

# Candidate Handbook

# Contents

**01 Section 1:**  
Introduction

**03 Section 2:**  
Compliance

**08 Section 3:**  
Before the assignment

**09 Section 4:**  
On assignment

**13 Section 5:**  
Payment information  
Payment times

**15 Section 6:**  
Guidance

**16 Section 7:**  
Policies

**17 Section 8:**  
Contact us

# Section 1:

## Introduction

### Welcome to Your World

Here at Your World Recruitment Group, we believe in providing an outstanding service to you. This detailed handbook has been created with care to ensure that you have all the support and guidance you'll need throughout your journey with us.

As an agency, we know that finding the best work to suit your lifestyle can be challenging, which is why we offer our healthcare professionals a wide range of options for a more flexible routine. So, whether you're looking to progress your career with full-time work or plan your shifts around a busy personal life, we can help!

Please keep this handbook as you may find the information useful whilst you are working for Your World. If you have any questions or anything is ever unclear, please don't hesitate to speak with your recruiter.

### We are industry leaders

Your World is a member of all NHS-approved frameworks across England, Northern Ireland, Scotland and Wales (we're actually one of the only recruitment agencies in the UK who can claim that).

### We are trusted

We're proud to be rated 'Excellent' on Trustpilot and 4.3 out of 5.0 stars on Google!

### We are supportive

From our dedicated, specialist recruitment gurus and in-house training courses to our career advice and loyalty programme, we've taken great care to ensure that Your World healthcare professionals feel confident and supported from the moment they register with us and beyond.

### We are international

Our international recruitment services have been created to help talented healthcare professionals from overseas begin successful careers in the NHS. Our specialist international team are on hand to provide guidance from initial enquiry through to starting a new role in the UK.

### We are passionate

Healthcare is what we know and love - in fact, many of our recruitment specialists are healthcare professionals themselves! So, when you work with Your World, you can be sure that you're getting the best possible service from real industry experts.

### We are experienced

Established in 2005, Your World has placed tens of thousands of healthcare professionals into NHS trusts and private sector roles. Our candidates trust us to provide high-quality roles backed by great rates of pay and, of course, exceptional service from our team.

### We are Your World

The key part of our name is the word 'your'. You see, we're all about putting you first because, as a hardworking healthcare professional, you deserve nothing less than the very best. You are at the forefront of everything we do.

# Section 1:

## Introduction

### Open days

From time to time, we will hold open days, so you can meet the Your World team and update any outstanding elements of your file. To find out more about our open days, please contact your Clinical Governance Officer.

### International services

Looking to take your career overseas? Have you always wanted to experience life in another country? Your World's international experts can help you with relocating to multiple locations across the globe.

Our International team understands the pressures that come with moving overseas and will assist you with all aspects of the process, from sourcing your initial job to visa application guidance.

Do you know a healthcare professional who dreams of living and working in the UK? Why not put them in touch with Your World International today?

Email: [International@yourworld.com](mailto:International@yourworld.com)

### Candidate services

Our dedicated in-house Candidate Services team is on hand to assist you with getting paid whilst working with Your World. They will support you with the most appropriate, beneficial and compliant method in which to be paid.

Whether you choose to be paid directly through Your World PAYE, through an umbrella company or via a limited company, our Candidate Services team can offer expert assistance with the process.

Email: [candidateservices@yourworld.com](mailto:candidateservices@yourworld.com)

### Online shop

Did you know that you can purchase additional uniform online via the Your World shop?

[Click here](#) to browse our available products.

### Referrals

At Your World, we love to meet new healthcare professionals and reward our candidates for introducing us to them. Know someone who would benefit from our fantastic healthcare opportunities? Refer a friend to us and receive a thank you bonus for each successful referral (T&Cs apply).

The best part? There is no limit to the number of referrals you can make. More successful referrals equal bigger and better rewards – it's that simple! Fill in our referral form [here](#).

## Section 2:

# Compliance

### Compliance and its importance

As part of the registration process with Your World, you will need to supply the compliance documents that our clients require, this may vary between clients so keep an eye out for a phone call from your very own Clinical Governance Officer (CGO). If you have a missed call from us, please call us back as quickly as you can. Don't forget to check your email, including the junk mailbox, to make sure you catch our important emails. Please work closely with your CGO; they will be able to help you get compliant as soon as possible.

Once you've completed the compliance process, your CGO will let you know and your file will be marked as 'Approved.'

