

## Volunteer Policy

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Nëse keni pyetje ose komente në lidhje me këtë informacion ose dëshironi t'a keni atë të përkthyer në gjuhën tuaj, ju lutemi telefononi në 01244 650368. Ju lutemi thoni emrin e gjuhës tuaj tre herë, së bashku me numrin tuaj telefonik. Ne do të marrim masa që një përkthyes përmes telefonit t'ju telefonojë juve.

**Albanian**

إن كان يوجد لديك أي أسئلة أو ملاحظات حول هذه المعلومات أو إذا أردت ترجمة لها في لغتك الخاصة، يرجى الاتصال بالرقم 01244 650368. نرجو أن تعطي أسم لغتك ثلاثة مرات سوياً مع رقم هاتفك. سوف نقوم بعد ذلك بالطلب من مترجم ليعيد الاتصال بك.

**Arabic**

আপনার যদি এই তথ্য সম্পর্কে কোন প্রশ্ন অথবা অভিমত থাকে অথবা সেটা যদি আপনার মাতৃভাষায় অনুবাদ করানো চান তাহলে অনুগ্রহ করে 01244 650368 নম্বরে টেলিফোন করুন। আপনার টেলিফোন নম্বর বলুন ও আপনার ভাষার নাম তিনবার অনুগ্রহ করে বলুন। আপনাকে পুনরায় ফোন বা কল ব্যাক করার জন্যে আমরা একজন দোভাষীর ব্যবস্থা করবো।

**Bengali**

如果你對本資訊有任何疑問或意見，或者你希望將它翻譯成你的母語版本，請致電 01244 650368。請在電話中說明你所需的語言，以及你的電話號碼（請重複表述三次）。我們會在回復你的電話時安排電話口譯服務。

**Cantonese**

જો તમને આ માહિતી વિષે કોઈ પ્રશ્નો અથવા ટીકા-ટિપ્પણો હોય અથવા તમારી પોતાની ભાષામાં તેનો તરજૂમો કરવામાં આવે તેવી ઈચ્છા હોય તો, કૃપા કરી 01244 650368 ઉપર ટેલિફોન કરો. કૃપા કરી તમારી ભાષાનું નામ ત્રણ વખત જણાવી, તેની સાથે તમારો ટેલિફોન નંબર આપશો. અમે ટેલિફોન ઈન્ટરપ્રિટર સાથે તમને વળતો જવાબ આપવાની ગોઠવણ કરીશું.

**Gujarati**

就这一信息如果你有任何疑问或者看法，或者你希望将它翻译成你的母语版本，请致电 01244 650368。请在电话中说明你需要的语言，以及你的电话号码（请重复表述三次）。我们会在回复你的电话时安排电话口译服务。

**Mandarin**

Jeżeli masz jakieś pytania lub komentarze dotyczące tych informacji lub potrzebujesz otrzymać je przetłumaczone na własny język, prosimy o zatelefonowanie pod numer: 01244 650368. Prosimy o trzykrotne wypowiedzenie nazwy swojego języka oraz podanie numeru telefonu. Zamówimy tłumacza, który do Ciebie oddzwoni.

**Polish**

ਜੇਕਰ ਇਸ ਜਾਣਕਾਰੀ ਦੇ ਬਾਰੇ ਤੁਹਾਡੇ ਕੋਈ ਸੁਆਲ ਹਨ ਜਾਂ ਕੋਈ ਟਿੱਪਣੀ ਹੈ ਜਾਂ ਤੁਸੀਂ ਇਸ ਦਾ ਤਰਜਮਾ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿਚ ਕਰਵਾਉਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 01244 650368 'ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ। ਕਿਰਪਾ ਕਰਕੇ ਆਪਣੀ ਭਾਸ਼ਾ ਦਾ ਨਾਂ ਆਪਣੇ ਟੈਲੀਫੋਨ ਨੰਬਰ ਦੇ ਨਾਲ ਤਿੰਨ ਵਾਰ ਲਵੋ। ਅਸੀਂ ਟੈਲੀਫੋਨ ਦੁਬਾਰਾ ਵੱਲੋਂ ਤੁਹਾਨੂੰ ਫੋਨ ਕਰਵਾਉਣ ਦੀ ਵਿਵਸਥਾ ਕਰਾਂਗੇ।

