

A photograph of a healthcare professional in green scrubs with a stethoscope around their neck, sitting at a table and writing in a notebook. A patient in a white hospital gown is partially visible on the right, looking towards the professional. A glass of water is on the table to the left. The image is overlaid with a semi-transparent blue filter.

**Welcome to the  
A24Group**

## Introduction to the A24 Group

What can the A24Group do for you?  
Provide the work you want, when and where you want it.



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### Provide the work you want, when and where you want it.

Most agency workers, who join an agency, say that they do so because they want flexibility in their work.

They want to work but they also want to choose where and when they do so, for a variety of reasons:

- To broaden their experience
- To continue their careers around family life
- To plan their work around other commitments
- To earn additional money

### We aim to:

- Get to know our Agency Workers and understand how they like to work. We can offer very flexible shift patterns as well as contract work.
- Support our Agency Workers in their work - we call you after your shift with the client, for feedback and for any assistance if required.
- Give people the opportunity to work in different environments - the hospital industry (NHS and Private), Ministry of Defence establishments, nursing and residential homes, prisons, schools and home-based nursing care.

We do our utmost to provide a personal and rewarding service to our Agency Workers. With support nationwide, you can gain access to the widest variety of temporary work in the UK. Our Agency Workers can contact us 24/7 for a more personal service or they can visit us online for the latest vacancies.

We not only have an extensive range of temporary work, but also have permanent vacancies with top healthcare organisations. We can introduce you to companies and establishments, which have suitable vacancies for you. We can arrange interviews and provide you with professional career advice. In fact, all you have to do is let us know the type of permanent work you are seeking and we will provide support and expertise.

### On Boarding Procedure

During initial registration as part of our recruitment process, agency applicants are required to read and agree to our policies via our agency portal - Staffshift.

All information is available for download in the Staffshift policies section. You need to understand that this information is not intended to cover every situation which may arise whilst on assignment, but simply a general guide.



## Help You Maintain Your Compliance

The process of reaching and maintaining compliance with government legislation and client requirements are managed for you by the A24Group's dedicated compliance team.

The A24Group works with local Recruiters; initially to ensure that all new applications are processed efficiently and accurately to maintain each Agency Workers records at full compliance and then ensuring that you never find that you are unable to work in a particular area because an item in your file is missing or has lapsed.

Once your recruitment file, including qualifications, references, health & training has been established, you will be offered work.

We will alert you whenever any of your documentation requires updating, and you should immediately take steps to ensure that these items are updated. In most instances many of our contracts do not offer any grace period so once a document has expired, you will be required to immediately stop working. In the case of annual training, a refresher course should be booked in good time to ensure no gaps in your work offerings.

Your full compliance status is also available on your A24Group profile on [www.staffshift.com](http://www.staffshift.com)

Please contact your compliance consultant if you require any assistance.

## Operate Effective Process For Booking Your Work

The A24Group has developed a sophisticated computer booking system, which enables your bookings team to identify assignments, which are suitable for you.

The most important thing is for you to communicate with your bookings team. Keep your availability updated on [www.staffshift.com](http://www.staffshift.com). It is inevitable that the work will go to those Agency Workers that have updated their availability, as the first list our booking system provides is a list of available Agency Workers, and they are the first Agency Workers to be offered work. We also ask you to keep your contact details including your mobile number and email address up to date so that we can always contact you at short notice and send you details of available assignments. These details can also be quickly and easily amended on Staffshift.

Self-booking is certainly permissible and is very much welcomed by some clients. However, you should ensure you inform your bookings team before working the next shift, giving appropriate reference numbers, where applicable, in order that your timesheet can be processed correctly. This is important because we are required to maintain our records and knowing when and where you are working assist us to ensure we give you the best possible service.



Failure to provide information of any self-bookings and applicable reference numbers, may delay payment to you. For your convenience we also have an IOS and Android mobile application available for free download. You can access and update your availability and shift information directly from your mobile phone once you have registered for the service on "<http://www.staffshift.com/mobile>". Please speak to your booking consultant if you have not yet received an invite to register for this service. You can also download, print and email your timesheets directly from the mobile application.

## Assignment Briefings

We will give as much notice as possible when offering and confirming your assignments. We will also provide you with a full briefing, which will include:

- The dates and times of the shift(s), booking reference number noted in applicable
- The duration of the assignment and confirmation of pay rates
- Details of location, client/service user or establishment, address and contact details
- Details of the tasks you will be expected to undertake
- Any other information, e.g. details of Care Plan, Health & Safety information, etc.

