



# Staff Handbook

2026 V1

# Section 1 - Welcome to RMR

Here at Robinson Medical Recruitment, 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 fulltime 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 RMR. If you have any questions or anything is ever unclear, please don't hesitate to speak with your recruiter.

## Referrals

At RMR, 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 RMR, 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:

- 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

RMR 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 RMR, 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 RMR 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 RMR 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>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.
<b>PVG/Access NI/ Garda Vetting/ DBS</b>	<b>Annually</b>	<p>We will require these checks in line with the specific client requirements. Your CGO will guide on you on exactly what is required.</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 RMR clinicians to obtain additional information relating to the police check later in the registration process.</p>
<b>Health Questionnaire / Fit to Work Certificate</b>	<b>Annually</b>	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.

## Section 2 - Compliance

Document	Renewal	Information
<b>Training</b>	<b>Upon document/course expiry</b>	<p>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.</p> <p>We can accept screenshots of your ESR/Turas record, so if you have completed modules through your trust, provide evidence of your ESR/Turas record to your CGO ensuring we can see your name and the URL.</p>
<b>ID Badge</b>	<b>Upon document expiry</b>	<p>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.</p>

### 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)
- Measles, Mumps and Rubella (MMR)
- Hepatitis B (antibody)
- 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)

### Our Insurance Arrangements

Your World Recruitment Group (and its subsidiary companies, including Your World Recruitment Ltd, Your World Nursing Ltd, Robinson Medical Recruitment Ltd, Medic Now Recruitment Ltd, Robinson Recruitment Solutions Limited, and Your World Staffing Limited) holds comprehensive insurance cover with Hiscox Insurance Company Limited, arranged through Marsh Commercial. Our cover spans Professional Indemnity, Public and Products Liability, and Employers' Liability, at levels that meet or exceed our regulatory and contractual obligations. It is reviewed annually and certificates are available on request.

## Section 2 - Compliance

### How We Operate: Employment Business and Employment Agency

Depending on your engagement, we may act in one of two capacities.

Where we act as an employment business, we supply you to work for a client organisation (the hirer) and you remain our worker throughout the assignment. Our Employers' Liability and Public Liability insurance covers our responsibilities to you in this capacity.

Where we act as an employment agency, we introduce you to a client who then engages you directly. Once engaged by the client, your relationship is with them. Our insurance covers our professional responsibilities in making that introduction, but not the work you carry out for the client.

If you are unsure which arrangement applies to your engagement, please speak to your consultant.

### Your Liability

You are accountable for your own actions, including any errors or omissions in the work you carry out. This applies regardless of how you are engaged.

If you provide services through your own personal service company (PSC), that company shares in this liability and should hold its own appropriate insurance. Your contract may also contain specific indemnity provisions requiring cover at defined levels, so it is worth reviewing this before commencing an assignment.

If you work through an umbrella company, the umbrella company shares responsibility for your actions on assignment. The umbrella companies on our Preferred Supplier List hold the necessary insurance policies, but you should obtain details of their specific cover and consider whether any additional insurance is relevant to your role.

### Your Responsibilities

You remain responsible for:

- Carrying out your work safely and in accordance with all instructions, policies, and procedures provided by the hirer
- Complying with all applicable health and safety requirements at the workplace where you are placed
- Reporting any accidents, injuries, incidents, or complaints to both the hirer and to us without delay
- Maintaining conduct in line with any professional standards or regulatory requirements applicable to your role

### Insurance You May Need to Hold

For the majority of candidates, existing arrangements will provide the cover needed for their assignments. If you work in an NHS setting, the organisation's indemnity arrangements (such as the Clinical Negligence Scheme for Trusts) will typically cover the clinical care you deliver while on placement there. If you are registered with a professional body, your registration requirements will usually set out what personal indemnity cover you need to maintain. It is your responsibility to understand what these requirements are and to maintain and adhere to them.

The guidance below is designed to help you think through whether anything additional applies to your specific situation.

Our own Professional Indemnity insurance covers our activities as a recruitment business.

