

International Recruitment Support Pack

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Introduction

International recruitment is an option that may be used by adult social care services to address workforce challenges, such as skills shortages, high turnover and increasing demand. However, it is not a quick or easy solution, and requires careful planning, preparation, and follow-up to ensure that it is successful and sustainable.

This support pack is for registered managers and owners of adult social care services who are considering or already engaged in international recruitment. It aims to provide information, guidance, and resources on how to conduct international recruitment in a compliant, ethical, and effective way, and how to support and retain the overseas recruits who join their teams.

Legislation is subject to change. It is recommended to refer to the latest government guidelines or seek legal advice as appropriate.

Quick Reference – What to do if you have concerns

Where should I
report concerns?



Home Office / UK Visas & Immigration – to raise concerns that an employer / overseas worker is non-compliant with UK immigration rules, call **0300 123 7000** or [report concern online](#)

Modern Slavery & Exploitation helpline – for concerns are about modern slavery or exploitation, call **0800 0121 700** or [report concern online](#)

You can also contact your local police or local authority:

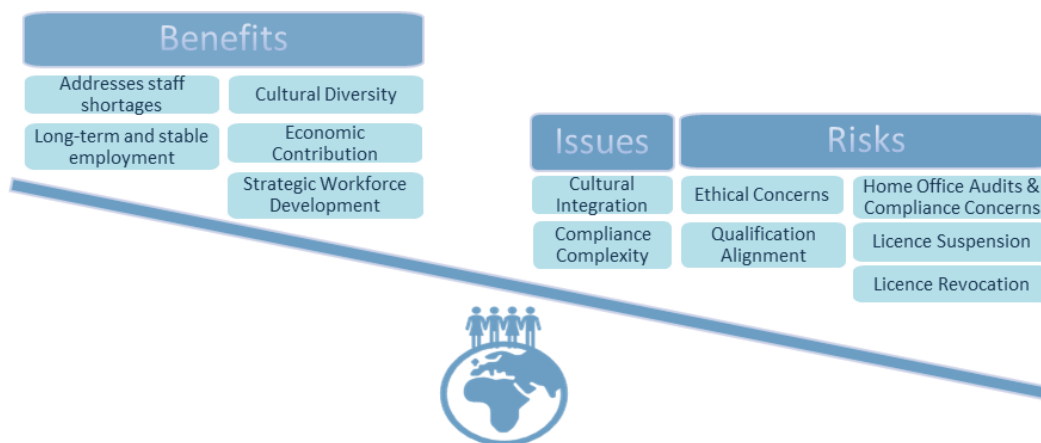
- [West Midlands Police](#) call **101** or [report concern online](#)
- **Staffordshire Adult Safeguarding Team** call:
 - **0345 604 2719** (Mon-Thurs* 9am-5pm, Fri 9am-4.30pm) *Excludes Bank Holidays
 - or outside these hours **0345 604 2886**

Emergency Situations – if there is an immediate threat to life / danger, call **999**

Overview of the risks, issues, and benefits

Before making your decision to use International Recruitment it is important to complete a robust review of the complex requirements and potential risks, issues, and benefits.

"Give me six hours to chop down a tree, and I will spend the first four sharpening the axe."
Abraham Lincoln, 16th President of the United States



Risks

1. **Qualification Alignment:**
 - Candidates' qualifications may not align with UK standards, assessments and additional training will be required
2. **Ethical Concerns:**
 - Employers not adhering to ethical recruitment practices, whether by intention or not, may result in worker exploitation, unfair treatment, and inadequate support
3. **Home Office Audits and Compliance Concerns:**
 - Non-compliance can result in penalties, reputational damage, and potential license suspension or revocation
4. **Impact of License Suspension or Revocation:**
 - Loss of sponsored overseas workers, may be unable to deliver contracted packages of care or to recruit replacement staff, potential business failure
 - Overseas workers (and any associated dependents) if unable to source a new sponsors will be required to leave the UK

Issues

1. Cultural Integration:

- Adapting to new country: work/social cultures, language and communication skills, food/cooking styles, cost of living, transportation and accessing services
- Lack of a support network and missing family / friends / home
- Accommodation can be challenging, both in terms of finding suitable housing and in the financial cost

