



RECRUITMENT POLICY AND PROCEDURE

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POLICY SUMMARY

- This policy will support in the recruitment process. It has been reviewed and updated to ensure it remains in line with CQC requirements. New procedural sections have been added including in relation to reasonable adjustments and the recruitment of directors, volunteers and apprentices. The policy also links to other policies that can support further with these areas of recruitment. A further link has been added and references have been checked to ensure they remain current.

OVERRIDING LEGISLATION/BACKGROUND LEGISLATION

- The Rehabilitation of Offenders Act 1974
- The Health and Social Care Act 2008 (Regulated Activities) (Amendment) (Coronavirus) (No. 3) Regulations 2022
- Immigration and Asylum Act 2016
- The Care Act 2014
- Employment Rights Act 1996
- Equality Act 2010
- The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- Data Protection Act 2018
- UK GDPR

OBLIGATIONS OF THE ORGANISATION UNDER THIS POLICY

- To meet the legal requirements of the regulated activities that AA HEALTHCARE SERVICES LTD is registered to provide:
- The Rehabilitation of Offenders Act 1974
- The Health and Social Care Act 2008 (Regulated Activities) (Amendment) (Coronavirus) (No. 3) Regulations 2022
- Immigration and Asylum Act 2016
- The Care Act 2014
- Employment Rights Act 1996
- Equality Act 2010
- The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- Data Protection Act 2018
- UK GDPR

The following stakeholders may be affected by this policy:

- Family
- Advocates
- Representatives
- Commissioners
- External health professionals
- Local Authority
 - NHS

Candidate

- A candidate is a person who has applied for a role.
- They may be an existing employee or an external applicant.
- The individual is known as a candidate until they commence employment when they become an employee.

Recruiting Manager

- The recruiting manager is the manager of the vacant role who has taken responsibility for recruiting to the role.
- They may be the line manager or another senior manager.

Professionals providing this service should be aware of the following:

- A vacant post allows the opportunity to review staffing within AA HEALTHCARE SERVICES LTD and ensure that the needs of the Service Users are being met.
- A standardised approach is taken from application to interview to ensure that a fair and equal recruitment process is followed.
- All candidates are subject to DBS, eligibility to work in England and identification checks.
- Job specifications and descriptions are subject to ongoing review and are adapted to meet the changing needs of AA HEALTHCARE SERVICES LTD.
- People affected by this service should be aware of the following:

You are fully encouraged to be part of the interview process and can discuss this with Amisha Alicia Allison

- AA HEALTHCARE SERVICES LTD recruits' staff who have the right skills, values and ability to do their jobs well
- There are robust procedures in place to ensure that only the right candidates are employed.



To be 'outstanding' in this policy area you could provide evidence that:

- The wide understanding of the policy is enabled by proactive use of the QCS App.
- Service Users are involved in the development of the service, such as in the interview and recruitment process and in identifying staffing needs.
- AA HEALTHCARE SERVICES LTD has clear strategies and effective recruitment practices to ensure that it appoints people who are both capable and motivated to provide high standards of care.
- AA HEALTHCARE SERVICES LTD uses a values-based recruitment processes to recruit people with the right behaviours and attitudes.
- AA HEALTHCARE SERVICES LTD has a robust approach to vetting new members of staff, reducing the risk of an unsuitable person being employed (e.g., follow up personal and professional references, look into their training records, focus on gaps in employment history, check how they would respond to certain scenarios).

THE MANAGER'S RESPONSIBILITIES:

Comply with this policy and all related recruitment procedures at **AA HEALTHCARE SERVICES LTD**.

- Ensure every stage of the recruitment process is fair and complies with legislation.
- Ensure that all necessary pre-employment checks are carried out including, where applicable, temporary, secondment and agency staff as well as directors, volunteers and apprentices.
- Maintain and update knowledge in relation to recruitment and procedures.
- Ensure that recruitment is applied fairly to all, in line with the Equality Act 2010.
- Seek advice if information comes to light at any stage of the process which may impact on the employment offer.
- Ensure that any member of staff responsible for the recruitment of others has the appropriate skills, experience and knowledge to undertake this role competently.
- Ensure any conditions of employment are made clear throughout the recruitment process and successful applicants receive written terms and conditions of employment on commencement.
- The interview stage of the recruitment process at AA HEALTHCARE SERVICES LTD will assess the applicant against agreed standards and the interview will be documented. Specific attention will be given to avoiding discrimination of any kind. The recruitment framework will be achieved through values-based recruitment, as per the philosophy of care at AA HEALTHCARE SERVICES LTD.

