



GPR01 - Recruitment Policy and Procedure

Human Resources - Recruitment, Induction and Training

Mediwell Clinic
1C, Lansdowne Road, London, N17 0LL



Review Sheet



Last Reviewed
30 Aug '23



Last Amended
30 Aug '23



Next Planned Review in 24 months, or
sooner as required.

Business impact



Minimal action required circulate information amongst relevant parties.

Reason for this review

Scheduled review

Were changes made?

Yes

Summary:

This policy will support the recruitment process. It has been reviewed and updated with minor wording changes. References have also been checked and updated to ensure they remain current.

Relevant legislation:

- The Health and Social Care Act 2008 (Regulated Activities) (Amendment) (Coronavirus) (No. 3) Regulations 2022
- The Rehabilitation of Offenders Act 1974
- Immigration and Asylum Act 2016
- Age Discrimination Act 1967
- Employment Rights Act 1996
- Equality Act 2010
- The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- The Health and Social Care Act 2008 (Regulated Activities) (Amendment) Regulations 2012
- UK GDPR

Underpinning knowledge - What have we used to ensure that the policy is current:

- Author: Government Equalities Office, (2019), *The Equality Act, making equality real*. [Online] Available from: [Accessed:]
- Author: CQC, (2022), *GP mythbuster 31: Fit and proper persons requirement (FPPR)*. [Online] Available from: <https://www.cqc.org.uk/guidance-providers/regulations-enforcement/fit-proper-persons-directors> [Accessed: 30/8/2023]
- Author: GOV.UK, (2010), *The Employment Relations Act 1999 (Blacklists) Regulations 2010*. [Online] Available from: <https://www.legislation.gov.uk/uksi/2010/493/contents/made> [Accessed: 30/8/2023]
- Author: NHS Employers, (2023), *Ethical Recruiters List*. [Online] Available from: <https://www.nhsemployers.org/articles/ethical-recruiters-list> [Accessed: 30/8/2023]
- Author: Gov.uk, (2016), *English language requirement for public sector workers: code of practice*. [Online] Available from: <https://www.gov.uk/government/publications/english-language-requirement-for-public-sector-workers-code-of-practice> [Accessed: 30/8/2023]
- Author: HM Government, (2022), *Apply to the EU Settlement Scheme (settled and pre-settled status)*. [Online] Available from: <https://www.gov.uk/settled-status-eu-citizens-families> [Accessed: 30/8/2023]
- Author: HM Government, (2023), *Right to work checks: an employer's guide*. [Online] Available from: <https://www.gov.uk/government/publications/right-to-work-checks-employers-guide> [Accessed: 30/8/2023]
- Author: Skills for Care, (2022), *Recruitment and retention*. [Online] Available from: <https://www.skillsforcare.org.uk/Recruitment-retention/Recruitment-and-retention.aspx> [Accessed: 30/8/2023]

Suggested action:

- Encourage sharing the policy through the use of the QCS App



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Equality Impact Assessment:

QCS have undertaken an equality analysis during the review of this policy. This statement is a written record that demonstrates that we have shown due regard to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations with respect to the characteristics protected by equality law.



1. Purpose

1.1 To support Mediwell Clinic in providing a fair, consistent and effective approach to the recruitment of all employees in accordance with employment and equality laws and best practice.

1.2 To provide a framework for recruitment, onboarding and induction and training within Mediwell Clinic; this policy should dovetail with those other named policies and procedures.

In addition, the recruitment policies of Mediwell Clinic fully align to the principles outlined within the Equality Act 2010.

1.3 To ensure that the recruitment procedure is in accordance with Professional Standards and regulatory requirements including that 'fit and proper' staff are employed, and that it meets recruitment systems' standards in line with the general requirements for healthcare staff.

1.4 To support Mediwell Clinic in meeting the following Key Lines of Enquiry/Quality Statements (New):

Key Question	Key Lines of Enquiry	Quality Statements (New)
SAFE	HS1: How do systems, processes and practices keep people safe and safeguarded from abuse?	QSS2: Safe systems, pathways and transitions QSS3: Safeguarding
WELL-LED	HW4: Are there clear responsibilities, roles and systems of accountability to support good governance and management?	QSW5: Governance, management and sustainability QSW7: Learning, improvement and innovation QSW8: Environmental sustainability sustainable development

1.5 To meet the legal requirements of the regulated activities that {Mediwell Clinic} is registered to provide:

- The Health and Social Care Act 2008 (Regulated Activities) (Amendment) (Coronavirus) (No. 3) Regulations 2022
- The Rehabilitation of Offenders Act 1974
- Immigration and Asylum Act 2016
- Age Discrimination Act 1967
- Employment Rights Act 1996
- Equality Act 2010
- The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- The Health and Social Care Act 2008 (Regulated Activities) (Amendment) Regulations 2012
- UK GDPR



2. Scope

- 2.1** The following roles may be affected by this policy:
- All staff and potential staff
- 2.2** The following Patients may be affected by this policy:
- Patients
- 2.3** The following stakeholders may be affected by this policy:
- Family
 - Advocates
 - Representatives
 - Commissioners
 - External health professionals
 - Local Authority
 - NHS



3. Objectives

- 3.1** To recruit and retain skilled people by use of safe processes that enable Mediwell Clinic to achieve and deliver its aims and values.
- 3.2** To set out the stages and process of recruitment as practised by Mediwell Clinic for all identified vacancies and roles.
- 3.3** To ensure the policies and procedures at Mediwell Clinic are aligned to demonstrate 'fit and proper' staff are employed, including the pre-employment checks required. This policy covers additional recruitment processes for:
- Directors
 - Volunteers
 - Apprentices



4. Policy

4.1 It is the responsibility of Nurten Cetin to:

- Comply with this policy and all related recruitment procedures of Mediwell Clinic
- Ensure that all necessary pre-employment checks are carried out including, where applicable, temporary, secondment and agency staff as well as partners, volunteers and apprentices (see the Volunteers and Apprentice Policies for further information)
- Maintain and update knowledge in relation to recruitment and procedures relating to employment legislation
- 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 that any conditions of employment are made clear throughout the recruitment process and that successful applicants receive written terms and conditions of employment on commencement

4.2 The interview stage of the recruitment process at Mediwell Clinic will assess the applicant against agreed standards and the interview will be documented. Specific attention will be given to avoid discrimination of any kind. The recruitment framework will be achieved through values-based recruitment, as per the philosophy of care at Mediwell Clinic.

