |

UK Statutory/Mandatory CSTF : Alignment Status by Subject

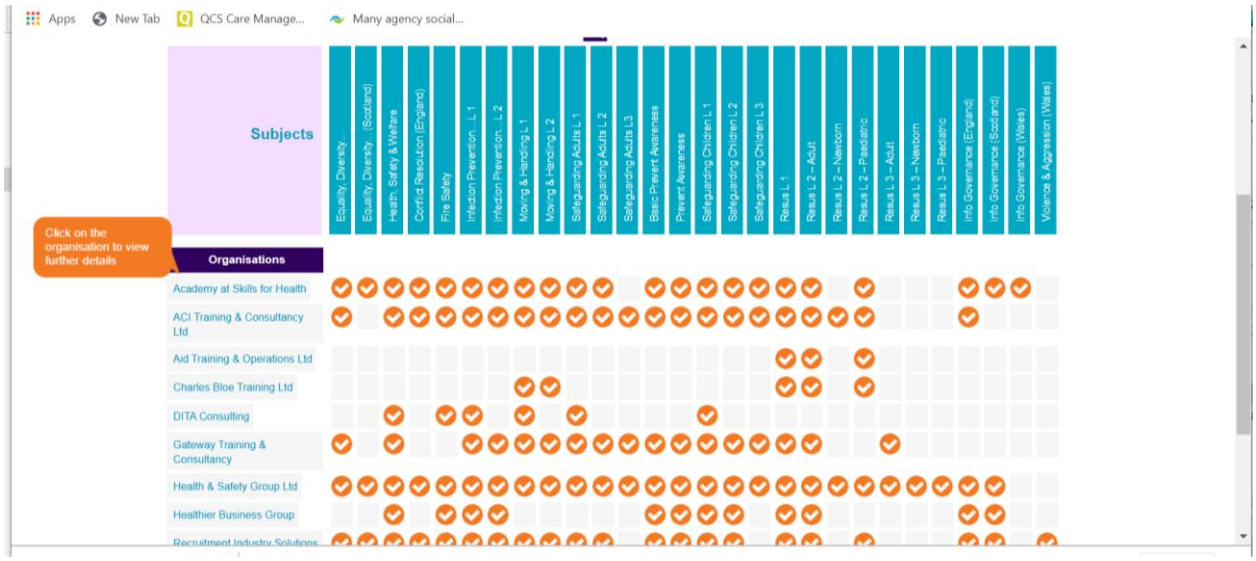
| Subject | Learning Outcomes Met<br>Identify which subjects you have reviewed and are aligned | Format of Delivery<br>Identify format of Delivery e.g.classroom, e-learning or other (please state) | Recommended Refresher Period within Framework | Agreed Organisation Refresher Period<br>Identify any refresher 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. |
|---|---|---|---|---|---|---|
| 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, followed 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, followed by local risk | | | |




**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.

## *Using the Directory*

Organisations are listed alphabetically by name – the lists can also be filtered/sorted by:

- Country/region
- Organisation type e.g. Acute Trust, Mental Health Trust, Health Board etc.

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.

United Medics Limited currently utilise the training services of the following providers:

- ACI Training and Consultancy
- Healthier Business Limited

## *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.

UNITED MEDICS

# Appraisal & Re-dentity SOP

## Standard Operating Procedure – identity

United Medics Limites

**2023 version**

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# *Verification of appraisal and revalidation checks*

United Medics Limited supports the Revalidation process that went live in October 2015 and will provide a range of assistance to agency nurses to help them fulfil their obligations.

Information and updates regarding the Revalidation process will be posted on United Medics Limited website in order to sufficiently notify their temporary workers with current and any updated legislation changes. This will enable temporary staff to access material at any time that suits them. The United Medics Limited website will also be used to signpost staff to additional resources provided by the NMC, GMC and other approved bodies.

United Medics Limited have been granted 'Designated Body' status

Performance review data, formally gathered as a part of the standard appraisal and review process, will be made available to support individual nurses' portfolios. This will include:

- Standards of practise
- Comprehensive revalidation checklist to assist the worker throughout the process
- Lessons learned and any issues arising
- Review of feedback from the temporary worker's placement supervisor
- CPD undertaken and planned
- Training and development needs
- Review of objectives from the previous appraisal
- Objective setting for the forthcoming period
- Bulletin of infection control, virus outbreak, or other local matters
- legislation and Framework update – circulation of information as required by participating authorities, and any relevant legislative changes

United Medics Limited will be able to provide its nursing staff with a large proportion of the information required for revalidation from within recruitment software. The system can export the following data to support revalidation:

- Practise hours undertaken whilst working for United Medics Limited that contribute to the 450 hours minimum.
- Portfolio records, including dates of practice, hours, details of the organisation and timesheet evidence.
- CPD and training provided by United Medics Limited
- Feedback received centrally via United Medics Limited feedback system

For Doctors, guidance is sought from the GMC, which includes six types of supporting information that doctors will be expected to provide and discuss at their appraisal at least once in each five year cycle. They are:

- Continuing professional development (CPD)
- Quality improvement activity
- Significant events
- Feedback from colleagues
- Feedback from patients
- Review of complaints and compliments
-

United Medics Limited will use the guidance to:

- Understand the supporting information that the GMC requires doctors to provide
- Develop their appraisal systems and policies
- Check they have the right clinical governance systems (such as complaints systems and clinical audits) in place that can give doctors access to the supporting information they need for appraisal

United Medics Limited will ensure that each candidate has a Responsible Officer who can provide guidance with the Doctors revalidation. United Medics Limited have arranged for services of Pir Shah to be utilised in the supporting of Doctor Revalidation.

United Medics Limited will at all times adhere to the 7 Key Principles and Core Values that guide the NHS, including the latest guidance supplied via:

- ✓ www.nmc.org.uk/standards
- ✓ www.gmc-uk.org/doctors/revalidation/revalidation_gmp_framework.asp
- ✓ www.gdc-uk.org/Dentalprofessionals/Standards/Pages/home.aspx
- ✓ www.hcpc-uk.org/aboutregistration/standards
- ✓ http://www.nhsemployers.org/your-workforce/retain-and-improve/managing-your-workforce/appraisals)

Further to this, United Medics Limited will comply with the clauses detailed:

- **Appraisal and revalidation** checks, at all times in line with the seven (7) key principles and core values that guide the NHS (the '**NHS Constitution'**) (see www.nhs.uk/NHSEngland/thenhs/about/Pages/nhscoreprinciples.aspx) and latest:
- Nursing and Midwifery Council's Code: Professional standards of practice and behaviour for nurses and midwives (see www.nmc.org.uk/standards/), other additional standards (see www.nmc.org.uk/standards/additional-standards/) and revalidation (see

www.nmc.org.uk/standards/revalidation), where the Job Role of the Temporary Agency Worker supplied for hire relates to Nursing and Midwifery staff Assignments; or

- General Medical Council's Standards and ethics guidance for doctors (see www.gmc-uk.org/publications/standards_guidance_for_doctors.asp) and Good Medical Practice framework for appraisal and revalidation (see www.gmc-uk.org/doctors/revalidation/revalidation_gmp_framework.asp), where the Job Role of the Temporary Agency Worker supplied for hire relates to Medical staff Assignments; or
- General Dental Council's Standards for the Dental Team (see www.gdc-uk.org/Dentalprofessionals/Standards/Pages/home.aspx), where the Job Role of the Temporary Agency Worker supplied for hire relates to dental staff Assignments; or
- Health and Care Profession Council's Standards (see www.hcpc-uk.org/aboutregistration/standards/), where the Job Role of the Temporary Agency Worker supplied for hire relates to Other clinical staff Assignments; or
- NHS Employers guidance on appraisal (see http://www.nhsemployers.org/your-workforce/retain-and-improve/managing-your-workforce/appraisals); and
- other Good Industry Practice, where the Job Role of the Temporary Agency Worker supplied for hire is not covered by an appropriate Professional Body, such as GCC or GDC or GMC or GPhC or GOC or GOSC or HCPC or NMC etc.
- Indemnity arrangement checks, at all times in line with the Health Care and Associated Professions (Indemnity Arrangements) Order 2014 (Statutory Instrument 2014 No. 1887) (see http://www.legislation.gov.uk/uksi/2014/1887/contents/made).

Where applicable and in respect of the specific duties required on the Assignment or Engagement, as appropriate, evidence of the Candidate's:

- Professional Indemnity Insurance held in accordance with the Health Care and Associated Professions (Indemnity Arrangements) Order 2014 (Statutory Instrument 2014 No. 1887); and
- in the case of Nursing and Midwifery staff,
- successful completion of a preceptorship programme, as required by the Participating Authority; and
- where the Candidate is a registered midwife, intention to practise including name of the Candidate's supervisor, the supervisor's place of work and date of their last supervisory interview or performance review
- Skills for Care and Skills for Health:
    - Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England
    - Care Certificate Framework

In the case of Medical and dental staff,

- valid Ionizing Radiation Certificate;
- valid Section 12 (2) Mental Health Act 1983 approval

United Medics Limited will ensure that the following information is obtained and made readily available to its clients as part of the booking process, as well as auditors:

- the appraisal arrangements in place; and
- the Appraiser's name, qualifications and relevant Professional Body status; and
- the dates of when the last appraisal was conducted and the date of the next scheduled appraisal, with a period of not greater than twelve (12) months between the two; and
- confirmation that the Appraisal has taken place in line with the latest relevant Professional Body's requirements or framework for appraisal and revalidation; and

## *Appraisal and Performance Checks*

As Part of our contractual obligations, we shall individually meet with each newly-employed or newly-engaged Temporary Worker either twice within the first 3 months or once within the first six (6) months (depending on the framework requirement) of their first involvement in the provision of the Services to discuss that individual Temporary Worker's performance, standards of practice and to discuss any issues arising. We will ensure that all such meetings take place in a location that is secure and private.

Furthermore, we shall ensure that each Temporary Worker supplied in the provision of the Services is appraised annually by an appropriately experienced and qualified practitioner of the same discipline ('Appraiser'), with seniority where appropriate to the Job Profile.

In order to verify the appraiser's ability and competency, we retain on file documentary evidence to demonstrate that they (the appraiser) has been appropriately trained in the conduct of appraisals and has been regularly re-trained as appropriate. In addition, it will be down to our appraiser to take into account when assessing the clinical practice of the individual Temporary Worker the results of any quality assessment questionnaires ("End of Placement Assessment reports") completed by the Authority.

Information regarding the performance of the Temporary Worker and where they have provided their services will be made available to the Appraiser. If any concerns are raised regarding the performance of the Temporary Worker, United Medics Limited will not deploy that Temporary Worker to any other Participating Authority until such time that the concerns about the performance of the Temporary Worker have been fully investigated and resolved. The Temporary Workers' appraisal will be deferred until the investigation is completed and resolved.

In order to have standardised process, we utilise a standard appraisal form for all Temporary Workers to enable written records to be kept by us on the content and outcome of each meeting that takes place. Such records are placed on the file of each Temporary Worker. At any appraisal meeting, the form completed at the previous meeting is reviewed in order to ensure that previously agreed actions or outcomes were undertaken.

Furthermore, and to support the revalidation and appraisal process, feedback is requested from our clients upon completion of a shift/placement. This has been incorporated into our timesheets.

Furthermore, the supplier requests feedback on a yearly basis – utilised as part of the appraisal and feedback process, as well as the annual appraisal requirement.

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# Terms and Conditions

United Medics Limited

**2023 version**

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## Verification of Terms and Conditions

As part of the United Medics Limited recruitment and registration process, candidates are issued with Terms and Conditions relevant to their job role and pay type. United Medics Limited understands its obligations and responsibilities to ensuring that each agency worker receives Employment Rights in line with current legislation and regulations. All agency workers will be in receipt of the following rights:

- be paid the minimum wage
- not to have unlawful deductions made from their wages
- not to be discriminated against because of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation
- have a limit on the hours of their working weeks
- have paid holidays
- to be accompanied at a grievance or disciplinary hearing
- not to be picked on or dismissed for whistleblowing
- to work in a safe workplace
- to be able to take certain claims to an employment tribunal

In addition, our agency worker workforce will be in receipt of additional rights following changes to the law. These include (but are not limited to):

- from the first day in a temporary job they (the candidate) are allowed to use workplace facilities, such as the canteen and creche or nursery
- the right to information about workplace facilities and job vacancies where they are working
- after 12 weeks in the same job, they are entitled to the same basic pay and working conditions as permanent employees, unless they are working under a pay between assignments contract
- If they are pregnant, after completing 12 weeks in the same job they are allowed to take paid time off for ante-natal appointments.

## 12-week qualifying period (AWR)

The time that counts towards the 12 weeks started on 1 October 2011. If candidates started a job for an employer before 1 October 2011, any time they spent working on the job before this date will not count towards the 12-week qualifying period.