## Payment Processed - Accurately And On Time

Once you have submitted a fully completed and authorised timesheet, payment is made by Bankers Automated Clearing Services (BACS) directly into your bank. If we received your timesheet by 12 midday on Monday, your pay slip will be sent to you and you will receive payment by Friday of the current week, if your timesheet is received thereafter, payment will be made by the following Friday. Please refer to the Financial Section for details regarding all aspects relating to timesheets, rates of pay, travel allowance, tax and National Insurance. The Financial Section is full of useful information to help you manage your affairs.

## Before You Start Work

### General Obligations

1. As an Agency Worker to be deployed in the provision of the Service you need to be aware that at all times whilst on the Client's premises you:
  - are under the direction and control of the Client at all times
  - must work as directed by the Client and follow all reasonable requests, instructions, policies, procedures and rules of the Client (including any racial discrimination and equal opportunities policies)
  - shall not neglect, nor without due and sufficient cause omit, to discharge promptly and diligently a required task within the terms of the engagement

- shall not make unnecessary use of authority in connection with the discharge of the provision of the Services and engagement instructions
- shall abide by the Working Time Regulations 1998 and where applicable, New Deal requirements
- shall not act in a manner reasonably likely to bring discredit upon the Client
- shall not unlawfully discriminate for any reason
- shall not falsify records, timesheets, expenses or attempt to defraud the Client in any way
- shall not corruptly solicit or receive any bribe or other consideration from any person, or fail to account for monies or property received in connection with duties performed under the provision of the Service on an engagement
- shall observe the highest standard of hygiene, customer care, courtesy and consideration when working in a health service environment
- shall keep confidential information howsoever acquired whether relating to the Client, its business or relating to patients, including but not limited to patient identity, clinical conditions and treatment
- shall be competent in understanding and using both written and oral English
- shall be able to communicate effectively with the Client's staff, other healthcare workers, patients, carers and the general public
- be helpful, pleasant and courteous
- have good telephone skills
- shall have legible handwriting
- shall be confident and able to deal with Client's staff at all levels
- shall be able to work with minimum supervision, where appropriate
- shall be prompt and punctual
- shall maintain proper standards of appearance and deportment whilst at work
- shall be properly and presentably dressed in such uniform and protective clothing, or otherwise, as agreed between the Parties
- shall display your photo ID badge on your clothing at all times during an engagement when they are on the Client's premises
- shall not wear the uniform, protective clothing, photo ID badge or use the equipment on the Client's premises unless fulfilling the terms of the agreed engagement
- shall not engage in any form of physical or verbal abuse, threatening behaviour, harassment/bullying or be otherwise uncivil to persons encountered in the course of work
- shall not at any time be, or appear to be, on duty under the influence of alcohol or drugs
- shall not at any time be, or appear to be, in possession of firearms or other offensive weapons
- shall report any injury or accident sustained and/or witnessed whilst on the Client's premises
- shall being charged or cautioned with any criminal offence, notify the A24Group immediately
- shall not misuse or abuse the Client's property

- shall not use photographic equipment including camera/video facilities on mobile phones in the vicinity of Patients, Clients or Service users. If you are asked to take a photograph or a video recording for a Patient/Client or Service User this should be on their own equipment and with their written consent. In the case of children or vulnerable adults written consent should be obtained from the parent or guardian as appropriate. Under no circumstances should you use your own photographic equipment to photograph Patients, Clients or Service Users
  - shall not smoke while on the Client's premises except in those areas where smoking is expressly permitted; and
  - shall adhere to all other relevant obligations that the Client shall reasonably require from time to time including, but not limited to, the obligations identified within this paragraph and paragraph below;
2. You must obtain from the Client, upon arrival at the Client's premises, relevant information regarding the Client's fire procedures, on- site security, information security, crash call procedures, "hot spot mechanisms" and "violent episode" policies before you are involved in the provision of the Services.
  3. You have an obligation to adhere to the Client's policies and procedures including, but not limited, those relating to fire, on-site security, information security, manual handling, cross infection and notifiable diseases and health & safety. Where the Client fails to provide such policies or after the A24Group has reasonably requested such information, it is acknowledged that the A24Group is unable to ensure that you are aware of such policies and procedures. You still have an obligation to adhere to the Client's policies and procedures.
  4. You must inform the A24Group if you are under investigation by your professional body (including, but not limited to, investigations by the NMC, GMC, GDC, HPC, etc.) or if you are suspended from your professional register. You are required to participate in the investigation of any clinical complaints either during the provision of the Services or subsequently. If you fail to participate, the A24Group will not deploy you to any other Client until such time that the matter has been fully and satisfactorily resolved.
  5. You are required to inform the A24Group if you have been (or are) subject to any kind of investigation or prosecution by the police after the Enhanced Criminal Record Check was undertaken by the A24Group.

