



Recruitment, Assessment and Training **Procedure**

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Assessment and Training Procedure – XRG

Please note: This document is classed as uncontrolled when printed

Recruitment, Assessment and Training Procedure

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1 Purpose

This procedure defines the requirements and methods for assessment of Xander Agency Staff to provide into the clients that need our support at all levels. XRG training is provided to ensure competency levels are maintained and sudden competency gaps can be controlled within the Xander Recruitment Group (XRG) business streams. It has been developed to provide guidance and continuous levels of competence and experienced staff.

1.1 Scope

This procedure covers all aspects of XRG Business for Agency Staff and Permanent recruitment as required.

2 Process

Apart from knowledge, experience, and proficiency, it is important that every individual has a positive attitude towards Safety, Health, Environmental, Quality and Welfare and an appreciation of its importance to the successful achievements of the XRG business objectives.

Although XRG supply agency staff to clients, in terms of Health and Safety, they will be treated as employees and provided with information as required under our "Duty of Care" commitments. However, as agency staff will be working under the control of the XRG clients, who also have a duty of care to XRG agency staff within the client's working environments.

2.1 Recruitment

It is the policy and therefore the responsibility of XRG to manage its recruitment processes in such a manner as to ensure that agency staff meet all required criteria and are competent to undertake the tasks for which they are employed or contracted to undertake.

The precise arrangements that apply are dependent upon the activity that an individual will be required to undertake.

Key positions detailed in the XRG Organisational Structure hold Job Description, which sets out the requirements and responsibilities for the role. The specific accountabilities and qualifications shall be detailed to undertake the tasks involved.

2.1.1 Recruitment Initial Process

The recruitment process is fundamental the business objectives of XRG Recruitment and is the key to providing confidence to our clients for the provision of competent people to seamlessly close their competency gaps. The systematic process is applied to agency staff, permanent, temp-perm and encompasses the following elements:

Initial Stage

- Pre-screen initiated of potential agency staff through means listed in Element 4
- The candidate has a good understanding of verbal and written English.
- WhatsApp/Zoom/Facetime video call or face-face interview conducted.
- During the interview a set of questions for them to respond to with varying degrees of difficulty and competency testing depending on level of the agency staff member e.g., Registered Nurse etc...
- Application form sent for completion through Adobe Sign
- Conduct and record checks to determine the potential candidate is legally eligible to work in the UK;
- GDPR form sent for completion through Adobe Sign
- Covid Vaccination proof obtained including any booster vaccinations.
- Compliance documents required emailed or copied during in person interview and these are stamped as original seen and dated by the
- Documents not seen in person that have been emailed either by a scan or picture will be requested to be seen in person at the earliest opportunity on mandatory induction day or they will be requested to come to the office to discuss what it means to be an agency worker for XRG and then verified as above or we will ask our checking service partner to request the documents and verify them and inform us once this has occurred and they are fit for purpose. The checking service is certified by government legislation to carry out these digital checks and complies with all current legislation in place.
- Conditional offer made to the potential new agency worker by Xander Recruitment Group this remains conditional until all compulsory sector checks are passed to make them compliant to work in the Healthcare Sector as required.
- Two references will be sought for all new employees. One referee must be the individual's current (or if unemployed) their last employer.
- All documents are scanned and uploaded onto the CRM system along with expiry dates to ensure checks on these documents are carried out when required,

2.1.1.1 Clients Requirements Brief

Information will be obtained from the client to fully understand the role requirements to meet the needs of the service users that our clients support. This could be in the form of a Care Plan relating to the service user, job specification or requirements needed to work in a location/unit such as MAPA, Autism, Tracheostomy etc...

2.1.1.2 Role Analysis

The allocated Consultant, who will be the main contact with the Client(s) when the position(s) is filled, will assess the role requirements in detail, in terms of duties, responsibilities, working environment, area of placement and relationships impacting on the role. This will be basis for the search criteria.