2. Compliance Complexity:

- Complex employment and immigration regulations, navigation of sponsorship licenses, Certificates of Sponsorship, the Sponsorship Management System (SMS), visa processes, and legal requirements

Benefits

1. Addresses staff shortages:

- Particularly in areas with high demand

2. Cultural Diversity:

- Use of workers from diverse backgrounds and cultural perspectives can enrich the care environment and practices

3. Potential for long-term and stable employment

- Good retention rates and loyal/committed recruits
- Retention of experienced staff will benefit care services and service users

4. Economic Contribution:

- Through taxes and spending, extends beyond the care sector

5. Strategic Workforce Development:

- Supports strategies to improve quality and continuity of care, long-term sustainability, and resilience
- Succession planning, over time the overseas recruits may progress into more senior roles

Skills for Care links

- [International Recruitment](#)

International recruitment toolkit for social care

Skills for Care and the Department of Health and Social Care have produced a comprehensive [International Recruitment Toolkit](#) which will support you in planning your approach to overseas recruitment or to review your current practices, processes and compliance. It focuses on care workers and senior care workers and includes some case studies. Requirements for other professions may differ and some guidance is signposted.

The [toolkit](#) is designed to be viewed online with links embedded for easy access to referenced information, guidance, and resources. The toolkit is structured as follows:

Introduction

Getting started

- Process and estimated timescales with embedded guidance regarding:
 - Preparation
 - Sponsorship
 - Recruitment
 - Assigning Certificates of Sponsorship
 - Onboarding
 - Ongoing pastoral support
- Estimating costs
 - Government fees
 - Optional costs
 - Candidate costs
- Building a business case
- Planning
- Sponsorship and visa applications
 - Sponsorship responsibilities
 - Steps to getting a sponsorship licence
 - Checking business eligibility
 - Checking job suitability
 - Assigning sponsorship management roles
 - Applying for the licence
 - Certificates of Sponsorship (CoS)
 - Compliance

Employing refugee care and health professionals

Recruitment

- Marketing your organisation
- Advertisements

- Using a recruitment agency
- Person specification
- Language assessment
- Interview and selection
- Technology vs face-to-face
- Post selection and pre-employment
- Retention

Ethical Practices

- Researching target countries
- Active recruitment
- Direct applications
- Ethical recruiters list
- Contractual repayment clauses
 - Transparency
 - Proportionate costs
 - Timing
 - Flexibility
- Modern slavery
- Candidate guidance

Induction and beyond

- Designing an induction programme
- Pastoral support
- Professional support
- Engaging existing staff
- Accommodation

Evaluation

Glossary

Helplines

- UK Visas and Immigration sponsorship, employer, and education helpline
 - For any difficulties with applying for a sponsorship licence
- UK Visas and Immigration, Immigration Enforcement Hotline
 - For concerns about the conduct of an employer holding a sponsorship licence
- Department for Business and Trade, Employment Agency Standards
 - For any concerns about the conduct of a recruitment agency, organisation or collaboration based in Great Britain
- Care Quality Commission
 - For concerns about the quality of care provided by an employer

- **Gangmasters and Labour Abuse Authority**
 - **Concerns regarding an employer who may be exploiting the welfare and rights of their staff**

Compliance and Home Office audits

"Compliance is the backbone of a successful business."

Richard Branson, British billionaire, entrepreneur, and adventurer

One of the most important and challenging aspects of international recruitment is complying with the immigration rules and policies set by the UK Government and undergoing the Home Office audits that monitor and enforce compliance.

Sponsorship duties are managed through the Sponsorship Management System (SMS) and there are [12 SMS user manuals available](#). There have been instances of attempted fraud, so you should be vigilant in responding to requests to share details of your SMS account details with third parties.

Compliance requirements

Immigration rules and policies for overseas workers who want to come to the UK, and for employers who want to recruit them, are set by the Government. The main compliance requirements are:

- Sponsor licence
 - A sponsor licence is a permission granted by the Home Office to an employer who wants to recruit workers from outside the UK. It allows the employer to issue Certificates of Sponsorship (CoS) to the workers, which are needed for them to apply for visas
 - To obtain a sponsor licence, the employer needs to demonstrate that they have a genuine need to recruit overseas workers, that they have a suitable system to manage the sponsorship, and that they meet the eligibility and suitability criteria set by the Home Office
- Certificates of Sponsorship (CoS)
 - A certificate of sponsorship is a unique reference number that links a worker to a specific job offer from a licensed sponsor. It confirms that the worker meets the requirements for the job and the visa, and that the sponsor will take responsibility for them
 - To issue a certificate of sponsorship, the sponsor needs to check that the worker meets the eligibility criteria for the visa, that the job meets the skill and salary thresholds, and that the worker has passed the relevant checks and tests
 - Care providers are encouraged to engage with the UK displaced worker pool. In the West Midlands, this process is managed through the [regional pool operated by Lifted](#)
 - Dedicated support email for all care providers and recruitment leads is support@lifted-talent.com

- Visas

- A visa is a permission granted by the Home Office to a worker who wants to come to the UK for a specific purpose and period of time. It allows the worker to enter and stay in the UK, and to work for the sponsor who issued the certificate of sponsorship
- To apply for a visa, the worker needs to submit an online application form, pay the application fee and the immigration health surcharge, provide biometric information and documents, and attend a visa appointment
- UKVI have implemented a digital system and eVisas. Workers share their immigration status with employers through a "share code." See [their website](#) for more information
- If a workers' time limited visa expires you cannot continue to legally employ them unless they can provide their application reference number for their new visa application
- The worker will need to [update their visa](#) if they change job (occupation code changes) or employer
- Health and Care Worker Visa
 - From 22 July 2025 care workers and senior care workers are no longer eligible for the Health and Care Worker visa
 - [Statement of changes to the Immigration Rules published 1 July 2025](#)
 - There is a transition period until 22 July 2028. During this period:
 - Care workers who are legally sponsored and working in the UK will continue to be eligible to:
 - extend their visa
 - switch sponsors
 - apply for settlement (the Government will consult on settlement rule changes later in 2025)
 - Individuals already in the UK may switch within the Health and Care visa route, they must currently hold a Health and Care visa and have most recently been sponsored under:
 - SOC 6145 (or 6135 since April 2024) - Care workers and home carers, or
 - SOC 6146 (or 6136 since April 2024) - Senior care workers
 - Individuals already in the UK on another visa route (e.g. student or graduate visa) can switch into the Health and Care visa route, provided they have been legally employed by the care provider sponsor in a relevant role for at least three months at the time of application (e.g. a student working part-time in care)

- **Reporting and recording duties**
 - The sponsor is required to fulfil reporting and recording duties as part of the sponsorship management system
 - These include reporting any changes or events that affect the sponsor or the worker, such as changes in contact details, job roles, location, salaries, working hours, or employment status, and recording any information or documents that relate to the sponsorship, such as criminal record / DBS checks, Right to Work checks, copies of passports, visas, contracts, payslips, and attendance records
 - As with domestic recruitment pre-employment checks must be completed, including references, criminal record/DBS and Right to Work checks:
 - Gov.uk - [Criminal records checks for overseas applicants](#)
 - Gov.uk - [Right to Work checks](#) are required prior to employment and do not forget follow up checks for those workers with a time limited visa
 - Skills for Care - [Safe and fair recruitment - A guide to carrying out effective pre-employment checks in social care](#)
 - [Sharing Effective References and Conduct Information - A Better Hiring Toolkit](#) (linked within the Skills for Care guide)
 - The sponsor must have all of the recruitment documents for each worker in order to evidence that proper recruitment processes have been followed. If a recruitment agency is used the sponsor must ensure that the agency have provided the sponsor with all recruitment records for each worker
- **Supplementary Hours**
 - A sponsored worker may work up to 20 hours/week elsewhere, provided they continue to meet the CoS requirements of their sponsored job
 - Completion of pre-employment checks is required by the supplementary employer, but they are not required to hold a sponsorship licence
 - There are no circumstances whereby the supplementary hours may exceed 20 hours/week
 - The 20 hours includes any training, travel or waiting time
 - If they wish to work more than 20 hours/week for a second employer, the worker must apply to update their visa with a second CoS assigned by that employer, who in this instance must be a licenced sponsor. This is classed as 'secondary employment,' and further information can be found in:
 - [Workers and Temporary Workers: guidance for sponsors Part 2: Sponsor a worker – general information](#) (section 8)
 - [Health & Care Worker visa / Taking on additional work](#)