Recruitment will be carried out by use of the suite of records for AA HEALTHCARE SERVICES LTD. These templates are available for **Amisha Alicia Allison** to access for all elements of the recruitment process to ensure consistency and quality.

- AA HEALTHCARE SERVICES LTD will have due regard and compliance with UK GDPR, data protection legislation in relation to the archiving and retention of candidate application forms and associated documentation. AA HEALTHCARE SERVICES LTD will gather and hold information as required in line with this legislation, taking into account the requirements of Schedule 3 and 4 of the Health & Social Care Act 2008 (Regulated Activities) Regulations 2014.



- AA HEALTHCARE SERVICES LTD staff responsible for any aspect of recruitment will have an awareness and current knowledge of the impact of the EU settlement scheme on immigration and the workforce.

GENERAL RECRUITMENT PROCESS

1. Identifying a Vacant Post

When a vacancy arises, **Amisha Alicia Allison** will consider the most appropriate way to cover the work. **Amisha Alicia Allison** will review the staffing levels, skill mix and working patterns in their team to identify any potential redeployments.

The job description and person specification will be updated to reflect any additions or alterations of the role. Please refer to the suite of job descriptions and person specifications at AA HEALTHCARE SERVICES LTD, which outline the key duties and responsibilities for safeguarding.

A document is available within the Forms section to support rationalising the business case for filling a vacancy.

2. Advertisement

Alongside the job description and person specification, the advert for the role will be produced. This will include:

- A statement of AA HEALTHCARE SERVICES LTD values and its commitment to safe recruitment and working with vulnerable adults
- The job title, salary, hours and location
- The contract types
- The closing date and potential interview dates (if known)
- Contact details for further information and guidance on how to apply
- That the role will be subject to DBS checks
- The role, skills and qualifications necessary
- The necessary standard of spoken English required for the role
- The advert will be placed in the preferred sources as agreed by AA HEALTHCARE SERVICES LTD and a copy of the vacancy accessible to staff, e.g., staff notice boards, intranet.

3. Reasonable Adjustments

Reasonable adjustments form part of the recruitment process at AA HEALTHCARE SERVICES LTD and all applicants will be asked if they require any reasonable adjustments as part of the recruitment process to ensure all candidates receive a fair process.

AA HEALTHCARE SERVICES LTD will consider making reasonable adjustments for the recruitment process if:

- The candidate asks for reasonable adjustments
- The candidate says they have a disability

- The employer knows, or could be expected to know, of the disability
- It is against the law for AA HEALTHCARE SERVICES LTD to ask applicants if they have a disability. Reasonable adjustments may include:
- Job advertisement to be in a different format, such as Braille
- Location of the interview - such as on the ground floor for those candidates who may use a wheelchair, or dim lights used for a candidate who may suffer from epilepsy
- Alternative assessment formats such as in audio, Braille or large print versions
- There is no limit on what may be deemed reasonable throughout the recruitment process and AA HEALTHCARE SERVICES LTD will support any reasonable requests to create a fair process for candidates.

4. Shortlisting

- Candidates need to submit a fully completed Application Form. CVs will not be accepted.
- Shortlisting of received application forms will involve a process of reviewing the application against the person specification, which will be carried out by two people. The job specification will be used to ensure that a consistent approach is taken.
- Whilst shortlisting, staff will check that the Application Form is fully complete and highlight any inconsistencies (such as gaps in employment) that can be addressed during the interview stage.
- All candidates who meet the criteria and who have indicated that they have a disability will be automatically shortlisted and reasonable adjustments to the recruitment stages will be implemented to ensure that candidates receive a fair process.

5. Invitation to Interview

- Sufficient notice will be given to the candidate invited to interview.
- When arranging the interview, staff must request the candidate brings ID with them, a copy of which will be held on the candidate's personnel file if successful.
- For unsuccessful candidates, information will be retained and destroyed in line with Archiving, Disposal and Storing of Records Policy and Procedure.
- A template invitation to interview letter is available within the Forms section of this policy.

6. The Interview Process

Before the interview day, staff will set time aside for a review of the shortlisted application forms or telephone screens.

Staff will:

- Check that educational qualifications are appropriate and adequate
- Check work history; note and investigate all periods of no work and reasons for leaving the position
- Note any declared requirements for adjustments for disability
- Check the suitability of the supplied references



- Check the applicant's Disclosure status

If any areas for further discussion are identified as above, these will be added to the interview questions. On the interview day, the Interview Pack should be used to guide the process Staff will also:

- Check that identity has been clearly satisfied, and recent photographs supplied
- Check that all claimed relevant qualifications are accompanied by documentary evidence

A minimum of two people will conduct the interviews, one of whom will be the immediate supervisor or manager of the post being advertised. Interview questions will be agreed and standard for all candidates.

