



# Client Successes

**HCL** Permanent

# HCL Timeline

 HCL timeline

 Market timeline

## 2012

HCL Workforce Solutions is restructured into specialist divisions covering nursing, social care, allied health professionals, doctors and permanent staffing.

## 2016

Language exams introduced for all NMC applicants trained outside of the UK. IELTS exam accepted – first time pass rate recorded at 11%

## 2003

HCL Workforce Solutions formed

## 2015

HCL Permanent wins all Wales contract supply of nurses and health care. 1200 nurses supplied across 5 health boards in South Wales.



## 2017

Specialist teams launched within HCL Permanent to diversify business and increase talent attraction of language passed nurses.

### Oct 17

OET introduced as alternative language exam to IELTS for NMC registration – first time pass rate recorded at 40% (increasing with training). Changes result in increased eligible candidates and therefore volume recruitment capacity

### Sept 18

IELTS writing pass score reduced to 6.5 using evidence based research from applicants, Trusts and partners since 2016. This results in increased pass rates – 131 HCL applicants already under offer with a UK Trust became eligible to register in one day

### March 18

HCL Workforce Solutions acquired by CRG forming HCRG - one of the largest healthcare recruitment companies in the UK

### Sept 18

NMC announce that they will introduce a streamlined process for registration, reducing time to land by up to 8 weeks. UKVI announces that OET will be accepted for Visa requirements, removing the need for candidates to take multiple language exams for entry to the UK

### March 19

HCL Permanent moves all teams to focus only on language passed nurses from across the globe with specialist teams dedicated to recruitment from the Philippines and India.

## Case Study

# Luton & Dunstable University Hospital NHS Foundation Trust

## Requirement:

Ongoing recruitment to meet Trust needs from a variety of recruitment avenues

**Campaign start date:** October 2016

## Campaign plan:

HCL suggested to the Trust that they approach their recruitment with a blended approach of recruitment campaigns, including a face to face event in Singapore, several face to face campaigns in Italy and an ongoing Skype campaign for international nurses from across the globe.

## Numbers:



Interviewed 161 nurses over four days.



Of the 161 interviews, 142 nurses were offered posts



To date, 140 candidates have started with the Trust, with a 97% retention rate since Jan 2017



Sites covered under Recruitment Campaign:  
Luton & Dunstable Hospital

## The Results:

HCL have managed a number of recruitment campaigns for Luton and Dunstable from 2016. The Trust visited Singapore in November 2016 and interviewed 161 nurses over four days.

The trip was hosted, booked and managed by HCL including the organisation of visas and venues and HCL led the pre-screening and coordination of nurses for the events. Of the 161 interviews, 142 nurses were offered posts across the named specialities. To date 62 candidates have passed the NMC language requirement and are continuing to arrive at the Trust.

The Trust also visited Italy for a number of face to face events, interviewing 110 candidates and offering 94. 58 candidates successfully started at the Trust, with 54 remaining in post to date.

Following a recommendation from HCL, the Trust began recruiting via Skype in May 2018 and opened recruitment to the global market. The Trust have completed 15 Skype events and have interviewed 188 candidates, offering 171 candidates. To date 69 candidates have started with 81 in the process of NMC registration and Visa application.

The average interview to offer ratio across all projects is 89%. To date, 140 candidates have started with the Trust, with a 97% retention rate since Jan 2017. HCL continues to support the Trust with ongoing interviews, processing expertise and aftercare support.

“ We have been using HCL for last few years and they have consistently provided us with good service ... we always manage to resolve any issues with the help and support of HCL.

- Malik Farooq



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# Great Western Hospitals NHS Foundation Trust



### Numbers:



12 Skype events



Average of six interviews per event



Sixty candidates have been offered to date



25 candidates landed.



Sites covered under Recruitment Campaign: Great Western Hospital

**“ HCL have been a key element to our success in recruiting international nurses to our Trust. They are extremely professional and have provided us with a consistent pipeline of excellent candidates. Their support, advice and flexible approach to fit within our recruitment processes has been invaluable  
– Ruth Scott ”**

### Requirement:

The Trust partnered with HCL as part of their international recruitment campaign, to provide nurses from outside of the EEA.

**Campaign start date:** February 2018

### Campaign plan:

HCL suggested to the Trust that they approach their recruitment with a blended approach of pin ready/ OSCE ready nurses via regular Skype interviews.

### The Results:

HCL worked with key stakeholders at the Trust to support 12 Skype events with an average of six interviews per event. 60 candidates have been offered to date, 25 of whom have landed.

All 25 candidates have passed their OSCE and received their PIN. There are an additional 23 candidates still in process, 15 of whom have a decision letter and two of whom have their NMC PIN.

Following a break in interviews to manage the incoming pipeline, the Trust have now re-started interviews and are working with HCL to continue supporting candidates into the Trust and with ongoing aftercare.

## Case Study

# Basildon and Thurrock University Hospitals NHS Foundation Trust



## Requirement:

The initial requirements given to HCL by the Trust was for 80 Band 5 nurses from within the EU, EEA and the Philippines, with the view to extend this with successful recruitment and in line with any changes in the market.

**Campaign start date:** January 2018

## Campaign plan:

HCL suggested to the Trust that they approach their recruitment with a blended approach of pin ready / OSCE ready nurses via regular Skype interviews.

## The Results:

Basildon was actively working with the International Placement Team and the International Projects Team within HCL Permanent to fulfil their recruitment needs. To date they have had 142 starters all of whom have already passed their OSCE and received their PIN, with a further 142 due to start in 2020. The nurses who are due to start, 4 nurses are NMC pinned, 51 have their Decision Letters, 37 are in the NMC Assessment Queue / Registration application, 34 are collect their NMC documents and 16 are in process of taking their CBT.

## Numbers:



142 starters passed their OSCE



Initial requirement 80



142 due to start in 2020



Sites covered under  
Recruitment Campaign:  
Basildon and Thurrock University  
Hospitals NHS Foundation Trust



# Royal Brompton & Harefield NHS Foundation Trust

## Requirement:

The initial requirement given to HCL by the Trust was for Band 5 & Band 6 nurses from within the UK, EU, EEA and international.

## Campaign plan:

The Trust required NMC and HCPC registered Band 5 and Band 6 nurses / practitioners for on-going permanent vacancies across both hospital sites.

## The Results:

Royal Brompton & Harefield NHS Foundation Trust are actively working with the UK Team, International Placement Team and the International Projects Team within HCL Permanent to fulfil their recruitment needs.

To date the Trust have on-boarded 217 candidates from a variety of countries, across face-to-face and Skype events. HCL have maintained a 93% offer rate and over 80% offer to land rate with the Trust and have over 95% retention over a 2 year period.

HCL continue to partner with Royal Brompton & Harefield NHS Foundation Trust, providing ongoing sourcing from across the globe alongside processing and aftercare services.

## Numbers:



On-boarded 217 candidates



93% offer rate



Over 80% offer to land rate



95% retention over a 2 year period.





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