2.1.1.3 Role Criterion Development

A document will be developed in terms of a Role Specification detailing the requirements of the role as perceived by the consultant. The document will outline the duties i.e. candidate specification (human

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attributes), client line responsibilities, qualification, expected experience in a similar role, and objectives to be achieved. On completion of the Role Profile, the document may be issued, depending on the criticality of the role, to the client for concurrence review.

2.1.1.4 Candidate Alignment

A review of the XRG CRM will be initially undertaken to source suitable candidates that potentially fit the Role Criterion. This search process will include, as an example, the following techniques:

- Business networking;
- Proactive Search applications through various platforms i.e.: LinkedIn, Job Boards, Nursing Events
- Posting on Job Boards;
- Placed on the Jobs section of the XRG Website.
- Proactive Internet Search
- Utilising social media platforms;
- Recommendations from clients and colleagues;

2.1.1.5 Second stage

After the initial stage the following protocol is followed to make the candidate compliant

All Identity documents checked and verified and as required checking platforms used with expiry dates added to ensure that checks are carried out as and when required this is essential for VISA's, Passports etc...

- Enhanced DBS check applied for using Identity Documents from candidate where applicable.
- DBS Update service checked if they have brought in a current DBS that is registered on the checking service and a printout taken and uploaded to the CRM of the result along with the DBS. An expiry date in line with the DBS is added to the system so checks can be carried out again when due.
- Application form checked to ensure all sections have been completed and it is signed.
- 10 Year work history obtained and any gaps in employment explained.
- Ensure copy of NVQ lv3 or industry equivalent is uploaded for all Senior Care Assistants
- Ensure that all Registered Nurses NMC PIN is checked using the NMC online employers checking service to ensure the PIN is still valid and that they can still practice as a nurse or if any restrictions on their practice is in place. This along with their NMC proof is uploaded onto the system with an expiry date to ensure it is checked on an annual basis and that they are still registered to carry out these regulated activities.
- Two Satisfactory references have been received back for the candidate and have been uploaded these also need to be verified by authentic email signature or stamped with a company stamp.
- Mandatory training/Induction booked or valid in date relevant recognised training certificates obtained.

2.1.1.6 Final Selection of Candidates

- DBS check in place – if not clear then decisions made on locations able to place them into
- Two satisfactory references in place – Covering a minimum of 3 years
- Mandatory training completed in line with requirements and valid.
- Identity and RTW checked and verified.
- Nurses – NMC checked and Valid

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- Relevant Insurances in place if applicable
- Staff Handbook Issued by Xander Recruitment Group
- Access to the CRM granted.
- Uniform issued.
- ID Badge issued.
- Timesheets Issued.
- Signed Staff Contract completed.

The Compliance team carrying out the validation checks will sign and date the Candidate Information Form which will be uploaded to their file.

A candidate profile will be sent for each agency worker before they commence shift to the client clearly with a photo of the agency worker and relevant information required such as DBS number, training dates etc., This will be in line with CQC regulations required that our clients have these available to them.

XRG Recruitment will ensure that all applicants have the right to work in the United Kingdom by the candidate producing one or more of the following documents: (please see Identity checks document for further information and advice)

- A passport showing that the holder, a British citizen or a citizen of the United Kingdom and Colonies having the right of abode in the United Kingdom;
- A passport or national identity card showing that the holder, is a national of a European Economic Area country or Switzerland;
- A Residence Permit, Registration Certificate or document certifying or indicating permanent residence issued by the Home Office or the Border and Immigration Agency to a national of a European Economic Area country or Switzerland;
- A Permanent Residence Card issued by the Home Office or the Border and Immigration Agency to the family member of a national of a European Economic Area country or Switzerland;
- A Biometric Immigration Document issued by the Border and Immigration Agency to the holder which indicates that the person named in it is allowed to stay indefinitely in the United Kingdom or has no time limit on their stay in the United Kingdom;
- A passport or other travel document endorsed to show that the holder is exempt from immigration control, is allowed to stay indefinitely in the United Kingdom, has the right of abode in the United Kingdom, or has no time limit on their stay in the United Kingdom.