NB: If the interview is carried out by only one person as a result of staff resource issues on the day, the interviewer will be the immediate supervisor or manager of the post advertised and the interview will be preceded by a tour of **AA HEALTHCARE SERVICES LTD** accompanied by a member of the staff team on duty. That team member will report their personal impressions of the candidate to the interviewer before the interview and will be consulted about the employment decision.

7. Interview Environment

- An interview room will be prepared that enables the candidate to feel relaxed, whilst ensuring that interviews will be private and uninterrupted.
- Where possible, arrangements will be made for someone to receive candidates at the door, with instructions to deliver them to a waiting area, making them feel welcome.
- All members of staff will have been made aware that interviews are taking place, so that candidates are welcomed appropriately, and the interviewer is informed of their arrival.
- The candidate will be offered refreshments and supported to feel as comfortable as possible.

8. During the Interview

At the start of the interview, the interviewer will provide a brief outline of the philosophy and culture at **AA HEALTHCARE SERVICES LTD**, as well as gaining assurance of the role being interviewed for.

- During the interview, all set questions will be asked, noting answers on the sheets provided within the interview pack.
- The candidate will be informed that, if they are successful in their application, the job offer will be subject to the receipt of two satisfactory references, one of which must be from the previous employer and that they cannot start work until those references have been received in writing. They will also be informed that their appointment will be subject to satisfactory information being received from the DBS and the offer of employment will be conditional on the content of the reply and cannot be confirmed until a satisfactory reply has been received.
- On completion of interview questions, the candidate will be provided with the opportunity to ask any questions. The candidate will be thanked for attending and informed of when the decision will be made, and how they will be informed.



- Once the candidate has left, the score sheet will be completed and recorded on the interview pack provided.

9. Internal Candidate Interviews

In the case of internal candidates, the full procedure detailed above will be carried out, but the completion of forms and interview questions will be adjusted to take account of prior employment with AA HEALTHCARE SERVICES LTD.

10. Remote Interviews

- Where face to face interviews cannot be held, a remote interview will be used by AA HEALTHCARE SERVICES LTD as part of the recruitment process. The candidate will be provided with an invitation to attend a remote interview which could take the form of a telephone interview or via a remote platform, such as Microsoft Teams or zoom etc. (Microsoft Teams is currently free for anyone with an NHS mail account, please refer to the link in the Further Reading section). This will be for the interviewer to decide what form of remote interview will be conducted with the candidate.

Before the interview takes place, the interviewer will undertake the pre-interview steps set out in section 5.5, ensuring that they:

- Check that educational qualifications are appropriate and adequate
- Check work history; note and investigate all periods of no work and reasons for leaving the position
- Note any declared requirements for adjustments for disability
- Check the suitability of the supplied references
- Check the applicant's Disclosure status

If any areas for further discussion are identified as above, these must be added to the interview questions. Upon the interview day, staff will ensure that they:

- Check that identity has been clearly satisfied, and recent photographs supplied
- Check that all claimed relevant qualifications are accompanied by documentary evidence

Initial document checks may be required to be completed remotely, however original copies should be taken to the office and verified prior to the staff member starting at AA HEALTHCARE SERVICES LTD.

Where possible, a minimum of two people should conduct the interviews, one of whom will be the immediate supervisor or manager of the post being advertised. Interview questions will be agreed and standard for all candidates. A remote debrief session will also take place with all interviewers to discuss the candidate, as per section 5.10.



NB: If the interview is carried out by only one person as a result of staff resource issues on the day, the interviewer must be the immediate supervisor or manager of the post advertised. A second remote interview may also be required.

11. Post Interview

Following each interview, all candidates will be reviewed to critically question all reasons for rejection and acceptance, with no discrimination. If the interviewer is unsure of their proposed decision, they **MUST** consult Amisha Alicia Allison or senior management for further guidance.

It is important that particularly comprehensive notes are made if the person(s) offered the post(s) is not the highest scoring candidate. The crossing out of notes is not permitted, and any alteration must be scored by allowing the original to be legible and signed by the person making the alteration.

For all accepted candidates, they will be contacted offering them the post. A template offer letter can be found in the Forms section of this policy.

All employment checks will be conducted by AA HEALTHCARE SERVICES LTD.

