



CANDIDATE HANDBOOK

General Obligations

While engaged as an Agency Worker, you will be working on the Client's premises. Whilst on the Client's site you must follow the following instructions.

At all times, you must:

- Follow the instructions and all reasonable requests from the Client.
- Familiarise yourself with and follow the Client's documented policies and procedures.
- Undertake tasks assigned to you promptly and diligently.
- Conduct yourself in an appropriate and professional manner and act with honesty and integrity.

You must comply with all legislation, regulation and good practice standards including:

1. Abide by the Working Time Regulations 1998.
2. Keep client, patient, and resident information confidential (including but not limited to patient/resident identity, clinical conditions and treatment) and abide by the General Data Protection Act 2018 and GDPR.
3. Meet all requirements of the Equality Act 2010 and not discriminate unlawfully for any reason.

Prior to assignment you must:

1. Keep us informed of your availability.
2. Inform us if you have booked a shift directly with the Client immediately.
3. Advise us immediately if you are unfit to work (e.g., if you are suffering from any medical condition that would prevent you carrying out your duties safely such as sickness, diarrhoea, skin rash etc).
4. Keep your statutory and mandatory training up to date.

On arrival at your assignment, you must:

1. Be prompt and punctual and inform us immediately if you can't attend a booked shift.
2. Identify your who you need to report to on arrival and establish what your duties will be whilst on assignment.
3. Provide your proof of original ID to your supervisor at the beginning of your first shift if needed and wear your photo ID badge whenever required.
4. Wear freshly laundered relevant uniform or dress in line with the Client's policy.
5. Orientate yourself with the environment and ensure you comply with relevant health and safety instructions and requirements and other client policies and procedures.
6. Obtain information regarding fire procedures, onsite security, information security, crash call procedures, "hot spot" mechanisms and "violent episode" policies prior to starting to deliver the service.
7. Familiarise yourself with the patients and residents you will be caring for.

Whilst on assignment you must:

1. Have the care, wellbeing and safety of the patients, residents, and the Client as your first concern and treat patients, residents, visitors and colleagues with dignity, courtesy, and respect with due regard to the age, gender, race, religion, and physical/mental condition.
2. Work as required by the Client and follow all requests, instructions, policies, procedures, standards, and rules of the Client.

3. Always adhere to the health & safety requirements of the Client.
4. Work collaboratively and communicate effectively with the Client's clinical staff and departments.
5. Only undertake work and duties that you are competent and trained to do. Where you are being asked to do something that you are not competent to do, you must inform the management at the Client.
6. Observe the highest standards of hygiene and infection control in line with Client procedures and use protective clothing as appropriate to the duties being performed.
7. Always wear your valid photo ID badge on Client premises.
8. Always communicate clearly and effectively with the Client's staff, other healthcare workers, patients, residents' carers, and the public.
9. Ensure your handwriting is always legible.
10. Report any complaints, incidents or accidents witnessed to the Client (and if you are involved in them also to Staff Access Recruitment).
11. Not falsify records, timesheets, expenses or attempt to defraud the client, patients, or residents in any way.
12. Complete timesheets accurately and submit them as required.
13. Report any concerns about possible fraud to your client and to Staff Access Recruitment.
14. Not solicit or accept bribes or gifts or fail to account for monies or property received in connection with performing your duties.
15. Report if you are being treated unfairly or inappropriately during the assignment to your client and to Staff Access Recruitment.
16. Not act in a manner likely to bring the Client into disrepute including but not limited to discrimination, verbal or physical abuse, threatening behaviour, harassment, bullying or otherwise being uncivil to any person you encounter whilst on assignment.
17. Not at any time be or appear to be under the influence of alcohol or drugs or be in possession of a firearm or other offensive weapon.
18. Not smoke on Client premises unless in an area expressly identified for smoking.
19. Notify Staff Access Recruitment immediately if you are charged or cautioned with any criminal offence after your enhanced DBS check or PVG scheme membership check has been undertaken.
20. Notify Staff Access Recruitment if you are under investigation by your professional body or if you are suspended from your professional register immediately.
21. Participate co-operatively in the investigation of any clinical complaint either during the provision of the service or subsequently.
22. At the end of the assignment, you must:
23. Hand over work to your client or the person taking over from you and report any adverse incidents that have occurred.
24. Make accurate and legible records before you leave, including putting your name and role and identifying yourself as an Agency Worker.
25. Return any property or other resources obtained from the Client during the assignment.

Fitness to Practice

You should inform the Client, and Staff Access Recruitment, if you become injured or diagnosed with any medical condition.

You **MUST** also let us know if you are pregnant.

If you are concerned that your assignment involves unnecessary risks to your health or fitness, or that of your unborn child, please do not hesitate to contact us.

The Client may conduct a risk assessment and request further medical information. The Client will advise of the circumstances and reasons for the medical examination and is entitled to refuse to allow you to be involved in the provision of the services unless the medical examination demonstrates that it is safe for you to work. The Client shall also be entitled to refuse to allow you to be involved in the provision of the services if you decline to be examined.