**Punjabi**

اگر اس معلومات سے متعلق آپ کے سوالات ہیں یا آپ کی کوئی رائے ہے یا آپ اس کا اپنی زبان میں ترجمہ کروانا چاہتے ہیں تو براہ کرم ہمیں 01244 650368 پر ٹیلی فون کریں۔ اپنی زبان کا نام اپنے ٹیلی فون نمبر کے ساتھ تین بار کہیں۔ ہم ٹیلی فون مترجم کے ذریعہ آپ کو ٹیلی فون کروانے کا انتظام کریں گے۔

**Urdu**

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## 1. INTRODUCTION

Western Cheshire Primary Care Trust recognises the value of volunteering as an activity, as their contribution provides the opportunity for the Trust to enrich and extend the range of services offered to patients and members of the public visiting Trust premises.

The use of volunteers also plays an important role in fostering and strengthening the links between the Primary Care Trust and the local community it serves, including the various voluntary organisations.

The policy is intended to ensure that there is a clear framework for the management and accountability of volunteer activity, a procedure for the recruitment and induction of new volunteers and a means of developing further opportunities for voluntary work.

## 2. PURPOSE

The purpose of the Voluntary services is a two way process, that of helping to meet and enhance the care of patients and their families and to provide an avenue for members of the community to offer their services.

Volunteers provide a service to patients and their relatives, but are not involved in clinical care or administration. **Their role is complementary and not a substitute to that of paid staff and they will not, in any circumstances, undertake the duties associated with vacant posts.**

## 3. POLICY STATEMENT

The Trust recognises the important role which voluntary work plays in complementing its staff and support and encourages the efforts of the voluntary sector.

## 4. SCOPE

This policy applies to all volunteers and voluntary groups within the Trust, irrespective of their age, sex, sexual orientation, race, belief, religion or disability.

## 5. DEFINITION OF A VOLUNTEER

**Anyone whose offer is without payment, who is accepted by the Trust and who attends by invitation or arrangement is, by definition, a volunteer.**

## 6. RESPONSIBILITIES

### 6.1 Trust Board

The responsibility for the provision of this policy lies initially with the Trust Board

### 6.2 Human Resource Team

To provide initial training and ongoing support in the application of the policy

for all managers.

To provide advice and support in the application of the policy in individual cases.

To ensure that the policy is developed and updated in accordance with legislative changes.

### **6.3 Managers**

To ensure that all volunteers understand their rights and obligations under this policy and to ensure that the policy is applied fairly.

To provide the volunteer with clear information and instruction of the role, this may include a specific job description and staff handbook.

To undertake a Risk Assessment and assess all the Health and Safety aspects within the area of work and to ensure that all volunteers have been fully inducted both to the Trust and into the workplace.

To ensure the volunteer is made fully aware of the duties they will be required to undertake.

To ensure the volunteer is made aware of all other policies that will affect them.

### **6.4 Volunteers**

To be aware of this policy and to comply with its requirements.

To inform the manager of any periods they are not available to undertake their duties.

To adhere to all policies and procedures of the Trust.

To maintain strict confidentiality of any personal information regarding patients or staff, which they may become aware of during the course of their placement.

## **7. AGE PARAMETERS**

The Trust welcomes volunteers of all ages and will take all necessary action to ensure that discrimination does not occur because of age. However, in the case of those under 16, they should only be placed under the supervision of a designated employee. However, providing that the individual remains capable of carrying out the role required in a safe manner, age will not preclude them from continuing as a volunteer.

The Young Person's Directive will apply to volunteers up to the age of 18. To comply with the Directive, all potential risks associated with the intended voluntary work must be identified through a risk assessment and made known to the volunteers parent or guardian, The written agreement of the parent or guardian must be obtained before the volunteer can commence any voluntary work.