## Basic pay and basic working conditions

After a candidate has completed a 12-week qualifying period in the same job with the same employer, they will be entitled to the same basic terms and conditions of employment as if they had been employed directly by the employer. These conditions will be written into the Terms and

Conditions provided and signed by the candidate and cover things such as the hours they work, the amount of holiday they get, and how much money they are paid.

## *Agency Worker Handbook*

Temporary workers receive an Agency Worker Handbook as part of the registration process. The purpose of the Agency Worker Handbook is to ensure that candidates are made are of the roles and responsibilities for both them and United Medics Limited when taking up "employment" and being deployed into the provision of the services. The contents of the Agency Worker Handbook includes (but is not limited to): temporary worker rights, timesheet process, Pension, AWR, IR35, Payment terms, termination, obligations and WTR. To ensure candidates have received, read and understood the contents of the Agency Worker Handbook, a signed declaration is obtained and retained on file. Where the Agency Worker Handbook is updated, temporary workers are made aware and the changes cascaded to the workforce. This forms part of the recruitment and induction process.

The initial step is to seek clarification as part of the recruitment process as to how a candidate wishes to be paid by United Medics Limited. This information is requested within the Application Form – with further supporting documentation required. Candidates can have the option to be paid:

- PAYE
- UMBRELLA
- PERSONAL LIMITED COMPANY
- CONTRACTOR

Once confirmation is obtained on the above, candidates will be required to complete the relevant contract. The terms set within these contracts will at all times be in line with the legislation set within the Employment Agencies Act – ensuring that all candidates are fully aware of their (and United Medics Limited) obligations and responsibilities. These contracts are to be signed and dated by the candidate prior to their deployment into the provision of the service to confirm their compliance towards the terms and conditions detailed. Evidence will be held on file at all times.

United Medics Limited ensure that all relevant terms and conditions include the following:

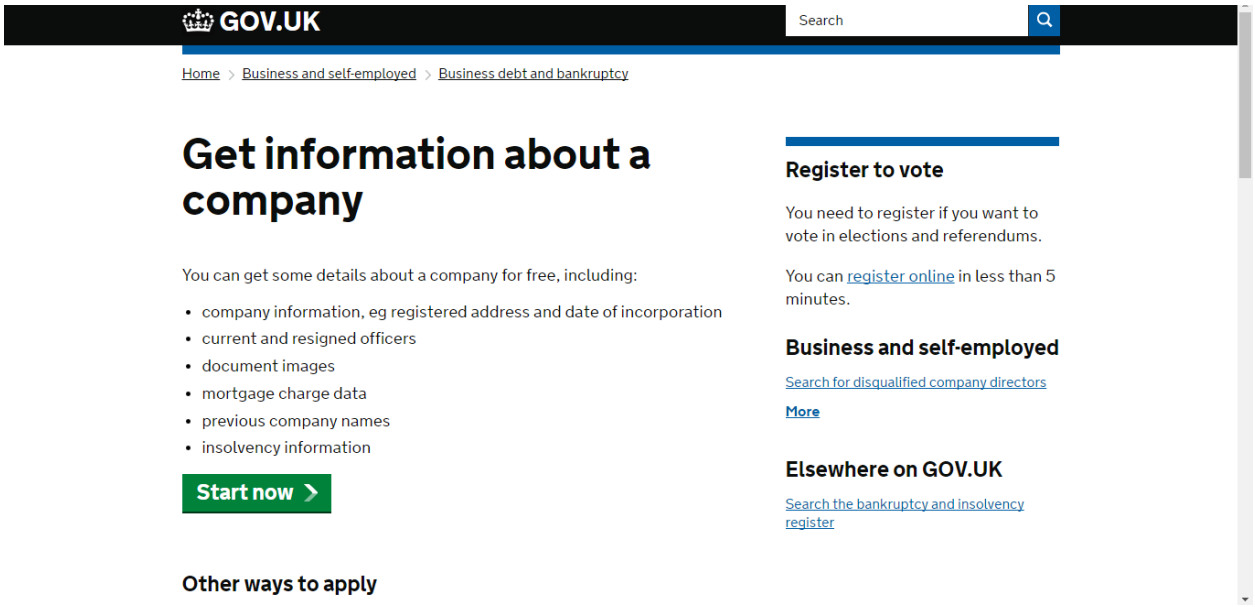
- whether the candidate is employed under a contract for services or a contract of employment
- notice period
- pay
- holiday entitlement (if applicable)

Signed contracts are retained on file to confirm that the candidate has agreed to the terms and conditions.

Where a candidate wants to be paid via an Umbrella Company – United Medics Limited will ensure that the Umbrella Company specified fully explains to the candidate their duties in relation to the latest IR35 legislation. All aspects of this legislation are dealt with between the Umbrella Company and the candidate.

Where a candidate indicates that they wish to be paid through their own Personnel Limited company, United Medics Limited will initially obtain (in line with their recruitment process), the following documentation;

- Certificate of Incorporation
- Evidence of Business Bank Account
- Insurance Documents (where relevant)
- Checks completed via Companies House (https://www.gov.uk/government/organisations/companies-house)




The above information will be made readily available for auditors in line with the framework requirements to confirm that the necessary checks have been completed.

To ensure that the individual is complying with IR35 legislation and therefore paying tax and national insurance and in accordance with current Treasury requirements, United Medics Limited will need to:

- Seek assurance from the contractor that they have considered IR35 and
- Complete the specific Business Entity Tests prescribed by HMRC to determine the risk rating of the consultant and their limited company.

The IR35 legislation was intended to combat tax avoidance. It affects all contractors who do not meet HMRC's definition of 'self-employment' and applies to anyone working via an intermediary such as a company or partnership. Over time, since the introduction of the legislation, tests have been developed from the results of legal cases which indicate whether or not an individual's working practices are likely to fall inside or outside of IR35.

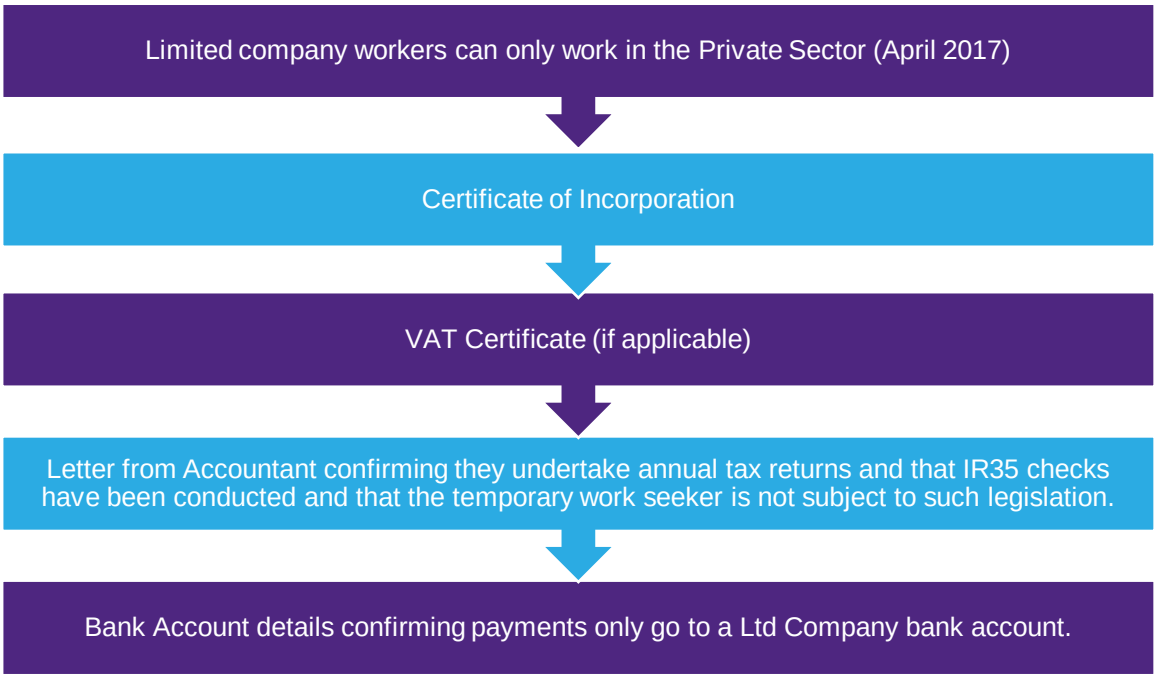
The aim is at all times for United Medics Limited to adhere to all HMRC guidance, including clauses specified within the Framework Agreement (detailed below):

4.9 - The Parties acknowledge that the aim of the IR35 legislation is to eliminate the evasion of tax and National Insurance Contributions ("NICs") through the use of intermediaries such as personal service companies.
4.10 - The Supplier must ensure that Temporary Agency Workers supplied for hire on Assignments with Contracting Authorities under this Framework Agreement are aware of their legal obligation to comply with the requirements of IR35.

Further guidance can be sought by both United Medics Limited and the candidate via the following publications:

## *Limited Company (PSC)*

Some candidates will request to be paid into their own PSC. Where this is the request, the following information must be provided and checked.



If the above requirements are presented in full and deemed satisfactory after checks completed by United Medics Limited, the candidate can be paid via this means. However, United Medics Limited will deduct TAX and NI contributions from source. This will be evident with the payslips/remittance issued to the candidate – made readily available as audit stage.

## *PSC Outside of IR35*

In some cases, a vacant job role may be confirmed as sitting outside of IR35. United Medics Limited are only able to process a job role confirmed as outside of IR35 with the written authorisation and consent from the NHS or Private Organisation. No other means will be deemed as acceptable in identifying a candidate's job role as outside of IR35. For audit purposes, written confirmation will be retained on file for all relevant bookings and available to the auditor.

Once a job offer is made to a candidate, we will provide the following information in line with the Employment Agencies Act – ensuring that the candidate has received all necessary information in order to start their job role. This includes:

- your start date
- how long the contract is likely to last
- the type of work
- about any expenses you may have to pay
- the location
- your hours
- about any health and safety risks
- about any experience, training or qualifications needed for the role

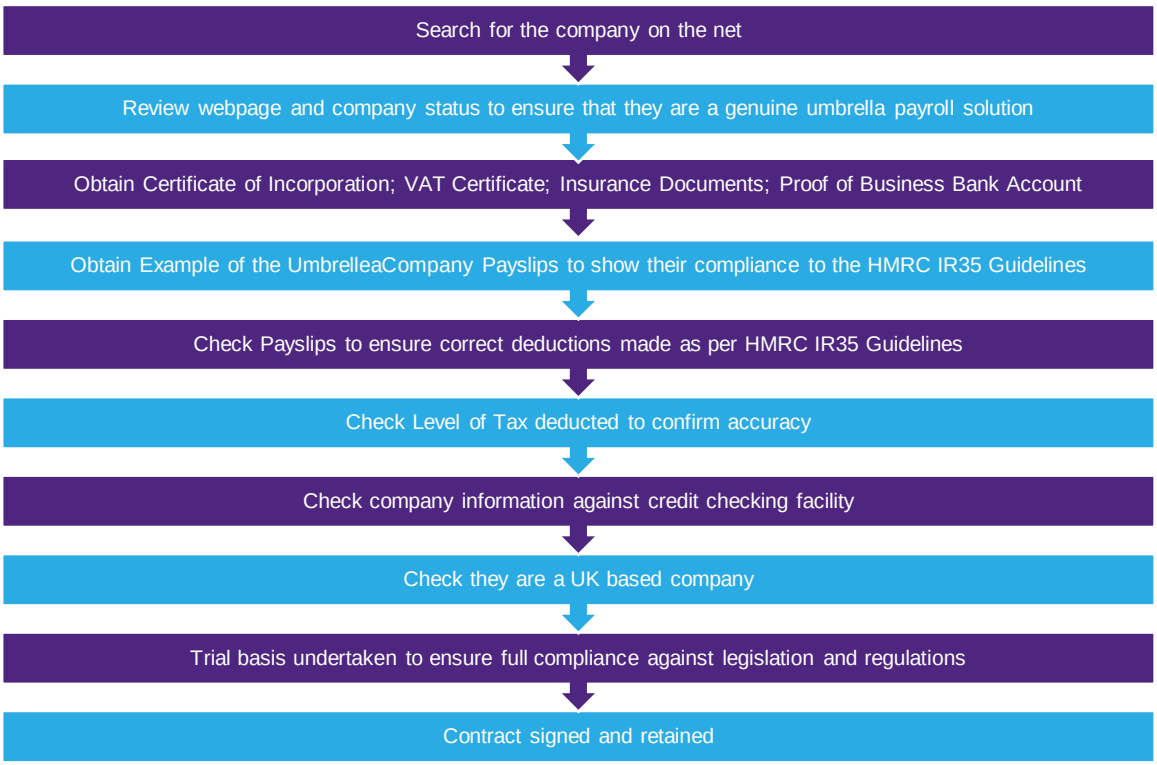
## *Process for utilising Umbrella Companies*

At the time of registration with United Medics Limited, we identify from the temporary work seeker their preferred payment method, either Limited Company, Umbrella or PAYE. The following documentation is obtained and stored in an electronic format that cannot be altered or amended.

