



FREQUENTLY ASKED QUESTIONS for NHS 111 Recruitment

APPLICATION PROCESS

- ▶ How long does the recruitment process take?
From application to start date, the pre-employment checks and assessments can take six weeks to three months; however, this can vary for some candidates. An example of a delay could be your notice period or waiting for references.

- ▶ I am on the DBS update service and have an enhanced adult and child certificate. Do I need to complete the DBS with SCAS?
We need to check your certificate in person to ensure it is enhanced and checked against the barred lists for both children and adults. We can then check (with your permission) the DBS website in order confirm that your certificate is still valid. You will still need to complete a DBS form, and this will be sent to you as part of your conditional offer letter.

- ▶ I have spent criminal convictions - do I need to declare these?
Yes. You will have an opportunity to complete a mandatory declaration form during the recruitment process. This is not reviewed by the interview panel prior to your interview. Every declaration will be reviewed once you have been offered a role within the trust and you may be asked to complete a risk assessment to explain your convictions.

- ▶ I have lived outside of the UK; do I need to get a police check from that country?
If you have lived outside of the UK for a period of six months or more (whether continuously or in total) within the last five years, whilst aged 18 or over, you will be required to obtain an overseas police check. You will be expected to complete this yourself. The police clearance is required before you commence employment.

- ▶ I already have a DBS in my current role outside of SCAS - do I need another one?
If you hold a valid enhanced child and adult DBS certificate that's dated within the last five years, we may be able to use this. However please ensure that you have the original DBS certificate and inform the recruitment team of this once you have been sent your conditional offer.



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➤ Are there any age restrictions?

Yes, staff must be over the age of 18 due regulations around shift work.

INTERVIEW

➤ What type of interview will I have?

Our interviews are focused on our core values and include incident scenarios. It is recommended that you check our website for information about SCAS and find examples that are linked to our core values. If you would like to bring notes to the interview this is acceptable. For hints and tips click

scasjobs.co.uk/moreinfo/application-process/

Prior to your interview you will complete an online assessment where you will listen to a recording and answer questions. You will need to pass the assessment process in order to proceed to the interview stage

➤ Can I use my mobile phone to take the assessment?

You are unable to undertake the assessment on your mobile phone due to the nature of the assessment. You will need a laptop or computer for this.

TRAINING SCHEDULE

➤ How long is the 111 training course?

The 111 training course is three weeks (full-time Monday to Friday).

Day 1 – Corporate induction – classroom based

Day 2 to Day 20 – iCAD and Pathways training – classroom based

There are 3 assessments during your course

- Systems and Pathways
- Knowledge test
- Call scenarios

Once you have passed all your assessments you will go and join our quality assurance coach team for next three weeks (full-time). You will be given your rotas for this on your third week of training.

➤ Can I take annual leave during my training?

No annual leave is permitted during the training period. All elements of the course must be completed.



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➤ Where will my training take place?

Training will take place at the location you have been recruited for - Northern House (Bicester), Southern House (Otterbourne) or Partis House (Milton Keynes).

➤ Will I be paid for full-time training?

Yes. If you are on a part-time rota you will be required to complete an online timesheet. Our education team will show you how to do this. Additional hours on your timesheet will not be paid to you until the following month.

➤ Do I need to pass all the assessments?

You must pass all the assessments during your training.

If you do fail any of these, you will be given the chance to re-sit.

Should you fail a second time you will be removed from the course and your contract of employment will be terminated. The only exception to this is if the education team recommend you return to start the course on an alternative start date.

➤ What will happen after my classroom training?

You will be assigned a Coach and will work alongside them on their shift pattern for approximately three weeks. A copy of this shift pattern will be provided in week three of your training.

➤ Is there an option to submit a flexible working request?

Requests to work flexibly in the role you have been offered should be communicated to recruitment as soon as possible. All training must be completed on a full time basis.

➤ Can I take annual leave during my training?

No annual leave is permitted during the training period. All elements of the course must be completed



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➤ What unsocial hours am I entitled to?

All time Saturday, Sunday and Bank Holidays (midnight to midnight) and Monday to Friday 20:00 to 06:00 are classed as “unsocial” hours. Unsocial hours will be paid in line with Section 2 as set out in table below.

Pay band	All time Saturday (midnight to midnight) and any week day after 8pm and before 6am.	All time on Sundays and Public Holidays (midnight to midnight)
1	Time plus 48%	Time plus 95%
2	Time plus 42%	Time plus 84%
3	Time plus 35%	Time plus 70%
4-9	Time plus 30%	Time plus 60%

➤ Why is my DBS taking so long to clear?

As the DBS (Disclosure and Barring Service) is a separate organisation to SCAS, it can take some time to receive your DBS back. Therefore, if your role requires a DBS, please ensure that your form is completed promptly.

➤ What does “conditional offer” mean?

Your offer is conditional until we have received all pre-employment checks and they meet a satisfactory standard. Should we find that any checks fall below our requirements, we reserve the right to withdraw your conditional offer of employment.

➤ What is an occupational health appointment?

Occupational health advise the us on how best to support your physical and mental wellbeing at work. Our provider will send you a link to complete an online questionnaire. Subsequently, they may need to book a virtual appointment to discuss reasonable adjustments that you may need in the workplace.



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- ▶ I need reasonable adjustments to fulfil the role, is this possible?
We consider reasonable adjustments on a case by case basis in order to provide as much support to you as we can. Please ensure that you discuss any requirements with recruitment and the occupational health provider.
- ▶ When can I hand in my notice?
We do not recommend that you hand in your notice to your current employer until we have confirmed your start date.
- ▶ When will I receive my employment contract (terms and conditions?)
Once all your pre-employment checks are complete. Please cooperate with us to ensure this can be done as quickly as possible.
- ▶ When is pay day?
This will be 25th of each month, or if this falls on a weekend or bank holiday you would be paid on the last working day before. If you start after the 5th of the month, then you will be paid the following month. For example, if you started on the 10th January, then you would be paid on the 25th February.

PREVIOUSLY WORKED FOR THE NHS

- ▶ I have previously worked for the NHS, will my previous service be taken into consideration?
We will ask for your consent to run an Inter Authority Transfer (IAT). This will confirm your previous NHS service and enable us to calculate your continuous and reckonable service dates.