4.3 All recruitment processes will be carried out by use of the suite of recruitment records at Mediwell Clinic. These templates are available for Nurten Cetin to access for all elements of the recruitment process to ensure consistency, fairness and quality.

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

4.5 Staff at Mediwell Clinic who are 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, in addition to professional council requirements. Resources are available within the 'Further Reading' section of this policy.



5. Procedure

5.1 Identifying a Vacant Post

When a vacancy arises, Nurten Cetin must consider the most appropriate way to cover the work. They must review the staffing levels, skill mix and working patterns in their team to identify any potential redeployments.

The job description and person specification must be updated to reflect any additions or alterations to the role. Please refer to the suite of job descriptions and person specifications at Mediwell Clinic which outline the key duties and responsibilities for safeguarding and the positions required.

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

5.2 Advertisement

Alongside the job description and person specification, an advert for the role will be produced.

This will include:

- A statement of the values of Mediwell Clinic and its commitment to safe recruitment and working with vulnerable adults
- The job title, salary, hours and location
- The contract type
- The closing date and potential interview dates (if known)
- Contact details for further information and guidance on how to apply
- If the role will be subject to DBS checks
- The role, skills and qualifications necessary
- Professional registration requirements

The advert will be placed in the preferred sources and a copy of the vacancy made accessible to staff, e.g. on staff notice boards/intranet.

5.3 Reasonable Adjustments

Reasonable adjustments form part of the recruitment process at Mediwell Clinic 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.

Mediwell Clinic 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 Mediwell Clinic 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 Mediwell Clinic will support any reasonable requests to create a fair process for candidates.

5.4 Shortlisting

Candidates need to complete an Application Form. CVs will not be accepted.

Shortlisting application forms involves a process of reviewing the application against the person specification, which will be carried out by two people. The job specification must be used to ensure that a consistent approach is taken.

Whilst shortlisting, staff must 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 candidates receive a fair process.

5.5 Invitation to Interview



Sufficient notice will be given to the candidate invited to interview.

When arranging the interview, staff must request that the candidate brings photographic ID with them and original occupational specific certificates, copies 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 the Archiving, Disposal and Storage of Records Policy and Procedure.

A template invitation to interview letter is available within the 'Forms' section of this policy.

5.6 The Interview Process

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

Staff must:

- Check that educational qualifications are appropriate and adequate
- Check work history, note and investigate all periods of no work
- 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, staff must also:

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

Two people will conduct the interviews, one of whom should 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 Mediwell Clinic accompanied by a member of the staff team on duty. That team member will report their personal impressions of the candidate to the interviewer and will be consulted about the employment decision.

5.7 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 need to be made aware that interviews are taking place, so that candidates are welcomed appropriately and the interviewer is informed of their arrival.

The candidate may be offered refreshments and supported to feel as comfortable as possible.

5.8 During the Interview

At the start of the interview, the interviewer will provide a brief outline of the philosophy of and culture of Mediwell Clinic as well as gaining assurance of the role being interviewed for.

During the interview, all set questions must be asked, noting answers on the sheets provided in the interview pack.

The candidate must 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 must also be informed that their appointment will be subject to satisfactory information being received from the DBS and that they will be unable to start work before the reply is received. The offer of employment will be conditional on the content of the reply and cannot be confirmed until a satisfactory reply has been received. If relevant to the recruited position, the GMC, NMC, HCPC or GPC register will be checked for the professional status of the candidate.

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 must be completed.

5.9 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 Mediwell Clinic.

5.10 Remote Interviews

Where face-to-face interviews cannot be held, a remote interview will be used by Mediwell Clinic 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). It 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 and 5.6, 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 DBS 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 must be taken to the office and verified prior to the staff member starting at Mediwell Clinic.

Where possible, 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. A remote debrief session will also take place with all interviewers to discuss the candidate, as per section 5.11.

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.

5.11 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 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 Mediwell Clinic and in line with sections 5.12 to 5.15 in this policy.

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

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

5.12 Eligibility to Work in the UK & Identity Checks

Staff must refer to the Right To Work Checks Policy and Procedure in place at Mediwell Clinic for full advice.

For current information and support with all aspects of eligibility to work, staff will refer to www.ukba.homeoffice.gov.uk.

5.13 English Competency Checks

Mediwell Clinic will ensure that staff have the required level of English language competence for the role, which allows them to deliver a high standard of health care to all Patients.

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



For candidates from outside the UK, Mediwell Clinic 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.

Mediwell Clinic 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 multi-lingual 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

Mediwell Clinic will work with Patients to determine the appropriate levels of proficiency for each role, as proportionate to the duties and responsibilities undertaken.

5.14 Mediwell Clinic will require satisfactory evidence of a candidate's conduct in previous employment.

This is required for all of the candidate's previous roles which relate to health and social care, or working with children or vulnerable adults, and is not time limited. Where they have worked in these areas, Mediwell Clinic will also need satisfactory verification of the reason that their employment came to an end.

Mediwell Clinic requires this information in order to evidence that the candidate:

- Is of good character
- Has the necessary qualifications, competence skills and experience necessary
- Is 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 Mediwell Clinic. Whilst 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 the candidate's conduct.

5.15 Qualifications

Mediwell Clinic will ensure that, where applicable to 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 must be made accordingly when employing professionally registered individuals.