All Umbrella companies must provide United Medics Limited with an illustration of their services and a sample payslip showing correct TAX and NI deductions being made in line with IR35 legislation. All Umbrella Companies have to declare whether or not they have tax avoidance schemes and whether or not they are DOTAS registered.

Notwithstanding the above and as part of the ongoing audit process undertaken, United Medics Limited will randomly ask the Umbrella provider for a copy of payslips sent to our contractor to further prove that they offer a HMRC compliant solution at all times.

Furthermore, Umbrella Companies must provide the following documentation and information. The below process is undertaken on all new suppliers to ensure that they fully meet current legislation and regulations.




Only Umbrella Companies that can provide sufficient information which we are able to verify are added to our PSL.

Past this, review and monitoring processes are in place which ensure that the Umbrella Companies utilised continue to meet the requirements as stipulated within the SLA, as well as meeting all current (and any future) legislation and regulations. Those who show non-compliance will be removed from our PSL until such a time that they are able to offer a compliant service.

At audit stage, we will obtain relevant remittance/payslips from the Umbrella Company, issued to the candidate in order to confirm that we are meeting the requirements as stipulated as part of our contractual obligations. The need for this is detailed in our SLA with the various Umbrella Companies.

## *Umbrella Outside of IR35*

In some cases, a vacant job role may be confirmed as sitting outside of IR35. United Medics Limited are only able to process a job role confirmed as outside of IR35 with the written authorisation and consent from the NHS or Private Organisation. No other means will be deemed as acceptable in identifying a candidate's job role as outside of IR35. For audit purposes, written confirmation will be retained on file for all relevant bookings and available to the auditor.

UNITED MEDICS

Delivering reliable medical experts to the NHS

# Criminal Records Check

## Standard Operating Procedure

United Medics

**2023 version**

# Contents

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# *Importance of a criminal record check*

Carrying out a criminal record check can help to ensure unsuitable people are prevented from entering the workforce and gaining access to individuals who may be more vulnerable because they are receiving health care or services.

While this type of check can provide a level of assurance about a person's suitability it should not be relied on in isolation. Employers should consider criminal record information alongside the wider range of evidence gathered at the application, interview, and pre-employment checking stages.
Employers should request or check criminal record information at the end of the recruitment process to help ensure the candidate is assessed on their merits and without prejudice. It also helps to remove any risks of unfairly ruling out those who may have made mistakes in their life but who would otherwise meet all other essential criteria for the role in question and are safe and suitable for employment.

Where individuals are subscribed to the DBS update service, United Medics Limited will need to check the individual's criminal record status online. United Medics Limited must seek the individual's permission to access their information online and ask them to present their original disclosure certificate.

United Medics Limited must be able to demonstrate that we are only asking for information that is strictly necessary for us to gain assurance of an individual's suitability for the role they are recruiting to. This is of utmost importance to ensure compliance with the General Data Protection Regulation (GDPR).

United Medics Limited makes clear the type of checks that will be undertaken as part of the recruitment process allows individuals to make an informed decision about whether to apply for certain roles. Being clear about automatic exclusions that apply to regulated activity i.e. if they appear on the adults or children's barred list(s), will be helpful to ensure time and resources are not wasted on requiring individuals to go through an interview process, only for their application to be rejected further down the line. United Medics Limited provides candidates with a single point of contact should they have any questions about the recruitment process.

If information about an applicant's criminal record is discussed verbally, this is carefully recorded and stored separately and securely on the applicant's file in line with GDPR guidelines. This is in case of any challenge about the recruitment process or final recruitment decision is raised later down the line.

## Where to obtain a criminal record check

In the UK, criminal record checks should be obtained through:

- the Disclosure and Barring Service (England and Wales)
- Disclosure Scotland (Scotland)
- Access NI (Northern Ireland).

Employers must obtain checks from the relevant body for their geographical location. This is because of variances in how legislation operates in different parts of the country. For instance, certain offences may be regarded differently from one part of the country to another, or different periods of rehabilitation may be imposed therefore affecting the type of criminal record information employers need to consider. All three agencies referenced above have reciprocal arrangements in place to share criminal record information where offences are considered the same in that country.

## Verification of Criminal record and barring checks

United Medics Limited understands the importance of a current and valid DBS when placing a worker into a clinical setting. As such, a robust process is in place which irradiates the possibility of a candidate being placed into such a setting without the necessary documentation obtained.

United Medics Limited will at all times comply with the latest NHS Employers Check Standards.

At point of recruitment, a candidate will be asked as to whether they have any criminal convictions (spent/unspent in line with the rehab of offenders' act). This will be checked over by the recruiter upon completion. If the candidate indicates that they do indeed have convictions/cautions – a full statement will be obtained, to include such information as:

- Date of Conviction/Caution
- Name/title/code of the conviction
- Fines
- Circumstances
- Outcomes

United Medics Limited always verifies the authenticity of disclosure certificates by checking there is:

• a 'crown seal' watermark repeated down the right-hand side of the disclosure, which is visible both on the surface and when holding the disclosure up to light

• a background design incorporating the word 'disclosure', which appears in a wave-like pattern across both sides of the document. The colour of this pattern is uniform across the front of the disclosure but alternates between pink and green on the reverse

• fluorescent inks and fibres that are visible under UV light • ink and paper that will change colour in the presence of water or solvent-based liquid.

# Types of Checks

## Basic check

Basic checks may be obtained for positions that are covered by the Rehabilitation of Offenders Act 1974, referred to within legislation as non-exempt positions. A basic check provides information about conditional cautions and convictions that are unspent only. This is because the Act allows for certain offences to become legally ignored or spent after a specified rehabilitation period. The length of any rehabilitation period is determined by the sentence or out-of-court disposal received. Once the rehabilitation period has elapsed and if the individual has not been reconvicted at any time during this period, their record becomes spent and they will not be required to declare these offences, nor are employers permitted to consider this type of information in their assessment of suitability for the position. When recruiting for a non-exempt position, employers must ensure they do not ask for information they are not legally permitted to consider as part of their assessment of suitability.

Basic checks may be considered for any NHS position that would not normally be eligible for a standard or enhanced check. We would suggest that this level of check applies to roles which have a higher level of responsibility, accountability, or trust and where such a check would be considered proportionate to any associated risks. Employers can either ask for an applicant's consent to obtain a basic disclosure on their behalf or require applicants to apply for one directly. All applications for a basic disclosure should be made through the online facility on the DBS website.

## Standard check

Standard checks must only be obtained for professions or positions which are listed as exempt under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended).

A standard check provides information about spent and unspent criminal convictions, cautions and other such offences that are not protected (i.e. eligible for filtering). This may also include information about any offences committed in Scotland and Northern Ireland that may equally be regarded as an offence under English law.

To meet eligibility for a standard check, the position must require the individual in that role to be involved in the provision of a health service which would also give them access to persons in receipt of health services as part of their normal duties.

We would advise that access to persons in receipt of health services should exclude roles where this is limited or incidental i.e. no more than a visitor to a hospital site. For example, when working or volunteering in public areas where persons in receipt of health services may also be present or when needing to pass through areas where persons are in receipt of health services to get to their normal place of work.

## Enhanced check without barred list information.

To be eligible to request an enhanced check, the position must be listed as exempt under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended) and, in addition, be listed in the Police Act 1997 (Criminal Records) (Amendment) Regulations 2013 as work with adults and/or work with children.

The enhanced check will provide the same information as a standard check. In addition, it will also include any other relevant information that may be held on local police databases which the chief officer reasonably believes should be disclosed and considered by an employer. Including cautions or convictions that may be protected.

## Enhanced check with barred list information

Barred list information is not routinely provided in an enhanced check. To be eligible to request information held against the adults and/or children's barred list(s), the position must involve a regulated activity as stipulated within the Safeguarding Vulnerable Groups Act 2006 (amended by Protection of Freedoms Act in 2012).

The Department of Health and Social Care and Department of Education have produced two factual notes which employers will find helpful to use when considering which NHS positions might fall eligible under regulated activity:

- Regulated activity with adults
- Regulated activity with children

This level of check will include the same information as the enhanced disclosure. It will also outline whether the person is barred from carrying out certain activities with children and/or adults, as may be applicable to the role.

Employers should note that it is unlawful for them to knowingly allow an individual to engage in a regulated activity with the group(s) they are barred from working or volunteering with.

Individuals are also committing a criminal offence if they apply for/or engage in any form of regulated activity with the group(s) from which they are barred. Where such cases become evident, employers must be clear about their legal obligations to make a referral to the DBS.

## DBS Adult First service – regulated activity

The Adult First Service enables employers to obtain a fast-track check against the adults barred list. This check does not remove the need to obtain a full enhanced disclosure, but it can help to mitigate risk where any delay to recruitment would have a significant impact on the provision of services and/or patient safety. For example, this might be during the winter period when there is an increased pressure on NHS services.

If the check confirms that the individual is not barred from working with adults, and all other recruitment criteria has been met, employers can allow them to start work under supervision while waiting for the outcome of the full enhanced disclosure. The precise nature and level of supervision will vary from case to case. Employers must ensure that the supervision in place is sufficient, in their judgement, to provide reasonable assurance for the protection of adult persons in receipt of health services.

It is important to be mindful that the full enhanced disclosure may include additional information which will need to be considered before any unconditional offer can be confirmed. Employers must make it clear to individuals that any appointment remains conditional until the full enhanced disclosure has been received, regardless of any fast-track check against the adults barred list.

There is no equivalent fast track service which enables a check against the children's barred list. Where individuals are working with children as well as adults or working with children only, employers will need to wait to receive the full enhanced disclosure to confirm they are not barred before allowing individuals to start work.

# *DBS Certificates with cautions and convictions*

Once the DBS application has been returned by Disclosure Services if any cautions, convictions or reprimands have been advised, and we have not already received a statement in relation to the caution/conviction or reprimand (previously or in relation to this DBS renewal), one must be requested from the candidate.

Once the statement has been received if the information provided is unacceptable and we do not wish to proceed with the candidate, then they are advised that they have been archived.

There are a number of opportunities for a candidate to inform United Medics Limited of any convictions have, whether 'spent' or 'unspent' under the Rehabilitation of Offenders Act.

Opportunities include:

- Application Form
- Interview
- DBS Disclosure Form

When a disclosure contains information that an employee is in possession of a conviction or indication of any other matter, United Medics Limited will not automatically debar an employee or applicant from the role.

United Medics Limited will take into account a number of factors before reaching a decision in respect of the disclosure such as:

- Whether the conviction or other matter revealed is relevant to the role applied for
- The seriousness of any offence contained on the disclosure
- The length of time since the offence or other matter occurred
- Whether the individual has a pattern of offending behaviour or other relevant matters
- Whether the individual's circumstances have changed since this date

United Medics Limited undertakes to discuss any matter revealed in a disclosure with the individual prior to any decision being reached. In all cases, the Authority is notified and written sign off received of acceptance of candidate into booking. Our recruiter system is updated to which alerts internal staff as to whether there is any information that prevents the candidate from working in particular settings or, requires further action before they can be deployed into the provision of the service. Once written confirmation is received by the authority, these are uploaded to the recruiter system to confirm that the information has been presented to the authority and signed-off. Below is a screenshot of how the system appears when in receipt of authorisation which is then uploaded to the recruiter system.

The candidate will also be asked as to whether they hold a current Enhanced DBS. If so, the original copy will be obtained from the agency and scanned – signed and dated as originally seen. All information present on the certificate will be checked to ensure it reads true and correct against other documentation supplied throughout the recruitment process, including:

- Full Names checked (including any previous, maiden and/or middle names)
- Date of Birth
- Gender
- Place of Birth
- Relevant Checks completed against the Adults/Children's Barred Lists

*(Any discrepancies will be followed up with the candidate and if necessary, a new DBS applied for).*

# DBS Update Service

United Medics Limited when then establish as to whether the DBS can be used in conjunction with a placement. In order for the DBS issued by another body to be accepted by United Medics Limited, the worker must have registered with the DBS Update Service within 19 days of the DBS Certificate being issued. If the candidate has indeed signed up to the DBS Update Service, United Medics Limited will obtain written consent to complete an Update Service Check. Once in receipt of this, the disclosure number will be checked on the DBS Update Service website. A copy of the search and its results will be retained in the worker's fie.

There a 4 different status results and depending on this will depend on whether the DBS supplied by the candidate can be used. These are:

1. This DBS certificate did not reveal any information and remains current as no further information has been identified since its issue.
2. This DBS certificate remains current as no further information has been identified since its issue.
3. This DBS certificate is no longer current. Please apply for a new DBS check to get the most up-to-date information
4. The details entered do not match those held on our system. Please check and try again.