It's extremely important to keep your file up-to-date. The responsibility for this falls on your shoulders, as you should not work without being fully compliant. Some of the documents and training courses in your file have expiration dates, so they need updating from time to time. Please don't worry, our CGO team will send you a reminder, usually a month before anything expires. It's then up to you to work with us as quickly as possible by providing all necessary documents our way within the timeframes.

You will always be given timeframes, sometimes we need to go to third parties to get documents verified so please do not leave it to the last minute. If you are going to miss a deadline please let us know.

Why all this fuss? Being compliant to work is a legal obligation and we must ensure everything meets framework/client requirements. If, by any chance, you miss renewing a document on time, or there isn't enough time for us to process/verify something it could cause you some real issues and may ultimately lead to you being unable to work for a period of time. Let's stay on top of it together so we can ensure a smooth compliance journey.

### Critical compliance information:

- Ensure your DBS is on the update service; a new DBS can take a long time to get back and often results in a period of time where individuals cannot work. Our clients are explicit that if you don't have a valid DBS you cannot work
- If your training is through a third party, we will need to verify this certificate. Most training providers need at least 3 working days to verify a document, so please send your certificate over in plenty of time. Training is deemed invalid until verified
- If you have any change in your right to work status including updated visas, please let your CGO know as soon as possible
- If you are working via a visa, never work more than the hours permitted as per the terms of your visa
- If you are advised by us that you are no longer compliant to work, but you continue to work, including self or direct booking with the client, we will be under no obligation to pay you
- If you work non-compliantly, we may have to make the following bodies aware: relevant professional bodies, appropriate government departments such as the UKVI, HMRC. This is to protect the professional reputation of our business and other healthcare professionals
- If we offer you work in an area that you do not feel you are qualified for, do not have the relevant experience in or are not trained for either due to the type of work or the working environment please let us know or decline the work

## Section 2:

# Compliance

### Compliance fees

Your World pay for all third party compliance. Should you not be able to attend training then you must give us 72 hours notice, otherwise we will need to pass on the charge to you as we will receive a did not attend (DNA) charge for late cancellation.

If you wish to obtain copies of certain compliance documentation (e.g. training certificate, blood results) that were paid for by Your World, please send a request via email to your CGO stating what documents you require and what purpose you need them for. Your CGO will advise you of any costs (if applicable) and confirm the preferred payment method with you. Please note, we are unable to release compliance documentation until payment has been confirmed where necessary.

Document	Renewal	Information
<b>CV</b>	<b>Annually</b>	We will require your CV to be updated annually to ensure the most recent placements are included. CVs must contain all employment history, with no gaps greater than 2 weeks from present day back until education. This should include periods of non-employment.
<b>References</b>	<b>Annually</b>	<p>We will require 3 years' worth of references, prior to you starting. The references will ideally be from healthcare settings and supplied by a peer or someone working in a supervisory capacity. We cannot accept referees that supply references from personal accounts i.e. Hotmail, Gmail and Yahoo.</p> <p>We will require you to obtain feedback on your performance every 6 months. There is a feedback form on the Your World timesheets or please supply the contact details of a referee to your CGO and they will request the feedback.</p>
<b>Professional Registration</b>	<b>Based on renewal date</b>	You are responsible for ensuring you make payment to the professional body in time for renewal.
<b>Pin Web Check</b>	<b>Every 4 weeks</b>	We carry out a check on your professional registration PIN every 4 weeks to ensure there are no conditions or cautions – this is an update Your World completes on your behalf. Should you have any restrictions or be under investigation you must let us know immediately.
<b>Passport</b>	<b>Upon document expiry</b>	When your current valid passport expires, please supply us with a copy of the new one. If you've not renewed your passport, please contact your CGO who will assist you.
<b>Visa/BRP</b>	<b>Upon document expiry</b>	<p>We require evidence that you have the right to work in the UK. Should you not have an in-date right to work document, you will be unable to continue working for us, until it is renewed and verified. For any queries, please contact your CGO.</p> <p>For certain visa types we require additional supporting documents and share codes in order to verify your right to work.</p> <p>If your visa type changes you must let us know immediately.</p>
<b>Change of Name Evidence</b>	<b>No expiry date</b>	Where you have had previous names, eg through marriage or deed poll change, we need documentation to support this. Likewise should you change your name in the future, please let us know immediately and send supporting documents (eg marriage certificate/deed poll letter).
<b>Proof of Address (POA) Documents x2</b>	<b>Annually</b>	We require two new proof of address documents upon registration, and thereafter, each time we need to put a new DBS into process for you. We highly recommend you sign up to the DBS Update Service to prevent you needing to supply this annually.
<b>DBS Certificate/ DBS Update Service</b>	<b>Annually</b>	<p>We require a copy of your DBS certificate which is on the DBS Update Service and that shows the appropriate workforce and barred lists have been checked. In order to prevent this from lapsing annually you are required to maintain your subscription. If you don't have a DBS certificate which is on the DBS Update Service, we will need to process a new DBS for you.</p> <p>If you do have any cautions or convictions please ensure you have declared these as part of the registration form. It may be relevant for Your World clinicians to obtain additional information relating to the police check later in the registration process.</p> <p>Any changes to the content on your DBS whilst you are registered with Your World must be reported to us immediately. A new DBS will be required at this time.</p>
<b>Police Checks</b>	<b>No expiry date</b>	Should you have lived outside of the country for more than 6 months within the last 5 years we will need you to obtain an overseas police check. Your CGO will guide on you on exactly what is required.