## **8. ROLE**

Volunteer helpers should not be asked to undertake work that would normally attract a salary, nor should they be used to overcome staff shortages or financial restraints or supply services which should be statutory.

## **9. RECRUITMENT SELECTION AND PLACEMENT OF VOLUNTEERS**

The Trust will encourage the role of voluntary groups by ensuring that contact is made with the local community to develop relationships with interested groups and to identify individuals who may wish to undertake voluntary activities within the Trust.

Individuals who wish to apply as a volunteer will be required to complete a Trust application form (appendix 2). This process will ensure that all appropriate pre-employment checks are undertaken.

If in exceptional circumstances confidential information needs to be shared with a volunteer this must be authorised by the appropriate manager.

## **10. HEALTH SCREENING**

All volunteers will be required to complete a health declaration prior to being offered an appointment. More detailed health screening by referral to Occupational Health Department may be necessary.

## **11. INDUCTION PROGRAMME & TRAINING**

The Line Manager will ensure that all volunteers undertake the organisation's induction programme and a work place induction. An honorary contract will be issued.

## **12. EXPENSES**

Travelling expenses for all official journeys undertaken in the course of their voluntary duties will be reimbursed at public transport rate, and should be agreed by the manager prior to commencing.

## **13. INSURANCE**

All volunteers will be indemnified through the Trust insurance arrangements.

## **14. EQUAL OPPORTUNITIES**

The Trust is committed to Equal Opportunities and diversity. This commitment extends to our volunteers and we welcome everyone from our community as a Volunteer. We will not discriminate against our volunteers on the grounds of gender, sexual orientation, disability, age, race, belief or nationality. Furthermore we value difference, and recognise that value that the different backgrounds, skills outlooks and experience of our volunteers bring to the organisation.

## **15. ACCOUNTABILITY**

Volunteers are responsible to the Manager for department that they are working in. They report to, and work under the direction of a senior member of staff and will be introduced to this person when commencing their duties. Staff working with volunteers should be ready to offer help and support when necessary, remembering that the volunteer is often in a difficult position.

**APPENDIX 1**

**VOLUNTEER AGREEMENT**

Volunteers are an important and valued part of Western Cheshire Primary Care Trust. We hope that you enjoy volunteering with us and feel a full part of our team.

This agreement tells you can expect from the us and what we hope from you. We aim to be flexible, so please let us know if you would like to make any changes and we will do our best.

Western Cheshire Primary Care Trust, will do our best:

- Introduce you to how the Trust works and your role in it and to provide any training you need. The initial training agreed is .....
- provide regular meetings with your supervisor so that you can tell us if you are happy with how your work is organised and get feedback from us, your supervisor's name is .....
- respect your skills, dignity and individual wishes and to do our best to meet them
- consult with you and keep you informed of possible changes
- To provide a safe workplace
- ensure that your treated fairly in accordance with the Trusts Equal Opportunities Policy
- apply the complaints procedure if there is a problem

As a volunteer you will be expected to:

- to work reliably to the best of your ability, and to give as much warning as possible whenever you cannot work when expected
- to comply with Western Cheshire Primary Care Trust's policies and procedures, including Health and Safety, Equal Opportunities and Confidentiality.

The Trust attaches great importance to the Health and Safety of its employees and people under its supervision. Therefore you will be required to work safely, wear protective clothing when provided and ensure that you are aware of the Health and Safety Policy of the Trust.

The Trust's Employers Liability Insurance will provide cover in the event of an accident during the course of your work.

You will not disclose any information confidential to the Trust. This includes any confidential or personal information regarding patients or staff, which you may become aware of during the course of your temporary employment.

I have read and accept the conditions that apply to me on my placement with Western Cheshire Primary Care Trust.

Note: This agreement is in honour only and is not intended to be a legally binding contract of employment

Name:..... Date: .....

Signature:.....