Upon successful completion of the employment checks, the conditions of employment, including the contract relevant to the position, will be issued by AA HEALTHCARE SERVICES LTD in line with the Staff Contracts Policy and Procedure.

A rejection or a holding letter must be completed for every unsuccessful candidate, as appropriate.

12. Eligibility to Work in the UK and Identity Checks

- Staff must refer to Right to Work Checks Policy and Procedure in place at AA HEALTHCARE SERVICES LTD for full advice.
- Staff can refer to www.ukba.homeoffice.gov.uk for current information and support with all aspects of eligibility to work.

13. English Competency Checks

AA HEALTHCARE SERVICES LTD will ensure that staff have the required level of English language competence for the role, which allows them to deliver a high standard of care to all Service Users.

For those candidates already registered with a professional body, AA HEALTHCARE SERVICES LTD can be assured that they will already have the required level of English competency for their profession. AA HEALTHCARE SERVICES LTD will conduct competency checks when reviewing their profession registration.

For candidates from outside the UK, AA HEALTHCARE SERVICES LTD has a duty to ensure that they have the appropriate levels of English competency for the role, in line with the Equality Act 2010. For more information, staff can refer to the Equality and Diversity Policy and Procedure.

AA HEALTHCARE SERVICES LTD will measure the language competency of candidates through the application or as part of the interview process. Candidates may demonstrate that they:



- Have passed an English language competency test
- Hold a degree or relevant qualification in English from a recognised institution
- Have lived in a multilingual household where English was the primary form of communication
- Are a national of a majority English speaking country
- Have worked in an organisation or institution where English was their primary language
- Have pursued part of their education in the UK

AA HEALTHCARE SERVICES LTD will work with Service Users to determine the appropriate levels of proficiency for each role, as proportionate to the duties and responsibilities undertaken.

14. References and DBS

Staff will refer to References Policy and Procedure and Disclosure Policy and Procedure for clear direction and support. Reference template letters can be found in the Forms section of this policy.

AA HEALTHCARE SERVICES LTD will also require satisfactory evidence of your conduct in previous employment. This is required for all of a candidate's previous roles which relate to health and social care, or working with children or vulnerable adults, and is not time limited.

Where a candidate has worked in these areas, AA HEALTHCARE SERVICES LTD will also need satisfactory verification of the reason that employment came to an end.

AA HEALTHCARE SERVICES LTD requires this information in order to evidence that you:

- Are of good character
- Have the necessary qualifications, competence skills and experience necessary?
- Are able to properly perform the tasks (after any reasonable adjustments)

This information may be provided in the form of a reference but it does not need to be. Other evidence may be requested and relied upon by AA HEALTHCARE SERVICES LTD. While it is not necessary to obtain this evidence in the form of a reference, this is likely to be the easiest way of obtaining the satisfactory evidence that is required. Other evidence could include appraisals or other written evidence that provides information about an individual's conduct.

15. Qualifications

AA HEALTHCARE SERVICES LTD will ensure that, where applicable to the role, candidates have the necessary qualifications. All applicants are required to provide, at interview, evidence of any qualification that is required for the role. This evidence must then be photocopied and retained within the new employee's personnel record.

Registered body registration checks will be made accordingly when employing professionally registered individuals.

16. Managing Conflicts of Interest



Where there is a potential conflict of interest during the recruitment process, such as a candidate having a personal relationship with a member of staff, Amisha Alicia Allison will refer to Relationships at Work Policy and Procedure.

As a minimum:

- Job applicants will be required to declare on their application any personal/work relationship
- The prospective member of staff will not be interviewed by the person they have a personal relationship with
- The prospective member of staff will not be appointed into a post which results in a line management relationship with someone with whom they have a personal relationship

17. Withdrawal of Offers

If, after careful consideration, it is decided to withdraw the conditional offer of employment, the grounds for withdrawal must be very clear, e.g., due to unsatisfactory references or other employment checks and the offer of employment rescinded in writing. This decision must be made in conjunction with Amisha Alicia Allison or other senior management.

18. Complaints

Where an applicant, either internal or external, has a complaint about the recruitment process, they must direct their complaint in writing to Amisha Alicia Allison.

The Manager will follow Complaints, Suggestions and Compliments Policy and Procedure.

19. Employment of Directors

In addition to following the recruitment processes outlined in this policy, **AA HEALTHCARE SERVICES LTD** will also assess whether those being recruited for the role of director at AA HEALTHCARE SERVICES LTD are fit and proper for the role by referring to Fit and Proper Person - Directors (CQC) Policy and Procedure.