## Section 2:

# Compliance

Document	Renewal	Information
PVG/Access NI/ Garda Vetting	Annually	We will require these checks in line with the specific client requirements. Your CGO will guide you on exactly what is required.  If you do have any cautions or convictions please ensure you have declared these as part of the registration form. It may be relevant for Your World clinicians to obtain additional information relating to the police check later in the registration process.
Health Questionnaire / Fit to Work Certificate	Annually	On an annual basis you are required to provide us with an updated health questionnaire for a clinician to review. They will then issue a fit to work certificate which may include some recommendations based upon your responses. Should there be a change to your health, please don't wait for the annual questionnaire but let us know immediately.
Training	Upon document/course expiry	We are required to ensure that your mandatory training is up-to-date. Should you complete your training through a third party we are required to verify this, so please ensure you send the certificates to your CGO in good time.  We can accept screenshots of your ESR record, so if you have completed modules through your trust, provide evidence of your ESR record to your CGO ensuring we can see your name and the URL.
ID Badge	Upon document expiry	The ID badge will be your official name as per any professional registration. Your ID badge contains your up-to-date information and allows you on site throughout a placement. Each time we send an ID badge, please let us know you have received this, as it is a legal requirement for you to have one that is valid and in date. Please ensure you send us a new photo every 2 years.

## Your occupational health requirements

We require all candidates to have a Fit to Work certificate before they commence a placement with us, this is something we will process on your behalf. In order to do this, we require evidence of immunity to the following:

- Tuberculosis (TB)
- Hepatitis B (antibody)
- Measles, Mumps and Rubella (MMR)
- Varicella (can be self-declared)

Should your placement involve working within any department performing Exposure Prone Procedures (EPP), we will also require proof of immunity against:

- HIV
- Hepatitis C
- Hepatitis B (antigen)

Any blood tests carried out for EPP roles will need to be IVS (Identified Verified Sample) stamped.

All immunisation history must be carried out in the UK. It must also be clearly traceable to the clinic that carried out the immunisations, along with clear evidence that they belong to you.

Once we have evidence of all immunisations and you have completed our health questionnaire, we will send it on to our occupational health provider. A qualified nurse will then assess your file and issue a fit to work certificate, along with details on whether a risk assessment is required or any recommendations that they may make. Clients will be informed about any fit to work restrictions or if placement risk assessment are required.

Should you sustain a sharps injury whilst at work, please inform your local line manager immediately, so that appropriate action can be taken.

For further information on initial self-care for a sharps injury please [click here](#)

If you have any other concerns, please contact: [CASupport@yourworld.com](mailto:CASupport@yourworld.com)

## Section 2:

# Compliance

### Insurance guidelines

As a contract professional, you are accountable for your actions, including any errors or omissions in your work. If you provide services through your own personal service company, that company will also share in this liability. Similarly, if you are employed through an umbrella company, both you and the umbrella company will be responsible for any actions, errors, or omissions.

### Insurance recommendations

We strongly encourage you to secure appropriate insurance coverage, including Personal Accident, Medical Malpractice, and Public Liability Insurance. Ensure that your policy adequately meets your specific needs. If you are a member of a professional body, check if your membership includes these coverages.