If none of the above documents are produced but the potential employee has a P45, P60, National Insurance number card, or a letter from a government agency may be acceptable to demonstrate a person's permanent National Insurance number however one of the following documents must be produced also:

- An Immigration Status Document issued by the Home Office or the Border & Immigration Agency to the holder with an endorsement indicating that the person named in it, is allowed to stay indefinitely in the United Kingdom or has no time limit on their stay in the UK.
- A full birth certificate issued in the United Kingdom which includes the name(s) of at least one of the holder's parents.
- A full adoption certificate issued in the United Kingdom which includes the name(s) of at least one of the holder's adoptive parents.
- A birth certificate or adoption certificate issued in the Channel Islands, the Isle of Man or Ireland.

It must be noted that the client may have additional information and/or security checks to satisfy before a candidate is placed with them so, please let us know of any additional requirements so we can ensure these checks are done.

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Failure to reveal information such as convictions etc... that is directly relevant to the position sought, could lead to the suspension or termination of the agency staff member. XRG shall focus on the selection all candidates for interview based on their skills, qualifications, and experience that aligns with the Role Criterion.

2.1.1.7 Shift Selection - Temp

The client shifts will be uploaded onto our CRM System with the following information for the candidate to see.

- Shift start time and end time.
- Skills required for shift such as Tracheostomy, Suction, Autism etc... only the candidates that we have training uploaded relating to the skills required will be able to apply for those shifts ensuring those that do not have the desired skill set are not sent for the shift.
- Date and day of the shift
- Competency Grade for example RGN, Healthcare Assistant etc...

2.1.1.8 Candidate / Clients Acceptance Process

- Candidate(s) applies on the app for the available shift they are only able to apply for shifts that they meet the skills criteria for
- Co-ordinator contacts the candidates regarding shifts they know meet the criteria required.
- Client contacts XRG to request a specific candidate for the shift. If they are available, they will be booked for the shift and the client will be called/emailed to confirm and book said candidate(s)
- Co-ordinator will then accept the candidates that have applied on the app and will then call/email the client with the candidate(s) accepted for the assignment(s)
- Name changes will be done to the clients via Call and Email and these will be kept to a minimum
- Bookings list will be sent to the clients as and when requested but XRG will send these automatically on a Monday for that week then on a Friday for the weekend and the following Monday to ensure all assignments are covered and to give the client time to cancel or request further assignments.
- Clients can request assignments via Call/Email or Client App
- Client App will let you see the candidates coming and what is outstanding.
- Client App will let you request or cancel assignments with XRG

Xander Recruitment Group offer a 24/7 service, so we are always available when you require one of the team for any request/query you have.

Permanent Recruitment

Offer letters and contracts of employment will be issued following the successful interview process. Offers will be made subject to receipt of satisfactory references, medical clearance, successful completion of industry requirements courses.

2.1.1.9 XRG Induction Process

All employees and contractors offered a contract shall be provided with a mandatory XRG Induction. The application of the Induction regarding what we expect from the agency staff and protocols they must follow will be applied at our Head office or as part of the mandatory training. Documents are issued to the individual as part of the contract document pack.

2.2 Medical Fitness

Certain Clients may require a Fitness to Work certificate before being placed on assignment such as the NHS.

These will be obtained by the following:

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- Candidate to send in Immunisation records these need to be verified and stamped by the GP, hospital, or other authorised medical facility.
- Candidates will complete a medical form that will be sent to them from the Occupational Health Provider
- The Occupational Health Provider will be one that has been approved and is SEQOHS accredited
- The immunisation documents and completed health questionnaire will be sent to the OHP for assessment.
- Once the results are back and a Fitness to work has been authorised by the OHP they will then be offered placements requiring this.

Staff who fail such tests are not permitted to undertake duties of this nature and will only be engaged in activities they are fit for.

For all other situations where role specifications are set by the clients, an assessment will be undertaken and based on industry standards, this may result in a medical examination by a qualified medical practitioner who will ascertain and clarify that the medical standards set out by XRG for the role are met.

