



Florence

Professionals Registrations and Qualifications Policy and Procedures (Northern Ireland)

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1. Introduction

Florence's commitment to ensuring the highest standards in healthcare services is reflected in its comprehensive professional registration and qualifications checking procedure. This policy aligns with The Nursing Agencies Regulations (Northern Ireland) 2005, NHS Employment Check Standards, and RQIA requirements. With a focus on compliance, the procedure mandates that all nurses undergo rigorous checks to verify their skills, qualifications, and registration status with the Nursing and Midwifery Council (NMC) and Northern Ireland Social Care Council (NISCC) ensuring they meet the required standards for safe and competent practice.

The checks, conducted with the candidate's written permission, include verification of original documentation and continuous monitoring of registration and qualifications. Florence emphasises transparency, requiring care professionals to disclose any suspension, removal, or ongoing investigation related to their professional registration at the earliest opportunity. Adherence to GDPR ensures secure processing, storage, and disposal of data. The policy, auditable through Florence's recruitment software, extends its scope to clients, internal staff, and Florence care professionals, embodying the company's commitment to excellence in healthcare recruitment. Regular reviews by the Governance Team ensure alignment with evolving legislation, registration requirements, and company policies.

2. Policy Statement

Florence's professional registration and qualifications checking procedure is fully compliant with The Nursing Agencies Regulations (Northern Ireland) 2005, NHS Employment Check Standards and RQIA requirements. All nurses will have their registration and fitness to practise checked with the NMC in line with the role for which they have applied.

The checks will ensure that the candidate:

- Has the necessary skills and qualifications for the job that they are applying for, and;



- If applicable to the role, they are registered with the NMC and they meet the required standards of training, competency and conduct to practise safely in their chosen profession.

Checks will only be done on qualifications and professional registrations that are required for the position being applied for. All Registered Nurses will be asked to disclose any previous or ongoing suspension, removal and/or investigation in relation to their professional registration on our application form and should any such disclosure be made, this will be discussed sensitively during the interview.

All compliance checks are undertaken with written permission from the candidate and are done pre-placement and by verification of original documentation and a check of the NMC's register. Applicants are advised that any offer of work will be based upon satisfactory registration and qualification checks, and that such an offer may be withdrawn if they knowingly withhold information or provide false or misleading information in relation to professional registration or qualifications. If such information comes to light after assignment/employment, then the assignment/employment may be terminated.

On completion of the check we take a copy of each document and retain these on file. All documents are dated and certified by a member of our team who has been trained to carry out this check. Our recruitment software will be updated accordingly with details of the check carried out and confirming that the person's professional registration number, fitness to practise and qualifications have been verified in accordance with the required standards. The system will also be updated with the individual's registration number and dates of future rechecks, revalidation and expiry dates of any professional registrations/qualifications. This will prompt our Compliance Manager to schedule the checks in advance to ensure continuity of work for the individual concerned. It is a contractual condition for nurses to maintain their NMC registration throughout the term of engagement/employment. Should their professional registration lapse or be



suspended, we will terminate the assignment/employment in roles that require this registration immediately.

All data is processed, stored and disposed of in compliance with the GDPR.

Processes are fully auditable via our recruitment software, which dates and timestamps all activity ensuring all compliance checks relating to our contracts and legislation are completed as specified. Any adverse information identified such as a suspension is recorded on the candidate's file. The file will then be flagged on our system.

3. Scope

Our reporting arrangements relate to clients, our own staff and Florence care professionals.

4. Definitions, Roles and Responsibilities

CEO (Chief Executive Officer) The CEO is ultimately responsible for the overall management and direction of the company. The CEO has the ultimate responsibility for setting the tone and culture for the organisation, ensuring that all employees understand the policy's importance, and overseeing its implementation.

Central Team - All direct employees of Florence that are not care professionals working through the Florence platform

Care Professionals - Anyone on the Florence platform that carries out work on behalf of Florence in other organisations, for example registered nurses and care assistants.

Client - an organisation or service that utilises Florence's services, for example, a care home, a hospital or domiciliary care provider.