Enhanced Criminal Records Disclosure (DBS and PVG)

The nature of the work that you have applied to undertake is likely to have regular contact with vulnerable adults and young people and for this reason it is necessary for us to carry out an enhanced DBS check, including checks of the Adults and Children's barred lists. In Scotland, we will need to check PVG scheme membership as part of our recruitment process. We do not currently operate in the Northern Ireland

We will comply with all codes of practice together with the Data Protection Act 2018 / GDPR to ensure the correct processing, use, storage, retention and disposal of this information.

Staff Access Recruitment will provide you with further information on the DBS update service if you are not already subscribed to this.

We will renew your DBS check (or check the DBS update service or PVG scheme membership status depending on where in the country you are working if you have subscribed to these) at least annually. You will receive a notification when this is due for renewal. Please attend to this as soon as possible as we cannot offer you work if these checks are out of date.

Disclosing Convictions and the Rehabilitation of Offenders Act (1974)

By virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975, the provisions of Sections 4.2 and 4.3 of the Act do not apply to "nurses and midwives and any employment which is concerned with the provision of health services and which is of such a kind as to enable the holder to have access to persons in receipt of such services in the course of his or her normal duties ". This means no conviction or caution can be considered spent and should be declared to Staff Access Recruitment. This requirement includes convictions, cautions etc, which occur during the Agency Workers registration with Staff Access Recruitment, including between annual disclosure checks.

Having a criminal record will not necessarily debar you from working with the company. Denial or nondisclosure of any conviction or caution, which is subsequently shown to exist, will, however, lead to your immediate removal from Staff Access Recruitment's Register. Any Agency Worker with convictions/cautions will be asked to prepare a "Confidential" Statement of Events surrounding each conviction/caution. Positive Disclosures are reviewed by the compliance team. Due consideration is given to the nature of the role, together with the circumstances and background of any offence and over-riding consideration is to the care, safety, and protection of patients and Clients. Staff Access Recruitment is bound by the Disclosure Body's Code of Practice, and we guarantee that the information will be treated confidentially.

Maintaining Worker Compliance

The process of reaching and maintaining compliance with government legislation and Client requirements are managed for you by our Compliance Team, to ensure that all new applications are processed efficiently and accurately to maintain each Agency Workers' records at full compliance – ensuring that you never find that you are unable to work in a particular area because an item in your file is missing or has lapsed.

Once your recruitment file, including qualifications, references, health, and training has been established, you may be offered work. We will alert you whenever any of your documentation requires updating, and you should immediately take steps to ensure that these items are updated. Once a document has expired, you will be required to stop working immediately. In the case of annual training, a refresher course should be booked in good time to ensure no gaps in your work offerings.

Please contact your Account Manager if you require any assistance.

Professional Indemnity Cover

Staff Access Recruitment would advise you to take out your own personal PI cover.

Mobile Phone and Computer Usage

Mobile phones, unless working in the Community, should be switched off for the duration of your assignment.

The Client may authorise you to gain access to certain computer systems, programmes, and data within those systems. You shall not attempt to gain access to data or programmes for which authorisation has not been given.

When on assignment you must:

Observe the Client's computer security policy, procedure, and instructions.

Not load any programmes into any computer.

Not access any other computer, bulletin board, information service or the internet without explicit consent.

Not download any files or connect any piece of computer equipment to any network except with the prior consent.

Timekeeping, Hours & Absence Reporting / Cancellations

Please make every effort to ensure you arrive at and leave bookings at the agreed time. You may on occasion be asked by a client to change your working hours due to their requirements, in the event of a reduction in hours occurring then the Client's decision is final, and you will only be entitled to be paid for the hours you have worked.

If you are requested to work extra hours (that do not contravene the maximum safe working hours for your occupation), you may choose to do so and should ensure the timesheet is completed accordingly. If you are unable to work these extra hours, then you should inform the Client immediately so they can arrange alternative cover.

If, for any reason, you are unable to attend a booking you must contact Staff Access Recruitment a minimum of **2 hour** before the start of your assignment to allow the maximum time to arrange suitable cover. You should cancel your booking by phoning Staff Access Recruitment. If you do not inform Staff Access Recruitment that you are unable to attend a booking, you will be temporarily suspended from booking shifts, and any booked shifts may be cancelled. This allows us to have a conversation with you to understand the reasons and to identify if there are any adjustments, we can make to support you.

Please note that the Staff Access Recruitment will record cancellations and make these transparent to clients. If you consistently cancel booked shifts, you will be suspended from booking shifts and any booked shifts may be cancelled. This allows us to have a conversation with you to understand the reasons and to identify if there are any adjustments, we can make to support you.

Uniform and Jewellery

You are required to report for work neatly and appropriately dressed. Where applicable, always start work in a clean uniform. If not in uniform, you must always abide by the dress code advised with the Staff Access Recruitment or from your Account Manager.