### Umbrella company insurance

The umbrella companies on our Preferred Supplier List (PSL) carry the necessary insurance policies. If you are employed by an umbrella company, make sure to obtain detailed information about the extent of their coverage. Consider acquiring any additional insurance that may be relevant to your situation.

### Financial risks

Please be aware that if you are unable to fulfil your contract assignment for any reason, Your World Recruitment Group and its subsidiaries will not make payments to your personal service company or umbrella company. It is crucial to understand the financial risks associated with being unable to work. We advise you to seek insurance that can protect your income during periods when you are unable to fulfil your duties.

### IR35 legislation update

As a temporary worker, you must comply with all relevant IR35 legislation and tax obligations. If you are not a PAYE worker, you hold sole responsibility for your tax matters. Your World Recruitment Group and its subsidiaries will only manage the statutory costs of National Insurance, income tax, AWR, and pensions at source if you are paid directly via PAYE.

In April 2017, HMRC and NHS Improvement issued updated guidance regarding the engagement of off-payroll workers through limited companies. According to this guidance, public sector hirers are responsible for determining the IR35 status of each worker. As the intermediary, Your World Recruitment Group and its subsidiaries is obligated to uphold that determination. If a public sector hirer concludes that a contractor falls within IR35, Your World Recruitment Group and its subsidiaries will not process payments directly to the limited company and will ensure that the correct employment tax deductions are taken at source.

For general guidance on IR35 legislation, please visit the HMRC website: [HMRC IR35 Guidance](#).

For information on the updated legislation regarding off-payroll working in the public sector, refer to: [Off-Payroll Working Guidance](#).



## Section 2:

# Compliance

### Training

Your World is happy to provide training sessions, which are in line with the Core Skills Training Framework (Skills for Health). Your World have partnered with leading training providers. Please contact your CGO for more details.

We can also accept certificates from third party providers/NHS, or a copy of your ESR training record. All third party training will need to be verified.

We will have to contact your training provider to verify the certificate, please allow us 3 working days to do so.

### Qualifications & professional registration

As a qualified healthcare professional you may be registered with one of the following professional bodies:

- [\*Nursing & Midwifery Council \(NMC\)\*](#)
- [\*General Medical Council \(GMC\)\*](#)
- [\*Health & Care Professions Council \(HCPC\)\*](#)
- [\*General Pharmaceutical Council \(GPhC\)\*](#)
- [\*Pharmaceutical Society NI \(PSNI\)\*](#)
- [\*General Chiropractic Council \(GCC\)\*](#)
- [\*Nursing and Midwifery Board of Ireland \(NMBI\)\*](#)
- [\*Academy for Healthcare Science \(AHCS\)\*](#)
- [\*CORU\*](#)
- [\*General Optical Council \(GOC\)\*](#)

### Updating your professional registration

As a registered professional, you are responsible for maintaining your registration and are required to:

- Notify us as soon as possible if you believe your registration has lapsed
- Notify us as soon as possible if a fitness to practice referral has been made to your professional body

In either of the above cases, you should contact our Clinical Advisory team: [\*CASupport@yourworld.com\*](mailto:CASupport@yourworld.com)

### Fitness to practice concerns

If you are referred to a professional body for fitness to practice concerns, we reserve the right not to offer you work with Your World pending the outcome of any professional body investigation.

### Professional indemnity insurance

Ensuring you have the necessary indemnity cover is your responsibility. Should you have any queries about indemnity insurance please consult your professional body for guidance, as professional indemnity insurance is a prerequisite for your annual registration. Even if you hold union membership, it's crucial to confirm their coverage details and conditions to ensure you are protected. Please note that Your World bears no responsibility and cannot be held accountable if you lack sufficient insurance coverage.

### Professional body alerts /sanctions

Should you receive a sanction, you will need to let us know immediately by emailing: [\*CASupport@yourworld.com\*](mailto:CASupport@yourworld.com)

## Section 3:

# Before the Assignment

### ID badge

You are expected to wear the Your World ID badge. The badge must be in-date. Should you lose or damage your badge, please contact us immediately for a replacement, as you may be unable to work without this.

### Uniform

We operate a strict uniform policy to maintain professionalism and instill confidence in both our clients and the general public. If uniform is required for your role, Your World will provide this prior to the start of your first assignment. Additional Your World branded clothing can be purchased via our [online shop](#).

### Availability

Please discuss your availability with your recruiter. You can give clear instructions as to your availability via email or text, but your recruiter will confirm the best route to do this.