5.16 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, Semiha Dogus will refer to the Relationships at Work Policy and Procedure.

As a minimum:

- Job applicants will be required to declare any personal/work relationship on their application
- 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

The successful candidate will also be advised and encouraged to register with another practice, if they are currently a registered Patient at Mediwell Clinic.

5.17 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 Nurten Cetin and other senior management.

5.18 Complaints

Where an applicant, either internal or external, has a complaint about the recruitment process, they will be directed to put their complaint in writing to Nurten Cetin who will follow the Complaints, Suggestions and Compliments Policy and Procedure.

5.19 Employment of Directors



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

5.20 Volunteers

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

Nurten Cetin will ensure that the recruitment of volunteers is robust, safe and in keeping with this recruitment policy.

5.21 Apprentices

Mediwell Clinic recognises that apprenticeships are an effective way of meeting needs and developing employees of Mediwell Clinic to meet the future requirements of the workplace.

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

Where apprentices are recruited to work at Mediwell Clinic, the recruitment processes outlined in this policy will be followed alongside the Apprenticeship Agreement Policy and Procedure.

5.22 International Recruitment

When recruiting personnel internationally, it is the policy of Mediwell Clinic to follow the UK Government's Code of Practice. The aims of the Code of Practice are to:

- Promote high standards of practice in the ethical international recruitment and employment of health and social care personnel, and ensure all international recruitment is conducted in accordance with internationally agreed principles of transparency and fairness; and
- Protect and promote the health and social care system sustainability through international cooperation by ensuring safeguards and support for countries with the most pressing health and social care workforce challenges

The Code of Practice further incorporates the WHO Health Workforce Support and Safeguards List, which is a list of countries whereby active recruitment is permitted or not. The list are as follows:

- Red - Active recruitment is not permitted
- Amber - Managed recruitment is only permitted in compliance with the terms of the government-to-government agreement
- Green - active recruitment is permitted

Details of which countries are currently contained on each list can be found on the GOV.UK website. The WHO Health Workforce Support and Safeguards List is reviewed every 3 years (the next review will be in 2026).

5.23 Ethical Recruiters List

For those with NHS contracts - NHS Employers updates and maintains a list of recruitment organisations, agencies and collaborations that operate in accordance with the Code of Practice, which can be found on the NHS Employers website.

Mediwell Clinic should only use recruitment organisations, agencies or collaborations who are on the Code of Practice Ethical Recruiters List.



6. Definitions

6.1 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

6.2 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

6.3 Professional Standards

- The General Medical Council (GMC) regulates all General Medical Professionals in the United Kingdom. Its primary purpose is to protect patient safety and maintain public confidence in medical services and the profession itself
- The Nursing and Midwifery Council (NMC) regulates all nurses
- The General Pharmaceutical Council (GPC) regulates all pharmacists and pharmacy technicians. It also holds a list of registered pharmacies
- The Health and Care Professions Council (HCPC) keeps a register of health and care professionals who meet its standards for their training, professional skills, behaviour and health. This includes paramedics



Key Facts - Professionals

Professionals providing this service should be aware of the following:

- A vacant post allows the opportunity to review staffing within Mediwell Clinic and ensure that the needs of the Patients are being met
- Job specifications and descriptions are subject to ongoing review and are adapted to meet the changing needs of Mediwell Clinic
- A standardised approach is taken from application to interview to ensure that a fair and equal recruitment process is followed
- An overseas registration exam may be required or be in progress with the candidate; confirmation of this is required, if applicable
- All clinical candidates are subject to DBS, eligibility to work in England and identification checks
- A risk assessment must be carried out for non-clinical staff to assess the requirement of a DBS check
- Mediwell Clinic applicants who are registered will be informed about the requirement to register at another practice if their application is successful



Key Facts - People affected by the service

People affected by this service should be aware of the following:

- Mediwell Clinic 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
- You are fully encouraged to be part of the interview process and can discuss this with Nurten Cetin



Further Reading

As well as the information in the 'underpinning knowledge' section of the review sheet we recommend that you add to your understanding in this policy area by considering the following materials:

NHS Employers - Identity Checks:

<https://www.nhsemployers.org/sites/default/files/2022-03/Identity-Checks-March-2022.pdf>

Microsoft Teams - Link to the Free Version:

https://www.microsoft.com/en-gb/microsoft-365/microsoft-teams/free?ef_id=EAlaIQobChMlo8qa4-KK6QIVpoBQBh0LNAXJEAAYASAAEgL4NPD_BwE:G:s&OCID=AID2000956_SEM_EAlaIQobChMlo8qa4-KK6QIVpoBQBh0LNAXJEAAYASAAEgL4NPD_BwE:G:s

CQC Regulation 19 - Fit and proper persons employed:

<https://www.cqc.org.uk/guidance-providers/regulations-enforcement/regulation-19-fit-proper-persons-employed>

GOV. UK - Equality Act 2010 Guidance:

<https://www.gov.uk/guidance/equality-act-2010-guidance>

GOV.UK - Skilled worker visa:

<https://www.gov.uk/government/publications/guidance-on-application-for-uk-visa-as-tier-2-worker>

Information Commissioner's Office - Right of access

<https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/right-of-access/>

Health and Care Professions Council - Register Check:

<https://www.hcpc-uk.org/check-the-register/>

NMC Register:

<https://www.nmc.org.uk/registration/search-the-register/>

GPC Register:

<https://www.pharmacyregulation.org/register>



Outstanding Practice

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

- Mediwell Clinic 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)
- Mediwell Clinic uses values-based recruitment processes to recruit people with the right behaviours and attitudes
- Mediwell Clinic 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
- The wide understanding of the policy is enabled by proactive use of the QCS App
- Patients are involved in the development of the service, such as in the interview and recruitment process and in identifying staffing needs