You should not wear any items of clothing (such as loose jackets or high heeled shoes) that may be a potential safety hazard or that may prevent you from doing your job properly at all times. You should not wear excessive jewellery that is visible while at work.

You can access the STAFF ACCESS RECRUITMENT ' Professional Standards of Dress Policy' by contacting your Account Manager and requesting a copy.

Client Policies and Procedures

You are required to adhere to the policies and procedures issued by the Client. Please ensure that you are advised at induction of where these are kept.

We also have a range of key policies and procedures, in addition to those outlined in this Handbook. If you have any questions about policies and procedures, please discuss these with your Account Manager as soon as possible.

Should any conflict or confusions arise during your working assignment with regard to the interpretation of policies and procedures you must seek advice from a senior member of staff or contact us at the time the

conflict is occurring. If at any time you believe you are being compelled to compromise your integrity and are instructed to breach your Code of Professional Conduct, then you should seek guidance immediately.

Always remember that you are personally and professionally accountable for your practice. This means that you are answerable for your actions and omissions, regardless of advice or direction from another professional.

Patient / Resident Record Keeping

Record keeping is a professional requirement. Failure to maintain records could cause considerable difficulties (e.g., if there were allegations of negligence). Information is essential to the delivery of high-quality evidence-based health care and are critical to clinical decision making and patient/resident care. It is therefore critical that information is recorded correctly, regularly updated and easy to access when needed.

All patient/resident attendance, non-attendance, and refusal of treatment or support and advice must be noted. It is advisable to note when telephone contacts are made. It is imperative that the Agency Worker dealing with a particular patient or resident on a specific day can be identified. This means the patient's / resident's attendance is dated and signed either in the Agency Worker's records or on a register, or both.

All patient / resident records should be kept confidential in line with the Data Protection Act 2018 / GDPR

Security & Fire Safety

Whilst on the Client's premises, you must comply with all security measures of the Client.

It is your responsibility to know the Fire Processes and comply with the Organisations' Fire Safety Policy.

Please ensure you are aware of the security codes and emergency contact numbers prior to the start of the shift.

Evaluation of Service

At the end of every assignment Staff Access Recruitment will request feedback from the client on the service they have received from us and to provide a reference on the Agency Worker. This will be shared with you to support your appraisal where appropriate, and revalidation if relevant to you. You will also have the opportunity to provide feedback to the client via your Account Manager.

Pay Rates

Different rates of pay apply to different assignments depending on which grade / role you have been booked at. You will be given details of the pay rate before accepting any assignment and it's up to you to accept that shift if you want.

Time Sheets

Please call us on 0800 0448 430 if you have any queries about timesheets or payment.

We only offer paper timesheets and Online timesheets. If you are required by the Client to use online timesheets, you will be informed beforehand.

Timesheet submission Process

At the end of your Assignment, where required, you must get your timesheet signed by the manager or senior person on shift. Approved timesheets should be received no later than 12pm each Monday to enable payment to be made on Friday. Any approved timesheets received after will be paid in the following corresponding weekly cycle.

If the hours are rejected for any reason, we will investigate with both you and the client and make amendments accordingly. (We will inform you which clients don't need to sign timesheets)

PAYE Workers

If you are a PAYE Agency Worker, you will have a worker contract (Contract of service) with Staff Access Recruitment and tax, national insurance and pension contributions will be deducted at source.

Each week that you submit a timesheet, you will receive a payslip with a full breakdown of all of the elements of your pay and deductions. Entitlement to payment for leave accrues in proportion to the amount of time worked during the leave year and will be paid to you when you request your holiday.

Personal Services and Umbrella Companies

We do not support any assignments via PSCs or Umbrella companies.

Agency Worker Regulations (AWR)

These AWR which came into force on 1 October 2011, was designed to ensure that Agency Workers receive, usually after a qualifying period, treatment no less favourable than their full-time employed equivalents.

Code of Conduct

PROFESSIONAL CONDUCT

Staff Access Recruitment will require all non-registered workers to sign the Staff Access Recruitment Code of Conduct for Carers as part of the onboarding compliance process.

Substance Misuse

You must not arrive on duty intoxicated by either alcohol or drugs prior to a shift. Clients may request that you undertake an alcohol breath test if they suspect that your performance may be affected. Each Contracting Authority or Client will have an alcohol and drugs policy. Any Agency Worker arriving for or suspected of arriving for duty intoxicated who is sent home will not be refunded travelling or time expenses and may have their assignment terminated with immediate effect.

Gifts and Gratuities

Under no circumstances should you seek money, gifts, favours, or rewards for services rendered, either for yourself or for any third party. It is not uncommon for a patient, resident, their friend or relative, to offer a voluntary gift as a mark of appreciation for care you have given.

Any offer of a gift should be politely refused; with an explanation that acceptance would be against Staff Access Recruitment's and indeed the Client's policy.