Should your availability change, it is very important that you update your recruiter as soon as possible to avoid any booking errors.

### Please be on time

We expect all Your World workers to be punctual at all times. Repeated lateness will not be tolerated, and we operate a strict policy around punctuality and repeated last-minute cancellations. We will, however, be accommodating in exceptional circumstances.

If you find yourself running late, you must contact your recruiter immediately. You will be asked to give an estimated arrival time, so that we can inform the client when to expect you.

### Night shifts

It is crucial that you are awake and alert for your night shift. You should not accept a night shift if you have worked during that day, attended a study day or had a demanding day. Sleeping whilst on-duty, day or night, is not acceptable (unless on a 'sleep duty') and can result in patient harm/neglect. Any allegations of sleeping on duty will be thoroughly investigated and could lead to you not being able to continue to work with Your World. Registered professionals may also be referred to their professional body.

### Conduct

All Your World candidates are expected to behave in a professional manner and provide excellent standards of care.

All registered professionals must adhere to and be familiar with the relevant standards.

Our Healthcare Support Workers or Adult Social Care Workers are expected to adhere to the [Skills for Health Code of Conduct](#).

## Section 4:

# On Assignment

Whilst on assignment, you are under the direction of client at all times.

If the area you are being sent to is outside your scope of practice, you must raise this with the allocating manager. Please ensure you remain professional when negotiating and clarifying your limitations. For example, if a General Nurse is offered an A&E placement, you should raise this, as you may not be compliant to EPP standards, training and/or not have the relevant experience. It is not appropriate to refuse reallocation when it is within your scope or when there is the appropriate support offered to you to enable you to carry out the role safely.

## Induction

You should expect an induction when arriving for the first time on a ward/unit. Should an induction not be offered, it is your responsibility to request one.

In the absence of a formal induction, the following information should be gathered at the start of the shift:

- Introduction to the team
- Shift routine
- General orientation to the building, including: security, telephones, emergency systems, keys in use, fire exits and alarm points, O2 and suction, store room supplies, bleep system
- A comprehensive handover and access to local policies e.g. local escalation, medication administration systems etc.
- Extended roles – please discuss with a senior member of staff as this can vary from trust to trust
- PMVA – check with a senior member of staff regarding limitations of use & policies for use of PMVA (Prevention and Management of Violence and Aggression)

## Change of assignment

There may be occasions where you are required to change assignment. This is in the interest of patient safety and maintaining a skill mix for the hospital. As a Your World worker under the direction of the hospital/trust, you are expected to comply with any appropriate change of assignment whilst on placement.

If the area you are being sent to is outside your scope of practice, you must raise this with the allocating manager. Please ensure you remain professional when negotiating and clarifying your limitations. It is not appropriate to refuse reallocation when it is within your scope or when there is support offered to you if you have a shortfall of skills or experience within a particular area. If a general nurse is offered an A&E placement, you should raise this as you may not be compliant to EPP standards, training and/or not have the relevant experience.

## Shift cancellation

If you find that you are unable to attend a booked shift, you must contact your recruiter as soon as possible. You are required to give at least 4 hours' notice, so we can look into cover for your shift and avoid letting down the client.

Consistent late cancellations/pulling out of shifts will not be tolerated, as it can have a big impact on patient care in a healthcare setting and on our reputation as a recruitment agency. Once you have accepted a shift, you are committed to attending and completing it. Failure to honour your commitment without just cause may result in you not being able to continue to work with Your World.

Under no circumstances should you send another person in your place. If you know of another healthcare worker who is qualified and willing to provide cover for your shift, please advise them to contact a relevant Your World consultant.

# Section 4:

## On Assignment

### Three strike policy

Here at Your World, we are committed to providing our clients with an exceptional service. In order to do so, we must limit the number of staff failing to attend booked shifts and/or cancelling at short notice. That said, please note that the below scenarios will be recorded and held on your file:

- Failure to attend a booking without notifying us, also known as a 'Did Not Attend' or 'DNA'
- Any booking cancelled with less than 24 hours' notice

To manage everybody's expectations appropriately, we operate a 3-strike policy for all non-clinical incidents. The 3-strike policy will be applied by your recruiter, as per the below:

- If you fail to attend booked shifts or cancel with less than 24 hours' notice your consultant will issue you with a warning letter. This will be sent to you via email and will also include a non-clinical incident form
- If this continues with no improvement, you will be advised (by email) that the matter is being escalated to our Clinical Advisory team

At the point it is referred to our Clinical Advisory team you will be permanently restricted from booking shifts with Your World.