## **Fitness to Practise**

The Client may require you to declare before each occasion on which you are deployed in this provision of Services that you are fit to practice at that time. Should you not be able to give this declaration truthfully, the A24Group will be required to provide an alternative Agency Worker. You should not declare yourself to be fit to practice if you are suffering from any of the following conditions: vomiting, diarrhoea or a rash. You should inform the Client, and the A24Group, if you



became injured or diagnosed with any medical condition.

You MUST also let us know if you are pregnant. If you are concerned that your assignment involves unnecessary risks to your health or fitness, or that of your unborn child, please do not hesitate to contact us.

The Client may request that you undergo a medical examination before any occasion on which you are involved in the provision of the Service. The Client shall instruct you of the circumstances and reasons for the medical examination. The Client shall be entitled to refuse to allow you to be involved in the provision of the Services unless the medical examination demonstrates that it is safe for you to work. The Client shall also be entitled to refuse to allow you to be involved in the provision of the Services if you decline to be examined.

### **Enhanced Disclosure - DBS (England/Wales) or PVG (Scotland)**

The nature of the work undertaken by A24Group Agency Workers is likely to have regular and ongoing contact with young people and/or vulnerable adults. For this reason, it is necessary for us to carry out Enhanced Disclosures (DBS or PVG Enhanced Criminal Records Checks), which include checks of the Children's and Adult's Barred Lists, as part of the recruitment process.

The A24Group processes all new DBS Criminal Record Checks for England electronically. This ensures that your initial DBS check is processed extremely promptly, usually within a week or so for complete turnaround (assuming no issues arise with your application). In order to achieve these speeds, payments need to be processed extremely promptly. For Scotland you are required to obtain a PVG (Disclosure Scotland). Both the DBS and Disclosure Scotland are independent organisations and as such we have very limited scope for the issue of any refunds once your application has been processed. This policy is set out within our criminal record application paperwork, but for the avoidance of doubt, it reads as follows:

*Due to an almost immediate transfer of funds to the DBS it is not possible for us to offer any refunds once you have paid for your DBS check. Please therefore exercise caution in completing your paperwork. Policy on refunds for DBS applications - as soon as your paperwork is forwarded by us to the DBS then any payments made by you for the DBS check are not refundable. If you decide to withdraw your application and you inform us before we have submitted your paperwork to the DBS (bearing in mind that we will do this as quickly as possible in order to secure work opportunities for you as quickly as possible) we might be able to make a refund of your fee (less our bank processing costs). If for any reason we do not forward your paperwork to the DBS we will refund your fee (less out bank processing fees). In addition, payments for the DBS Update Service are paid directly to the DBS by the Agency Worker and we are therefore unable to refund this fee.*

## →Renewal of Enhanced Disclosures

Agency Workers are reminded to register for the DBS Update Service as we require criminal record checks to be updated annually. By registering for this service Agency Workers can pay a reduced annual fee to the DBS and this will allow us (as well as other employers) to perform updated checks on the DBS system as and when they are required. This is the quickest mechanism for updating DBS criminal record checks and we encourage all Agency Workers to register for this Update Service. Please note that by signing the handbook, Agency Workers are opting-in and agreeing to us using the DBS Update Service and checking the DBS system for any new information. If Agency Workers do not wish us to make use of these Update Services then they will need to update their profile on Staffshift (by clicking in the opt-out section under Preferences via the A24Group DBS left hand menu).

## →Rehabilitation of Offenders Act (1974)

By virtue of the Rehabilitation of Offenders Act 1974 (Exceptions Order 1975), the provisions of Sections 4.2 and 4.3 of the Act do not apply to "doctors, nurses, allied health and midwives and any employment which is concerned with the provision of health services and which is of such a kind as to enable the holder to have access to persons in receipt of such Services in the course of his or her normal duties". This means no conviction or caution can be considered spent and should be declared to the A24Group. This requirement includes convictions, cautions etc., which occur during the Agency Workers registration with the A24Group, including between annual disclosure checks.

Due to changes in legislation as from 29 May 2013, the DBS will be removing certain specified old and minor offences from criminal records certificates issued from this date. In line with these changes the DBS have amended Question e55 on their application for a criminal record check. To ensure that the law is followed correctly, we need to remind applicants of the following when completing the form. The current question asks the applicant: "Have you ever been convicted of a criminal offence or received a caution, reprimand or warning? Applicants should now ignore this question and instead treat this question as if they were being asked: "Do you have any unspent convictions, cautions, reprimands or warnings?" The filtering rules, together with the list of offences that will never be filtered, are available from [www.gov.uk/dbs](http://www.gov.uk/dbs).