Equality Diversity and Inclusion

Staff Access Recruitment is committed to supporting the principle of equality, diversity and inclusion, and opposes all forms of unlawful or unfair discrimination on the grounds of any Protected Characteristic (PC) including sex; race (including colour, nationality, ethnic or national origin); religion or belief; age; disability; marital status and civil partnership; sexual orientation; gender reassignment; pregnancy and maternity. We also oppose discrimination based on other characteristics that are not protected (e.g. class, obesity, regional accent etc).

In all aspects of work, Staff Access Recruitment operates an equality, diversity and inclusion policy. Information may be requested from staff, applicants and Agency Workers, enabling us to monitor the success of this policy. The giving of such information will be voluntary, and it will be used solely for monitoring purposes. Individual details will be kept confidential; however, group statistics may be released to relevant authorities.

Equality of opportunity extends to all aspects of Staff Access Recruitment's registration, including recruitment and selection, assignment of work, pay rates, assessment of performance, and action in response to complaints.

Agency Workers are encouraged to make known all special skills and/or knowledge, which may make you particularly suited to care for patients/residents from specific ethnic or cultural groups. Agency Workers

have the right to accept or refuse individual assignments but any indication that an Agency Worker has not acted, or will not act, in accordance with this policy will be investigated and this may result in removal from our register.

To access the Staff Access Recruitment Equality, Diversity and Inclusion Policy, please contact your account manager who will be happy to provide you with a copy.

Harassment and Bullying

Harassment is defined as unwanted conduct which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating, or offensive environment for that individual.

Staff Access Recruitment is committed to creating a working environment where every Agency Worker is treated with dignity and respect and where each person's individuality and sense of self-worth within the workplace is maintained. All Agency Workers have a duty to treat colleagues with respect and dignity and to take all steps necessary to ensure that harassment does not occur. Whatever the form of harassment (whether by direct contact, written correspondence, the spoken word or by use of email/intranet), behaviour of this nature can be objectionable and will not be tolerated by Staff Access Recruitment or any of the institutions we service. Any Agency Worker, who is considered, after proper investigation, to have subjected a Contracting patient/resident, another Agency Worker or anyone else that they work with to any form of harassment or bullying will be removed from our staffing register and ending any assignment immediately.

Fraud Awareness

FRAUD AWARENESS

In 2006 the Fraud Act came into effect, which recognises Fraud as a criminal offence. A person is guilty of fraud if they are in breach of the following:

Fraud by false representation.

Fraud by failing to disclose information.

Fraud by abuse of position.

What to Do

If you suspect fraud, you should follow these guidelines:

<ul style="list-style-type: none">• DO make an immediate note of your concerns.• DO report your suspicions confidentially to someone with the appropriate authority and experience.• DO deal with the matter promptly if you feel your concerns are warranted.	<ul style="list-style-type: none">• DON'T do nothing.• DON'T be afraid to raise your concerns.• DON'T approach or accuse individuals directly.• DON'T try to investigate the matter yourself.• DON'T convey your suspicions to anyone other than those with the proper authority.
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Whistleblowing

Staff Access Recruitment is committed to ensuring employees, Contractors and Agency Workers can raise matters of concern without suffering any discrimination, victimisation, disadvantage or detriment for doing so.

Staff Access Recruitment's Whistleblowing Policy is designed to promote a culture of freedom, honesty and openness by encouraging employees, Contractors and Agency Workers to report any concerns relating to

malpractice, wrong doing, bribery, corruption, dangerous or illegal activity in the workplace internally (rather than having to go to an external organisation to do so), so allowing the company to take early action to resolve the problem before it escalates.

The policy provides a clear procedure for reporting improper actions and omissions of colleagues which may cause harm to either people or the organisation itself without suffering detriment or reprisals of any type for making the disclosure.

You do not need have to have proof of wrongdoing or malpractice to make an internal report and you are encouraged to share any concerns that you may have in confidence, particularly if they are unsure whether to raise a concern or not.

If you make a disclosure, you are protected under the Public Interest Disclosure Act. Your disclosure will be treated confidentially, and you will be supported and protected from reprisals (including dismissal, detriment and victimisation), however should the matter be sufficiently serious we may need to disclose your identity with your permission if we require to do so to resolve the issue or if we are ordered to do so by law. If the issue cannot be dealt with internally, you can also disclose it to appropriate regulatory body.

We are trained to deal with whistleblowing and will report back to the employee, Contractor or Agency Worker who raised the issue with details relating to progress, actions and outcomes.

How to Make a Whistleblowing Disclosure

The disclosure should include details of:

The background and history of the concern.

The nature of the suspected wrongdoing.

The individual suspected of carrying out the wrongdoing.

Where possible, the disclosure should be made in writing. we need to add the contact details of the FTSU guardian

We will investigate the Whistle blower's concern and will take the appropriate action to resolve the issue and prevent recurrence, escalating it if appropriate. We also have the following obligations:

To log details of the disclosure and subsequent actions in our incident management system.