- **Penalties**

- [Penalties for employing illegal workers - GOV.UK](#)
- A civil penalty may be imposed if an employer employs someone without the right to undertake the work for which they are employed
- A criminal offence will be committed if an employer knew or had "reasonable cause to believe" that the employee did not have the appropriate immigration status
- Sanctions include:
 - Civil fines at February 2024:
 - £45,000 per illegal worker, for a first-time offender
 - Repeat offenders are subject to a maximum fine of £60,000 per illegal worker
 - Prison sentence (up to five years) and an unlimited fine
 - Closure of the business and a compliance order issued by the court
 - Disqualification as a director
 - No longer able to sponsor migrants
 - Seizure of earnings made because of illegal working

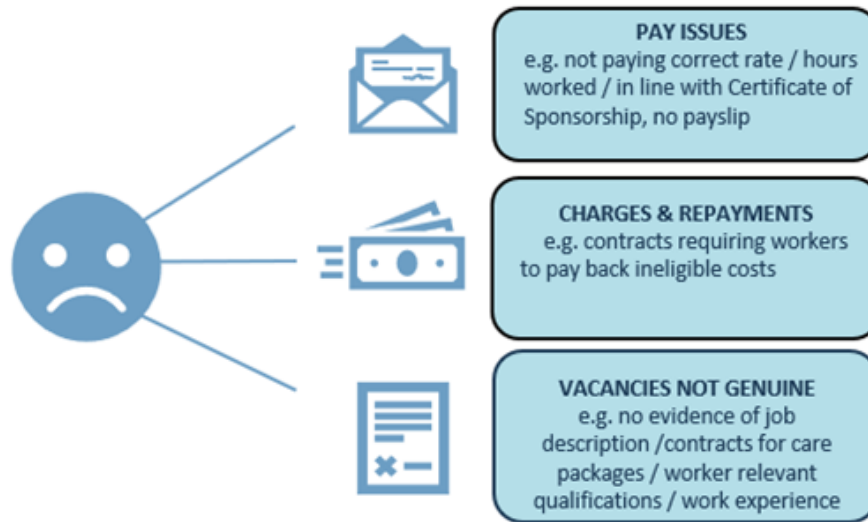
Home Office audits

The Home Office conduct inspections and visits to monitor and enforce compliance of the sponsoring employers and workers with the immigration rules and policies. They may be announced or unannounced, and can take place before, during or after the sponsorship.

The main purposes and outcomes are:

- To check that the sponsor and the worker are genuine and eligible, and that they have provided accurate and truthful information and documents
- To verify that the sponsor and the worker are fulfilling their duties and responsibilities, and that they are following the rules and policies correctly
- To identify and address any issues or problems that may arise during the sponsorship, such as breaches, errors, fraud, abuse, or exploitation
- To take action against sponsors/workers who fail to comply with the rules and policies, such as issuing warnings, fines, suspensions, revocations, or bans

Common compliance issues include:



How to prepare for compliance and Home Office audits

- Keep up to date with the immigration rules and policies and check the [Home Office website](#) and guidance regularly for any changes or updates
- Seek professional advice and support from immigration experts, especially if you are a new sponsor or inexperienced in international recruitment
- Use the tools and resources provided by Skills for Care
- Be open and transparent, provide honest and accurate information and documents, and report and record any changes or events promptly
- Be organised, diligent, and keep a clear and comprehensive record of the sponsorship
- Store and maintain information and documents securely and accessibly and to your organisation's retention schedule. Seek guidance from your Data Protection Officer on the retention periods for documentation and data protection requirements (Note: Under the [Limitation Act 1980 Section 5](#) there is a 6 year timescale in which action can be brought in the case of a simple contract)
- Be proactive and cooperative. Engage with the Home Office auditors, respond to their requests and queries, and implement their recommendations and actions

"Compliance is the key to avoiding costly penalties and fines."