## →Criminal Convictions/Cautions

The A24Group is an Equal Opportunities organisation and as such, undertakes to treat all Agency Workers fairly and not to discriminate on the basis of conviction or other information revealed. Having a criminal record will not necessarily debar any individual from working with the A24Group. Denial or non-disclosure of any unspent conviction or caution, which is subsequently shown to exist, will lead to the immediate removal of the Agency Worker from the A24Group Register. Any Agency Worker with unspent convictions/cautions we be emailed and asked to prepare a Statement of Events





surrounding each conviction/caution and, once prepared, this statement should be returned to us and marked as "Confidential".

The A24Group's Clinical Governance Forum meets as required to review Positive Disclosures. Due consideration is given to the nature of the role, together with the circumstances and background of any offence and overriding consideration is given to the care, safety and protection of Clients. The A24Group is bound by the Disclosure Body's Code of Practice and we guarantee that the information will be treated confidentially. Please be aware that our Clients do request to see a copy of your criminal record check from time to time. To assist us in this process please ensure that you keep your original disclosure in a safe place. You have a responsibility to report any cases of suspected abuse of a child or of vulnerable adults. We have a detailed policy outlining this procedure.

## Identification

You may be required to produce proof of identification in the form of your passport or UK photo card driving license, before starting any assignments. In addition you may be requested to produce a copy of your NMC Annual Registration and Enhanced Criminal Record Check Disclosure Form. You are also required to wear your A24Group ID badge, which will be issued to you once you have cleared the compliance process. This ID badge will be valid for a year. You will automatically be issued a new ID badge as your current one expires. Should you not receive an updated ID badge or lose your current badge, you can request a new badge on your Staffshift profile, or you can email [id@a24group.com](mailto:id@a24group.com) with your full name and address. Alternatively you can call our compliance team on 0871 8733 303. Failure to comply with any of these requirements could result in you being refused permission to work by the Client. Badges must be returned to us on termination of your employment with the A24Group.

## Personal Appearance

To best meet the needs of our Clients, please ensure that you follow the guidelines below.

**Uniform** - You are required to report for work neatly and appropriately dressed. Where applicable, always start work in a clean and neat uniform. If you are not in uniform, you must always abide by the dress code advised by the booking consultant or in any dress code regulation advised to you from time to time. You must never dress in a way that may reflect negatively on the Agencies. You should not wear flashy or excessive jewellery in such a way that it is visible while at work. You should not wear items of clothing (such as loose jackets or high heeled shoes) that may be a potentially safety hazard or that may prevent you from doing your job properly at all times. The A24Group will endeavour to assist you to obtain the appropriate uniforms as required and more information can be found on <http://a24group.com/uniforms/>. Prices are determined by the supplier and payment should be made directly to the supplier. All returns and faults are between you and the supplier and the A24Group receives no financial benefit from recommending you to any of these approved suppliers.



**Hairstyles** - Please make sure that your hair is clean and tidy. Long hair must be secured neatly so as not to pose an infection or safety hazard.

**Jewellery** - You are advised to keep jewellery to a minimum, as overuse of jewellery can cause offences to Clients and constitute a health hazard. The wearing of rings and watches increases the number of bacteria on hands and effective hand washing is difficult to achieve if watches and rings are not removed. We advise that only wedding rings and small plain earrings should be worn. Fob watches should be worn in preference to wrist watches.

**Nail gel/extensions** - All forms of nail extensions and/or nail gels are strictly prohibited, as these could be a health or infection control hazard. Staff are reminded to remain professionally groomed in accordance with local infection control protocol.

### **Time Keeping**

Please make every effort to ensure you arrive at and leave all bookings at the agreed time, confirmed in your booking confirmation. If, for any reason, you are unable to attend a booking you should contact us, and if possible your line manager, as soon as possible.

### **Engagement/Employment By A Client**

Our terms of business with our Clients include a requirement that the clients pay us an appropriate recruitment fee in certain circumstances, if they directly employ an A24Group Agency Worker, who has worked for them previously through an A24Group agency. This applies equally to temporary or permanent posts, full or part-time. You are required by your Terms of Engagement for Agency Workers to notify your bookings team if you wish to take up any post with a Client of the A24Group for whom you have worked previously, even if you have terminated your registration with the A24Group.

### **Commencement Of Assignment**

At the start of each assignment in an establishment, ward or department with which you are unfamiliar you must request and receive a comprehensive orientation and/or induction including the following:

- Fire Policies relating to the establishment
- Security issues relating to the establishment
- Moving & Handling Policies relating to the establishment
- Any "Hot Spots" and "Violent Episodes" to be aware of and the establishment's policies for this
- The Crash Call Procedure
- Any Health and Safety issues relating to your placement in the establishment.
- Additional relevant policies, e.g. relating to Information Security/Confidentiality