To undertake further enquiries / investigation as necessary (which may include ending your assignment immediately or referral to the police or other agencies as necessary).

To report back to the Whistleblower about the outcome of any enquiry and any remedial action the company proposes to take.

To protect the Whistleblower from victimisation, harassment, bullying or any sort of detriment for making a disclosure in accordance with this procedure.

If requested to do so by the Whistleblower, to treat the disclosure confidentiality and not to disclose their name or position unless required to do so by law or unless it is impossible to resolve the concern without revealing the Whistleblower's identity.

If suspicions are not confirmed by an investigation, the matter will be closed, and the employee, Contractor or Agency Worker will not be treated any differently for raising the concern. Their confidentiality will continue to be protected.

Guidance on Safeguarding / Adult Support and Protection

We have a zero-tolerance approach to abuse and/or neglect and all Agency Workers are required to understand and comply with training received as well as our policy. Where the services are provided on Contracting Authority / client premises (e.g. a hospital), we will operate according to the policies and

procedures of that institution / organisation and it is expected that the child / vulnerable person / adult at risk of harm will have been informed of their rights by that institution / organisation and that the institution / organisation will provide independent support and advice to the person concerned.

Identifying Potential Abuse

Abuse is the violation of an individual’s human rights and can take the form of a single act or repeated acts. The main types of abuse include:

- **Physical.**
- **Domestic.**
- **Sexual.**
- **Emotional / psychological.**
- **Financial.**
- **Modern slavery.**
- **Discriminatory.**
- **Organisational.**
- **Neglect or acts of omission.**
- **Self-neglect.**

Adult Support and Protection Policies / Safeguarding

We require our employees, Contractors, and Agency Workers to follow all the instructions, guidance, policies and procedures provided by the participating authority. Induction training will also be provided to all employees, Contractors and Agency Workers engaged to undertake regulated activity with children / vulnerable persons or regulated work with children / Adults at risk of harm, including but not limited to:

- Training in relation to safeguarding and handling of reporting of alleged or suspected abuse / harmful behaviour.
- Risk management to prevent abuse / harmful behaviour.
- Actions to be taken in the event of alleged or suspected abuse.
- The company’s complaints and escalation process.
- The company’s Whistleblowing policy.
- Current legislation and best practice.
- Reporting Suspected Abuse or Neglect

If you suspect or are aware that a child, young adult or vulnerable person is being abused or neglected you must act quickly but appropriately and professionally. To assist in the reporting procedure please ensure that you:

<ul style="list-style-type: none"> • Be accessible and receptive. • Listen carefully. • Take it seriously. • Reassure the child/ young person/vulnerable adult that they are right to tell. • Negotiate getting help. • Find help quickly. • Make careful records of what was said using the child's/young person's/vulnerable adult's own words as soon as is practicable following the disclosure. Date, time and sign the record. This record would be used in any subsequent legal proceedings. 	<ul style="list-style-type: none"> • Jump to conclusions. • Directly question the child or vulnerable adult or suggest words for him/her to use. • Try to get the child/young person/vulnerable adult to disclose all the details. • Speculate or accuse anybody. • Make promises you cannot keep. • Give your opinion; just state the facts as reported to you.
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If you suspect abuse has taken place or abuse has been brought to your attention, you are obliged to take action. Where practicable you should obtain the following information:

Contact details for the child / young person / vulnerable adult.

Details of the allegation or suspicion including, where known, the name of the alleged abuser and the circumstances, which brought the alleged abuse to your attention.

You should immediately report any suspicion or allegation of abuse to Staff Access Recruitment and your Supervisor at the Contracting Authority / Client. Do not attempt to assess whether the allegations are true and do not attempt to deal with any suspicion or report of abuse yourself.

We will:

Liaise with the Contracting Authority / Client to ensure appropriate support for the child / young person / vulnerable adult is provided.

Where necessary report the suspicion or allegation to the relevant agencies who may include the Police and/or Social Services and maintain a written record.

Provide appropriate support for the person against whom the allegation has been made if this is one of our employees, Contractors or Agency Workers.

Confirm to you that action has been taken. If you feel that insufficient action has been taken and you still have concerns for the safety and welfare of the child / young person / vulnerable adult, you should report your suspicions or allegations again explaining why you feel the action taken to date is insufficient.

For more information, or to access the Staff Access Recruitment 'Adult Support and Protections (adult safeguarding) policy, please contact your account manager who will be pleased to provide you with a copy.

It is our policy to ensure, as far as is reasonably practicable, the health, safety and welfare of all our Employees, Agency Workers, contractors as well as patients, residents and members of the public. This involves working in partnership with Contracting Authorities and Clients on whose site you may be working.

Health and Safety Guidance

Staff Access Recruitment seeks to ensure the following in relation to Health and Safety:

That you have the necessary qualifications, experience, skills and capability to carry out the assignments that you will be undertaking.