If result '1' is returned, the DBS can be used – evidence of DBS and Update Service Checks will be retained on file.

If result '2' is returned, United Medics Limited will ensure that full details are held on file of the nature of the conviction/caution. Depending on the information obtained will affect whether the convictions get escalated to the client. Written client authorisation will be needed based on the information detailed on the DBS Certificate before a candidate can be deployed into the provision of the services. This information will be made readily available to the auditors during any audit undertaken.

If either result '3' or '4' are returned, then the DBS supplied cannot be used as part of the recruitment/placement process.

If a valid DBS is supplied, United Medics Limited will complete an Update Service check prior to the assignment start date and every 3 months thereafter and on the annual expiry of the DBS certificate.

In the case of a candidate not having a current/Valid DBS, United Medics Limited will apply for a new Enhanced disclosure. The applicants are sent the necessary guidance in order to complete the application online and in order to understand what information is required by United Medics Limited in order to ID verify their DBS application and complete the application process.

United Medics Limited will ensure that a satisfactory returned DBS is in place prior to the assignment start date, with a new DBS applied for annually thereafter (if the worker does not sign up to the update service).

Where information is present, United Medics Limited will ensure that full details are obtained from the worker and retained on file in relation to the information observed on the DBS.

All workers who obtain a DBS via United Medics Limited are encouraged to sign up to the update service. A check will be carried out by United Medics Limited within the first 2 weeks of a DBS being issued in order to ascertain as to whether the worker has indeed signed up for the update service or not. Prompt will be provided where necessary.

United Medics Limited will ensure that https://www.gov.uk/dbs-update-service is followed for updates and prompts for further information where necessary.

All DBS certificates are retained on a secure online system with access restricted to authorised personnel only.

All candidates will be required to provide consent for the following:

- Consent for United Medics Limited to complete a DBS check
- Consent for United Medics Limited to retain a copy of the DBS on file
- Consent to do DBS Update Service Checks
- Consent to share their DBS and information for recruitment and auditing purposes

DBS information is detailed on Placement Checklists issued to our clients, to include the following information:

- DBS Disclosure Number
- DBS Name of Employer
- DBS Disclosure Type
- Date DBS issued

In order to ensure that a candidate's DBS remains current and valid throughout their recruitment and placement, our recruiter is set up to track the validity of a candidate's DBS. This in turn alerts the business of any documents nearing their expiry – where follow up action will be required (i.e. New DBS / Update Service Check).

## *Determining eligibility for a check*

United Medics Limited must undertake an eligibility assessment to determine whether a check needs to be carried out and if so, the correct type and level of check required for the role in question. Not all NHS positions will be eligible for a DBS check. The trigger for a check and the level of check required is determined by the type of activities the individual in that role will be required to undertake and the level of access this will give them to persons in receipt of health services. United Medics Limited uses the online DBS eligibility tool to determine whether an NHS position meets the criteria for a DBS check.

## *Overseas Police Checks*

Overseas police checks must be in accordance with the relevant country's justice system. Some police authorities overseas will only provide a certificate of good conduct or standing. Any such certificates issued by a police authority are valid and can be accepted. A certificate of good standing issued by an overseas regulator is not equivalent to a police check but may still be helpful to inform the overall assessment of suitability for a role.

Any overseas police certificates should be verified in the exact same way as all other official documentary evidence to ensure they are legitimate and relate to the person presenting themselves. If employers are

unsure of the authenticity of the documents, they should contact the relevant country's embassy in the UK for advice.

Individuals applying for a visa to work in the UK in health, social care and education sectors must provide an overseas police check as part of their visa application.

Certificates must be provided for any country (excluding the UK) in which they have resided in for 12 months or more (whether continuously or in total) in the last 10 years, while aged 18 or over.

Employers are recommended to inform applicants of this requirement as early in the recruitment process as possible, for example when assigning a Certificate of Sponsorship (CoS). It should also be made clear that a translated copy must be provided where the certificate is not issued in English.

A certificate from an applicant's most recent country of residence will normally only be considered valid if it has been issued no earlier than six months before their visa application date. If the applicant has resided in another country or countries within the last 10 years, certificates obtained from the relevant authority for that country will be considered valid indefinitely.

For visa purposes, the Home Office will accept a photocopy or scanned copy of the original police certificate. However, employers should make it clear to the applicant that they will need to present their original certificate for employment checking purposes.

In addition to any overseas police check, the Home Office recommends that employers should obtain a DBS check to assure themselves that the person does not have a criminal record in the UK; and, where relevant to the role, is not barred from working with children and/or adults.

In some cases, the DBS may have information sharing arrangements with certain overseas countries and therefore this may further help to validate any information provided in the overseas police check.
DBS checks should be obtained as soon as practical, i.e. when the applicant can be reasonably expected to provide the necessary documentation required in the DBS identity checking guidelines for a check to be processed.

Where recruiting individuals who have spent time overseas, employers should consider whether an overseas police check may be required. This applies where applicants declare they have spent a significant period overseas within the last five years. We would suggest that a significant period should be considered as any period of six months or more (whether continuously or in total) within the last five years.

Not all countries have reciprocal arrangements to share information about a person's criminal record history for employment purposes. If the country concerned is not listed in Home Office guidance, employers should instruct individuals to contact the Embassy or High Commission in the relevant country for advice on what to do. Contact details can be found on the gov.uk website.

Employers should ask applicants to show any attempt made to seek an overseas police check and any reasons given as to why one could not be obtained. Where it is genuinely not possible to obtain an overseas police check, employers will need to base their recruitment decision on the wider range of evidence presented to them as part of the recruitment process, including character and other references.

United Medics Limited will obtain only original documentation relating to the worker's Overseas Police Check, signing and dating the item to that effect and retaining it in the worker's file.

Where the Overseas Police Check is not supplied within the English language, United Medics Limited will ensure the document is sufficiently translated by a professional translation company.

United Medics Limited will allow candidates to submit an application, before providing them with an Overseas Police Check (where applicable). This will enable United Medics Limited to begin processing the application sooner; however, no decision will be made on the worker's application until a satisfactory Overseas Police Check has been received from the worker.

United Medics Limited will ensure that all Overseas Police Checks are:

- Verified with originator
- Obtained in conjunction with an Enhanced DBS.

Regardless of the work history presented to United Medics Limited, or the information supplied on the agency worker's application form, United Medics Limited will ensure that an Enhanced DBS check is obtained for each worker prior to their deployment within the provision of the services.

If an unsatisfactory response is received for the Overseas Police Check, United Medics Limited will refer to their 'traffic light' system to confirm whether the information supplied needs to be notified to the authority. (Please refer to the traffic light system for further clarification on this).

If information is present on an Overseas Police Check, United Medics Limited will ensure that the worker has correctly completed the registration form, and furthermore – supplied a full statement detailing the circumstances leading up to the information provided on the Overseas Police Check.

For England and Wales a Disclosure and Barring Service (DBS) with adult and child barred list or a Disclosure Scotland PVG check for applicants living and working in Scotland or an enhanced Access NI check for any applicants living and working in Northern Ireland will be obtained.

## *Positive Disclosure*

The decision to recruit a person whose criminal record check reveals a conviction, caution or other relevant information always rests with United Medics Limited This information should be carefully considered on a case-by-case basis and assessed against what other information the applicant has presented during the application, interview, and employment check process. Taking this approach is important to ensure you do not unfairly rule out individuals who are the best candidate for the role as having a criminal record does not automatically mean an applicant cannot be considered for a position in the NHS.

We will ensure that NHS Hiring Managers have access to any information that is relevant to the role being appointed to, so that they can make a fair and balanced decision. This may include the applicant's self-disclosure and any supplementary information they may have provided to support their application.

United Medics Limited will need to carefully consider the situation before offering any form of appointment to an individual who is:

- on probation (in a legal sense)
- under a suspended prison sentence
- released from prison on parole
- still under a conditional discharge
- subject to Terrorism Prevention and Investigation Measures.

Any risk assessment needs to take into account the nature of the role being offered against the offences disclosed. We will take into account the relevancy of any offences and any concerns about the individual's

future conduct, if there are any barring decisions, the seriousness of the offence, the age of the applicant at the time of any offence and if there is any pattern of reoffending.

Discrepancy in information provided

If there are significant discrepancies between the information the applicant has provided and that contained in any subsequent DBS check, it is important for the United Medics Limited to establish why this might be the case. We will hold a face-to-face meeting with the candidate prior to making a final decision. If it becomes clear from the additional information provided that the individual is unsuitable for the role being offered, then United Medics Limited will follow our policy for managing the withdrawal of an offer of employment. In cases of serious misdirection, for example, if the applicant is applying for a position which involves a regulated activity from which they are barred, the United Medics Limited has a legal duty to make a referral to the DBS.

## Overview

- There are several types of DBS Certificate available. United Medics Limited always applies for Enhanced checks with POCA/ POVA checks
- All DBS Certificates expire after 12 months.
- All candidates that work for United Medics Limited must have an Enhanced DBS Certificate, issued by United Medics Limited and it must be less than 12 months old. Certificates are renewed annually before the current certificate expires.
- It normally takes 2-9 weeks for an Enhanced DBS Certificate to be returned from the Bureau.
- United Medics Limited are regularly asked to email the candidate's DBS Certificates to clients – which United Medics Limited can do with the candidate's permission.
- United Medics Limited applies for all DBS Certificates via Capita's online system. The candidates are sent a link to access the system and enter their details. United Medics Limited then logs in to the Capita online system and verifies the information given and performs the necessary I.D checks.
- Once completed, the DBS Certificates are sent via post directly to the candidate. Once received, the candidate must produce the original, so that a verified copy can be taken and held securely on file. United Medics Limited are able to download an online snapshot version of the certificate which is placed in the worker's file.
- Due to the confidentiality of the DBS information - only a limited number of staff at United Medics Limited have the permission to handle DBS applications and DBS Certificates.

## Portable DBSs Overview

For an annual subscription, candidates can have their DBS Certificate kept up-to-date and take it with them from role to role, within the same workforce, where the same type and level of check is required.

When candidates are recruited, they are asked if they are a member of the update service. If they are, United Medics Limited can with their permission, use their current DBS Certificate and carry out a free, instant online Status Check to see if any new information has come to light since its issue.

By entering the organization name, employee's forename and surname in conjunction with the DBS certificate number, the current surname of DBS certificate holder and date of birth of DBS certificate holder, United Medics Limited can obtain an instant Status Check.

This check must be printed off and held in addition to the DBS check it was performed on originally. The online check must be carried out every 12 months.

If the check shows that new information has been added to the certificate since the original DBS certificate was issued, a new DBS certificate will need to be applied for to receive the most up to date information.

## *Handling and retention of criminal record information*

United Medics Limited has a written security policy covering the correct handling and safekeeping of criminal record information.

United Medics Limited ensures that information is kept securely in lockable, non-portable container with access strictly controlled and limited to persons who need to have access to this information in the course of their duties. This information is only used for the specific purpose it was requested for and with the applicant's full consent. Section 124 of the Police Act 1997 makes clear that it is a criminal offence to share criminal record information with any individual who is not entitled to receive it. However, if the applicant freely gives their consent to the sharing of this information, then an offence has not been committed.

United Medics Limited keeps an electronic version of each DBS. These are stored in PDF format so that they may not be altered. The top part of the DBS is kept as evidence for Audit purposes and may be kept indefinitely

If the Enhanced Disclosure contains an indication of "Additional Information" to follow or if convictional/non-convictional information has been deleted on the reverse side, the full Enhanced Disclosure is kept until an audit of such has been undertaken but is destroyed post-audit or destroyed within 6 months of issue whichever is sooner.

Criminal record information is not retained for any longer than necessary. Once a decision has been made as to whether to appoint or not, it should be kept for no longer than six months from appointment, and six months from where the applicant has been unsuccessful, to allow for the consideration and resolution of any disputes or complaints.

United Medics Limited has a robust policy in place when recruiting people with convictions or offences in line with the Equality Act. This policy is outlined in United Medics Limited application form and provides assurances to the applicant that fair consideration will be given against their skills and ability to do the job being offered.

UNITED MEDICS

# Timesheet and Invoice Accuracy

## Standard Operating Procedure

**2023 version**

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# Verification of accurate charging, invoicing, and timesheet processing

[Insert suppliers name] has instilled robust processes to guarantee the accurate charging, invoicing, and processing of timesheets.

All workers are talked through the timesheet and payment process as part of the recruitment process, with additional information provided with the Terms & Conditions and Agency Worker Handbook. The idea is to provide the workers with the necessary knowledge so once again, the number of discrepancies is greatly reduced.

[Insert suppliers name] ensure that all workers are provided with a timesheet which includes specific NHS Protect measures to prevent fraud.