Please be aware that our clients monitor these independently too, so may act before us, and without our input.

### Cancelling a booking

We ask that you do not cancel your assignment, but we understand life happens, so if you must cancel an assignment, please make sure you do the below:

1. Ideally you would give us more than 24 hours' notice, but we ask as a minimum you give us at least 4 hours' notice
2. Cancellations must be over the phone or by email, so they don't get missed

### How to cancel a booking

#### Office hours 09.00 – 17.30

During these hours, please follow the following steps:

1. Call and speak to your recruiter
2. Email your recruiter with the reason for your cancellation. We cannot cancel any bookings with the trusts without explaining why you cancelled

#### Out of office hours and weekends

During these hours, please follow the below steps:

1. Call and speak to our Out of Hours team on your recruiter's usual number
2. Email your recruiter with the reason for your cancellation. We cannot cancel any bookings with the trusts without explaining why you cancelled

### If your booking/shift is cancelled by Your World

If you have been notified that your booking is cancelled, you will not be entitled to payment if you still attend the shift.

## Section 4:

# On Assignment

### Rest breaks

You are entitled to an unpaid minimum break of 20 minutes when your daily working time is more than six hours. Local breaks may vary, so always make sure you are aware of what breaks to expect from your lead within the assignment.

When working back-to-back 12 hour shifts, you must have at least an 11 hour break between shifts, even if you work with multiple agencies or employers.

On a weekly basis, you have the right to either:

- An uninterrupted 24 hours without any work each week
- An uninterrupted 48 hours without any work each fortnight

You should not be working over an average of 48 hours per week, unless you have opted out of the Working Time Regulations (WTR). If you have opted out of this, it's important to understand that some trusts do not allow agency or bank workers to work more than 12 hours per shift, or more than a certain number of 12 hour shifts each week.

You must ensure that you are fully rested before attending a shift. The RCN (Royal College of Nursing) states the following about fatigue and professional practice:

*"Long hours, fatigue and lack of rest breaks or time to recuperate between shifts are associated with an increased risk of errors. Healthcare professionals, therefore, need to be vigilant about the impact of fatigue on their professional practice. Nurses should, for example, consider their obligations under the Nursing and Midwifery Council (NMC) Code regarding the management of risk. You should also consider the impact of multiple jobs and your working hours on your ability to practice safely."*

Read more [here](#).

### Use of phones

Mobile phones are not to be used for personal calls or amusement during your hours of work whilst you are on duty. You should only access your mobile during break times and have it switched off/on silent during the time you are on duty. We are aware that technology and useful apps are available and may be used for some purposes.

### Gifts

You must not ask for, or accept, any inducement, gift or hospitality that may affect (or be seen to affect) how you treat or refer to a patient.

### Drugs & alcohol

You must never work under the influence of drugs or alcohol. This includes possible effects experienced the following day. Allegations made against you that are upheld will result in your immediate removal from your placement with no further opportunities to be placed via Your World. A referral will also be made to your professional body if appropriate.

### Smoking

Smoking within a client's property is forbidden except where expressly indicated.

### Removal from shifts

In the case of a complaint or concern, you may be removed from shifts. If a client asks you to leave a shift, you must comply and contact us immediately.

In addition, if we receive a complaint or concern about you, you may be removed from working within a ward or trust, or be withheld from further shifts, depending on the severity of the concern or complaint.

# Section 4:

## On Assignment

### Your rights as an agency worker

#### Equal rights

From the day you start work you have a worker's employment rights. You also have the same rights as your permanent colleagues to use any shared facilities and services provided by your employer, for example:

- A canteen or food and drinks machines
- A workplace creche or mother and baby room
- Car parking or transport services, like a local pick-up service or transport between sites

#### Rights after 12 weeks

The Agency Worker Regulations state that an agency worker is not entitled to equal treatment until they have completed the qualifying period. Under Regulation 7 an agency worker will complete the qualifying period by working "in the same role with the same hirer for 12 continuous calendar weeks, during one or more assignments." On the face of it, counting 12 weeks may seem fairly straight forward but there are a number of factors that will in practice make the 12 week period difficult to measure.