20. Volunteers

Where volunteers are recruited to support at AA HEALTHCARE SERVICES LTD, the recruitment processes outlined in this policy will be followed alongside the Volunteers Policy and Procedure.

Apprentices

AA HEALTHCARE SERVICES LTD recognises that apprenticeships are an effective way of meeting needs and developing AA HEALTHCARE SERVICES LTD's employees to meet the future requirements of the workplace.

The Manager will ensure that the recruitment of apprentices is robust, safe and in keeping with this recruitment policy.

Where apprentices are recruited to work at AA HEALTHCARE SERVICES LTD, the recruitment processes outlined in this policy will be followed alongside



THE VOLUNTEERS POLICY AND PROCEDURE.

Amisha Alicia Allison will ensure that the recruitment of volunteers is robust, safe and in keeping with this recruitment policy.

The objectives of the volunteer's policy and procedure are as follows

- Ensure that the recruitment of volunteers is robust, safe and in keeping with the recruitment policies at AA HEALTHCARE SERVICES LTD.
- Promote and retain the use of volunteers within AA HEALTHCARE SERVICES LTD due to the recognised benefits of community inclusion and individual wellbeing.
- Raise staff understanding of the role of the volunteer within AA HEALTHCARE SERVICES LTD and reflect the recommendations, where applicable.

Volunteers will not be used as replacements for employed staff.

- Service Users will be informed about the existence of volunteer agencies and the range of services available from them and will be supported in accessing these.
- If volunteers are recruited directly, the volunteer will be expected to follow the recruitment system at AA HEALTHCARE SERVICES LTD that includes all vetting procedures.
- If an agency is used to supply volunteer staff, the agency must be recognised and willing to certify in writing that their volunteers are recruited in accordance with the Care Act and the recruitment process at AA HEALTHCARE SERVICES LTD. This must also include criminal record checks.

AA HEALTHCARE SERVICES LTD will have procedures in place for the Induction, Training, Monitoring and Supervision of all volunteers.

AA HEALTHCARE SERVICES LTD will ensure that all staff, including volunteers, understand and know how and when to use:

- The Whistleblowing Policy and Procedure
- The local Safeguarding Policy and Procedure

4 AA HEALTHCARE SERVICES LTD recognises that robust safeguarding procedures must be in place and be used even if the volunteer is well known or is a celebrity.

AA HEALTHCARE SERVICES LTD will ensure that any volunteer understands fully they are not exempt from this process.

Amisha Alicia Allison will be responsible for ensuring that appropriate safeguards and controls are put in place to ensure the health and safety of volunteers within AA HEALTHCARE SERVICES LTD.

The purpose of the risk assessment is to identify any hazards or threats which the volunteer may be exposed to, and to assess the risk that these hazards will occur, taking into consideration the lack of experience of the volunteer. Appropriate measures to eliminate or control risks will be put in place.



PROCEDURE

Internally Appointed Volunteers

Volunteers working directly for AA HEALTHCARE SERVICES LTD, i.e., not supplied through a Volunteer Agency, who will discharge the quasi-employer's responsibilities, will be selected using the full employee recruitment process, varied only by not applying specific Support skills, but will apply the same standards as for employed staff in respect of:

DBS checks

Employment history criteria

- Assessments of appropriateness of applicants' personal Support philosophies and attitudes towards Support
- Personal standards as applied to employed Support Workers
- Ability to work within the team of employed staff
- Ability to work according to the standards and practices of AA HEALTHCARE SERVICES LTD

Volunteer Bureau Appointed Volunteers

- The Volunteer Bureau is used when the benefits from taking on volunteers is identified as being conducive to the satisfaction of individuals or groups.
- The Bureau must provide documentary evidence that the volunteers have been recruited in accordance with safer recruitment best practice requirements, and that DBS checks have been satisfactorily carried out before they commence their role.

All Volunteers

- All volunteers are to be given an introduction to the environment and the Service Users at AA HEALTHCARE SERVICES LTD.
- All Volunteers undergo Induction and Ongoing Training appropriate to the role they are undertaking.
- All volunteers are to be issued with, or directed to read, all non-employment related policies and procedures of AA HEALTHCARE SERVICES LTD, e.g., Health and Safety Policy and Procedure, Staff Handbook, training materials, etc.
- If volunteers are recruited directly by AA HEALTHCARE SERVICES LTD, the normal recruitment procedure will be followed.
- Periodic communications meetings will be held between the volunteers and the Registered Manager.

Volunteers Agreements

- Volunteers will not have a contract as they are not considered to be employees. However, a written volunteer agreement must be signed to clarify the intended role.