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Forms

The following forms are included as part of this policy:

Title of form	When would the form be used?	Created by
Vacancy Business Case - GPR01	To rationalise the decision to advertise a vacant post.	QCS
Telephone Enquiry Interview Screening Form - GPR01	To support shortlisting of candidates via telephone screening.	QCS
Person Specification - GPR01	To support candidate awareness of requirements for role and to be used for shortlisting and post interview scoring.	QCS
Values-Based Recruitment Screening Form - GPR01	To identify that all candidates applying have the right values.	QCS
Application Form - GPR01	To be completed by all candidates before an interview.	QCS
Interview Invite Letter Template - GPR01	To be sent to all candidates shortlisted for interview.	QCS
Interview Preparation Form - GPR01	To record planned interview and add any identified discussion areas from the application form.	QCS
Values-Based Interview Questions - GPR01	To be agreed prior to the interview.	QCS
Interview Scoring Record - GPR01	To be completed once each candidate leaves the interview. Each interviewer to complete separately.	QCS
Identity Check - GPR01	To confirm during interview the identification of the candidate.	QCS
Recruitment Further Investigation Record - GPR01	To record any discrepancies during the recruitment process and any action taken.	QCS
Template Rejection Letters - GPR01	To be used when a candidate has not been successful, including one with an option to keep application on file.	QCS
Reference Request - GPR01	To request references from previous employers upon offer of post.	QCS
Character Reference - GPR01	Where a candidate cannot provide any employer references.	QCS

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Replacement	
Name of person to be replaced:	
Job Title of person to be replaced:	
Reason for replacement:	
Hours per week of person to be replaced:	
Rate of pay of person to be replaced:	
Notes:	
New Post	
Reason for new appointment:	
Weekly cost of new appointment:	
Benefits of new appointment:	
Signed (Nurten Cetin):	
Authorised (Mediwell Healthcare UK Ltd):	

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Date call received:	By:
Personal Details	
Where did you find out about the vacancy?	
Name:	
Address:	
Telephone number (Home):	Work:
Position and Experience	
Position applied for – (if a trainee role, confirm that they are over 16 and have a school official leave date)	
Appropriate experience:	
Previous employer:	
Position held:	
Length of service:	
Rate of pay:	
Reason for leaving:	

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Any other relevant comments:**Progress to interview?**

Yes – Arrange to attend for interview. Tell them that Mediwell Clinic is an equal opportunity employer and ask whether they require any particular arrangements to be made for them to be able to attend the interview.

No – Inform not suitable, giving reasons. Record reasons in box above. Keep this record.

Data Protection

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 who are part of the interview process.

Individual Interviews

Application: Send the application form alongside an invite to interview letter, or advise the candidate that an application form must be completed upon arrival at interview.

Ask them to bring with them: Two recent 'head and shoulders' photographs, photographic identification, a recent utility bill, valid National Insurance card (or other proof of right to work) and original copies of all qualifications/registration.

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***To be provided alongside the appropriate job description**

Job Title:		
Values	Essential	Desirable
Dignity and Respect <ul style="list-style-type: none"> • 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 • Able to maintain dignity and comfort • Understanding of keeping personal information confidential and promoting Patients' rights with choice about how they want to be supported • Having respect for Patients and team members • Managing sensitively behaviours that have the potential to challenge 		
Learning and Development <ul style="list-style-type: none"> • 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 and develop Patients, colleagues and others, with a willingness to share knowledge and best practice, as well as contribute to new ideas and suggestions for better outcomes 		
Teamwork <ul style="list-style-type: none"> • Ability to form professional relationships and commit to achieving goals and objectives • Ability to communicate effectively with colleagues and Patients • 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 teams to gain further information and support 		
Quality and Safety <ul style="list-style-type: none"> • Dedicated to delivering support to Patients in a person-centred manner where each Patient is at the centre of everything • Supports others in a warm, kind, empathetic and reliable manner with integrity and professionalism • Can respond calmly to events and able to support Patients with positive risk whilst communicating the consequences of risk with others • Takes personal responsibility and understands professional boundaries • Has the courage to raise concerns around practice that could impact the outcomes for Patients • Understands Professional Standards and own role and responsibilities 		

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Education , Qualifications and Professional Status	Essential	Desirable
A good standard of general education		
RQF Diploma, relevant certificates appropriate to role applied for		
Professional Registration Number		
Good English - Written and verbal		
Training - COSHH, H&S, Moving and Handling		
Safeguarding training		
First Aid/Medical Emergencies		
Experience	Essential	Desirable
Previous experience of working in a similar environment		
Previous experience of working in a similar role		
Experience of working with people, in particular within a caring and supportive role		
Role Specific Skills (add in accordance with role-refer to the job description)	Essential	Desirable

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This should be completed before attending the interview by the applicant and discussed at interview

If I were a Patient in Mediwell Clinic, I would like to be supported by:	
I believe that I can support a Patient in Mediwell Clinic because:	
As a member of the team at Mediwell Clinic, I would support my colleagues by:	
My role at Mediwell Clinic would be to complete:	
If I needed help and support, I would:	
I believe that I learn best when:	
My key strengths are:	
In this role, I am expecting to gain:	
Please list any questions that you may have	

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Please ensure that you complete the application form in full as we cannot accept CVs. Please complete using black ink and in 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 belief, disability, ethnicity, gender, race, relationship status, sexual orientation, and/or Trade Union membership or stewardship.

If you have any special requirements to support you to complete this form (e.g. the need for large print or additional time) please contact Nurten Cetin on 02039510203.

