

## Candidate Session Tour Checklist

Candidates shortlisted for the roles of **Healthcare Assistant – Blood Donation** and **Team Assistant** will be required to undertake a tour prior to their interview to ensure that they have a clear understanding of the role. This visit should take approximately **30** minutes for a HCA and **20** minutes for a TA. Please note: -

- You need to complete the following checklist for each candidate
- Be open about the role as it is important that candidates are fully aware of what is expected

<b>Name of Candidate:</b> .....	<b>Post Title:</b> .....
<b>Tour conducted by:</b> .....	<b>Date of Tour:</b> .....
<b>1.</b>	<b>Welcome</b> the candidate to the session and reiterate the purpose of the visit is to ensure that they have a clear understanding of the role and this is an opportunity for them to ask questions.
<b>2.</b>	<b>Front of House/Refreshment Area</b> – introduce candidate to the HCA on welcome and explain: <ul style="list-style-type: none"> <li>• the welcome process.</li> <li>• the importance of excellent customer service</li> </ul> <i>(For TA's go to section 7 as Sections 3 to 6 are not applicable)</i>
<b>3.</b>	<b>Screening</b> - Show the candidate the <b>acceptance and deferral criteria</b> and a blank DSC and explain: <ul style="list-style-type: none"> <li>• screening process, questions required and why we ask them</li> <li>• printing of DSCs</li> <li>• how we ensure donors information is kept confidential</li> </ul>
<b>4.</b>	<b>Collection</b> - Check with the Donor if they are happy to be observed. If yes, then ask the HCA to explain to the candidate the donation process. This should include: <ul style="list-style-type: none"> <li>• venepuncture – explain that this is expected of every HCA</li> <li>• customer service / maintaining a rapport with the donor</li> </ul>
<b>5.</b>	<b>Back pod</b> - Let the candidate hold a blood pack and watch the HCA undertaking the final checks, explaining why these are carried out and that attention to detail is essential.
<b>6.</b>	<b>Driving / Vehicles (if applicable)</b> – Show the candidate the vehicles they would be required to drive, asking them to sit in the driver's seat and observe the tail lift process.
<b>7.</b>	<b>Post Donation Refreshment Area.</b> Explain that this includes: <ul style="list-style-type: none"> <li>• talking to donors, explaining why this is essential in preventing faints &amp; resolving any concerns</li> <li>• assisting donors to help themselves to refreshments</li> <li>• dealing with any faints and re-bleeds</li> </ul>
<b>8.</b>	<b>End of Tour</b> <ul style="list-style-type: none"> <li>• Explain daily load and unload of equipment and materials (if applicable)</li> <li>• Explain they will receive 6 weeks training (this takes longer for part timers).</li> <li>• Ask if they are still interested in the role and if they say no, thank them for their time and their honesty and inform the interview panel</li> </ul>
<b>9.</b>	<b>Feedback Questionnaire</b> – Ask the candidate to complete the questionnaire. This will take approximately 10 minutes and is used to assess their ability to read, write and follow instructions.
<b>10.</b>	<b>Handout</b> – Ensure the candidate is given a “Team Information Sheet” for them to read and take away. Ask them if they have any queries regarding the content and note in “Comments” box below
<b>Comments:</b>	