That any risks to health, in connection to the use, storage and handling of substances hazardous to health are identified and that necessary control measures are implemented.

That you are given sufficient information, instruction and training to ensure your own Health & Safety.

That consideration is given to Health & Safety factors when equipment is procured or new services obtained, or when changing procedures or work patterns and that all necessary safety precautions are taken and that necessary safety instructions have been understood.

Your Duty of Care & Responsibility

You are responsible for your own personal Health & Safety, and you have a duty of care to:

Notify Staff Access Recruitment, the Contracting Authority / Client if you become aware of any risks to health & safety that are not adequately controlled.

Co-operate with the Contracting Authority / Client to ensure a safe system of work and follow any health & safety policy or instruction that you are given.

Take reasonable steps to safety and your own safety and that of anyone else who may be affected by your actions.

Report any incidents / accidents to Staff Access Recruitment and the Contracting Authority / Client and notify all parties if any further risks arise during the course of your assignment.

Not wilfully misuse or interfere with anything provided in the interests of health, safety and welfare.

If you are pregnant, you must inform us, and we will arrange for a risk assessment of your working environment to be undertaken to identify the assignments you can or cannot undertake.

You have a legal right to refuse to undertake work / any task if you have reasonable grounds to believe that this would place you in "serious and imminent danger". Any such concerns should be reported immediately to the us and the Contracting Authority / Client.

Safety Requirements

Always familiarise yourself with the Health and Safety policies and procedures for the environment you are working with and pay particular attention to fire and emergency procedures.

Never attempt a task without first ensuring that you understand the instructions and can carry it out safely.

Always maintain a clean and safe work area.

If you see, or believe you see, an unsafe act or condition, report it to us as soon as possible, taking immediate steps to correct it. It may be assumed that you have agreed to an unsafe condition if you do not comment on it and if you continue working.

Certain jobs require you to wear protective clothing or to use equipment. If you are unsure, ask for advice before you start working and always follow instructions.

You must ensure that all cleaning materials or other potentially hazardous substances are correctly stored, labelled and are used in compliance with the manufacturer's instructions in order to reduce the risk of injury or danger to health. All waste or by-products must be properly disposed of.

Only use, adjust alter or repair equipment if you are authorised to do so.

If you, or the equipment you operate, are involved in an accident - regardless of how minor - report it immediately to Staff Access Recruitment and the Contracting Authority / Client. If necessary, get first aid attention immediately. You should also report near misses.

Obey all Health and Safety rules, signs and instructions. If you are unsure as to what they mean - ask.

Accident and Incident Reporting

You are responsible for ensuring that all incidents or accidents that relate to the provision, control and maintenance of Health and Safety in the workplace are reported to the Contracting Authority / Client and Staff Access Recruitment.

It is also important that the internal reporting procedure of the establishment is carried out e.g. recording the accident in the accident report book or on the incident management system. If you accept assignments within the community setting and are working in a client's home, a written record (in the care plan and service records) must be kept of any accident or occurrence that happens in the workplace, however minor. In addition to internal reporting through the accident report/service records, the establishment/client must ensure that the following are reported to the appropriate enforcing authority, e.g. the local Environmental Health Officer:

- Fatal accidents.
- Major injury accidents/conditions.
- Dangerous occurrences.
- Accidents causing more than seven day's incapacity for work.
- Certain work-related diseases.
- Certain gas incidents.

If you suffer a needle stick injury you must attend your GP or local accident and emergency department for treatment immediately and report the incident to the client and Staff Access Recruitment. If possible, take

note of the patient's / resident's details in order to help identify potential risks. As soon as a needle stick (sharp) injury occurs you should do the following:

- Encourage bleeding by squeezing site of puncture wound, do not suck.
- Wash the wound with soap and water, do not scrub.
- Cover wound with waterproof dressing.
- Report incident to Staff Access Recruitment. If the injury happens out of office hours report to A&E and inform Staff Access Recruitment the next day.
- Report to OH Department during normal working hours.
- Document the circumstances that led to exposure.

Counselling may be accessed if required following blood tests. Always report a needle stick injury even if it occurs with a 'clean' needle, via an incident report or accident book according to protocol.

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) You have legal duties under RIDDOR that require you to report and record work related accidents. Over-Seven-Day Injuries

As of 6 April 2012, the over-three-day reporting requirement for people injured at work changed to more than seven days. Now only injuries that lead to a worker being away from work, or unable to perform their normal work duties, for more than seven consecutive days as the result of an occupational accident or injury (not counting the day of the accident but including weekends and rest days) are reportable. The report must be made within 15 days of the accident.

That said, a record of the accident must still be kept if a worker has been incapacitated for more than three consecutive days. You are legally required to inform Staff Access Recruitment of any work-related injuries, injuries so that we may keep an accident log and fulfil our legal responsibilities under the Social Security (Claims and Payments) Regulations 1979.