2.3 Training Assessment

The XRG business is focused on the provision of candidates, to various sectors in the healthcare industry. Therefore, the assessment and training process is ongoing and training and assessment offered to ensure the growth of XRG and that we remain current with the latest courses and techniques available in the sector. This also helps XRG to deliver and the XRG Business targets and objectives.

2.3.1 XRG Direct Employees

Initially, the Role Criteria detailed for direct employ personnel sets expected level of experience, qualifications, and competency the potential post holder must meet. Valid certification will be required to be produced by staff trained elsewhere.

It is recognised that in some cases it is not possible to recruit individuals who meet these requirements. Accordingly, in judging the ability of a person to occupy a post, as a matter of process identifies areas where the post holder is deficient and sets in motion action to rectify shortcomings by application of training processes.

2.3.1.1 Ongoing Assessment

Ongoing annual analysis of Role Criteria and the individual alignment to its developing shall be undertaken by the incumbents Line Manager. This may result in the individual undergoing a course of instruction, followed by a formal certification of the achievement of the standards or competence specified. Only on completion of the necessary training and upon achieving any certification required is the post holder allowed to undertake the full duties and responsibilities of the post.

2.3.2 Contract Personnel

Contract personnel shall be assessed from documented information regarding their level of competency based on the criterion provided by the client to fill their competency gap. Statutory checks and independent reference concurrence will support this process.

Only in exceptional contract requirements shall specific training be undertaken by XRG to achieve the competency requirements demanded by the client.

Where training is required, legislative requirements and appropriate industry standards will be utilised to identify standards of competency. The training process shall be delivered by approved training organisations recognised as competent to undertake the level of training required.

2.3.3 Training in the Use of Personal Protective Equipment

Employees receive proper instruction in the use, care, and maintenance of each item of PPE. This will normally take place on the Mandatory training day but can be done through E-learning if required. We can provide at our office PPE as required such as gloves, masks, hand gel and aprons but most of this will be available at the locations the agency staff will be placed at. Other PPE can be sort if required by a client if they have a particular need.

2.3.4 Refresher Training/Expiry Checks

Refresher Training

Due to the nature of the sector Refresher training will be provided to the same standards regime and records will be kept in a format, which facilitated pre-planning of training, routine monitoring, and audit process. This training will be done in line with expiry dates from when the original training took place and for how long the training is valid for example Moving and Handling on an annual basis. Candidates that fail to attend mandatory training updates will be suspended until completed and will not be offered any assignments until completed this can also lead to termination of the agency staff member if unable to resolve. The CRM will alert the compliance team at least 3 months before the document expires to ensure the candidate has time to renew the documents and to cause minimal disruption to the service, we provide our clients

Expiry Checks

Annual Checks

Documents that require annual checks will be carried out by our compliance team. The CRM will alert the compliance team at least 3 months before the document expires to ensure the candidate has time to renew the documents and for XRG to renew the documents again or to go onto the platforms and check that they have been updated by the candidate and to cause minimal disruption to the service we provide our clients. Examples of annual checks could be DBS, NMC PIN etc...

Failure to update or for Xander Recruitment Group to be able to carry out these checks will lead to staff being suspended and not offered assignments until verified by our compliance team. This can also lead to the termination of the candidate if Xander Recruitment Group are unable to complete these checks in a timely manner.

All other expiry documents such as Passports, VISA, Driving Licence etc... will be checked in line with the expiry dates entered onto the CRM. The CRM will alert the compliance team at least 3 months before the document expires to ensure the candidate has time to renew the documents and to cause minimal disruption to the service, we provide our clients.

2.4 Records and Record Management

All documents and records shall be legible and traceable to the relevant employee or client file. XRG records shall be stored and maintained in such a way that they are readily retrievable and protected against damage, deterioration, or loss and are stored in line with all GDPR regulations relating to DATA and Sensitive Information held by Xander Recruitment Group.

Individual review and assessment of this requirement shall establish the retention times, which will be detailed on the File Register. All documents shall be stored in hard copy format but may be transferred to electronic format or microfilm in the future. The storage archive is based in the Head Office or a suitable off-site storage depository.