When a worker has completed their assignment, they will then send a copy of their signed timesheet over to [Insert suppliers name] either by fax or by email.

Initially, [Insert suppliers name] will check the timesheet supplied to ensure the following field have been completed:

- Worker's Name
- Job Title
- Start Time
- End Time
- Rest breaks
- Total Hours Worked
- Full client address details
- PO/Reference Number
- Agreed Expenses
- Counter Fraud declaration signed and date by the Agency Worker (see below)
- Counter Fraud declaration signed and dated by the Authorised Officer (see below)
- Printed name, job title and dated by Authorised officer
- Printed name, job title and dated by the candidate

| **Counter fraud declaration to be signed and dated by the Temporary Workers:** |
| --- |
| "I declare that the information I have given on this form is correct and complete and that I have not claimed elsewhere for the hours/shifts detailed on this timesheet. I understand that if I knowingly provide false information this may result in disciplinary action and I may be liable to prosecution and civil recovery proceedings. I consent to the disclosure of information from this form to and by the Authority, other Public Sector body and Private entities who have a similar requirement and the Counter Fraud Services (or other similar organisation which operates in the same capacity for any other Public Sector organisation) for the purpose of verification of this claim and the investigation, prevention, detection and prosecution of fraud" |

| **Counter fraud declaration to be signed, with printed name and position of the Authorised Signatory, and dated by the Authorised Signatory of the Authority (and cost center stamp if required by the Authority):** |
| --- |
| "I am an authorised signatory for my ward/department/NHS/Public Sector body/Private Sector body. I am signing to confirm that the Job Profile Title and Band/Grade of Temporary Workers and the hours/shift that I am authorising are accurate and I approve the payment. I understand that if I knowingly provide false information this may result in disciplinary action and I may be liable to prosecution and civil recovery proceedings. I consent to the disclosure of information from this form to and by the NHS other Public Sector bodies and Private entities with similar requirements and the Counter Fraud Service (or other similar organisation which operates in the same capacity for any other Public Sector organisation) in England for the purpose of verification of this claim and the investigation, prevention, detection and prosecution of fraud" |

If there are any discrepancies, the concerns will be raised with the client and the worker to establish why inconsistencies have appeared. Necessary action will be taken in order to rectify the concerns highlighted, which may include following the NHS Counter Fraud process, should it be necessary.

**NHSCFA**

**Email:** generalenquiries@nhscfa.gsi.gov.uk

**Telephone (switchboard):** 020 7895 4500

If you wish to write to us, our postal address is:

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

If an incomplete timesheet is received, this will be forwarded back to the relevant party in order to be completed correctly.

Once the timesheet has been checked and confirmed to be correct, this will be forwarded onto the finance department in order for them to generate the relevant invoice. Their policy is attached.

As part of the timesheet process, United Medics Limited require all worker's to confirm as to whether they have received Induction & Orientation training on day 1 of their assignment. The question is provided in the form of a simple tick box answer and unless complete to confirm either way, will mean that the timesheet process is delayed.

United Medics Limited also sees the signing of a timesheet as an opportunity to obtain feedback on a placed worked and the shift completed. A simple feedback template has been incorporated on the

timesheet which allows the client to provide feedback on the United Medics Limited worker as part of the agreed contract. This information will then be reviewed by United Medics Limited and fed back to the candidate where necessary.

## Timesheet Example (BELOW)

****Insert copy of timesheet example (redacted)****

## Invoicing

United Medics Limited shall have the facility to process timesheet to support the contracting authorities invoicing requirements.

Timesheets are verified against the information provided on the recruiter system, including (but not limited to):

- Invoice address
- Invoice procedure
- Verify Charge rates
- Purchase Order Number required
- Commission Rates
- Expenses (where applicable)

All invoices must carry the following information in order to be acceptable (as a minimum):

- Supplier's official company name (and/or logo), invoicing address and contact details for invoicing queries that align with this Agreement;
- Invoice date;
- sequential invoice numbering
- purchase order number/booking reference number (as applicable);
- Authority name;
- Temporary Workers full name (forenames and last name), as listed in the relevant Professional and Regulatory Body's professional register, as appropriate;
- Job Profile title and Band of Temporary Workers supplied;
- date of each work assignment to which the invoice applies;
- total number of hours worked by the Temporary Worker(s) as per the authorised timesheet (with a clear deduction of meal or rest breaks);
- Hourly Pay Rate, incorporating any adjustments as appropriate, paid to the Temporary Workers (£ per hour);
- the WTR Element, as appropriate, in respect of the Temporary Worker's assignment in accordance with legislation (£ per hour);
- total amount paid to the Temporary Worker(s), shown as an hourly rate and then multiplied by the total number of hours worked by the Temporary Workers (excluding meal or rest breaks) (£);

- ENIC, as appropriate, charged by the Supplier for the Temporary Workers (£ per hour) in accordance with legislation;
- details of any travel expenses, other disbursements and/or accommodation payments,
- details of commission charged
- Total cost (£) of the invoice exclusive of VAT;
- VAT (£) (charged as appropriate in accordance with HM Revenue and Customs statutory limits and guidelines);
- Total cost of the invoice inclusive of VAT (£ if applicable)

The Authority may request further information in addition to the requirements to the above to be provided on the invoice.

We shall **NOT** invoice the Activity Based Income ("ABI") as a separate field (unless expressively requested by the Authority). The Authority is aware of the on-cost to the United Medics Limited and has been provided with a full breakdown for transparency prior to the Call Off. ABI is included within the United Medics Limited Commissions under Contract Price.

We shall **NOT** invoice any pensions liabilities as a separate field (unless expressively requested by the Authority). The Authority is aware of the liability the United Medics Limited has for auto enrolment and understand that it is included within the United Medics Limited Commission under Contract Price.

Any invoices that are returned with discrepancies/queries will be raised with the trust and relevant worker to rectify swiftly. If evidence of fraud is highlighted, United Medics Limited will notify NHS Protect and follow whatever guidance and advice is supplied.

## Invoice Template Example (based on customer requirements)

## *Verification of Accurate Charging*

All charges are in line with the Monitor Rate Capes/Framework Agreement, with United Medics Limited ensuring that the rates are fully detailed on corresponding invoices.

The Accounts Manager will contact the client to obtain and verify:

- Invoice address
- Invoice procedure
- Verify Charge rates

The above information will be inputted into United Medics Limited recruiter system and can only be amended by the accounts manager. The Pay Rate: Consists of the Actual Pay-Set out in the Framework agreement and terms and conditions against hours recorded in line with timesheet detail.

The Charge Rate: includes the following:

- Actual Pay Rate
- Working time regulations 12.07 % or Agency Work Regulations 15.56% (if qualified over 12-week period)
- National Insurance 13.8%
- Pension

- Agency Fee – Standard Commission
- ABI/Management Fee
- Vat charge

## *Pay and Charge Accuracy*

United Medics Limited understands its obligations to always ensure that, necessary and regular checks are completed on candidates in relation to their pay type.

The initial step is to seek clarification as part of the recruitment process as to how a candidate wishes to be paid by . *This information is requested within the Application Form – with further supporting documentation required. Candidates can have the option to be paid:*

- *PAYE*
- *UMBRELLA*
- *PERSONAL LIMITED COMPANY*
- *CONTRACTOR / Self Empl*oyed

Once confirmation is obtained on the above, candidates will be required to complete the relevant the contract. The terms set within these contracts will at all times be in line with the legislation set within the Employment Agencies Act – ensuring that all candidates are fully aware of their (and United Medics Limited) obligations and responsibilities. These contracts are to be signed and dated by the candidate prior to their deployment into the provision of the service to confirmation their compliance towards the terms and conditions detailed. Evidence will be held on file at all times.

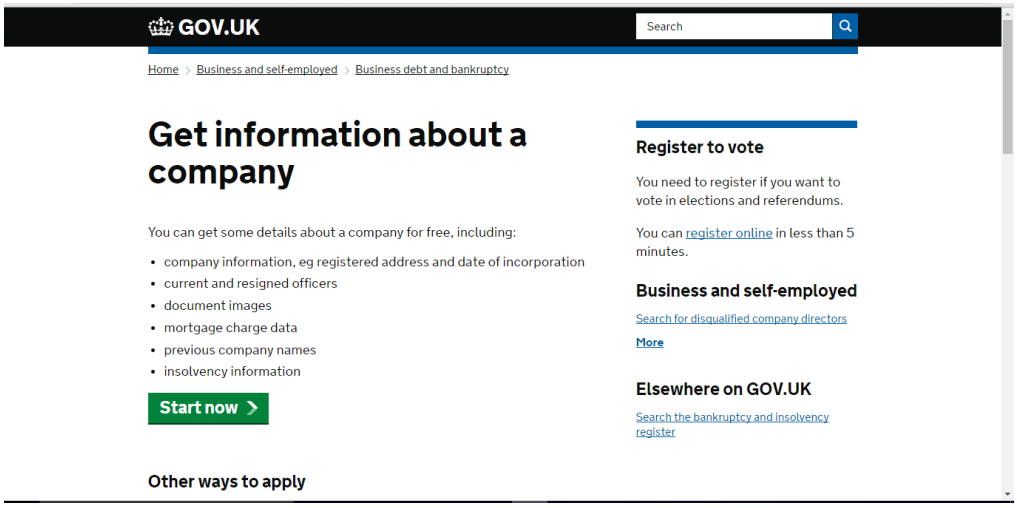
Where a candidate wants to be paid via an Umbrella Company – United Medics Limited will ensure that the Umbrella Company specified fully explains to the candidate their duties in relation to the latest IR35 legislation. All aspects of this legislation are dealt with between the Umbrella Company and the candidate. Due diligence is undertaken on Umbrella Companies which includes checks on the following areas:

- Search for the company on the net
- Review webpage and company status to ensure that they are a genuine umbrella payroll solution
- Obtain Certificate of Incorporation; VAT Certificate; Insurance Documents; Proof of Business Bank Account and an example of the Umbrella Company Pay slips to show their compliance to the HMRC IR35 Guidelines
- Check Pay slips to ensure correct deductions made as per HMRC IR35 Guidelines
- Check Level of Tax deducted to confirm accuracy
- Check company information against credit checking facility
- Check they are a UK based company
- Statement of compliance
- IR35 terms of engagement

- Umbrella Notification

Where a candidate indicates that they wish to be paid through their own Personnel Limited company, United Medics Limited will initially obtain (in line with their recruitment process), the following documentation.

- Certificate of Incorporation
- Evidence of Business Bank Account
- Insurance Documents (where relevant)
- Checks completed via Companies House (https://www.gov.uk/government/organisations/companies-house)




The above information will be made readily available for auditors in line with the framework requirements to confirm that the necessary checks have been completed.

To ensure that the individual is complying with IR35 legislation and therefore paying tax and national insurance and in accordance with current Treasury requirements, United Medics Limited will need to:

- Seek assurance from the contractor that they have considered IR35 and
- Complete the specific Business Entity Tests prescribed by HMRC to determine the risk rating of the consultant and their limited company.

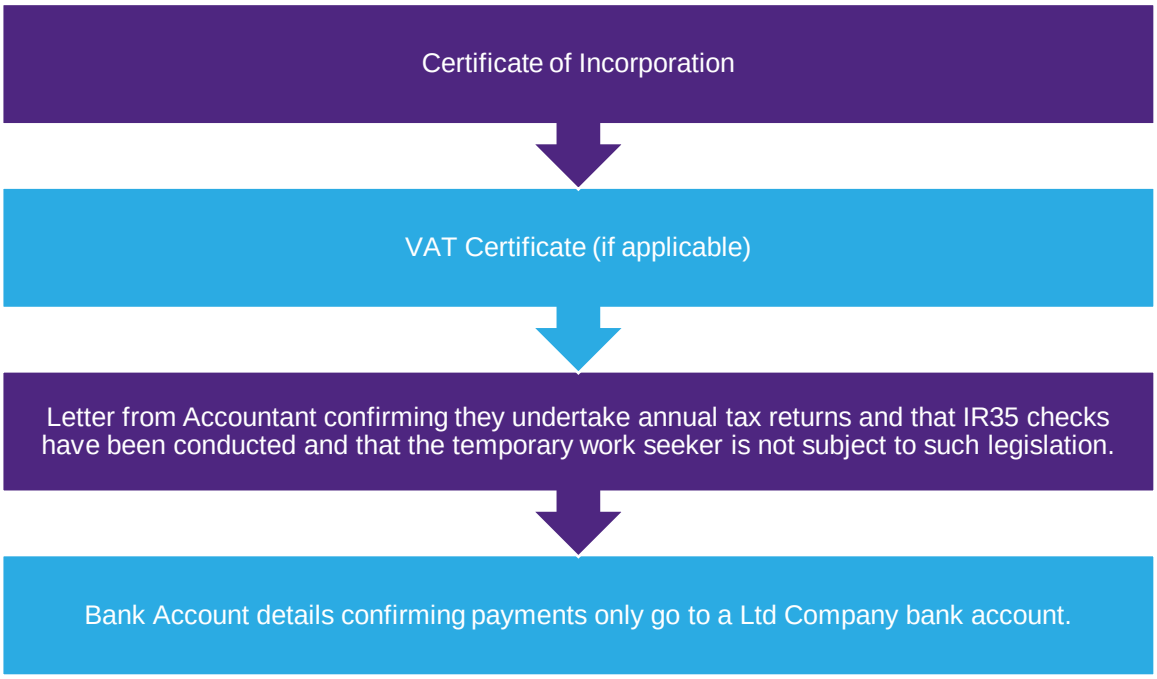
The IR35 legislation was intended to combat tax avoidance. It affects all contractors who do not meet HMRC's definition of 'self-employment' and applies to anyone working via an intermediary such as a company or partnership. Over time, since the introduction of the legislation, tests have been developed from the results of legal cases which indicate whether an individual's working practices are likely to fall inside or outside of IR35.