## Appendix 2

### STANDARD APPLICATION FORM

Please fill in the Application form, which is split into two parts; Part A and Part B. Please fill in both parts of the form and check it carefully before returning it. Please note that questions marked with an asterisk \* are mandatory and therefore must be answered.

**If you take up employment with Western Cheshire Primary Care Trust this form will be kept on your Personnel File and some details (Personal Information, Qualifications, and Employment) will be held on the Personnel Information System.**

**Please return the completed Application Form to HR Admin Service Team, Town Hall, Macclesfield District General Hospital, Victoria Road, Macclesfield, SK10 3BL. Please note that the application form should be completed in full. Please do not attach CV's as we are unable to accept them**

### APPLICATION FOR EMPLOYMENT – PART A

Job Reference Number	
Job Title	
Department	

### Personal Details

* Surname/Family Name			
* First Names			
Name in which you are registered with a professional body (if applicable)			
Title		* Date of Birth	
UK National		* Gender	<input type="checkbox"/> Male <input type="checkbox"/> Female

Insurance No			<input type="checkbox"/> I do not wish to disclose this
Address			
* Postcode/ Zip code		* Country	
Home Telephone		Mobile Telephone	
Work Telephone		May we contact you at work?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Email Address			
* Do you require us to obtain a work permit for you to work in the UK under the terms of the Immigration and Asylum Act 1996?			
<input type="checkbox"/> Yes <input type="checkbox"/> No			
Please supply details of any permit currently held including number, validity and expiry date.			
Are you a Department of Work & Pensions New Deal Candidate?			<input type="checkbox"/> Yes <input type="checkbox"/> No
Are you an NHS professional returning to practice?			<input type="checkbox"/> Yes <input type="checkbox"/> No

## EQUAL OPPORTUNITIES MONITORING

### Race relations (Amendment) Act 2000

As Public Sector Employers, NHS Organisations are required to collect details about an applicant's ethnicity. This information is collected to fulfil that obligation and is used for monitoring purposes only.

* I would describe my ethnic origin as follows:		
<p><b>Asian or Asian British</b></p> <p><input type="checkbox"/> Bangladeshi</p> <p><input type="checkbox"/> Indian</p> <p><input type="checkbox"/> Pakistani</p> <p><input type="checkbox"/> Any other Asian background</p> <p><b>Black or Black British</b></p> <p><input type="checkbox"/> African</p> <p><input type="checkbox"/> Caribbean</p> <p><input type="checkbox"/> Any other Black background</p>	<p><b>Mixed</b></p> <p><input type="checkbox"/> White &amp; Asian</p> <p><input type="checkbox"/> White &amp; Black African</p> <p><input type="checkbox"/> White &amp; Black Caribbean</p> <p><input type="checkbox"/> Any other mixed background</p> <p><b>White</b></p> <p><input type="checkbox"/> British</p> <p><input type="checkbox"/> Irish</p> <p><input type="checkbox"/> Any other White background</p>	<p><b>Other Ethnic Group</b></p> <p><input type="checkbox"/> Chinese</p> <p><input type="checkbox"/> Any other ethnic group</p> <p><input type="checkbox"/> I do not wish to disclose my ethnic origin</p>

### Employment Equality Regulations

In order to comply with these regulations, NHS employers are monitoring sexual orientation and religion/belief in applications.

* Please select the option which best describes your sexuality		
<p><input type="checkbox"/> Lesbian</p> <p><input type="checkbox"/> Gay</p> <p><input type="checkbox"/> Bisexual</p>	<p><input type="checkbox"/> Heterosexual</p> <p><input type="checkbox"/> I would rather not answer</p>	
* Please indicate your religion or belief		
<p><input type="checkbox"/> Atheism</p> <p><input type="checkbox"/> Buddhism</p>	<p><input type="checkbox"/> Jainism</p> <p><input type="checkbox"/> Sikhism</p>	<p><input type="checkbox"/> Judaism</p> <p><input type="checkbox"/> Hinduism</p>

<input type="checkbox"/> Christianity <input type="checkbox"/> Islam	<input type="checkbox"/> Other	<input type="checkbox"/> I do not wish to disclose my religion/belief
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### Disability Discrimination Act 1995

Under the terms of the Act a disability is defined as a 'physical or mental impairment which has a substantial and long term effect on a person's ability to carry out normal day to day activities'. NHS employers welcome applications from disabled people.