It does not extend to the treatment or care of any person and does not constitute personal professional indemnity or malpractice cover for work you carry out on assignment. This is standard in the recruitment industry and simply means that personal professional cover, where required, sits with you rather than with us.

Depending on your role and how you are engaged, you may want to consider:

- Professional Indemnity Insurance to cover claims arising from errors or omissions in your professional work. If you are registered with a professional body such as the NMC, GMC, HCPC, or GDC, this is likely already a condition of your registration. Your professional body is the best source of guidance on what is required

## Section 2 - Compliance

- **Medical Malpractice Insurance** if you work in a clinical role outside of an NHS-indemnified setting. As noted above, most NHS placements will be covered through CNST or an equivalent scheme, and you should confirm this with the hirer at the start of your assignment

Where you are placed into a private healthcare setting, NHS indemnity will not apply. Some private organisations do provide indemnity cover for clinical staff working under their direction, but this varies and is not guaranteed. Whether you are covered will depend on the specific organisation, your role, and the duties you are carrying out. A candidate working in a straightforward support capacity may be covered under the hirer's arrangements, while someone in a more autonomous clinical role may not be. You should always confirm the position with the hirer before starting, and not assume that cover is in place simply because it is a clinical environment

Where the hirer's arrangements do not cover you, or where there is any uncertainty, you will need to hold your own valid malpractice insurance that explicitly covers the type of work you are undertaking. If you are in any doubt about your cover position for a particular placement, speak to your consultant or your indemnity provider before accepting the role. It is always better to check in advance than to discover a gap in cover after the fact

- **Public Liability Insurance** if you operate through a PSC and your role involves circumstances where your personal actions could give rise to third party claims outside of what the hirer or we would cover
- **Personal Accident Insurance** if you want to protect your income in the event of injury or illness, particularly if sick pay is not available to you through your umbrella company or other arrangement

If you are a union member, your membership may include some of these covers, but the scope and conditions vary. It is worth confirming the detail with your union rather than assuming you are fully covered for all situations.

Where you are required to hold your own insurance as a condition of your assignment, please provide updated evidence of cover to us at each annual renewal and at any time upon request.

### Incidents and Claims

If something happens on assignment that could give rise to a complaint or claim, please let us know in writing as soon as possible and in any event within 5 working days of becoming aware. This is helpful even where no formal claim has been made, as early notification gives the best opportunity to manage the situation well for everyone involved. Please do not admit liability or make any offer or payment to a third party before speaking with us.

### Questions About Your Cover

If you have any questions about what insurance applies to your role or assignment, speak to your consultant before accepting. We are here to help you understand your position, and your professional body or indemnity provider will be the right source of advice on your personal cover requirements.

### Training

RMR is happy to provide training sessions, which are in line with the Core Skills Training Framework (Skills for Health). RMR 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/Turas 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.

## Section 2 - Compliance

### 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 \(GOC\)\*](#)
- [\*Scottish Social Services Council \(SSSC\)\*](#)

### 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 RMR pending the outcome of any professional body investigation.

### 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 RMR 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.

### 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.

### 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 RMR. Registered professionals may also be referred to their professional body.

### Conduct

All RMR 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](#).

### 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, RMR will provide this prior to the start of your first assignment. Additional RMR branded clothing can be purchased if required. Please contact your recruiter.

### Please be on time

We expect all RMR 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.

## Section 4 - On Assignment

### Three strike policy

Here at RMR, 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 RMR.

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 RMR

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 RMR. 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](http://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 RMR as soon as possible if you are expecting a child, breastfeeding, or have given birth within the last six months.

To support your health, RMR 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, RMR 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 RMR

When working with RMR, you will 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.