The aim is always for United Medics Limited to adhere to all HMRC guidance, including but not limited to:

- The Parties acknowledge that the aim of the IR35 legislation is to eliminate the evasion of tax and National Insurance Contributions ("NICs") through the use of intermediaries such as personal service companies.
- The Supplier must ensure that Temporary Agency Workers supplied for hire on Assignments with Contracting Authorities under this Framework Agreement are aware of their legal obligation to comply with the requirements of IR35.

## *Limited Company (PSC)*

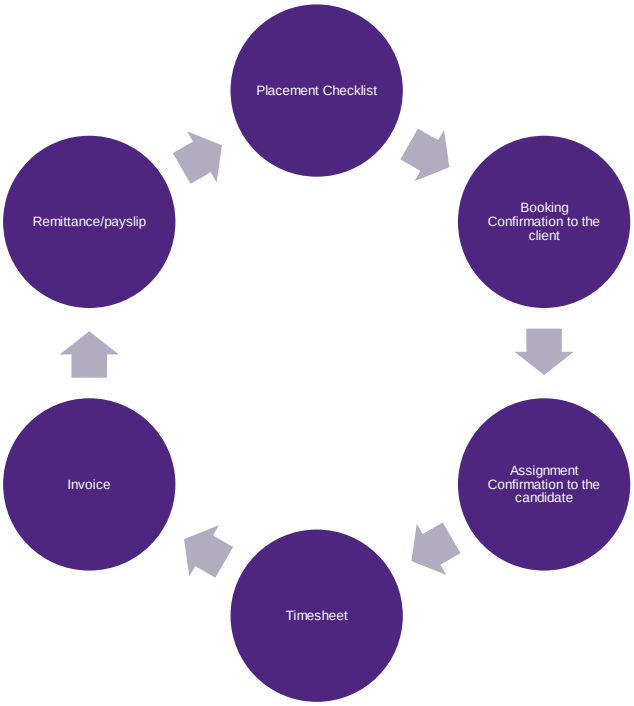
Some candidates will request to be paid into their own PSC. Where this is the request, the following information must be provided and checked.




If the above requirements are presented in full and deemed satisfactory after checks completed by United Medics Limited, the candidate can be paid via this means. However, United Medics Limited will deduct TAX and NI contributions from source. This will be evident with the payslips/remittance issued to the candidate – made readily available as audit stage.

## PSC Outside of IR35

In some cases, a vacant job role may be confirmed as sitting outside of IR35. United Medics Limitedare only able to process a job role confirmed as outside of IR35 with the written authorisation and consent from the NHS or Private Organisation (Financial Director or Head of Procurement). No other means will be deemed as acceptable in identifying a candidate's job role as outside of IR35. For audit purposes, written confirmation will be retained on file for all relevant bookings and available to the auditor.




The above items will allow both United Medics Limited and any auditor to further verify that any bookings process has remained compliant throughout. For example, an auditor will be able to confirm that a rate agreed when a job role has been offered remains the same when invoicing the client and subsequently, when paying our candidates.

In instances where the candidate's services are utilised via Direct Engagement or where a platform is utilised for a booking (i.e. NHSP, Stafflow etc), United Medics Limited will provide screenshots of the portal systems utilised for said booking. This will enable an auditor to verify the booking process followed without sighing manual timesheets/payslips etc.

## Booking and Assignment Confirmation

As part of the booking process, United Medics Limited will confirm the pay and charge rate with the client. The rates are inputted into the recruiter system to ensure that accurate paying and charging follow the completion of the placement/assignment(s). Pay rates are confirmed with the temporary worker during the sourcing process. If successful in being selected for the booking, Assignment

Confirmation is sent to the candidate. This confirms the rate of pay, including the breakdown of the total pay rate and any further contractual information including (but not limited to) AWR.

Further to the above, Booking Confirmation is sent to the client upon the identification and confirmation of acceptance of a suitable candidate. The agreed rates as detailed within the recruiter system and on the Assignment, Confirmation sent to the temporary worker are included within the Booking Confirmation. This is finally followed up with the Placement/Assignment Checklist sent to the client to confirm the compliance status of a candidate. As well as confirming the checks completed in line with NHSE Check Standards, the agreed rates of pay and charge are confirmed for a final time.

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**Anti-Bribery & Corruption Policy**

## Introduction

It is United Medics Limited's policy to conduct its business in an honest and ethical manner. United Medics Limited takes a zero-tolerance approach to bribery and corruption and is committed to acting professionally, fairly and with integrity in all its business dealings and relationships wherever United Medics Limited operates.

United Medics Limited will uphold all laws relevant to countering bribery and corruption including the Bribery Act 2010 ('the Act'), in respect of its conduct both at home and abroad.

## The Purpose

The purpose of this policy is:

- To set out the responsibilities of United Medics Limited and of those working for it, in observing and upholding our position on bribery and corruption; and
- To provide information and guidance to those working for United Medics Limited on how to recognise and deal with bribery and corruption issues.

Bribery and corruption are punishable for individuals by up to ten years' imprisonment and if United Medics Limited is found to have taken part in corruption it could face an unlimited fine, be excluded from tendering for public contracts and face damage to its reputation. United Medics Limited therefore takes its legal responsibilities very seriously.

In this policy, third party means any individual or organisation you come into contact with during the course of your work for United Medics Limited, and includes temporary workers, customers, suppliers, distributors, business contacts, agents, advisers, and government and public bodies.

References in this policy to obtaining written approval includes obtaining approval by e-mail.

## Who is covered by the Policy?

This policy applies to all individuals working at all levels and grades, and includes all employees (whether permanent, fixed-term or temporary), contractors, trainees, casual workers and agency staff, volunteers or any other person associated with us, or any of our subsidiaries or their employees, wherever located (collectively referred to as workers in this policy), The Act applies to conduct both within and outside the UK.

## What is Bribery?

A bribe is an inducement or reward offered, promised or provided in order to gain any commercial, contractual, regulatory or personal advantage. At the end of this document there is a schedule setting out some scenarios that illustrate potential bribery.

## Gifts and Hospitality

In addition to the requirements set out below, you must register any gifts or hospitality given or received with an estimated value in excess of £25 with either your Line Manager or responsible person. The details of how to do this are set out below. Further, you must obtain the written approval (which includes by e-mail) of your line manager in relation to any gifts or hospitality given or received with an estimated monetary value in excess of £25.

United Medics Limited recognises that the practice of the giving and receiving of business gifts or hospitality varies between countries and regions and what may be normal and acceptable in one region may not be in another. The test to be applied is whether in all the circumstances the gift or hospitality is reasonable and justifiable. The intention behind the gift or hospitality should always be considered.

## Hospitality

This policy does not prohibit normal and appropriate hospitality (given and received) to or from third parties, for the purposes of establishing or maintaining good business relationships or improving or maintaining our reputation or image.

## Gifts

The giving or receipt of gifts is not prohibited, if the following requirements are met:

- it is not made with the intention of influencing a third party to obtain or retain business or a business advantage, or to reward the provision or retention of business or a business advantage, or in explicit or implicit exchange for favours or benefits;
- it is given in United Medics Limited's name, not in your name;
- it does not include cash or a cash equivalent (such as gift certificates or vouchers);
- it is appropriate in the circumstances. For example, in the UK it is customary for small gifts to be given at Christmas time;
- taking into account the reason for the gift, it is of an appropriate type and value and given at an appropriate time; and it is given openly, not secretly.

## What is not acceptable?

It is not acceptable for you (or someone on your behalf) to:

- give, promise to give, or offer, a payment, gift or hospitality with the expectation or hope that either a personal or business advantage will be received, or to reward either a personal or business advantage already given;
- Accepting third party financial incentives or gifts outside of agreed policies
- give, promise to give, or offer, a payment, gift or hospitality to a government official, agent or representative to "facilitate" or expedite a routine procedure;
- accept payment from a third party that you know, or suspect is offered with the expectation that it will obtain either a personal or business advantage for them;
- accept a gift or hospitality from a third party if you know or suspect that it is offered or provided with an expectation that either a personal or business advantage will be provided by United Medics Limited in return;
- turn a blind eye to any of the above;

- threaten or retaliate against another worker who has refused to commit a bribery offence or who has raised concerns under this policy; or engage in any activity that might lead to a breach of this policy.

## Third Party Due Diligence

Before engaging with any third parties, such as suppliers, distributors, agents, or business partners, employees must ensure that due diligence procedures are followed. This includes conducting background checks to assess the integrity and reputation of these parties, particularly in relation to bribery and corruption.

A comprehensive due diligence checklist will be provided to employees to guide them through the process. Any red flags or concerns identified during due diligence must be reported to the Operations Director for further investigation.

## Donations

We do not make any contributions to political parties.

## Your Responsibilities

You must ensure that you read, understand and comply with this policy. The prevention, detection and reporting of bribery and other forms of corruption are the responsibility of all those working for United Medics Limited or under its control. All workers are required to avoid any activity that might lead to, or suggest, a breach of this policy.

Any employee who breaches this policy will face disciplinary action, which could result in dismissal for gross misconduct. We reserve our right to terminate our contractual relationship with other workers if they breach this policy.

## Training

United Medics Limited is committed to providing regular training and awareness programs on anti-bribery and corruption practices. Employees at all levels, including management, are required to undergo training sessions to familiarise themselves with the provisions of this policy and understand their responsibilities. Employees will receive guidance on how to

recognise potential bribery and corruption risks, as well as the appropriate procedures for reporting any concerns. Training sessions will be conducted annually, with additional sessions for new employees as part of their induction process.

## Risk Assessment

As part of United Medics Limited commitment to combat bribery and corruption, United Medics Limited conducts periodic risk assessments. These assessments are designed to identify and evaluate any potential vulnerabilities to bribery within our operations. The findings of these assessments will be used to implement targeted measures to mitigate these risks effectively. The Operations Director is responsible for under the risk assessments, and sharing this information with the board.

## Reporting Mechanisms

Employees are encouraged to report any suspected instances of bribery or corruption promptly. United Medics Limited has established a confidential reporting channel to facilitate the reporting of such concerns. Reports can be made anonymously, and individuals can be assured that they will be protected against any form of retaliation.

Employees should report suspected incidents to the Operatons Director or use the confidential reporting hotline/email: antibribery@unitedmedics.co.uk Reports will be promptly investigated, and appropriate actions will be taken in accordance with this policy and relevant laws.

## Investigative Procedures

Upon receiving a report of suspected bribery or corruption, United Medics Limited will initiate a thorough investigation. The investigation process will be conducted impartially and confidentially, involving relevant departments, legal advisors, or external auditors as necessary.

The Operations Director will oversee the investigation and ensure that all facts are gathered objectively. Employees are expected to cooperate fully with any investigation and maintain confidentiality throughout the process.

## Monitoring and Review

To ensure the effectiveness of this policy, United Medics Limited will conduct regular reviews and audits. These reviews will assess compliance with the policy, identify any emerging risks, and make necessary updates to the policy as required.

Employees are encouraged to provide feedback on the policy and suggest improvements. The policy will be reviewed annually by the Board of Directors at a Compliance Committee to ensure it remains relevant and effective in combating bribery and corruption.

## Consequences of Enforcement

Any employee found to have violated this policy will be subject to disciplinary action, up to and including termination of employment. Disciplinary measures will be proportionate to the severity of the offense and may include warnings, fines, demotions, or dismissal for gross misconduct.

United Medics Limited reserves the right to terminate its relationships with third parties, such as suppliers, agents, or business partners, if they are found to have engaged in bribery or corrupt activities.

## Recovery of Benefits

If a staff member has accepted third party incentives or gifts, United Medics Limited may require the individual to return or reimburse the value of such benefits.

