

Ensuring Temporary / Flexible / Agency Staff undertake RRN Certificated Training

This guidance note is written in support of Appendix 22: Specific considerations for training temporary / flexible / agency staff.

Temporary / flexible / agency staff working within specialist NHS services commissioned by NHSE, or within health and social care services inspected by the CQC are required to ensure they have up to date proof that they have successfully completed training that has been certificated against the RRN Training Standards

The responsibility of individual Agents i.e., temporary / flexible / agency workers	The responsibility of the Certificated Training Service	The responsibility of Individual Agencies	The responsibility of organisations utilising temporary / flexible / agency workers
<ul style="list-style-type: none"> • Not to present for work unless you have a valid certificate, showing you have completed training provided by a Certificated Training Service against the RRN Training Standards • Ensure this certificate clearly denotes that you have been trained to work within defined settings, with specific populations in particular countries e.g., adult mental health services in England 	<ul style="list-style-type: none"> • In the event the Certificated Training Service [or Affiliate] is commissioned by the organisation using temporary / flexible / agency staff, a TNA must be completed • Otherwise they must ensure that any training meets the needs for staff working within defined settings, with specific populations in particular countries e.g. child and adolescent mental health services in England by referring to Appendices 1-8 for Populations; 9-16 for Settings, and 17-20 for Countries] • Best practice is to ensure the certificate contains the training providers name and lists the physical skills/ techniques taught to allow this to be checked as required. • Where training is delivered by an Affiliate organisation the clarification of the skills/techniques taught should be included on the certificate • A unique certificate number and contact details on the certificate would permit the service deploying the individual to make reasonable checks as to certificate veracity 	<ul style="list-style-type: none"> • In the event the agency has its own training department [or affiliated training service], a TNA must be completed • In the event the agency commissions a Certificated Training Service to train its staff, a TNA must be completed wherever it is practical to do so. • All efforts should be made to gather information to inform an accurate TNA, not completing a TNA should be the exception rather than the rule • Otherwise they must ensure that any training meets the needs for staff working within defined settings, with specific populations in particular countries e.g. older adult mental health services in England by referring to Appendices 1-8 for Populations; 9-16 for Settings, and 17-20 for Countries] 	<ul style="list-style-type: none"> • Must only permit staff to operate in post after you have checked that they have an in-date RRN Training certificate [see https://bildact.org.uk/certified-organisations/ for listed providers] • Ensure the certificate indicates that the setting, population and nation are appropriate to the staff deployment • Ensure staff are made aware of local policies and procedures relating to all aspects of preventing, responding to and recovering from incidents involves behaviours of concerns* • Ensure any physical skill types identified on the certificate are compatible with local requirements • Where required, ensure additional, top up training is provided IF an individual's competency in physical techniques [e.g., physical restraint procedures] represent a critical deficit, which prevent them from discharging their role responsibilities • Ensure that any agency staff who present for work are informed about any personal elevated risks that are known for individuals in the service

**Sometimes referred to as challenging behaviour or aggression/violence in local policy documents*