Peter Drucker, management consultant, educator, and author

Home Office audit outcomes

- Audit report with an assigned rating:
 - No issues/concerns of note - rating maintained as A

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- Issues/concerns identified - written warning (closer monitoring) / rating downgraded to B (not able to recruit) / licence suspended. You can take the following actions:
 - Pay the required fee and accept the action plan provided by UKVI
 - Improvement will be required within 3 months
 - If given another B rating, you will have to follow a second action plan and pay another fee
 - Do nothing / fail to pay the fee / fail to upgrade to A for the second action plan - licence will be revoked
 - Suspension of licence
 - Letter issued by email, make sure to check your junk email folder
 - 20 working days to appeal, in writing and with supporting evidence
 - Final decision within 20 working days
 - Licence revoked - Sponsor impact
 - No longer able to sponsor international workers
 - Ineligible to reapply within 12 months
 - Implement your business contingency plan, to ensure that you can continue to fulfil contracted packages of care
 - Skills for Care
 - [Guide to safe staffing](#)
 - The Care Provider Alliance
 - [Business continuity planning](#)
 - Support your displaced workers
 - Licence revoked - Worker impact
 - CoS remains valid until receipt of written notification to the individual worker. Make sure the worker(s) checks their junk email folder
 - Then 60 days to find another sponsor (unless at time of revocation they had less than 60 days permission to remain on their visa), or regularise their stay via another eligible route, after which their visa is withdrawn, and they will be required to leave the UK

"Remember that even if you haven't been audited in the past, it doesn't mean you won't be in the future. And it only takes one audit to ruin your day."

Kathy Burlison, American tax professional

Pastoral Care and Training Support

International recruits need appropriate pastoral care and training to support them to settle into their new life, to induct them into their new role and beyond their initial induction period. There are various resources available providing information and guidance, including:

- Skills for Care [International Recruitment Toolkit](#)
- Skills for Care [Induction Toolkit](#)
- National Care Forum [Pastoral Care Guide for International Recruitment in Social Care](#)

Courses/resources available to help improve English-speaking and comprehension skills:

- [Staffordshire Community Learning Service](#) - is a service for Staffordshire adults aged 19 and above, to improve skills in areas such as English. Note if current courses are full, go into the course details and scroll down for details of how to be placed on a waiting list or to speak direct to the provider of this course to discuss enrolment / related courses
- [Staffordshire Connects](#) deliver English for Speakers of Other Languages (ESOL) courses in Burton-upon-Trent, Lichfield, Tamworth, and Stafford
- The [Open University Open Learn](#) offers some English Language courses.
- [ESOL Courses](#) offer free digital resources for learning English.
- [Learn English by the British Council](#) offering free online resources.
- Local colleges:
 - With existing ESOL courses
 - [Newcastle & Stafford Colleges Group](#)
 - Including an ESOL (Preparing for Care) course
 - [South Staffordshire College](#)
 - [Burton & South Derbyshire College](#)
 - Others
 - [Buxton & Leek College](#)
 - [Staffordshire University](#)
 - [Keele University](#)
 - [University of Wolverhampton](#)
- The [Staffordshire and Stoke-on-Trent Social Care Academy](#) signposts to free English as a second language (ESOL) courses
- [Duolingo](#) and similar apps might also be useful

Consideration should be given to additional training / support, such as:

- An extended induction programme
- A buddy/mentor programme, extending beyond induction

- Cultural awareness training
 - Recruits - Understanding British culture and traditions
 - Existing staff team - Understanding the recruit's culture and traditions
- Standard (or bespoke) ESOL training
- Written and verbal communication training
- Understanding Social Care
- Food preparation and cookery courses
- Digital literacy
- Numeracy skills
- [Pass Plus](#) (Reference: Driving on British roads)

Training funding:

- Many* international recruits are not eligible for public funded training/further education, and this will restrict their access to qualifications commonly available to domestic staff. This should be considered prior to their recruitment.

*the exception being those granted "home status" by [Student Finance England](#).
- The [Adult Social Care Learning and Development Support Scheme](#) (LDSS) is funding from the Department of Health and Social Care, launched in 2024, which is administered by NHS Business Services Authority (NHSBSA).
 - It is available for non-regulated care staff (i.e. not for registered nurses, nursing associates, allied health professionals and occupational therapists).
 - In addition to non-regulated care staff, the funding is available to deputy and CQC-registered managers and agency staff.
 - To qualify for the LDSS, staff must be legally employed in England and have a UK national insurance number. International staff meeting these criteria will therefore be eligible for the funding.
 - Skills for Care [Learning and development funding for adult social care](#)

Cooking Guide

- The Care Market Development Team have developed a cooking guide to support international care workers, new to the UK, with some clear and simple instructions for preparing a variety of light meals and hot drinks that are popular in England.
- It also includes descriptions of common kitchen equipment and their use, kitchen hygiene and preparation, information on food safety and food labels, and instructions for ready meals.

