

## Policy for Recruitment Agency Nurses

**Introduction** This policy outlines the guidelines and procedures for recruitment agency nurses who collaborate with our agency to ensure high standards of care, ethical practices, and professional development. It encompasses safer recruitment practices, complaints and grievances, interviewing policies, and training and development initiatives.

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**1. Safer Recruitment** Our agency is committed to safer recruitment practices to ensure the safety and well-being of patients and staff. All nurses must undergo the following checks before commencing work:

- **Application Screening:** Review of the nurse's CV and qualifications to verify suitability for the role.
  - **Identity Verification:** Proof of identity, such as a passport or driver's license.
  - **Qualifications Check:** Verification of nursing qualifications and professional registration (e.g., NMC Pin).
  - **Right to Work:** Documentation proving eligibility to work in the country.
  - **References:** A minimum of two professional references, including one from the most recent employer.
  - **DBS Check:** An up-to-date Disclosure and Barring Service (DBS) check or equivalent.
  - **Health Assessment:** Confirmation of fitness to work, including immunization records as required.
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**2. Complaints & Grievances** Our agency maintains a transparent and fair process for handling complaints and grievances to promote a positive work environment. Nurses can follow these steps to raise concerns:

- **Step 1: Informal Discussion** Nurses are encouraged to address issues informally with their immediate supervisor or agency representative.
- **Step 2: Formal Complaint** If unresolved, a formal complaint must be submitted in writing to the agency's designated complaints officer.
- **Step 3: Investigation** The agency will acknowledge the complaint within five working days and conduct an investigation.
- **Step 4: Resolution** A resolution will be proposed within ten working days of completing the investigation. Appeals can be made to the agency director if the outcome is unsatisfactory.

All complaints are treated with confidentiality and impartiality.

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### 3. Interviewing Nurses: Policy and Procedure

To maintain high recruitment standards, the following interviewing policy is implemented:

- **Pre-Interview Screening:** Shortlisting of candidates based on qualifications, experience, and compliance with safer recruitment criteria.
  - **Interview Structure:**
    - **Introduction:** Overview of the agency and role expectations.
    - **Competency-Based Questions:** Assess the nurse's clinical knowledge, problem-solving abilities, and ethical practices.
    - **Scenario Questions:** Evaluate responses to hypothetical situations to ensure patient safety and quality care.
  - **Documentation:** Interview notes and scoring will be recorded to ensure a fair and unbiased selection process.
  - **Feedback:** Unsuccessful candidates will be provided with constructive feedback upon request.
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**4. Training and Development** Our agency is dedicated to fostering the professional growth of our nurses. We provide the following support:

- **Induction Training:** Comprehensive induction for new nurses, including an overview of agency policies, patient care standards, and compliance requirements.
  - **Continuous Professional Development (CPD):** Access to CPD opportunities, including online courses, workshops, and seminars.
  - **Mandatory Training:** Regular updates on:
    - Basic life support (BLS)
    - Infection control
    - Safeguarding adults and children
    - Manual handling
  - **Performance Reviews:** Regular performance appraisals to identify strengths and areas for development.
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**Policy Review** This policy is subject to annual review to ensure it remains up-to-date and reflects current best practices.

**Contact Information** For questions or further details, please contact the agency's management team.

**Effective Date: 14/01/2026**

**Review Date: 14/01/2027**