

## **ASSESSMENT CENTRE PARTICIPATION PROTOCOL**

Promedica24 is a regulated care service provider that cares for vulnerable adults. Starting from the recruitment process we assess and feedback to our candidates on our expectations and values. We provide care to vulnerable clients, so Promedica24 is dedicated to ensuring that our staff is fit and proper and before being employed.

The purpose of this protocol is to set out expectation on participation and completion of the assessment centre, which, when completed successfully, will enable our continued collaboration as per Recruitment and Selection Policy. Your performance will be subject to the internal performance assessment conducted by the Assessment and Development Department and the summary will be covered in a form of feedback form added to your personal profile.

### **Our Values (Appendix 1):**

Our company is based on four core values, these are:

- Caring
- Positive Approach
- Responsiveness
- Excellence

We want every candidate, employee, business partner, contractor to be guided by these values during any kind of engagement with Promedica24. As an employer and care provider, we pay special attention to respecting the principles of equality and diversity. We do not discriminate based on age, gender, culture, religion, background, sexual orientation, or any other protected characteristic. We expect the same from our candidates, business partner, contractors. We aim to offer the employment to people who are fit and proper with the right set of core values (Appendix 1).

### **Our goal**

The purpose of assessment centre process is both to prepare you to be able to provide safe and effective care and to evaluate how you respond to different situations, tasks, and tests. Our assessor can observe first-hand how you behave and work within a team, how you approach

assignments and how you apply your skills and knowledge during a variety of activities. We believe that our process of assessment centre is offering a fair practice for choosing the right candidates for further employment. It's thought that this method provides equal opportunities for all interviewees, with the selection itself based on not only your skills, but also your merit, potential company-culture fit, experiences and your future potential. During the time spend with our assessor you will be touching current topics based on current Skills for Care requirements and any other business-related needs.

As a candidate you will have the opportunity to make the choice based on the feedback and the knowledge gained about the sector and the company.

**We provide:**

- High quality assessment process run by enthusiastic assessor – qualified in the care sector.
- Unlimited access to informative materials.
- Ongoing support on further and development.

We expect you to be able to present during any interaction with Promedica24 before/during/after the assessment centre the following:

- You know and preset the Promedica24 company values (Appendix 1)
- You receive positive feedback because of your interaction with the assessor and the group.
- You can show that you treat people with dignity and respect their individuality.
- You can show that you know how to protect and respect people's personal information.
- You can show during interactions with the trainer and the group that you are kind and empathetic to all participants.
- You can show that you understand how to be professional in terms of behaviour and appearance.
- You always act with integrity.
- You are an active member of team.
- You use the switched-on camera during the whole assessment process.
- You communicate about any difficulties (technical, attendance etc) as soon as possible.
- You present positive approach at all the times.

- You can listen to and not to interrupt other participants.
- You communicate in an open, accurate and positive way using appropriate language.
- You are punctual and committed.
- You present that you can manage non-standard situations.

We are established in the market and have 10 years of experience in assessing carers during the interactions with them. During the whole recruitment, assessment, and selection process you will be assessed regarding your performance based on Promedica24' expectations outlined above. The nature of the business is a very high risky for our vulnerable and Promedica24 must ensure that the care staff and all employees in the Company are fit and proper individuals.

Should you fail to meet Promedica24's expectations (outlined above) or should we not be able to assess you during the assessment Centre:

1. we may terminate not offer you any employment with us
2. we may request additional assessment centre.

Should you be not satisfied with the decision made by Assessment and Development Department please email Carer's HR Department Carers\_HR@promedica24.co.uk

## **Appendix 1 PROMEDICA24's VALUES**

### **What we mean by 'caring'**

We will treat people with dignity and respect regardless of their culture, religion, age, race, sexual orientation, or any disability.

We will protect and respect people's personal information.

We will respect people's rights to make their own decisions and choices about how they want to be cared for.

We will be warm, kind, empathic, reliable, and compassionate to all our colleagues and people we support.

### **What we mean by 'Positive Approach'**

We will encourage and enable people to support each other, to do things for themselves, be accountable and make their own decisions.

We will be always professional and act with integrity.

We will maintain a positive approach in all aspects of service delivery and work as a team to achieve a positive outcome for our colleague and people we support.

We will be committed to make people's lives easier and better and we will put the individuals and our Carers at the heart of everything we do.

We will speak up and challenge others when we have concerns about the quality or safety of care being provided.

### **What we mean by 'Responsiveness'**

We will accept and respect people's individuality and take time to listen to people to ascertain their needs.

We will adapt our approach according to the situation and context to provide positive outcomes for our colleagues and people we support.

We will support, coach and mentor people who need support to enable them to learn new skills and increase their self-esteem and sense of well-being.

We will communicate in an open, accurate and respectful way using appropriate language.

### **What we mean by ‘Excellence’**

The provision of an excellent service is a core value of Promedica24.

We are constantly learning and improving to shape a better future for people we support, and we are committed to energize, engage, and inspire others to grow our company and each other.

We will do the right things, in the right way and hold ourselves accountable for results.

We will be disciplined in our application of best practice.

We will ensure we deliver the best service to all individuals we support.

We are committed to ensuring positive outcomes for our colleagues and people we support and be the best live in care company to work with and for.