Please follow this link for more details [www.gov.uk/agency-workers-your-rights](https://www.gov.uk/agency-workers-your-rights)

### How to count your 12 week period

Start counting your 12 week qualifying period from your first day at work. You do not have to be at work for 12 weeks in a row - some types of leave count and there can be breaks.

### Pregnancy and maternity

To ensure your well-being throughout your pregnancy, please notify Your World as soon as possible if you are expecting a child, breastfeeding, or have given birth within the last six months.

To support your health, Your World will ask you to complete a Maternity Risk Assessment form. This assessment will be sent to our Occupational Health provider, who will evaluate whether your job presents any risks to you or your baby and determine if any adjustments are necessary.

Based on the Occupational Health team's recommendations, Your World may need to inform the client to ensure you are not exposed to any working conditions that could pose a risk to an expectant, postnatal, or breastfeeding mother.

During your engagement, you will be under the exclusive direction, supervision, and control of the client.

### Notice period

You are required to give a minimum of 1 weeks' notice if you wish to terminate your assignment with us.

## Section 5:

# Payment Information

### **PAYE directly through Your World/umbrella company/limited company**

When working with Your World, you can choose to be paid as PAYE (Pay as You Earn), in which tax and National Insurance will be automatically deducted from your salary by our in-house Payroll team.

Alternatively, depending on the policy of the client, you can choose to be paid through a limited company or umbrella company. Should you wish to discuss your method of payment, please contact our Candidate Services team by emailing [candidateservices@yourworld.com](mailto:candidateservices@yourworld.com)

### **Submitting timesheets**

It is recommended that timesheets are submitted as soon after the shift is worked as possible, and no later than midday on the Monday after the week worked. This allows time to resolve any queries that may arise from your timesheet.

Timesheets should be emailed to the email address quoted on the timesheet only, and not directly to your recruiter.

You may, however, email your paper timesheet to your recruiter if they add the hours on to the online system for you. These timesheets should ideally be sent to your consultant over the weekend following the week worked, but no later than 9am on the Monday morning to avoid delays in payment.

### **Working via a third party**

If you are working through a third party (Mastervend or Neutral Vendor) that uses an online timesheet system, payment will be made once the shift is approved online and it appears on our report.

For clarification purposes, although we offer a daily payroll for candidates paid as PAYE, this is based on when the timesheet is approved online and NOT when a paper timesheet is submitted.

## Section 5:

# Payment times

Daily deadlines and timings are as follows:

PAYE / Ltd				
Timesheet received	Processed	Payroll run	Paid	Payslips sent
After Thursday midnight to Sunday midnight	Monday <sup>(AM)</sup>	Monday <sup>(PM)</sup>	Monday <sup>(PM)</sup>	Monday <sup>(PM)</sup>
By Monday midnight	Tuesday <sup>(AM)</sup>	Tuesday <sup>(PM)</sup>	Tuesday <sup>(PM)</sup>	Tuesday <sup>(PM)</sup>
By Tuesday midnight	Wednesday <sup>(AM)</sup>	Wednesday <sup>(PM)</sup>	Wednesday <sup>(PM)</sup>	Wednesday <sup>(PM)</sup>
By Wednesday midnight	Thursday <sup>(AM)</sup>	Thursday <sup>(PM)</sup>	Thursday <sup>(PM)</sup>	Thursday <sup>(PM)</sup>
By Thursday midnight	Friday <sup>(AM)</sup>	Friday <sup>(PM)</sup>	Friday <sup>(PM)</sup>	Friday <sup>(PM)</sup>

Umbrella / Ltd				
Timesheet received	Processed	Payroll run	Paid	Payslips sent
After Thursday midnight to Sunday midnight	Monday <sup>(AM)</sup>	Wednesday <sup>(PM)</sup>	Friday <sup>(PM)</sup>	Wednesday <sup>(PM)</sup>
By Monday midnight	Tuesday <sup>(AM)</sup>	Wednesday <sup>(PM)</sup>	Friday <sup>(PM)</sup>	Wednesday <sup>(PM)</sup>
By Tuesday midnight	Wednesday <sup>(AM)</sup>	Wednesday <sup>(PM)</sup>	Friday <sup>(AM)</sup>	Wednesday <sup>(PM)</sup>
By Wednesday midnight	Thursday <sup>(AM)</sup>	Thursday <sup>(PM)</sup>	Friday <sup>(PM)</sup>	Thursday <sup>(PM)</sup>
By Thursday midnight	Friday <sup>(AM)</sup>	Friday <sup>(PM)</sup>	Friday <sup>(PM)</sup>	Friday <sup>(PM)</sup>

## Note

Although we send payments and remittances to your umbrella company daily based on the above timings, we have no control over when your umbrella company will make the payment to you, but this should always be by the Friday PM.