### 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.

### Timesheet completion policy – healthcare agency workers

To ensure accurate and timely payment, in accordance with legal and contractual obligation all healthcare agency workers must complete and submit a weekly timesheet for each assignment. This timesheet serves as a formal record of hours worked and must be:

- Completed legibly and accurately by the worker, including:
  - Start and end times for each shift
  - Breaks taken
  - Any authorised overtime or on-call hours
- Signed and authorised by the designated representative at the healthcare facility where the shift was worked
- Submitted to RMR by 10:00 AM each Monday for the previous week (Monday to Sunday). Deadlines may vary around Bank Holidays and will be communicated in advance

Failure to submit a fully completed and authorised timesheet by the deadline may result in delayed payment. Incomplete, illegible, or unauthorised timesheets will not be processed until corrected.

#### Important notes:

- Falsification of timesheets constitutes gross misconduct and may lead to immediate termination of assignment, reporting to regulatory bodies and potential legal action under applicable fraud legislation
- Workers are responsible for ensuring that all hours claimed comply with the Working Time Regulations 1998, the National Minimum Wage Act 1998, and any applicable NHS framework agreements
- Timesheets may be audited, and supporting evidence (e.g., rota confirmations or shift logs) may be requested

**By submitting a timesheet, the worker confirms that the information provided is true and accurate and that the hours were worked in accordance with the assignment terms and relevant healthcare legislation.**

## Section 5 - Payment Information

### Travel policy - healthcare agency workers

Healthcare agency workers may be required to travel between client sites or to specific locations as part of their assignment. To ensure fairness, transparency, and compliance with applicable regulations, the following travel policy applies:

#### Eligibility for travel reimbursement

- Travel expenses will only be reimbursed where travel is authorised in advance by RMR or the client
- Reimbursement applies to travel between multiple work sites or for assignments requiring travel beyond the worker's usual place of work
- Travel from home to the first place of work and from the last place of work to home is not normally reimbursed, unless explicitly authorised in writing

#### Approved modes of travel

- Workers may travel by public transport, private vehicle, or agency-arranged transport, depending on assignment requirements
- Use of a private vehicle must be authorised and comply with insurance and safety requirements. Workers must:
  - Hold a valid UK driving licence
  - Maintain appropriate business-use insurance
  - Ensure the vehicle is roadworthy and taxed

#### Mileage and expense claims

- Mileage will be reimbursed at a rate agreed in writing and in advance of the booking commencing
- Parking fees, tolls, and public transport fares will only be reimbursed with:
  - Valid itemised receipts
  - Prior written approval from RMR or the Client

### Misuse and non-compliance

- False, misleading or inflated travel claims are classified as gross misconduct and may result in termination of assignment, reporting to the relevant professional bodies/authorisation and legal action
- The agency and the Client reserve the right to audit any claims and request supporting documentation

### P45

If you have not worked for 12 weeks, we will automatically issue a P45 the following week (Week 13). If you have not worked for 12 weeks and don't want to be P45'd, you will need to email us weekly thereafter at [finance@rmr.uk.com](mailto:finance@rmr.uk.com) to say that you have not worked, but do not want to be P45'd as you expect to be working in the near future again. This process is in line with [HMRC's guidance](#) on GOV.UK.

## Section 5 - Payment times

Daily deadlines and timings are as follows:

PAYE / Ltd					
Timesheet received	Processed	Trial Payroll Run	Final Payroll	Paid	Payslips sent
After 10.00am Friday to Tuesday midnight	Wednesday	Wednesday <sup>(PM)</sup>	Thursday <sup>(PM)</sup>	Thursday <sup>(PM)</sup>	Thursday <sup>(PM)</sup>
Payroll corrections or missed timesheets received by 10.00am Friday	Friday <sup>(PM)</sup>	N/A	Friday <sup>(PM)</sup>	Friday <sup>(PM)</sup>	Friday <sup>(PM)</sup>

## Section 6 - Guidance

### Social media guidance

RMR 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](#)

[SSSC Social Media Guidance](#)

### Whistleblowing

We take whistleblowing incredible seriously. Please click [here](#) for the RMR whistleblowing policy.

## Section 7 - Group Policies

As RMR is part of YWRG, RMR workers may also benefit from relevant policies and support measures implemented across the wider YWRG.

### 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](#)

### Feedback

RMR 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 RMR, 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.

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### 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.

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