

# PROFESSIONAL REGISTRATION & QUALIFICATIONS CHECKS POLICY

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Carejoy Healthcare Ltd. complete all the pre-employment checks prior to the candidate being considered for any shift via the agency.

It is the responsibility of the Recruitment Consultant to confirm the candidate resourced to complete shifts via the agency has the appropriate education, qualification and registration to perform their role within a clinical setting.

## **Qualifications:**

Qualification checks are necessary to validate the information provided by an applicant in relation to their educational or professional qualifications.

Where qualifications have been checked by a professional regulatory body and the individual's registration has been confirmed then further documentary evidence about qualifications that are relevant to their registration should not be required. However, accepting that registration with a professional regulatory body assumes that appropriate documentary evidence has been provided and validated with that body and there are no restrictions to their registration, and no pending investigations on their fitness to practice.

Qualification checks verify the information about educational or professional qualifications that a prospective work-seeker provides on their application form or within their CV.

## **Validation/Professional Registration Checks:**

The purpose of registration checks is to ensure that a prospective work-seeker has the necessary skills and qualifications for the job they are applying for and they are registered with the relevant professional body, where required, as they meet the required standards of training, competency and conduct to practice safely in their chosen profession. Carejoy Healthcare, through the application process make it clear to new work-seekers that appointment to any position is conditional on satisfactory registration and qualification checks, and that any information disclosed on the application form will be checked. Prospective work-seekers are also informed that any offer of appointment may be withdrawn if they knowingly withhold information or provide false or misleading information, and that employment may be terminated should any subsequent information come to light once they have been appointed.

Professional regulations are in place to protect the public, making sure that those who practise a health profession are doing so safely.

# PROFESSIONAL REGISTRATION & QUALIFICATIONS CHECKS PROCEDURE

Applicant may not always have the original documentation and Carejoy Healthcare will need to make an appropriate risk-based assessment in relation to the priority given in the person specification to that qualification and the level of the checks required.

Carejoy Healthcare request the original certificate and retain a verified copy on file along with:

- Checking the details on the certificates match the information provided by the candidate in their application form, e.g.
  - Full name matches – it is possible that the name will not match due to a number of reasons including marriage/civil partnership, or divorce. In such cases, we require additional evidence to validate the change of name
  - Dates
  - Course title/grades
- Contact the awarding body directly, where possible, to confirm the applicant's attendance, course details and grade awarded.
  - Candidate consent must be obtained prior to these types of requests

Where the applicant has gained their qualifications overseas, Carejoy Healthcare will check that this qualification exists, that it is equivalent to the stated UK qualification and that the prospective work-seeker does, in fact, hold that qualification. These checks should, wherever possible, be carried out directly with the awarding institution. Where this is not possible, Carejoy Healthcare should seek advice from the relevant country's IRL or UK embassy, consulate or high commission.

Where documents have been provided in a foreign language, an independently verified translation will be obtained and further advice will be obtained, if required, from the UK National Academic Recognition Centre (NARIC) at [www.naric.org.uk](http://www.naric.org.uk). Should a translation be required, CareJoy will assume costs relating to this.

Therefore, Carejoy Healthcare:

- Request sight of the original certificates and take certified signed true copies
- Check that the details on the certificates match those the prospective work-seeker provides as part of their application or CV

## Job roles/posts involving driving

When a driving licence is required for the position e.g. community or district nurse, the candidate will be required to bring the original version into the office, where a certified copy will be taken and retained on file, following the standards for verifying documents described in the Carejoy Healthcare Identity Check Policy.

Where Carejoy Healthcare has a legitimate right to obtain information about entitlements and/or penalty points (endorsements) i.e. because the nature of the job being recruited to, they should undertake a free check through the DVLA's on-line 'Share Driving Licence Service'.

The licence holder's permission will always be sought before requesting any such information via the DVLA. A copy of the worker's consent and check are retained on file.

Validation/Professional Registration Checks:

Within the first call with a prospective candidate, the consultant will discuss;

- i. the candidate's qualifications

- ii. experience to date
- iii. the specialisms they are qualified to act
- iv. any other relevant work history

During the first contact with the candidate the consultant must obtain consent from the candidate to check their professional registration to confirm they are registered with that regulatory body as well as;

- i. there are no restrictions to their registration that would affect their ability to undertake the duties of the role being offered
- ii. there are no pending investigations on their fitness to practise
- iii. to obtain the correct employment history and remain up to date with standards in practice

Details are entered into the compliance section of the database. The review/expiry date is also entered which will automatically trigger the maintenance team to carry out further checks to ensure the applicant remains on the register. This is undertaken monthly for the NMC and HCPC checks.

Compliance Team members are trained by the Head of Compliance to undertake these checks and place a copy of the completed monthly check in the workers file.

Where a check is undertaken and a change / notification is identified, the Head of Compliance is informed immediately.

The Head of Compliance will assess and where appropriate inform the CareJoy Managing Director, the Client's representative and the Worker to investigate further. Where a worker has been removed from the list, as soon as this is identified they will be removed from post, pending full investigation and all parties informed.

Carejoy Healthcare complete the following registration checks:

1. first point of contact
2. upon interview
3. upon compliance sign off
4. day before first shift/day of first shift
5. monthly
6. as per expiry

### **Lost Certificates**

Where an applicant is unable to find the original version of their qualification, even where the online check has been successfully completed, a new replacement certificate should be sought.

All major training establishments should be willing to provide a replacement certificate if requested by the applicant directly.

CareJoy will re-imburse the applicant any reasonable costs incurred in obtaining the replacement certificate.

# HEALTHCARE PROFESSIONAL ALERT NOTICES (HPANS)

A healthcare professional alert notice (HPAN) is a process of notifying NHS bodies, or other organisations providing services to NHS bodies, about registered health professionals whose performance or conduct could pose a significant risk of harm to patients, staff or the public.

The operation of the alert notice system, is the responsibility of the National Clinical Assessment Service (NCAS), which is part of NHS Resolution (formerly the NHS Litigation Authority). As Carejoy Healthcare is not an NHS organisation it is not on the nhs.net system, consequently it does not have access to the HPAN web service. Carejoy Healthcare will endeavour to register to receive HPANs by contacting NHS Resolution by email, in order to comply with the NHS employment check standard for Professional registration and qualification checks.

If successful Carejoy Healthcare will always ensure that we will keep a record of all Alerts issued and check alert notice files prior to recruiting an individual. If an individual is subject to an alert notice, then we will check whether the work-seeker is suitable for the assignment/employment.

Carejoy Healthcare Ltd follows a stringent process for conducting pre-employment checks of all potential candidates. This policy should be read and applied in conjunction with the policies for the following: identity checks, right to work checks, employment history and reference checks, criminal record checks, work health assessments.

## Further detailed guidance:

The Conduct of Employment Agencies and Employment Businesses Regulations 2003:  
<http://www.legislation.gov.uk/ukxi/2003/3319/contents/made>

NHS Employers Professional registration and qualification checks standard:  
<https://www.nhsemployers.org/your-workforce/recruit/employment-checks/professional-registration-and-qualification-checks>

NHS Resolution. HPANs: <https://resolution.nhs.uk/services/practitioner-performance-advice/hpans/>