# Section 6:

## Guidance

### Social media guidance

Your World candidates are expected to uphold the highest standards in and outside work, including online. This guidance helps ensure conduct on social media mirrors conduct in the real world. This means:

- Never sharing confidential patient information online
- Being careful when sending information electronically
- Using social networking websites with caution
- Thinking before posting

If used responsibly and appropriately, social networking sites can offer several benefits for all. These include:

- Building and maintaining professional relationships
- Establishing or accessing support networks and being able to discuss specific issues, interests, research and clinical experiences with other healthcare professionals globally
- Being able to access resources for continuing professional development (CPD)

Please see below additional guidance:

[NMC Social Media Guidance](#)

[GMC Social Media Guidance](#)

[HCPC Social Media Guidance](#)

[GCC Social Media Guidance](#)

[NMBI Social Media Guidance](#)

[AHCS Social Media Guidance](#)

### Whistleblowing

We take whistleblowing incredibly seriously. Please click [here](#) for the Your World whistleblowing policy.

# Section 7:

## Policies

### England policies

Please click the links below to view the most up-to-date policy.

1. [Anti-Corruption and Bribery](#)
2. [Anti-Harassment and Bullying](#)
3. [Appraisal Process](#)
4. [Clinical Complaints](#)
5. [Complaints Policy](#)
6. [Confidentiality](#)
7. [Disciplinary](#)
8. [Equal Opportunities](#)
9. [Fraud Awareness](#)
10. [Lone Working](#)
11. [Medication Management](#)
12. [Phone and Social Media](#)
13. [Record Keeping](#)
14. [Recruitment of Ex-Offenders](#)
15. [Safeguarding](#)
16. [Uniform](#)
17. [Whistleblowing](#)

### Scotland policies

Please click the links below to view the most up-to-date policy.

1. [Adult Protection Referral](#)
2. [Appraisal Process](#)
3. [Criminal Record Check](#)
4. [Duty of Candour](#)
5. [Infection Prevention and Control](#)
6. [Medication Management for Agency Staff](#)
7. [Policy on the Recruitment of Ex-Offenders](#)
8. [Recruitment and Selection Process](#)
9. [Safeguarding - Adult](#)
10. [Safeguarding - Children](#)
11. [Statement of Aims and Objectives](#)
12. [Whistleblowing](#)

### Northern Ireland policies

Please click the links below to view the most up-to-date policy.

1. [Secure Handling, Use, Storage and Retention of Disclosure information - AccessNI](#)
2. [Recruitment of Ex-Offenders Policy - AccessNI](#)
3. [AccessNI Code of Practice](#)

### Feedback

Your World encourages all feedback so that we can use it to evolve and refine our service. Many issues can be resolved quickly by speaking directly to us.


# Section 8:


## Contact us

### Getting in touch

At Your World, we understand that navigating the healthcare landscape can sometimes raise questions. We're here to make your experience as smooth as possible. Whether you're seeking clarification on specific topics, have questions lingering in your mind, or you simply want to share your valuable feedback, we welcome your communication.

 020 7220 0811

 [info@yourworld.com](mailto:info@yourworld.com)

 [yourworld.com](https://yourworld.com)

#### London

69 Wilson Street  
Shoreditch  
London  
EC2A 2BB

#### Hertfordshire

The Townhouse  
Office 9  
114-116 Fore Street  
Hertford  
SG14 1AJ

#### Southampton

White Building  
1-4 Cumberland Pl  
Southampton  
SO15 2NP

#### Dublin

The View  
Marina Village  
Malahide  
Dublin  
K36 CX99

### Staying up to date with your handbook

Ensure you are equipped with the latest version by clicking [here](#) or scanning the QR code to access the most up-to-date version of this document. Staying current is vital in our ever-evolving work landscape, and this candidate handbook serves as your comprehensive guide, offering essential information that empowers you to navigate and excel in your role. Stay informed, stay ahead – your success begins with the knowledge at your fingertips.

Author: Your World Recruitment Group Ltd

Date of issue: March 2025

Version: 2024 V1