- Voluntary placements can be discontinued immediately if there are concerns regarding the risk of harm to others caused by a volunteer and safeguarding procedures must be followed.
- Volunteers must be insured for the activities they do on behalf of AA HEALTHCARE SERVICES LTD provided they are within the guidelines agreed by the manager and within the time scales of their hours.
- Volunteers will be expected to adhere to the confidentiality policies at AA HEALTHCARE SERVICES LTD and the UK GDPR, Data Protection Policies, as well as other relevant to role policies and procedures.

Appearance

Volunteers must wear suitable clothing and footwear for the work situation and be neat and tidy at all times in line with the Appearance Policy and Procedure at AA HEALTHCARE SERVICES LTD.

Expenses

Although voluntary work is freely given with no expectation of payment, volunteers must not be out of pocket as a result of their contribution. Therefore, reasonable authorised expenses may be paid on production of a claim form and receipts, however this is at the discretion of AA HEALTHCARE SERVICES LTD and will be agreed in advance by the Manager. An example of reasonable expense claims includes:

- Travel expenses to and from the place of volunteering from home
- Travel expenses from the place of volunteering to another place of voluntary work

Travel expenses will be paid either by reimbursement of a bus or train ticket, or if travelling by car, at the rate agreed by AA HEALTHCARE SERVICES LTD. Expenses for volunteers are expected to be accounted for and paid out of the appointing manager's budget.

Volunteer

Any participant who supports the service in an unpaid capacity.

The aim of the volunteer is to support delivery of a quality service and to enhance the Service User experience.

Disclosure and Barring Service (DBS)

- The Disclosure and Barring Service (DBS) is a non-departmental public body of the Home Office of the United Kingdom.
- The DBS was formed in 2012 by merging the functions of the Criminal Records Bureau (CRB) and the Safeguarding Authority (ISA) under the Protection of Freedoms Act 2012.

APPRENTICESHIP AGREEMENT POLICY AND PROCEDURE.

Definitions

Apprenticeship



Apprenticeships are open to all age groups above 16 and are available at intermediate, advanced and higher degree level. An apprenticeship will be for a fixed term (usually between one to four years) and/or until a level of qualification is reached

Apprenticeship Standard

A published standard for an Approved Apprenticeship which sets out the outcomes an apprentice is expected to achieve

Approved Apprenticeship Agreement

A contract of employment which also satisfies the legal requirements for an apprentice working under an Approved Apprenticeship Standard

The objectives of the volunteer's policy and procedure are as follows

- To ensure that the correct processes are followed when recruiting an apprentice.
- To understand that, in a lot of cases, an apprentice will be young and inexperienced in the delivery of Support services and that the purpose of the apprenticeship is to provide a supportive learning environment for those individuals.

Policy

- **AA HEALTHCARE SERVICES LTD** recognises that apprenticeships are an effective way of meeting needs and developing **AA HEALTHCARE SERVICES LTD** employees to meet the future requirements of the workplace. Apprenticeships are open to all age groups from age 16. Apprenticeships are paid employment which involve both on and off the job training and can be used for achieving a variety of qualifications up to and including a degree. Apprentices have the same employment rights as other employees.
- **AA HEALTHCARE SERVICES LTD** will follow the following rules governing what an apprenticeship is, the main ones being:
 - ✓ The apprentice must be employed in a real job; they may be an existing employee or a new recruit
 - ✓ The apprentice must work towards achieving an approved apprenticeship standard or apprenticeship framework
 - ✓ The apprentice must spend at least 20% of their time on off-the-job training
 - ✓ The apprentice must earn at least the National Minimum Wage
 - ✓ The minimum duration for apprentices ages 16 to 18 is 12 months. For apprentices ages 19 and over, apprentices will have to last between 1 - 4 years, unless prior learning had been recorded
- **AA HEALTHCARE SERVICES LTD** recognises that apprentices may be under the age of 18 and, therefore, **AA HEALTHCARE SERVICES LTD** will have safeguards in place to ensure that the welfare of the apprentice and the Service User are of the most importance. Staff working with the young person will understand how to raise concerns in line with the county child protection procedures if necessary.



- **AA HEALTHCARE SERVICES LTD** is a levy-paying employer, it will ensure that it applies its levy to the recruitment and training of apprentices as well as training for existing staff members.
- This policy is only relevant for **AA HEALTHCARE SERVICES LTD** apprentices. This policy does not apply to employees, workers or self-employed contractors.
- This policy is non-contractual and may be amended at any time.

PROCEDURE

- When AA HEALTHCARE SERVICES LTD is recruiting an apprentice, it is essential to determine which Apprenticeship Standard applies.