## Policy Reinforcement

United Medics Limited will reinforce this policy, as well as our policies and processes through regular training sessions, reminders and ongoing communications. This is especially important upon notification of any breaches of this policy by a member of staff. This ensures that members of staff are kept up to date with current processes and compliance expectations, as well as consequence of non-compliance.

## Record Keeping

United Medics Limited must keep financial records and have appropriate internal controls in place which will evidence the business reason for making payments to third parties.

If you are required to register a gift or hospitality under this policy, you must complete the Gifts and Hospitality Registration form and send it your Line Manager who will maintain a Register of Gifts and Hospitality (which can consist of storing the forms electronically). You must register any gift or hospitality within 28 days. Requests to your line manager for written approval (which includes by e-mail) of gifts or hospitality must be submitted in advance where possible to allow time for a decision to be made.

You must ensure that all claims relating to hospitality and gifts and other payments to third parties are submitted in accordance with the relevant policy and specifically record the reason for the expenditure.

All accounts, invoices, memoranda and other documents and records relating to dealings with third parties, such as clients, suppliers, and business contacts, should be prepared and maintained with strict accuracy and completeness. No accounts must be kept "off-book" to facilitate or conceal improper payments.

## Who is responsible for the policy?

United Medics Limited has overall responsibility for ensuring that this policy complies with our legal and ethical obligations, and that all those under United Medics Limited's control comply with it.

## Acknowledgment of Receipt

All employees are required to sign an acknowledgment form indicating that they have received, read, understood, and agreed to comply with this Anti-Bribery Policy. By signing the acknowledgment, employees affirm their commitment to upholding the highest standards of integrity and ethical conduct in all business dealings.

This Anti-Bribery Policy and its associated procedures apply to all employees, contractors, consultants, temporary workers, agency staff, volunteers, and any other persons associated with United Medics Limited

**Disclaimer:**

This Anti-Bribery Policy is not exhaustive, and employees are encouraged to seek guidance from the Operations Director or the Board of Directors if they have any questions or encounter situations not addressed in this policy.

United Medics Limited reserves the right to amend, update, or modify this policy at any time to ensure its effectiveness and compliance with applicable laws and regulations.

By implementing and adhering to this Anti-Bribery Policy, United Medics Limited aims to foster a culture of transparency, integrity, and ethical behavior across all levels of the organisation. Together, we can uphold our commitment to conducting business in an honest and ethical manner, free from bribery and corruption.

This policy shall be effective from 01/01/2023

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**Policy on Compliance with Applicable Laws and Regulation**

**Introduction and Purpose:**

United Medics Limited is committed to upholding the highest standards of legal compliance and ethical conduct in all aspects of its operations. This policy is designed to ensure that all staff members understand their responsibilities to act in accordance with applicable laws, regulations, and industry standards.

**Scope and Applicability:**

This policy applies to all employees, contractors, consultants, and representatives of United Medics Limited. It covers all activities conducted on behalf of the United Medics Limited, including but not limited to recruitment processes, compliance processes, client interactions, candidate engagement & placements, and business operations.

**Compliance with Laws and Regulations:**

All staff members are required to comply with all relevant laws, including appropriate legislation and regulations relevant to the healthcare recruitment industry. This includes, but is not limited to:

- Equal Employment Opportunity, including diversity and inclusion
- Anti-discrimination laws.
- Labor and employment laws.
- Licensing and certification requirements.
- Immigration laws.
- Anti-corruption laws
- Data protection and cybersecurity laws.

**Responsibilities of Staff Members:**
It is the responsibility of each staff member to:
Familiarise themselves with relevant laws, regulations, and industry standards applicable to their role.

- Seek guidance from the Operations Director if unsure about legal requirements.
- Conduct all business activities in a legal, ethical, and professional manner, aligning to United Medics Limited ethos and expectations.
- Report any suspected violations of laws or regulations to the United Medics Limited or designated authority.

**Prohibited Conduct:**
The following conduct is strictly prohibited:
Discrimination or harassment based on race, color, religion, gender, sexual orientation, age, disability, or any other protected characteristic.

- Violation of patient privacy and confidentiality laws, including unauthorised disclosure of medical information.
- Misrepresentation of candidate qualifications or credentials.
- Falsification of records or documentation.

- Offering or accepting bribes, kickbacks, or other improper inducements.
- Engaging in fraudulent activities or deceptive practices.
- Violation of labor laws, including wage and hour regulations.
- Failure to obtain required licenses, certifications, or permits.

**Reporting Incidents of Non-Compliance:** Staff members who become aware of any actual or potential violations of laws or regulations must report them immediately to the Operations Director or designated authority.

- Reports may be made anonymously through the company's confidential reporting channel.
    - Email: reporting@unitedmedics.co.uk
- The firm prohibits retaliation against any individual who reports a suspected violation in good faith.

**Investigation and Corrective Action:**

- Upon receiving a report of a suspected violation, the Operations Director or designated authority will conduct a prompt and thorough investigation.
- If a violation is confirmed, appropriate corrective action will be taken, which may include:
    - Remedial training for the staff member involved.
    - Performance Improvement Plan (PiP)
    - Disciplinary action, up to and including termination of employment.
    - Corrective measures to prevent future instances of occurrence
    - Company policy and practice review and training

**Training and Awareness:**

- United Medics Limited will provide regular training sessions and resources to ensure staff members are informed about relevant laws, regulations, and ethical standards. Training would be delivered by the training team with records held of training completed.
- Training programs will cover topics such as:
    - anti-discrimination
    - privacy laws
    - ethical recruitment practices
    - Reporting procedures.
    - Equal Employment Opportunity, including diversity and inclusion
    - Anti-discrimination laws.
    - Labor and employment laws.
    - Licensing and certification requirements.
    - Immigration laws.
    - Anti-corruption laws
    - Data protection and cybersecurity laws.

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**Record-Keeping and Documentation:**

- United Medics Limited will maintain accurate and complete records of compliance training, reported violations, investigations, and corrective actions taken.
- Documentation will be retained in accordance with legal requirements and company policies.

**Compliance Review and Updates:**

This policy will be reviewed annually to ensure it remains up-to-date with changes in laws, regulations, and industry best practices. Responsibility for updating of this policies and implementation within United Medics Limited sits with Operations Director.

Staff members will be notified of any updates or changes to the policy and required to acknowledge receipt and understanding. This will include any follow up training as appropriate.

Reviewed and implemented by:

Operations Director

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# Quality Assurance Policy

UNITED MEDICS LIMITED

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# General Policy Statement

United Medics Limited is committed to providing consistently high quality Permanent, Contract and Temporary staff coupled with the highest level of personal service across the health sectors in which we operate.

This procedure will be read in conjunction with other government organisations publications as per references.

Throughout this document ''the company and ''we'' refer to United Medics Limited.

Purpose

- Our aim is to provide an informative, up-to-date, and intelligent approach to solving the recruitment issues that our Clients and Candidates face in the ever-changing marketplace of today.
- To ensure we meet these requirements and the high standards that we set ourselves we have strict internal procedures governing the gathering of all Client and Candidates information and the way in which it is recorded and processed.

- To ensure evidenced based care is used to continually improve quality
- Contribute to safely reducing costs whilst also increasing staff time to care and deliver the quality ambitions for their service
- Proactively identify and reduce risk by creating a culture founded on assessment and prevention rather than reaction and remedy.
- Being a person-centred organisation ensuring the health and wellbeing of patients, staff, and stakeholders, and the delivery of safe care in partnership.
- Taking an inclusive and integrated approach - embedding the use of recognised improvement and patient safety methodologies and risk management techniques in day-to-day activities
- Having a culture of openness and involvement with the full engagement of all key stakeholders in learning from risks and adverse events.
- Ensuring that approaches to improvement, measurement and performance are integrated and aligned.
- Review and learn from adverse events and complaints

## Assurance and Accountability

The Operations Director is the lead for staff governance, considers systems for staff employment, training, wellbeing and associated risks and other roles::

- The effective management of risks is a core aspect of governance and management arrangements.
- considers clinical processes, systems, policies and procedures, patient safety, and associated risks.
- ensuring effective internal control and review of risks with financial consequences and for those risks relating to systems of internal control ensuring appropriate completion of the Directors Report at the year end.
- responsible for ensuring that robust processes are in place within their Units to oversee and provide assurance about the quality and safety of patient care and staff wellbeing. This includes continually improving quality and proactively managing risk, responding to, and learning from e.g. adverse events and complaints.
- responsible for working effectively to provide safe and effective care, promoting a culture of openness and team working.
- will continue to participate in ongoing continuous professional development, developing and maintaining skills and competencies and meeting professional requirements for practice.

We ensure that training and systematic processes are in place that will provide our clients with confidence that any staffs supplied by us are of the grade, quality, and suitability for the positions they are seeking to fill. With robust recruitment, vetting and performance review systems in place, we offer clients peace of mind that the services provided by our agency will assist in the reduction of risk to patients. We seek to work in close co-operation with clients and candidates to provide the right quality work and service, first time.

We endeavour to develop a full understanding of the needs of our clients and candidates and to actively seek feedback from both which can be used for continuous assessment and improvement. We believe in staff development and training ensuring that all employees and candidates are capable of undertaking the work required of them in a safe and responsible manner taking into consideration both ours and our clients policies and procedures and client establishments they may work in.

All staffs are involved in achieving these policy aims and are individually responsible for the quality of their work. We are committed to delivering the objectives of this policy within all activities and work undertaken by the Company.

## What is Quality Assurance?

Quality Assurance can be defined as the activities that contribute to defining, designing, assessing, monitoring, and improving the quality of a service.

Quality management views all work in the form of systems and processes. We operate under 3 core QA functions:

## Defining Quality:

We have established performance standards and our quality assessments measure the level of performance according to those standards. These standards take the form of internal procedures, clinical practice guidelines for candidates and standard operating procedures as set by various authorities including the REC and the NHS.

Performance in accordance with these standards is a fundamental part of our quality assurance process assisting towards quality evaluation and performance improvement.

## Measuring Quality:

Quantifying the current level of performance according to expected standards

QA activities that are part of measuring quality include:

- Quality Assessment
- Quality Monitoring
- Quality Evaluation (external) Quality Assessment Measures

Quality assessment measures the difference between the expected and actual performance to identify opportunities for improvement. Measuring quality enables us to identify the areas of our service which require improvement or enhancement.

A quality assessment can involve data collection and feedback but can also involve observation of performance either direct or through appraisal interviews. As there may be many varying situations which could affect the performance of candidates and the service we provide, ongoing assessments are needed to define the usual performance of those involved in the provision of the service.

We have systematic procedures in place to monitor the quality of our services. This involves the regular collection of information to assess the performance of individuals and procedures.

Set standards are required to monitor quality and performance. The information gathered during quality monitoring help to identify the reasons for deviating from the core standards and identify areas for improvement.

The quality monitoring procedures in place help to determine whether the services that we provide meet defined standards.

We are committed to providing a service based on quality and continuously assesses and monitors internal performance and the performance of candidates.

We are obliged to operate under the national minimum standards set by the *REC* and the conditions of contract for the NHS national framework agreements. As a Registered Employment business, we must also operate within the standards set by the Employment Agencies and Employment businesses Regulations 2003.

Results obtained through evaluating the information obtained through the quality assessments and monitoring procedures, enable us to continuously review and improve the standards of performance for all involved in the delivery of service including employees and candidates.

## Improving Quality:

Improving Quality closes the gap between current and expected levels of performance as defined by the core standards. Improvement can involve changing structures, procedures, and personnel, increasing or decreasing resources.

We recognise that resources and processes must be monitored and evaluated together to improve or guarantee the quality of service.

We provide services to meet the needs of our clients and candidates and the end user (patient). The delivery of our service is designed to meet those needs. Our procedures examine how and whether each step in a process is relevant to meeting these needs and eliminates those that do not lead to client satisfaction or desired outcomes. This is achieved by obtaining information about our client and designing services to cater for their specific requirements. This client focused approach enables us to meet the needs of our clients which in turn provide higher quality care. This encourages clients to return to our agency when they need additional services and to recommend us to others.

## How do we Achieve Quality Assurance?

PLAN: by establishing the objectives and processes required to deliver the desired results*:*

- Compliance - this process checks that staff are appropriately qualified, experienced, have the required occupational health clearance, are appropriately registered with the relevant professional body, and have the right to work.
- Induction - gives information and ensures the skills relevant to the grade that result in competent/confident practitioners.
- Appraisal - provides opportunity for on-going evaluation of performance and two-way discussion with the Clinical Manager or director.
- Monitoring - systems that ensure our staff maintain expected performance and action taken to ensure this.
- Reviews - ensure the objectives are being met, the processes remain effective and taking any necessary action as required.

DO: by implementing the processes developed to introduce our staff to the policy.

- Assess their understanding with training sessions
- Regularly monitor their practice according to company practice

CHECK: by monitoring and surveys evaluating the implemented processes by testing the results against the pre-determined objectives and making changes to the service offered by our company based on these results.