Position	
Position applied for:	
Preferred employment type (e.g. part time, full time):	
Personal Details	
Surname:	First name(s):
Current Address:	Postcode:
Telephone number (home):	Telephone number (mobile):
Email address:	
Own Transport Yes/No	How long has your licence been held?
Details:	
Are you a United Kingdom (UK), European Community (EC) or European Economic Area (EEA) National (please circle)? YES / NO	National Insurance Number:
If no, please detail current immigration status and the relevant visa currently held (including Visa number):	Are you are related to a member of staff or Patient at Mediwell Clinic, please circle only: YES / NO
Equality Act 2010	
<p>Under the Equality Act 2010, the definition of disability is if you have a physical or mental impairment that has a "substantial" and "long term adverse effect" on your ability to carry out normal day-to-day activities. Further information regarding the definition of disability can be found at: www.gov.uk/definition-of-disability-under-equality-act-2010.</p> <p>For the purposes of this application and the interview stage only, is there anything you would like us to be aware of so that we can make reasonable adjustments during the process?</p> <p>YES / NO / PREFER NOT TO DISCUSS</p>	

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Education

School/College/University	Examinations Passed, Qualifications Gained and Year Obtained (All qualifications will be subject to a satisfactory check).

Training Courses Attended Or Completing

Subject (Evidence of attending courses is required)	Location/Details	Date

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Employment History

Please record below the details of your full employment history beginning with your current or most recent first. Use a separate attached sheet if required; please sign the sheet(s).

Name and address of your most recent/last employer:	
Start date and end date:	
Nature of business:	
Position held and reason for leaving:	
Salary / Rate:	
Name and address of employer prior to the employer listed above:	
Start date and end date:	
Nature of business:	
Position held and reason for leaving:	
Salary / Rate:	
Name and address of employer prior to the employer listed above:	
Start date and end date:	
Nature of business:	
Position held and reason for leaving:	
Salary / Rate:	

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Name and address of employer prior to the employer listed above:	
Start date and end date:	
Nature of business:	
Position held and reason for leaving:	
Salary / Rate:	
<p>Please detail here any gaps in employment and state why:</p>	

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Supporting Statement

Please add here your reasons for applying. You should refer to the job description and person specification to guide you. It would also be of value to describe particular strengths and talents that set you apart from others as well as including skills gained from work, home and other activities.

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References: Please provide names, addresses and telephone numbers for referees below who we may approach for a reference.

In line with CQC requirements, we require references (or other satisfactory evidence as the employer may determine) from all previous employers concerned with the provision of services relating to health or social care, or children or vulnerable adults which should include details of why their employment came to an end (note that this is not time limited).

If your previous employment does not concern the provision of services relating to health or social care, or children or vulnerable adults, you must provide references from your two most recent employers.

Please provide two character references if you are unable to obtain two professional references, e.g. in the case of an applicant who has been raising children for ten years. All will be contacted, therefore please inform the referees of the fact that you have used their name. If you are unable to provide the required references, please discuss the matter with us.

	Referee One	Referee Two
Contact Name:		
Business Name:		
Address:		
Postcode:		
Telephone:		
Email:		
Capacity in which known		
	Referee Three	Referee Four
Contact Name:		
Business Name:		
Address:		
Postcode:		
Telephone:		
Email:		
Capacity in which known		
	Additional Referee	Additional Referee
Contact Name:		
Address:		
Postcode:		
Telephone:		
Email:		
Professional / Character:		

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Safeguarding

Ex-Offenders Declaration

Please note this section will only be seen by those involved in the recruitment process and will be treated with the strictest of confidence.

Rehabilitation of Offenders Act 1974 - Mediwell Clinic aims to promote equality of opportunity and is committed to treating all applicants fairly regardless of ethnicity, disability, age, gender or gender re-assignment, religion or belief, sexual orientation, pregnancy or maternity and marriage or civil partnership. Mediwell Clinic undertakes not to discriminate unfairly against applicants on the basis of a criminal conviction or other information declared. Answering 'yes' to the question below will not necessarily prevent your employment. This will depend on the relevance of the information you provide in respect of the nature of the position and the particular circumstances.

Are you currently bound over or do you have any current UNSPENT convictions that have been issued by a Court or Court-Martial in the United Kingdom or in any other country?

YES

NO

Do you have any current UNSPENT police cautions, reprimands or final warnings in the United Kingdom or in any other country?

YES

NO

Staff as Patients

I understand that if I am currently a patient at Mediwell Clinic I may be asked to register at another practice if I am successful in the interview process.

Privacy - Mediwell Clinic will only collect data for specified, explicit and legitimate use in relation to the recruitment process. By signing this application form, you consent to Mediwell Clinic holding the information contained within this application form. If successfully shortlisted, data will also include shortlisting scoring and interview records. We would like to keep this data until the vacancy is filled. (We cannot estimate the exact time period, but we will consider this period over when a candidate accepts our job offer for the position for which we are considering you). When that period is over, we will either delete your data or inform you that we would like to keep it in our database for future roles. We have privacy policies that you can request for further information. Please be assured that your data will be securely stored by Mediwell Clinic and only used for the purposes of recruiting for this vacant post. You have a right for your data to be forgotten, to rectify or access data, to restrict processing, to withdraw consent and to be kept informed about the processing of your data. If you would like to discuss this further or withdraw your consent at any time please contact Semiha Dogus or Practice Manager on 02039510203.

Declaration

The information in this application form is true and complete. I agree that any deliberate omission, falsification or misrepresentation in the application form will be grounds for rejecting this application or subsequent dismissal if employed by Mediwell Clinic. Where applicable, I consent that Mediwell Clinic can seek clarification regarding professional registration details.

Name:

Date:

Signature

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INTERVIEW INVITATION

Mediwell Clinic

1C, Lansdowne Road, London, N17 0LL

Date: **[Insert Date]**

To: **[Insert First and Last Name of Candidate]**

Dear **[Insert Name]**,

Thank you for applying for the post of **[Insert Post Title]** at Mediwell Clinic.

We would like to invite you for an interview at the above address at **[Insert Time]** on **[Insert Date]**. If you are unable to attend, please telephone us on the number provided above.