Occupational Diseases

Employers and the self-employed must report the following listed occupational diseases <http://www.legislation.gov.uk/ukxi/1995/3163/schedule/3/made> when they receive a written diagnosis from a doctor that they or their employee / worker is suffering from these conditions and the sufferer has been doing the work activities listed.

You have legal duties under RIDDOR that require you to report and record other work-related accidents. These include for example, deaths, major injuries, fractures, amputations, dislocations, loss of sight.

Data Protection / Access to Records

To deliver the service, Staff Access Recruitment needs to process data including your records. Additional information can be found within our Privacy Policy available on our website. The information contained in your records is taken from your application form, as well as other elements of your application including but not limited Criminal Record Bureau Disclosure, professional registration, right to work in the UK, references and Terms and Conditions. There may be occasions when your records are disclosed to Regulators, Inspectors and contracting Authorities / Clients (e.g. CQC, LPP, CCS, Workforce Alliance, HealthTrust Europe etc).

In line with the Conduct of Employment Agencies and Employment Businesses Regulations 2003, we will obtain and store the following information from all work seekers:

Date the application was received.

Your name, address and, if under 22 years of age, date of birth.

Any terms which apply or will apply between you and Staff Access Recruitment and any document recording any variation thereto.

Details of your training, experience, qualifications, and any authorisation to undertake particular work (and copies of any documentary evidence of the same).

The names of any Contracting Authorities / Client to whom you are introduced or supplied.

Details of any resulting engagement and the date from which it takes effect (including all assignment start and end dates).

Details of any requirements specified by you in relation to taking up employment.

A copy of any contract between Staff Access Recruitment and you.

Dates of requests of fees from you and receipts for such fees with copy statements or invoices, numbers, and amounts (please note we do not charge fees to work-seekers for our services).

Details about you and the position concerned with copies of all relevant documents and dates they were received or sent as the case may be. These include:

Your proof of ID.

Your experience, training, qualifications and professional registrations.

Your references.

Confirmation that you are willing to work in the position that you are being submitted for.

All relevant pre-employment checks.

Health & safety risks.

Any information received by us to indicate that you are unsuitable for the work being provided.

We are not required to retain details of any work-seeker that we do not provide services to.

Under current data protection laws, Data Subjects (in this case work-seekers) have a right to request that we delete their Personal Data. However, this is not an absolute right - where we have another legal basis to continue to process that data, (e.g. we have a legal obligation to hold certain records for a certain period of time), those obligations will take precedence over the Data Subject's right.

Data Subjects have rights when it comes to how we handle their Personal Data too. These include rights to:

Withdraw Consent to Processing at any time (where the Company is relying on Consent);

Receive certain information about our Processing activities.

Request access to your Personal Data that we hold.

Prevent our use of your Personal Data for direct marketing purposes.

Ask us to erase Personal Data if it is no longer necessary in relation to the purposes for which it was collected or processed or to rectify inaccurate data or to complete incomplete data;

Restrict Processing in specific circumstances.

Challenge Processing which has been justified on the basis of our legitimate interests or in the public interest.

Request a copy of an agreement under which Personal Data is transferred outside of the EEA.

Prevent Processing that is likely to cause damage or distress to you or anyone else.

Be notified of a Personal Data Breach which is likely to result in considerable risk to your rights and freedoms.

Make a complaint to the supervisory authority; and

In limited circumstances, receive or ask for your Personal Data to be transferred to a third party in a structured, commonly used and machine-readable format.

Complaints

From time to time, it may be the case that you receive a complaint from a client, patient or another person. If you are on assignment, please report any complaints to a senior person in the department where you are working and document all the details of the complaint. You must also report the complaint to Staff Access Recruitment. If you are the subject of a complaint personally, you will be asked to submit a statement as part of an investigation and in some circumstances, it may be necessary to suspend you from assignments whilst the investigation is in process. Any complaints of misconduct against you may be reported to the relevant regulatory body if there is deemed to be justification to do so.

Our complaints procedure will enable the Contracting Authority / Client to make complaints quickly and Staff Access Recruitment will be required to investigate and resolve a complaint within the prescribed timeframes. The Contracting Authority / Client will, with due regard to the Data Protection Act 2018 and GDPR, provide us with the necessary information to thoroughly investigate the complaint.

Our complaints procedure is as follows:

We will acknowledge any complaint within three (3) working days of receipt.

All reasonable endeavours will be made by Staff Access Recruitment to ensure that all complaints are resolved within fifteen (15) days of the complaint being notified to us. However, where the nature of the complaint requires additional investigation or action by a professional or government organisation, all reasonable endeavours will be made to ensure that the complaint is resolved as soon as possible thereafter.

We will ensure that you are fully informed of complaints relating to you (unless there is a specific reason for not doing so).

You will be afforded the opportunity to state your version of events and will be given seven (7) days to respond.

If appropriate, we will take demonstrable action to ensure there is no recurrence of the act or omission complained of.