- Customer feedback
- Charts
- Quality Assurance study days (every 3 months by invitation)
- Reviewing statistics (joiners/leavers)

ACT: by applying actions necessary for improvement.

- Relevant information indicating need for improvement given to Operations Director
- Interview arranged by a director with relevant people involved
- Issues discussed and action plan agreed
- Appropriate action taken by a Director with specific monitoring programme put in place

## Quality Assurance and Call-off Contract Monitoring

The company will operate its day to day procedures and practices in respect of the Quality Assurance system and in accordance with the below.

The Quality Assurance System shall contain procedures and practices:

- to ensure that Candidates supplied (or to be supplied) in the provision of the Services under a Call-off Contract are aware of the standard of performance that the company will provide the details under the Call-off Contract and that the Candidates are able to meet that required standard;
- for regularly monitoring the performance and conduct of individual Candidates in the provision of the Services with the Client/Authority/relevant Vendors including, but not limited to, obtaining from the Authority views and feedback on the individual performance, conduct, clinical performance and abilities and quality of each Candidate and for this purpose, the company may use end of placement assignment reports;
- for providing regular feedback to each Candidate on their individual performance and conduct (including, but not limited to, feedback resulting from the information obtained below) and immediate feedback where complaints or reports of poor performance or conduct are received.
- to receive, investigate and resolve complaints of poor performance or misconduct in respect of an individual Candidates or the company.

- to monitor the performance of the company in the provision of the Services in respect of the Framework Agreement and the Call-off Contract.
- for regularly consulting with all Authorities and Framework authorities to whom the company supplies the Services under the Framework Agreement to obtain feedback on the quality of the Services provided by the company.
- to analyse and identify any patterns of complaints.
- for reporting of complaints to the relevant Professional and Regulatory Bodies, as appropriate; and
- for engaging, on an annual basis, relevant to the Job Profile, the services of an independent, senior registered Nurse, or qualified medical practitioner, to review the appropriateness of the company's clinical practices and procedures (including but without limitation to the Supplier's administration and assistance with medication procedures).
- Completion of an induction Programme which clearly sets the conduct expected of an candidate and the procedures they are required to follow for their relevant profession
- Instructing them on their responsibility to maintain compliance with all statutory and Mandatory requirements in accordance with their qualification and the requirements we have set.
- Ensuring they are aware of, and understand, the Policies & Procedures within our Handbook.
- Healthcare Assistants must undertake the level of observation training specific to their needs based on their experience.
- Acquaint with the need to follow the relevant policies of the trusts in which they will work
- Providing a 24-hour support 'on-call' system for candidates and clients
- Wherever possible, Candidates and clients are spoken to on the first day of an assignment to ensure initial satisfaction.
- Candidates for all professions supplied by us will have continuous feedback provided by QA feedback/Assignment reports completed by client managers and held on file. these are reviewed on return by the Managing Director and any issues arising from these reports will be actioned appropriately in accordance with our policies and procedures
- We request feedback from all candidates on the positions they were assigned to and the client establishment they worked in.
- Regular contact is maintained with candidates and clients to ensure ongoing satisfaction of service.
- Each Candidate is appraised by our Responsible Officer
- All clients that work with us are offered opportunities to meet to discuss the services and Candidates that we provide.

## Compliance process

United Medics Limited will ensure that strict guidelines will be followed and appropriate training will be given to the compliance team to carry out the recruitment procedures to follow to ensure the compliance files of the workers contain accurate documentation listed in Appendix 1.

While the company works with various clients and framework providers, the compliance procedures and documentation process will be followed accordingly. The compliance team will contact the workers to complete the training and request to send the document/certificate prior to expiry.

Any member of compliance team must not do any training on behalf of the worker. If it has been found necessary disciplinary action will be taken.

The company has the compliance record monitoring software in addition with random internal audit to check the validity of any documents/procedures/process. The software aids to send, both the worker and the compliance team, the notification email about their oncoming expiry of training/document/certificates (whichever applicable). All the records will be recorded/stored/maintained according to the Data Protection act 1998 and GDPR 2018.

The company will not place any worker who is not fully compliant that has been outlined in Appendix 1.

The company will obtain the feedback from the client's personnel. If any unsatisfied feedback/reference received, the relevant worker will not be placed to any other client's location until resolve the issue associated with the unsatisfied/poor reference/feedback about the worker.

The company will refer the Candidate to their relevant professional regulatory body (s) if it has been found any evidence of malpractice by the Candidate. The worker will not be placed at work until resolved such issue. The client will be informed where necessary and appropriate to do so.

All the workers will be informed about the company's complaints procedures (this is usually through handbook) however on request the workers will be given the full complaints policy to their email or it is always available in the company's office.

## Compliance Audit

The company will on an annual basis (as per the framework requirement) engage the services of a third party compliance auditor ("Auditor") appointed by Framework authorities/Master/Neutral Vendors, to review the appropriateness of the company's provision of recruitment, compliance and placement procedures (including but without limitation to the company's administration, processes, policies, IR35 assurance and Candidate compliance files supplied in the provision of the Services).

The company will follow the relevant authorities' rules and regulation to conduct the audit.

Additionally, the company will follow the following guidelines for both internal and external audits.

## Evidence 'prior to supply' and during Jobs

It is important documents submitted for audits are valid prior to the supply/placement(s) selected for each audit and for the entirety of the placement. This may involve downloading

both current and previous documentation to cover the period of the jobs selected for each candidate. Supplier documentation may not be requested for every audit but will always be requested on annual basis as a minimum.

United Medics Limited will make available the required sales ledger/invoice numbers that is relevant to the worker's compliance files at the time of the audit where necessary and appropriate to that file.

## Training Requirements

Training must be evidenced to have been delivered to a satisfactory standard in line with NHS Employers and Skills for Health guidance.

Appendix 1 will provide the full breakdown of the documents and evidence which may be requested as part of any audit. However, the document evidences will differ from authorities so the company will make sure those documents will be available for the compliance and audit purpose.

The company is always willing to continuously improve its systems/policies/procedures to provide best service to both the Candidates and clients.

In case, as a learning organisation but willing to improve the system, if the company receive the audit fail score, the company will learn from the mistakes and identify the reasons and aim to resolve the issues in order to score pass mark. Where necessary, compliance training will be given to the internal staffs whoever responsible for the compliance.

## Internal Audit process

United Medics Limited will conduct monthly internal audit to check the Candidates' file, update of the policies and procedures in place.

The Compliance Manager will set out the date for the audit or randomly choose the files on the day of the audit. All documents will be provided before the audit deadline.

All submissions will be subject to scrutiny by our Compliance Team and the submission of a document will not guarantee passing the audit.

Following the submission of the audit documentation and when the audit is closed, the Compliance Team will evaluate the information provided and, if necessary, raise any queries to further investigate.

After any queries have been resolved a report will be completed and sent to our Compliance Manager for discussion with his/her counterpart within the business.

The company will make every effort to rectify failures to respond or incomplete or incorrect information submissions interpreted as non-compliance may result in the suspension or termination of supply as per the terms of contract.

It is important to note that each audit may vary in the areas required and therefore some audits may not include all the candidate document requirements listed below.

All the outcome/comments of the audit will be documented, and the appropriate personnel will be directed to resolve the findings where necessary and appropriate to do so. Best practice will be followed to avoid future mistakes to improve the service/compliance.

## Monitor and Review

[Insert Supplier name] seeks to assure the clients and other stakeholders that appropriate systems are in place for controls assurance and the management of risk.

We constantly review and update our internal systems and procedures, across the board, from internal and external recruitment through to front and back office administration, drawing on the experiences that we face on a day-to-day basis which ultimately maximises the efficiency of our resource management system.

Finally, we constantly review and update our IT systems ([insert CRM Name]) to ensure that we utilise the ongoing technological advances available in the marketplace today. This not only benefits our staff with added speed and efficiency but also ensures that our data is constantly secure with the updated security options and is in-line with our disaster recovery programme.

We allow external audit that will undertake a review of overall governance arrangements as part of the annual audit cycle.

## Reviewing the Services Offered

Our Quality Assurance feedback procedures, together with internal and external audits, suggestions from our Clients and Candidates, form the basis for reviewing our practices and making necessary changes in the service offered by our company.

## Remedial Actions for Non-Conformity

In instances where a member of staff does not align to the terms of the framework agreement, Specification and/or any a subsequent Call-off contract, [insert supplier name] undertake a variety of remedial actions as follows:

Training and guidance – We provide additional training and guidance to the member of staff. This will be delivered by Compliance Manager with a record retained on file. This training includes specific training on the terms of the agreement, specifications, and contract requirements. [Please insert any other training provided].

Written Warning - If the non-compliance persists or is more serious in nature, United Medics Limited will issue a written warning. The warning will clearly outline the areas of non-compliance, the expected behavior, and the consequences of further violations.

Performance Improvement Plans - For ongoing issues, a formal Performance Improvement Plan (PIP) may be necessary. A PIP sets clear goals, timelines, and expectations for the employee to meet. Regular reviews and feedback sessions will be conducted by the training team to monitor progress.

Disciplinary Action - If the non-compliance continues despite previous interventions, disciplinary action may be required. This could range from suspension, demotion, loss of privileges, or, in severe cases, termination of employment.

Investigation - If the non-compliance involves potential misconduct or unethical behavior, conducting a thorough investigation is essential. This will be done impartially and in accordance with United Medics Limited policies and legal requirements.

Action Plan – Where non-compliance is identified, an Action Plan will be created which looks at rectify the immediate issues, but also – how to mitigate against future instances. The Action Plan will be agreed by the Board of Directors before implemented and where necessary, shared with our clients if in relation to their specific framework, contract and/or call off agreement.

Continuous Monitoring and Support - Throughout the remedial process, we will track progress on each component part, whether this is in relation to training directed towards the individual, or remedial actions on compliance (as an example). In addition, we will review current policy, process and practice to ensure that these are update accordingly. After taking remedial action, it's important to review the effectiveness of the measures implemented. Feedback from the employee, managers, and relevant stakeholders can help refine future approaches to prevent similar issues.

## Audit Criteria

As part of our quality assurance process, we complete internal audits every monthly. The purpose of these audits is to ensure that our policies and processes are adequate, in that they ensure that Candidates are deployed into the provision of the services – fully compliant. The internal audit criteria includes NHS Employers Check Standards, and all relevant legislation and regulations relevant to the supply of Candidates into the NHS. The full audit criteria is as follows:

- Identity Checking
- Right to Work Checks
- Criminal Records Checking
- Employment History and References Checking
- Professional Registration and Qualification Checks
- Occupational Health Checks
- Candidate Regulations
- Working Time Directives
- Employment Agencies Act (including Contract of Services)
- Key Information Document
- Mandatory Training (job specific and Core Skills Training Framework modules)
- Recruitment Process (including Face to Face interviews, Application Form, Handbook)
- Induction Confirmation
- ID Badge
- IELTS/OET

- Advertising
- PLAB
- Professional Indemnity Insurance

Our CRM ([insert CRM name]) is included as part of the audit process, to ensure that all data is recorded correctly, including Alerts on conviction, restrictions and expiry dates.

The audit function also includes checks on internal policies and processes that detail the practices followed by [Insert Supplier name].

The internal audit process checks for both pre placement checks, and the ongoing checks completed on Candidates throughout their placements.

## Audit Outcomes

A checklist/Risk Assessment is used per Candidate file to record the evidence sighted against the audit requirement, and whether the information provided is compliant or non-compliant. The Checklist ensures that each audit requirement is reviewed and supporting evidenced assessed. This ensures the consistency of the audit function and ensures that each audit is fully completed.

## Appendix 1

All audit findings are recorded on a centralised register, allowing United Medics Limited to monitor progression of the audit and compliance function within the business, as well as any trends. The central register includes [insert below details included within the central register – examples provided for the supplier to expand on]:

- *Candidates name*
- *Candidates reference*
- *Candidates job title*
- *Compliance Officer Name*
- *Date Candidates signed off*

As well as the centralised register, the Compliance Manager compiles an audit report based on the outcomes of the audit findings. This includes

- *Overall assessment on internal audit*
- *Findings of audit*
- *Requirements and Actions date to respond*

The initial audit outcomes are shared with the board of Directors. Where any non-compliance is identified, United Medics Limited are required to take immediate action. Where necessary, Candidates will be removed from assignment until such a time as their file is made compliant and the worker file locked. This will be discussed with the Client and Candidates before any action is taken. A timeframe of 2 weeks is set for all actions to be completed so that the internal audit function can be closed. Once done, a final audit report is compiled, detailing any

retrospective action undertaken and lessons learnt, including new strategies, practices and changes to processes. This information is shared at board level. The feedback from the internal audit is cascaded to all staff within the business, with refresher training provided where the need is identified, or where new practices are implemented.