You should bring the following items with you when you attend, or we will not be able to progress your application:

- Evidence of your National Insurance Number
- Right to work documentation
- Either a passport, driving licence or other form of photographic identification

In addition to the above:

- Proof of address, such as an **original** recent utility bill, a credit card bill, bank statement or council tax bill. This must include your name and be no older than 3 months
- Two recent 'head and shoulders' photographs of yourself
- Originals of any training or education certificates which are relevant to your application
- Any relevant certificates or registration evidence that support your application for this role

If you are unable to provide any of the above required documents, please contact Nurten Cetin for advice.

Please advise us if you have any access requirements that we need to be aware of and can accommodate for you before the interview.

We look forward to meeting you soon.

Yours sincerely,

For and on behalf of Mediwell Clinic

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Interviewer – Use this form to prepare specific points for the interview and to record that you have responsibly reviewed the information provided by the applicant. This process is essential to reduce the risk of discrimination.

Telephone Screening - Issues Arising	
Values Screening - Issues Arising	
Application Form - Issues Arising	
Educational/Qualifications (Check and note dates)	
Completeness of Work History	
Specific Experience/Skills	
Candidate Identity Checks Readiness - Issues Arising	
Ability To Work In The UK - Issues Arising	
Criminal Record Disclosure - Issues Arising	
Applicability of References Supplied	

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Use questions from this list as applicable. Questions should be used according to the vacant role. Space is provided for your own questions.

Dignity And Respect
<p>Examples</p> <ul style="list-style-type: none"> • Can you give some examples of how you promote dignity and respect? • Can you describe an occasion where you have had to adapt the way you communicate to achieve a result? • How would you work with a team in order to support a positive experience for a Patient
<ul style="list-style-type: none"> • Tell me about a situation involving others that was particularly difficult to deal with. What made it difficult? How did you manage the situation? • Tell me what your understanding of equality, diversity and inclusion is. Can you provide some examples?
<ul style="list-style-type: none"> • How would you learn to communicate in different ways to ensure that Patients understand? • What do you think the requirements of confidentiality are when supporting Patients?

Learning and Development
<p>Examples</p> <ul style="list-style-type: none"> • Tell us about the last course you attended. What did you learn and how did you change practice as a result? • How do you know you've done a good job? • Can you give an example that demonstrates when you've "gone the extra mile"? What was the situation? Why did you do this? What was the outcome?
<ul style="list-style-type: none"> • Detail a time where you have had to intervene to improve a work situation • How do you share your skills and knowledge with others? What are the key skills needed to do this? • Describe a situation where you have demonstrated integrity and professionalism
<ul style="list-style-type: none"> • Describe a time where you have changed the way you work for the better. How did you communicate your ideas with this? • What do you do to try and improve the way you work? • Could you give an example of where you have learned from feedback? • Could you give an example of where you actively went out of your way to learn something new in order to achieve a personal goal?

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Teamwork
<p>Examples</p> <ul style="list-style-type: none"> Can you describe a situation where you worked in a team and things didn't work out? On reflection, how would you have handled the situation differently? What did you learn about yourself? How do you motivate yourself when faced with a task you don't enjoy? How do you prioritise your workload? Can you describe a time where you have had to reprioritise what you were doing at the request of someone else, how did it make you feel, how did you respond? How do you motivate others? Describe a situation where it was important that you worked as part of a team
Quality and Safety
<p>Example questions</p> <ul style="list-style-type: none"> Have you ever had concerns about a colleague and their work? How did you deal with this? What does person-centred mean to you? What is your understanding of data protection, what is your role? Tell me about a time where you have had to remain calm at work What is your understanding of professional boundaries, can you provide some examples? What is your motivation for working at Mediwell Clinic and why? What do you see as challenges?
Safeguarding
<p>Examples</p> <ul style="list-style-type: none"> What would you do if someone in management asked you to do something that you didn't feel was right? How would you support someone who does not have the capacity to make decisions? What is your understanding of whistleblowing? How would you respond if a Patient disclosed to you that they are being abused but don't want you to tell anyone? Safeguarding is an important and topical issue. How would you know that Patients are safe and healthy? If you felt concerned, what would you do? What is your understanding of the term 'safeguarding'? What is your role?

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Skills and Knowledge
Current skills and experience that the candidate brings to the role:
Areas of strength and identified areas that need development:
Work specific scenario-based question (specific to job role):
Work specific scenario-based question (specific to job role):
Work specific scenario-based question (specific to job role):

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Administrative Questions

Record here any additional questions asked in response to the application form:

Candidate Questions

Insert here the questions that the candidate asked and any notes of responses:

Additional Comments

Bullet point information shared to candidate (e.g. holiday, hours, etc.)

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Objective completion of this form is an essential element in discrimination risk management.

Scoring: 3 - Exceeds Requirements 2 - Meets Essential Requirements 1 - Below Level Required / Does Not Demonstrate Achievement		
		Score
1. Personal Specification	Values	
	Education/Qualifications	
	Experience	
	Role specific	
2. Values-Based Screen		
3. Application Form	Training record	
	Employment record	
	Experience	
4. Interview Questions		
5. ID received and satisfactory (interviewer sign):		
6. Documentary evidence of qualifications seen (sign):		
Total Score:		
Decision and rationale:		
Signed by all parties involved in the decision (Print Name, Date, Signature)		

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CHECKLIST – RIGHT TO WORK IN THE UK

STEP 1: ASK FOR ACCEPTABLE DOCUMENTS SHOWING RIGHT TO WORK

- Employers must obtain the **original** document, or combination of original documents, from List A or List B as proof that someone is allowed to work in the UK.