* Do you consider yourself to have a disability?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> I do not wish to disclose this information
If yes, do you need special arrangements to enable you to attend for interview?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If so, please give details below

### Rehabilitation of Offenders Act

In order to protect certain vulnerable groups within society, there are a number of posts and professions that are exempt from the provisions of the Rehabilitation of Offenders Act 1974. These include posts where, in the normal course of their duties, successful applicants will have access to persons in receipt of health services. If the post you have applied for falls within the above category, it will be exempt from the provisions of the Rehabilitation of Offenders Act by virtue of the Rehabilitation of Offenders Act (Exceptions Order) 1975.

Applicants are therefore not entitled to withhold any information about convictions which for other purposes are 'Spent' under the provisions of the Act and in the event of employment; any failure to disclose such convictions could result in dismissal or disciplinary action by the employing organisation. Any information given will be confidential and will be considered only in relation to posts to which the order applies.

* Have you at any time received, or had pending, a court conviction?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If yes, please give details		

If you are applying for a post involving access to persons in receipt of health services, your offer of employment may be subject to a satisfactory disclosure from the Criminal Records Bureau. Failure to reveal information relating to any convictions could lead to withdrawal of an offer of employment.

### Relationships

If you are related to a director, or have a relationship with a director or employee of an appointing organisation, please state the relationship

--

### DECLARATION

The information in this form (Parts A & B) is true and complete. I agree that any deliberate omissions, falsification or misrepresentation in the application form will be grounds for rejecting this application or subsequent dismissal if employed by the organisation. This applies equally to any medical questionnaire/forms I may complete.

I agree to the above declaration

Signature

Name

Date

Where did you see this vacancy advertised?

- |   |   |   |   |
|---|---|---|---|
| <input type="checkbox"/> NHS Website<br><input type="checkbox"/> Search Engine<br><input type="checkbox"/> Other Website<br><input type="checkbox"/> National Newspaper | <input type="checkbox"/> Local Newspaper<br><input type="checkbox"/> British Medical Journal<br><input type="checkbox"/> Health Service Journal<br><input type="checkbox"/> Hospital Doctor | <input type="checkbox"/> Doctor<br><input type="checkbox"/> Therapy Weekly<br><input type="checkbox"/> Nursing Times<br><input type="checkbox"/> GP | <input type="checkbox"/> Nursing Standard<br><input type="checkbox"/> Other Professional Journal<br><input type="checkbox"/> Jobcentre Plus<br><input type="checkbox"/> Radio<br><input type="checkbox"/> Other |
|---|---|---|---|

## APPLICATION FOR EMPLOYMENT – PART B

Details entered in this part of the form will be held in the HR department of the recruiting organisation and will be made available to the short-listing panel.

Job Reference Number		Online reference number	
Job Title			
Department			

### Education & Professional Qualifications

Include in this section all the relevant qualifications. Please also indicate subjects currently being studied.			
Subject/Qualification	Place of Study	Grade/result	Year

### Training Courses Attended

Include in this section any relevant training courses that you have attended or details of courses that you are currently undertaking.			
Course Title	Training Provider	Duration	Date Completed


**Membership of Professional Bodies**

Include in this section any relevant professional registrations or memberships.

* Please indicate your Professional Registration status:	
<input type="checkbox"/> Not Required for this post	<input type="checkbox"/> UK registration applied for
<input type="checkbox"/> I have current UK registration	<input type="checkbox"/> UK registration not yet applied for
	<input type="checkbox"/> I am a student

If professional registration is not required then go to Employment History.