Employees - everyone employed by Florence directly and indirectly, including



care professionals using the platform and the central team.

Regulation and Quality Improvement Authority (RQIA) - is the independent body responsible for monitoring and inspecting the availability and quality of health and social care services in Northern Ireland, and encouraging improvements in the quality of those services.

Registered Manager is responsible for ensuring that this policy meets the needs of regulators in Northern Ireland and conducts regular audits to ensure it is being followed.

Service User - a person who uses health and/or social care services. Sometimes known as a "patient", "client" or "person in care".

5. Procedures

5.1 Changes of Name

Whilst an individual may choose to change their name at any time and be known by this name without going through any official legal process, Florence will only accept registrations/certificates in the applicants' previous name and where they are able to provide one of the following pieces of supporting documentary evidence of their name change:

- A marriage or civil partnership certificate.
- A decree absolute or civil partnership dissolution certificate.
- A deed poll certificate.
- A recognition certificate.

5.2 Verification of Professional Registration

Candidates will be required to provide their registration number and confirm their consent for Florence to check their registration. It will also be a condition of their employment that should their registration be suspended; their



assignment/employment will be terminated, and they will be excluded from the work for which the registration is required unless it is reinstated.

Before appointing any nurse, Florence will check:

- That the applicant is actually the person registered with the NMC and that they are actively registered to carry out the proposed role.
- That there are no restrictions on their registration that may affect their ability to undertake the duties of the proposed role.
- That there are no pending investigations on their fitness to practise by the regulatory body.

We will work with the NMC to confirm registration status, fitness to practise information and to establish if the individual is under investigation or has been removed, struck off, suspended, had conditions placed on their registration, been cautioned, or their registration has lapsed etc.

The NMC provides registration information on registered nurses and midwives and will inform us if the applicant has been removed, suspended, restored, lapsed their registration, had conditions of practice imposed, effective or been cautioned. Nurses and midwives will be issued with a PIN and statement of entry which will confirm their fitness to practise. Registration will be rechecked on a monthly basis against NMC monthly fitness to practise circulars which will specify practitioners who have been struck off, suspended or cautioned during the previous month. Nurses and Midwives that are required to revalidate every 3 years to retain their fitness to practise status will also be checked. Registration and fitness to practice will be checked at www.nmc-uk.org.

Contact details for the NMC are:

- Tel: 0207 333 9333
- Email: UKenquiries@nmc.uk.org
- Address: NMC, 23 Portland Place, London, W1B 1PZ.



5.3 Qualification Checks

All qualifications that are essential to the role applied for will be validated prior to assignment. If the nurse has had their qualifications checked by the NMC and their registration has been confirmed, we will not validate their qualifications in a separate check as the relevant documentary evidence will have been provided to and validated by the regulator.

Other qualifications that are essential to the role will be checked by requesting the original certificate and checking that the details on the certificate match the details on their application form (e.g. name, course title, dates, grades etc). We will also check basic security features and the presentation of the document where appropriate. Qualifications obtained overseas will be checked to confirm the qualification exists, that it is equivalent to the stated UK qualification, and that the individual is the holder of the qualification.

Should the qualifications check produce a result which contradicts details provided by the applicant, we will proceed in a sensitive manner to check if there is a reasonable explanation for the apparent inconsistency and address any concerns directly with the applicant.

5.4 English Language Competency

We will ensure that all care professionals have a proportionate level of English language proficiency during onboarding.

6. Monitoring and Compliance

We will meet registration and qualifications check requirements by using robust safeguarding and compliance procedures underpinned by our recruitment software. This prevents mandatory parts of the process from being missed out or circumnavigated. No care professional is able to begin an assignment before all



compliance actions are completed in line with the RQIA's, contracting authority's/client's specification, current policy and legislation.

The policy will be reviewed every 3 years by the Governance Team, or earlier if there are any changes in the legislation, registration requirements or Company policy.

7. Version History/Review of Changes

Date	Reviewed changes
02/09/24	Registered manager name change