Details of where to check if there is an approved standard are contained in the Further Reading section of this policy. AA HEALTHCARE SERVICES LTD will also seek guidance from the learning provider to clarify this.

Once AA HEALTHCARE SERVICES LTD has determined the apprenticeship standard, the apprentice should be provided with an Approved Apprenticeship Agreement. Apprenticeship already studying under an Apprenticeship Framework prior to this date will be allowed to continue their studies so long as the apprenticeship is completed by 31 July 2025. For the purposes of clarity therefore, this apprentice's section will only focus on Approved Apprenticeship Standards but AA HEALTHCARE SERVICES LTD should take legal advice if they believe they have an individual on an Apprenticeship Framework.

- Approved Apprenticeship Agreement

An Approved Apprenticeship Agreement under an agreed apprenticeship standard should contain the following:

- ✓ All the required provisions of Section 1 of the Employment Rights Act 1996. This can be in the form of a written statement of particulars of employment, a written employment contract or a letter of engagement. Please see the "forms" section for an example Approved Apprenticeship Agreement
- ✓ Details of the time to be spent on off the job training. Guidance for employers who are levy-paying confirms that this should be at least 20% of the apprentice's paid hours
- ✓ The period for work and training should be at least 12 months
- ✓ Reference to the approved standard which applies
- ✓
- AA HEALTHCARE SERVICES LTD will ensure that the agreement provided to the apprentice satisfies the requirements of an Approved Apprenticeship Agreement as required, as well as ensuring that it contains all information necessary to satisfy the Employment Rights Act.
- AA HEALTHCARE SERVICES LTD will ensure that it follows its recruitment policies and procedures when employing an apprentice and, where required, will ensure that a satisfactory DBS check is obtained.

- AA HEALTHCARE SERVICES LTD will identify the appropriate training provider. A function to search for training providers is located within the Further Reading section of this policy. The training provider will then advertise the apprenticeship on the 'Find an Apprenticeship service' online.
- AA HEALTHCARE SERVICES LTD must identify the appropriate funding for the apprenticeship. A summary of the type of funding can be found in the Further Reading section within this policy.

THE FOLLOWING FORMS ARE INCLUDED AS PART OF THE RECRUITMENT POLICY AND PROCEDURE

Title of form	When would the form be used?
Vacancy/New Post Business Case	To rationalise the decision to advertise a vacant post.
Recruitment Enquiry Telephone Interview Screening	To support the shortlisting of candidates via telephone screening.
Person Specification	To support candidate awareness of requirements for role and to be used for shortlisting and post-interview scoring.
Application Form	To be completed by all candidates before an interview.
Interview Invite Letter Template	To be sent to all candidates shortlisted for interview.
Interview Pack Form	To record planned interview and add any identified discussion areas from the application form.
Recruitment Further Investigation Record	To record any discrepancies during the recruitment process and any action taken.
Template Rejection Letters	To be used when a candidate has not been successful, including one with an option to keep application on file.
	To request references from previous employers upon offer of post.

Reference Request	
Character Reference	Where a candidate cannot provide any employer references.
Offer Letter	For each successful candidate to confirm offer of the role.
Equal Opportunities Monitoring Form -	To be sent with the offer letter (supply brown envelope.)
Health and Fitness Questionnaire	To be sent with the offer letter (supply brown envelope).

Replacement of Existing Post	
Name of Person to be replaced:	
Job Title of person to be replaced:	
Hours per week of person to be replaced:	
Rate of pay of person to be replaced:	
Notes:	

New Post Creation	
Job Title of new post:	
Internal / External recruitment:	
Hours per week:	
Weekly cost of new post:	
Rationale / Benefits of creating new post:	

Approval Process			
Requested by:		Date:	
Approved / Declined:		Decision date:	
Name:		Signature:	
Reason for decision:			

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Initial Contact			
Date of Call:		Time of Call:	
Taken By:		For Which Vacancy:	
Where did they hear about the vacancy?			