The Contracting Authority / Client may at any time request that we provide them with an update as to the progress of the resolution of the complaint.

Details on how the complaint has been resolved should be notified to the Contracting Authority / Client in writing, as soon as possible after finalisation.

If we receive a report of poor performance about you from a Contracting Authority / Client, you will not be supplied again to that Contracting Authority

/ Client until they are satisfied that a) the issues identified have been resolved, b) will not recur and c) has confirmed this in writing, to us.

Where there is evidence of malpractice, you will be reported to the relevant professional body.

We will be responsible for monitoring and following up such complaints with the professional body until an outcome is reached. Staff Access Recruitment will discuss with the Contracting Authority / Client whether an Alert Notice needs to be issued and we will co-operate with any action required.

A full written record of the nature of each complaint and details of the action taken because of the complaint is kept.

A system to analyse and identify any pattern of complaints (Quality Assurance System) is also in place.

For more information or to access our Whistleblowing and Complaints Policy, please contact your account manager who will be pleased to provide you with a copy.

Training and Development (Appraisal and Revalidation)

Appraisals

For ongoing work in the NHS and in line with best practice, you are required to be annually appraised. The requirements are as follows:

The appraisal must be carried out by a medical practitioner entered on the Specialist Register on the list of Registered Medical Practitioners ('Appraiser').

The Appraiser may be required to supply documentary evidence to demonstrate that they have been appropriately trained in the conduct of appraisals and have been regularly re-trained as appropriate.

We require evidence that you have undergone an annual appraisal within an 'approved NHS appraisal system', which may include 360-degree feedback as well as feedback from patients or residents.

In addition to the above Staff Access Recruitment will request feedback from our clients. This feedback will cover the following areas:

General levels of service including punctuality, attitude and ability to carry out practical tasks.

Clinical performance.

Training needs.

Any other issues, including progress since the last appraisal.

Information about the feedback will be available within the Staff Access Recruitment platform. You are welcome to discuss these further with your Account Manager.

You should ensure that you maintain a written portfolio of your professional experience and attendance at professional development courses, which should also include a written and agreed 'Personal Development Plan' as agreed at your appraisal.

We have developed Staff Access Recruitment Academy to help support some aspects of this. Please have a look at [Staff Access RecruitmentAcademy.co.uk](http://StaffAccessRecruitmentAcademy.co.uk)

Training Required

For all Agency Workers following training is mandatory. All the below training will be delivered on recruitment, or proof of prior completion, obtained. Thereafter refresher training will be required annually.

Grievance and Disciplinary Procedure

These procedures do not form part of your contract with us. They may be amended at any time, and we may use alternative procedures depending on the circumstances of the case.

Grievance Procedure

Grievances are concerns, problems, or complaints that you may raise with us. Our aim is to facilitate a positive environment for all our workers, and we will take every complaint seriously.

Where appropriate, you should seek to resolve any grievance informally with the person to whom you immediately report. If this does not resolve the problem, you should raise your grievance formally as set out below.

If the matter cannot be satisfactorily resolved informally, or it is inappropriate to do so, you should raise the matter formally, without unreasonable delay, by setting out your grievance in writing and sending it to your Account Manager. If the matter concerns your Account Manager, you should send your grievance to the Chief Operating Officer.

Your written grievance letter should set out the nature of your complaint and include relevant facts, dates and the names of the individuals involved so that we can investigate it.

Your written grievance will commence the formal grievance procedure and we will endeavour to resolve your issue promptly and without unnecessary delay.

We may invite you to attend meetings for discussion or endeavour to resolve the issue by reliance on documentary evidence only depending on the nature of the grievance, but in any event, we will confirm our decision to you promptly in writing. Our letter will explain any further action we intend to take to resolve your grievance.

Disciplinary Procedure

The disciplinary procedure will be used where there are possible issues of misconduct or unacceptably poor performance. It does not apply to less serious cases where you fail to perform to the required standard because of genuine lack of skill, capability or training or have genuine sickness absence. In these minor cases, we will first try to resolve the issue with additional training and support if this is appropriate in the circumstances.

If any complaint of misconduct or unacceptably poor performance is made against you by any colleague, client or other third party, an investigation into the allegations will be commenced.

We shall decide if there is a disciplinary case to answer and, if so, aim to establish the facts of the case and conduct and complete the investigation without delay. You will be expected to cooperate fully with any investigation, including attendance at any disciplinary meetings, to enable us to deal with the matter promptly.

We reserve the right to suspend you from providing services to our clients during any investigation and if we exercise this right, you will not receive any compensation or remuneration from us, although you will be paid for any shifts that you have completed up to the date of your suspension.

If you are guilty of an act of sufficiently gross (serious) misconduct or some other fundamental breach of our rules, the rules of our clients, or of your contract, you may be summarily dismissed and removed from the platform without investigation.

On completion of any investigation, you will be notified promptly in writing about what steps we have decided to take in relation to the situation.