List A

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

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List B

	Type of Document	Please Tick
Group 1 – Documents where a time-limited statutory excuse lasts until the expiry date of leave		
1.	A current passport endorsed to show that the holder is allowed to stay in the UK and is currently allowed to do the type of work in question.	
2.	A document issued by the Bailiwick of Jersey, the Bailiwick of Guernsey or the Isle of Man, which has been verified as valid by the Home Office Employer Checking Service, showing that the holder has been granted limited leave to enter or remain under Appendix EU to the Jersey Immigration Rules, Appendix EU to the Immigration (Bailiwick of Guernsey) Rules 2008 or Appendix EU to the Isle of Man Immigration Rules.	
3.	A current immigration status document containing a photograph issued by the Home Office to the holder with a valid endorsement indicating that the named person may stay in the UK, and is allowed to do the type of work in question, together with an official document giving the person's permanent National Insurance number and their name issued by a government agency or a previous employer.	
Group 2 – Documents where a time-limited statutory excuse lasts for six months		
1	A document issued by the Home Office showing that the holder has made an application for leave to enter or remain under Appendix EU to the immigration rules on or before 30 June 2021 together with a Positive Verification Notice from the Home Office Employer Checking Service.	
2.	A document issued by the Bailiwick of Jersey or the Bailiwick of Guernsey or the Isle of Man showing that the holder has made an application for leave to enter or remain under Appendix EU(J) to the Jersey Immigration Rules or Appendix EU to the Immigration (Bailiwick of Guernsey) Rules 2008 together with a Positive Verification Notice from the Home Office Employer Checking Service.	
3..	An Application Registration Card issued by the Home Office stating that the holder is permitted to take the employment in question together with a positive verification notice from the Home Office Employer Checking Service.	
4.	A Positive Verification Notice issued by the Home Office Employer Checking Service to the employer or prospective employer, which indicates that the named person may stay in the UK and is permitted to do the work in question.	
5.	A Certificate of Application (digital or non-digital) issued by the Home Office showing that the holder has made an application for leave to enter or remain under Appendix EU to the immigration rules (known as EU Settlement Scheme), on or after 1 July 2021, together with a Positive Verification Notice from the Home Office Employer Checking Service.	

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STEP 2: CHECK THE VALIDITY OF THE DOCUMENT

- Employers must check that the documents are genuine and that the person presenting them is the prospective employee or employee, the rightful holder and allowed to do the type of work the employer offering.

	Yes	No	N/A
Are photographs consistent across documents and with the person's appearance?			
Are dates of birth correct and consistent across documents?			
Are expiry dates for time-limited permission to be in the UK in the future i.e. they have not passed (if applicable)?			
Have you checked work restrictions to determine if the person is able to work for you and do the type of work you are offering? (For students who have limited permission to work during term-time, you must also obtain, copy and retain details of their academic term and vacation times covering the duration of their period of study in the UK for which they will be employed.)			
Are you satisfied that the documents are genuine, have not been tampered with and belong to the holder?			
Have you checked the reasons for any different names across documents (e.g. marriage certificate, divorce decree, deed poll)? (Supporting documents should also be photocopied and a copy retained.)			

STEP 3: TAKE A COPY OF THE DOCUMENTS

- Employers must take a **clear copy** of the documents in a format which cannot later be altered and retain the copy securely, electronically or in hard copy. You must also retain a secure record of the date on which you made the check. Simply writing a date on the copy document does not, in itself, confirm that this is the actual date when the check was undertaken. If you write a date on the copy document, you must also record that this is the date on which you conducted the check.

	Yes	No
Is the document or one of the documents a passport or travel document?		

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If **YES**, then you must photocopy or scan:

- Any page with the document expiry date, nationality, date of birth, signature, leave expiry date, immigration permission, biometric details and photograph, and any page containing information indicating the holder has an entitlement to enter or remain in the UK (visa or entry stamp) and undertake the work in question

All other documents should be copied in full, including both sides of an Application Registration Card and an Immigration Status Document. You must also record and retain the date on which the check was made.

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

KNOW THE TYPE OF EXCUSE YOU HAVE

- If an employer has correctly carried out the above 3 steps, then the employer will have a statutory excuse against payment of a civil penalty if the Home Office finds the above named person working for employers illegally
- Employers must be aware of the type of excuse they have as this determines how long the excuse is valid for, and if, and when you are required to do a follow up check.

Are the documents checked and copied from List A or List B?

List A

- You have a **continuous statutory** excuse for the full duration of the person's employment with you
- You are not required to carry out any repeat right to work checks on this person

List B

Group 1

- You have a **time-limited statutory excuse** which expires when the person's permission to be in the UK expires. You should carry out a **follow-up check when the document evidencing their permission to work expires**

Group 2

- You have a **time-limited statutory excuse** which expires 6 months from the date specified in your Positive Verification Notice. **This means that you should carry out a follow-up check when this notice expires**

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Proof of Address		
Original Document Only	Interviewer Signature to Confirm Observation of the Original Document	Date
Utility bill in candidate's name (issued within last 3 months)		
Local Authority Tax Statement (issued within the last 3 months)		
Driving Licence (if not already used above)		
HMRC Tax Notification (issued within the last 3 months)		
Financial Statement - e.g. Credit Card/Bank (issued within the last 3 months)		
Credit Union Statement (issued within the last 12 months)		
Mortgage Statement (issued within the last 12 months)		
Council Rent Card/Tenancy Agreement (issued within the last 12 months)		
Department for Work and Pensions Benefits		
Other:		
NB: If Candidate cannot supply a proof of address, seek confirmation from an Electoral Register by contacting the relevant Local Authority. Attach a photocopy of all evidence to the Candidate's file as well as one of the provided photographs		

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Use this form if there are any deficits in the information and/or documentation supplied to you. In certain areas, the Manager has the authority to make a decision based on the balance of information available, but the reason must be explicitly recorded and retained and the decision must have been responsibly reached with due reference to the aim of protecting vulnerable people.

References

No references, inadequate references or poor references from last employer – State reasons given, investigations made and conclusions, if any, reached.

