Organisation name Site or unit		STANDARD OPERATING PROCEDURE **Staff Credential Verification and Recheck**	
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Review date		**Replaces**	1.0
Owner	Clinical lead for this procedure	**Approved by**	
Classification	Internal	**Applies to**	All clinical areas
Signature			

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Abbreviations

Abbreviation	Meaning
STF-FRM-001	Credential verification form
SOP	Standard operating procedure

Key points

- Before the first shift, verify the licence, registration and qualifications of every person who works here, with the issuing body or from the original document.
- Check that the scope of practice matches the post. Record the verification on STF-FRM-001, with the date and the name of the person who checked it.
- Diary the next recheck. Remind the person 30 days before any expiry.
- Stop the person from working on the day their registration lapses.
- Stop and get help straight away if a licence cannot be verified, has lapsed, or does not cover the work being done.

1. Purpose

To make sure every person who provides care is qualified, licensed and current for their role before they start, and remains so while they work at the facility. Patients are harmed when care is given by someone who is not qualified or not licensed for the work, and the harm is often not recognised until a complaint or an incident. This SOP sets out how credentials are checked, how the check is recorded, and how renewals are managed. The evidence reference E-006 cited in this document is to be confirmed (see References).

2. Scope

Element	Coverage
Who	All clinical staff; non-clinical staff who may come into contact with patients; locums, students, volunteers and contractors.
Where	All sites and services at the facility.
When	Before the first shift; at each renewal date; before any change of role or scope.
Not covered	Staff who only work in offices with no patient contact, unless their role requires a licence.

3. Definitions

Term	Meaning
Verification	Confirmation of a licence, registration or qualification with the issuing body, or from the original certificate seen by the verifier, with a record of who checked it and how.
Scope of practice	The activities a person is authorised to carry out under their licence or registration.
Lapsed	A licence or registration that has expired, been suspended or been withdrawn.
Supervised practice	Work done under the direct supervision of a verified colleague, used only while verification is pending and only where the facility policy allows.

4. Background

A licence is a legal permission to practise, and it can be suspended or lapse without the individual or the facility noticing. A check made once, at recruitment, does not show whether the licence is still valid or covers the work now being done. The verification is therefore repeated at each renewal, and it is recorded so that it can be inspected at any time.

5. Responsibilities

Role	Responsibility
Clinical director	Approves this SOP and receives the quarterly credential report.
HR lead	Verifies credentials, keeps the STF-FRM-001 file, and diaries the rechecks and reminders.
Line manager	Confirms the scope of practice matches the post before the first shift, and stops work on a lapse.
Individual staff member	Provides the documents, and tells the HR lead and the line manager of any change, suspension or lapse at once.

6. Materials and equipment

Item	Requirement
Credential verification form STF-FRM-001	The current approved form.
Recheck diary	Maintained by the HR lead, with the expiry date, the reminder date (30 days before expiry), and the recheck date.

7. Safety and exceptions

- **Not verified.** A person whose credentials have not been verified does not work with patients unsupervised, and does not work alone with patients.
- **Lapse.** Where a registration or licence lapses, the person is stopped from work on the day it lapses, and the line manager is informed the same day. The person does not return until verification is complete.
- **Scope.** Where the scope held does not cover a task, the person does not carry out that task, and the line manager arranges the cover.

8. Procedure

Before you start

- Check that STF-FRM-001 and the recheck diary are current.
- Confirm the post, and the scope of practice that the post requires.

Step 1. Verify before the first shift

1. Obtain the licence or registration number and the qualification details from the person.
2. Verify each with the issuing body, using its public register where one exists, or from the original certificate that the verifier has seen. Do not accept a copy alone.
3. Check that the scope of practice covers the post, and record any restriction.
4. Record the verification on STF-FRM-001: the date, the source, the expiry date, the scope, and the name of the person who checked it.

Step 2. Diary the next check

1. Diary the reminder for 30 days before expiry, and the recheck for the renewal date.
2. Send the person a reminder 30 days before expiry, and record that it was sent.

Step 3. Recheck and act on a lapse

1. Recheck at each renewal date, and before any change of role or scope.
2. If the registration has lapsed, stop the person from working on the day it lapses. Inform the line manager the same day.
3. Once the registration is restored, verify it again and record the verification before the person returns to work.

9. Worked examples

Situation	What to do
A new nurse starts on Monday with a registration number. The register website is slow, and the start is on the rota.	Do not allow the nurse to work with patients unsupervised until the registration is verified. Verify it when the register is available, and record the source and the time. If the nurse is to work under supervision, record that the supervision is in place, and the verification date.
A physiotherapist's registration expires on 15 March. The reminder was sent on 13 February.	Confirm on the reminder date that the renewal is in progress. If the renewal is confirmed before 15 March, record it and verify it. If not, stop the physiotherapist from working on 15 March and inform the line manager the same day.