Personal Details					
Name:		Employed Status:			
Address:					
Tel Home:		Tel Mobile:			
Email Address:					
Role applied for?		If Carer (Over 18)	Yes	No	
Role discussed including shift work / times. Candidate happy with role?				Yes	No
Previous Employer:		Position Held:			
Length of Service:		Rate of Pay:			

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Reason for leaving:	
Detail experience:	
Any other comments:	

Disclosure and Barring Service:			
Ask if the applicant has a current DBS in place. If yes, are they registered on the update service? If no DBS, explain the process.	Update Service:	Yes	No
	Date:		
	Reference:		
Progress to Interview		Yes	No
Yes: Arrange interview. Explain we are an equal rights employer and ask whether they require any particular arrangements to be made for them to attend an interview. No: Inform not suitable, giving reasons. Record reasons in comments box. Keep this record			
Data Protection		Consented	
Seek consent for the recording of the above information and the holding of this data for the duration of the application process. Advise that sharing of this data will only be with those that are part of the interview process.		Yes	No

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Individual Interviews						
Send the application form alongside an invite to interview letter or advise the candidate that a fully completed application form must be completed upon arrival at interview with full work history and any gaps explained.						
Application Form sent?	Yes	No	Date:		Sender:	
ID Verification						
Ask them to bring with them: Two recent “Head and Shoulders” Photographs, Photo ID, A recent (not older than 3 months) utility bill, valid National Insurance Card (or other proof of right to work) and original copies of all qualifications / registrations as well as valid proof of address.						

To be provided alongside the appropriate job description

Values: Dignity & Respect	Essential	Desirable	How to Evidence
Treat people with dignity and respect and practise in line with the Equality Act 2010			
Ability to listen, consider and communicate in an open, accurate and clear way			
Ability to maintain dignity and comfort especially during intimate or sensitive care)			
Understand: Confidentiality of personal information, promoting Service Users' rights about choice and how they want to be supported			
Having respect for Service Users, their families and their environments at all times			
Managing sensitively behaviours that have the potential to challenge			
Values: Learning & Development	Essential	Desirable	How to Evidence

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Has a commitment to learning and development, aware of self and willingness to reflect on own practice and how this can be improved			
Honest and transparent with the courage to speak up if something is wrong			
Able to support, develop Service Users, colleagues and others. A willingness to share knowledge and best practice as well as contribute to new ideas and suggestions for better outcomes			
Values: Teamwork	Essential	Desirable	How to Evidence
Works with colleagues to enable, empower, encourage each other and Service Users to do things for themselves. Ability to form professional relationships, commit to achieving goals and objectives			
Ability to communicate effectively and handover information to colleagues and others within the multidisciplinary team			
Able to prioritise and understand other people's priorities whilst respecting their choices with the ability to adapt to suit individual needs and situations			
Willingness to develop professional relationships with other professionals and agencies to gain further information and support			

Values: Quality & Safety	Essential	Desirable	How to Evidence
Dedicated to delivering support to Service Users in a person-centred manner where each Service User is at the centre of everything			

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Supports others in a warm, kind, empathetic and reliable manner with integrity and professionalism			
Can respond calmly to events and is able to support Service Users with positive risk taking, whilst communicating the consequences of those risks with others			
Takes personal responsibility and understands professional boundaries			
Has the courage to raise concerns around practice that could impact the outcomes for Service Users			
Values: Education & Qualifications	Essential	Desirable	How to Evidence
A good standard of education			
RQF Diploma, relevant qualifications for the role applied for			
Good Maths, English, Written and Verbal			
Evidence of Training: H&S, COSHH, Moving and Handling			
Values: Experience	Essential	Desirable	How to Evidence
Previous experience of working in a similar environment			
Previous experience of working in a similar role			
Experience of working with people, in particular those that may have additional support needs			

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Role specific skills: In accordance with the Job description	Essential	Desirable	How to Evidence

Please ensure that you complete the application form in full as we cannot accept CVs. Please complete with black ink and block capitals. This form will be kept in confidence. Please note that no applicant will be unfairly discriminated against.

This includes discrimination on account of age, cultural, religious, political beliefs, disability, ethnicity, gender, race, relationship status, sexual orientation, and / or Trade Union membership or stewardship.

KEY LINES OF ENQUIRY

To support AA HEALTHCARE SERVICES LTD in meeting the following Key Lines of Enquiry:

Key Question Key Lines of Enquiry

Key Question	Key Lines of Enquiry	Quality Statements(New)
EFFECTIVE	E2: How does the service make sure that staff have the skills, knowledge and experience to deliver effective care and support?	QSE1 Training is provided in person-centred care
SAFE	S1: How do systems, processes and practices keep people safe and safeguarded from abuse?	QSS6: Observation audits for impact on human rights.
WELL-LED	W2: Does the governance framework ensure that responsibilities are clear and that quality performance, risks and regulatory requirements are understood and managed?	QSW5: Understanding of duties and expected regulations

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Review

Reviewed and checked by: Amisha Alicia Allison

Review date: 25/05/2024

To be reviewed on: 24/05/2025