Gap in Employment

State reasons given, investigations made and conclusions, if any, reached.

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Disclosure

For use if Disclosure process reveals convictions or warnings and for which it has been decided to discount for recruitment purposes. **IMPORTANT** – do not record the offences here, that is a breach of data storage provisions – only state your reasons for discounting the Disclosures as a reason for not employing the applicant.

Recruiting Manager Name:

Signature:

Date:

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Rejection Letter

Mediwell Clinic
1C, Lansdowne Road, London, N17 0LL

Date:
Attention of **[Insert Candidate Name]**

Dear **[Insert Candidate Name]**,

Thank you for your application for the post of **[Insert Post Title]**.

I am sorry to inform you that, unfortunately you were not successful on this occasion. Thank you for your interest and I wish you good luck for your future.

Yours sincerely,

For and behalf of Mediwell Clinic

Mediwell Clinic
1C, Lansdowne Road, London, N17 0LL

Rejection Letter – Request To Keep Details On File

Mediwell Clinic
1C, Lansdowne Road, London, N17 0LL

Date:
Attention of **[Insert Candidate Name]**

Dear **[Insert Candidate Name]**,

Thank you for your application for the post of **[Insert Post Title]**.

I am sorry to inform you that, while you met our specification for the post applied for, unfortunately you were not successful on this occasion.

However, we would like to keep your application on file to be considered for any future vacancies that may arise, in line with our records retention policy. If you do not wish us to retain the file, please contact us to request the destruction of your application.

Yours sincerely,

For and behalf of Mediwell Clinic

Mediwell Clinic
1C, Lansdowne Road, London, N17 0LL

Mediwell Clinic
1C, Lansdowne Road, London, N17 0LL
Tel: 02039510203
Email: info@mediwellclinic.co.uk

Candidate - Personal
[Insert Candidate Name]
[Insert Candidate Address]

Date: **[Insert Date]**

Dear **[Insert Name]**,

Re: Reference Request for **[Insert Candidate Name]**

The above has applied for the post of **[Insert Post Title]** at Mediwell Clinic and has named you as their referee. I would be grateful if you could consider the attached Job Description for this role and provide your thoughts on their suitability for this post by completing the attached **Reference Request Form**.

Any information that you provide will be treated in the strictest confidence, in line with the Data Protection Act 2018.

Please could you return the completed reference to me by one of the following secure routes:

- Within the stamped, addressed envelope
- By email

With many thanks in advance.

Yours sincerely,

On behalf of Mediwell Clinic

Mediwell Clinic
1C, Lansdowne Road, London, N17 0LL

Reference Request Form

Reference for:	Job Title:
Name of Referee:	
Name of company/organisation:	
Capacity in which the candidate is known to you:	
How long have you known the candidate:	
Dates of employment (if applicable):	
Reason for leaving:	
Was the candidate subject to any formal form of performance management/disciplinary action within the last 12 months?	Yes/No
If yes, please give further details:	
Would you employ the candidate again?	Yes/No
If no, please give further details:	

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Please rate your experience of the candidate's performance in the following areas:

Criteria	Poor	Good	Excellent	Unable to Comment
Dignity and respect				
Compassion, empathy and ability to empower others				
Motivation, commitment and attitude				
Learning and development interest				
Teamworking ability				
Quality and safety				
Education and qualifications				
Skills				
Overall contribution as a member of staff				

Did you find the applicant to be honest and trustworthy?	Yes/No
Did you find the candidate to be reliable in carrying out her/his duties?	Yes/No
Was the candidate's time-keeping acceptable?	Yes/No
Do you think that the candidate would be a suitable person to undertake this post?	Yes/No
Please provide any additional comments here (continue on an additional sheet if necessary):	
Signed:	
Position:	Date:

Thank you for providing this information.

Privacy

Mediwell Clinic will only collect data for specified, explicit and legitimate use in relation to the recruitment process. By signing this document, you consent to Mediwell Clinic holding the information contained.

We are required to keep this information within the candidate's personnel file. We cannot estimate the exact time period it will be held for. When that period is over, we will delete your data.

We have privacy policies that you can request for further information. Please be assured your data will be securely stored by Mediwell Clinic and only used for the purposes of successful recruitment of the candidate.

You have a right for your data to be forgotten, to rectify or access data, to restrict processing, to withdraw consent and to be kept informed about the processing of your data. If you would like to discuss this further or withdraw your consent at any time please contact Semiha Dogus on 02039510203).

Mediwell Clinic
1C, Lansdowne Road, London, N17 0LL

Mediwell Clinic
1C, Lansdowne Road, London, N17 0LL
Tel: 02039510203
Email: info@mediwellclinic.co.uk

Candidate - Personal
[Insert Candidate Name]
[Insert Candidate Address]

Date: **[Insert Date]**

Dear **[Insert Name]**,

Re: Reference Request for **[Insert Candidate Name]**

The above has applied for the post of **[Insert Post Title]** at Mediwell Clinic and has named you as a character referee. I should be grateful if you would express your opinion of the suitability of the candidate for the post specified, in addition to the following specific enquiries.

We would appreciate it if you did not discuss the health of the person.

Please find enclosed a copy of the Job Description and Person Specification to guide your consideration for the suitability of the candidate.

Your reply will be kept fully confidential.

Please could you return the completed reference to me by one of the following secure routes:

- Within the stamped, addressed envelope
- Or, you can also return the form by email, please contact me by phone in person to arrange this

Yours sincerely,

For and on behalf of Mediwell Clinic

Mediwell Clinic
1C, Lansdowne Road, London, N17 0LL

How long have you known the candidate and in what capacity?	
Please state here your views on the person's ability to work in this role and detail why. We have attached a Job Description and Person Specification to support you with the requirements of the role.	
I confirm that the information provided is accurate and a true reflection of the candidate.	
Signature:	
Name:	Date:

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