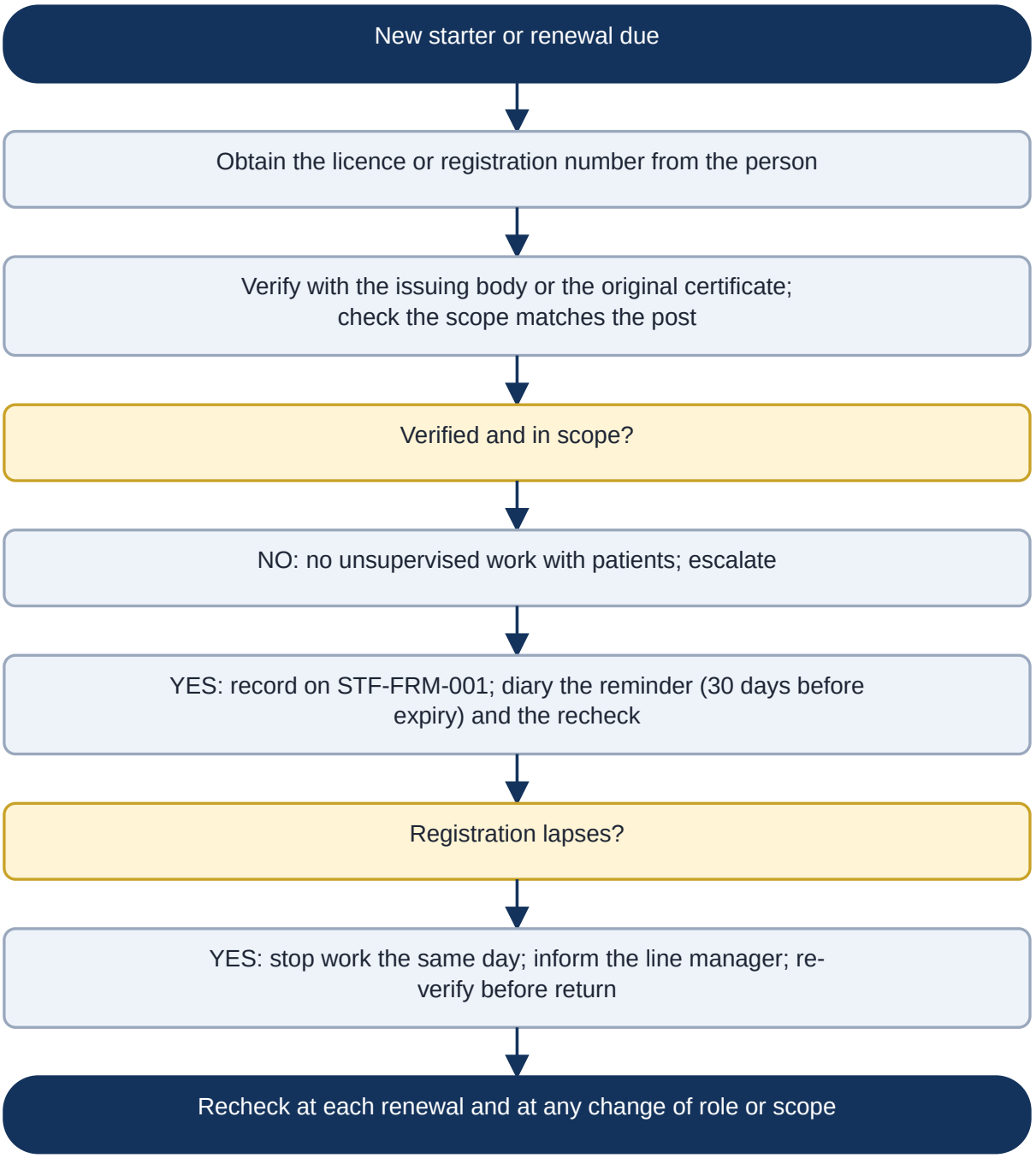


Figure 1. Verification before first shift



Figure 2. Renewal timeline for one staff member

10. Decision points

If	Then
Licence verified and covers the post	Record it, diary the recheck, and allow the person to start.
Licence cannot be verified	Do not allow the person to work with patients unsupervised; escalate.
Scope does not cover the work	Restrict the work to the scope held; escalate.
Registration lapses	Stop work the same day; inform the line manager.

11. Escalation

Event	Inform	Timescale
Licence cannot be verified or has lapsed	Line manager, HR lead and clinical director	Immediately
Person working without verified credentials	Clinical director and risk team	Immediately; incident report within 24 hours

12. Monitoring and compliance

Indicator	Target	Method	Frequency	Owner
Staff verified before first shift	100% of new starters	Review of STF-FRM-001	Monthly	HR lead
Rechecks completed before expiry	100% of rechecks	Review of the diary	Monthly	HR lead
Reminders sent 30 days before expiry	100% of expiries	Review of the diary	Monthly	HR lead

13. Records

Record	Kept in	Retention
Credential verification form STF-FRM-001	HR file	As set by the institutional retention policy

14. Training and competence

- **Induction:** the verification steps, the public registers, the form, and the lapse rule, for HR staff and line managers.
- **Annual update:** an audit of the verification file against this SOP.

15. Related documents

ID	Title	Relationship
PHM-SOP-001-EN	Medicine Storage and Temperature Monitoring	Staff who handle medicines
CON-SOP-001-EN	Informed Consent Before Significant Care	Staff who take consent

16. References

1. ASF Expert Committee decision on staff credential verification. Evidence reference E-006 is cited in the current document; the reference has not been verified against an external source and must be confirmed before

publication.

17. Change history

Version	Date	Summary of change	Approved by
1.0		First approved version.	ASF Expert Committee
1.2		Substantive revision: verification sources, supervised-practice rule, lapse and reinstatement, reminder steps, worked examples and timeline.	

Annex A. Credential verification record

Use this record for each audit session. Record one line per staff member checked. Enter Y, N or NA as shown in the column heading.

Name	Post	Licence or registration verified (Y / N)	Scope matches post (Y / N)	Date verified	Verified by (initials)	Next recheck date	Comment