If you are registered then please enter the relevant details below:			
Professional Body	Membership or Registration type	Membership/Registration PIN	Expiry/Renewal Date

If you are applying for a post that requires professional registration you are required to provide the following information:

Are you currently the subject of a fitness to practise investigation or proceedings by a licensing or regulatory body in the UK or in any other country?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Have you been removed from the register or have conditions been made on your registration by a fitness to practise committee or the licensing or regulatory body in the UK or in any other country?	<input type="checkbox"/> Yes <input type="checkbox"/> No

**Employment History**

Please record below the details of your current or most recent employer

Employer Name			
Address			
Type of Business		Telephone	
Job Title			
Start Date		End Date	
Start of continuous NHS service			
Grade		Salary	
Reporting to (job title)		Notice Period	
Reason for leaving (if applicable)			
Description of your duties and responsibilities			

## Previous Employment

Please record below the details of your previous employment beginning with the most recent first. Please explain any gaps in employment in the 'Supporting Information' section below. Please add additional employers/information on a separate sheet.

### Previous Employer 1

Employer Name			
Address			
Job Title		Grade	
From Date		To Date	
Reason for Leaving			
Description of your duties and responsibilities			

### Previous Employer 2

Employer Name			
Address			
Job Title		Grade	
From Date		To Date	
Reason for Leaving			
Description of your duties and responsibilities			

## Supporting Information

In this section please give your reasons for applying for this post and additional information which shows how you match the person specification for the job (you will have been sent this document with the application form). This can include relevant skills, knowledge, experience, voluntary activities and training etc. If relevant to the post for which you are applying you should include details about research experience, publications or poster presentation, clinical care (knowledge and skills) and clinical audit.

Supporting information (Please continue on additional sheets if necessary).

## Additional Personal Information

Preferred Employment Type	<input type="checkbox"/> Full Time <input type="checkbox"/> Part Time <input type="checkbox"/> Job Share <input type="checkbox"/> Secondment <input type="checkbox"/> Flexible Hours
Do you have a valid driving licence for the UK?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Please specify the vehicle category for which you hold a licence	<input type="checkbox"/> Motorbike (A) <input type="checkbox"/> Car (B) <input type="checkbox"/> Car with Trailer (B + E) <input type="checkbox"/> Medium Sized Vehicle (C1) <input type="checkbox"/> Medium Sized Vehicle with Trailer (C1 + E) <input type="checkbox"/> Minibus (D1) <input type="checkbox"/> Minibus with Trailer (C1 + E) <input type="checkbox"/> Large Goods Vehicle (C) <input type="checkbox"/> Large Goods Vehicle with Trailer (C + E) <input type="checkbox"/> Passenger Carrying Vehicle (D) <input type="checkbox"/> Passenger Carrying Vehicle with Trailer (D + E)
Do you have access to a vehicle which can be used for work purposes?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do you hold a POPUMET certificate (required for radiologists)	<input type="checkbox"/> Yes <input type="checkbox"/> No

## References

Please give the names of the people who have agreed to supply references. For all positions you must provide 2 references. If you are, or have been employed, these should be your two most recent employers. These may include your line manager or someone in a position of responsibility who can comment on your work experience, competence, personal qualities and suitability for the post. If you are a student please provide contact details of a teacher at your school, college or university. Please note that personal references such as friends and relatives are not acceptable. For all posts written references obtained must cover the preceding 3 years of employment. All referees will be approached prior to interview unless you indicate otherwise.

### Referee 1

*Surname/Family name		First Name	
Job Title			

*Address			
*Post Code/ Zip Code		*Country	
Telephone		Fax	
Email			
* Relationship		*Can the referee be contacted prior to interview?	<input type="checkbox"/> Yes <input type="checkbox"/> No

## Referee 2

*Surname/Family name		First Name	
Job Title			
*Address			
*Post Code/ Zip Code		*Country	
Telephone		Fax	
Email			
* Relationship		* Can the referee be contacted prior to interview?	<input type="checkbox"/> Yes <input type="checkbox"/> No

If you have applied to us within the last 3 months, are you happy for us to use the references from your earlier application?	<input type="checkbox"/> Yes <input type="checkbox"/> No
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