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- The Cooking Guide can be accessed on the [CMDT webpages, under Care Guides](#).

Drivers

International care workers must have a valid licence, the appropriate business use car insurance and a valid MOT certificate for their vehicle where appropriate. Employers should have appropriate management systems in place to check these and support workers to resolve any problems.

Driving in Great Britain on a non-GB licence

- Workers with a European licence can drive in the UK until their licence expires or they turn 70, after this they can exchange it for a UK licence
- Workers with a licence from a “designated” country can drive in the UK for 12 months, after this they can exchange it for a UK licence
- Workers with a licence from a country not on the “designated” list can drive in the UK for 12 months, but after that will need to take the UK driving theory and practical driving test to obtain a UK licence

Sources of guidance and resources

National

- **UK Government (Home Office, UK Visas and Immigration)**
Sets the immigration rules and policies for overseas workers who want to come to the UK, and issues visas and sponsor licences to employers who want to recruit them. Relevant guidance includes:
 - [Code of practice for the international recruitment of health and social care personnel in England](#)
 - [Entering and Staying in the UK](#)
 - [Restoring control over the immigration system: white paper](#)
 - [Statement of changes to the Immigration Rules: HC 997, 1 July 2025](#)
 - Visas and immigration / [Work in the UK](#)
 - [UK visa sponsorship for employers](#)
 - Employ someone: step by step / [Checking a job applicant's right to work](#)
 - Crime, justice and law / [Criminal records checks for overseas applicants](#)
 - Crime, justice and law / [Modern slavery: how to identify and support victims](#)
 - Reporting crimes / [Report an immigration or border crime](#)
 - [Modern Slavery](#) statutory guidance
- **UK Government - Driving Licences**
 - [Driving in Great Britain on a non-GB licence - GOV.UK](#)
- **Skills for Care**
Sector skills agency for adult social care in England. Relevant guidance includes:
 - [International recruitment resources](#) including:
 - [International recruitment toolkit for social care](#)
 - [Becoming a visa sponsor help sheet](#)
 - [Applying for a certificate of sponsorship help sheet](#)
 - [Modern Slavery](#)
 - [Safe and fair recruitment - A guide to carrying out effective pre-employment checks in social care](#)
 - [International nurses](#)
 - [Learning and development funding for adult social care](#)
- **Gangmasters and Labour Abuse Authority (GLAA)**
Protect vulnerable and exploited workers, investigate all aspects of labour exploitation in England & Wales. Concerns can be reported by phone (0800 432 0804) or [online](#). Relevant guidance includes:
 - [Modern Slavery](#)
 - [Video: GLAA Spot the signs of modern slavery](#)
 - [Workers' Rights Leaflets](#), available in 21 languages. These set out workers' legal rights regarding: National Minimum Wage ([NMW](#) enforced by HMRC) ,

itemised payslips, hours of work, annual leave, deductions of wages, sick pay, Health & Safety, and Terms and Conditions of employment

- **The Salvation Army**
Holds the Home Office contract for providing specialist support to adult victims of modern slavery, in England and Wales. 24/7 Modern Slavery referral helpline (0800 808 3733) and [website](#) for anyone who suspects that they, or someone they have come across, might be a victim of modern slavery in need of help
- **Unseen**
 - The [Modern Slavery & Exploitation website and helpline](#) and their [Unseen App](#) provides information, advice and guidance about modern slavery issues to potential victims & survivors, the public; statutory agencies such as the NHS and police, and businesses.
 - Information is available in 16 languages.
 - The helpline is free, confidential, and open 365 days a year
 - Call the helpline on 0800 0121 700 or [report concerns online](#).
- **Care Quality Commission**
CQC does not have authority to investigate concerns relating to modern slavery and unethical international recruitment practices directly. However, they do work with and share information with Local Authorities and other organisations. Concerns reported are recorded and feed into their assessment and inspection decision making processes.
 - [CQC regulatory policy position on modern slavery and unethical international recruitment](#) and their [associated blog](#)
 - The new [assessment framework](#) enables CQC to routinely assess how a provider is managing the risks of modern slavery and ensuring the wellbeing of internationally recruited staff
 - CQC can be contacted [online](#) or on 03000 616161
- **Local Government Association**
Represents councils and local authorities in England and Wales and supports them in developing and implementing workforce strategies, including international recruitment.
 - [Overseas recruitment bite-size guide](#) for social care providers in England (produced by the Local Government Association and the Association of Directors of Adult Social Care, with the Southeast Social Care Alliance)
- **[Royal College of Nursing](#)**
Professional body for nursing
 - Resources, support and guidance including:

- Guide to common English expressions
 - No Recourse to Public Funds Guide
 - Coming to the UK Advice Guide
 - [Charitable funding and other sources of help](#)
- [NHS England: Nursing workforce - International Recruitment resources](#)
 - [Cavell](#) provide links and support resources for international nurses working in the UK.

Regional

- [West Midlands Social Care International Recruitment Hub](#)
Provides information, advice, and guidance on international recruitment to the adult social care sector. Including:
 - Lifted - [Recruitment & Immigration Support](#) - support to hire international care workers via the Displaced Worker Pool and those who are already in the UK. Regional support offer with three support options:
 - Lifted Find
 - Free to West Midlands care providers
 - Direct access to pre-screened carers in the West Midlands and nationwide, all checked to determine who has car ownership and UK driving licences
 - Lifted provide everything needed to engage with displaced workers, from candidate screening to interview coordination
 - Provider remains responsible for Home Office fees (Certificate of Sponsorship and Immigration Skills Charge)
 - Lifted Comply Light
 - £99/month per person hired +VAT (while employed) for a maximum of three years
 - Lifted handles everything from compliance documents and Certification of Sponsorship to housing and worker support and pays all up-front sponsorship fees for three years
 - Lifted Comply
 - £249/month + VAT
 - Compliance support for up to 10 sponsored staff, including one COS application attempt (request can be for up to 20 CoS) and practical assistance with sponsor compliance processes.

- Special offer: First 2 months is funded free for the first 200 care providers (12-month commitment).

Lifted dedicated email for care providers and recruitment leads:
support@lifted-talent.com

- [Ethical Recruitment](#) - essential resources, tools and guidance to support providers in making informed, ethical decisions about international recruitment
- [HR, Legal Services & Support](#)
 - FREE [Legal & HR Helpline](#) run by legal firm Lester Aldridge, available to all CQC registered care providers in the West Midlands, until the end of March 2026
 - [HR: Useful ready to use templates](#) designed to assist Care Providers in effectively recruiting and supporting international care workers, ensuring compliance and smooth onboarding processes
 - [Compliance Guide for Sponsoring International Workers](#). Designed for care providers sponsoring or planning to sponsor overseas workers in the UK. It offers best practices to help you meet Right to Work responsibilities and prepare for Home Office inspections
- [Resources & Guidance](#) - a range of national and regional resources, including:
 - [Modern Day Slavery & Exploitation Support](#), including:
 - [Ensuring Compliance with Overseas workers Employment Rights and Safety](#)
 - [Helping International Care Workers Stay Safe](#)
 - [Directory for safeguarding and wellbeing services in the West Midlands and nationally](#)
- [Support for International Care Workers](#) - regional wide support and resources
 - Supporting Certificates of Sponsorship (CoS) Applications
 - [SponsorSwitch](#) - support from Lifted, helping Displaced International Care Workers Find a New Sponsor
 - Support for Care Workers Affected by Sponsorship License Revocation - accessed by visiting www.revoked.support
 - Legal & HR Helpline for Displaced Workers - accessed by registering for support at www.revoked.support, until the end of March 2026

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- [My UK Life](#) - a free AI platform application/website providing access to information, resources, and support (including regarding visa applications)
 - [Resources and guidance](#), including:
 - International Care Worker Support Document from DHSC
 - International Care Workers: A guide for displaced workers
 - Avoiding Scams
 - Modern Day Slavery Guide
 - Staying Safe
 - [Webinars & Legal FAQs](#) - information about the free monthly webinars available to providers, how to access the live webinars and the resources afterwards (FAQ documents and webinar recordings)
 - Webinars to date have included:
 - Preparing for the e-Visa Transition
 - Pay and Redundancy
 - Applying for Certificates of Sponsorship
 - Performance Management of International Recruits
 - Responding to Sponsored Workers' Requests
 - Accessing the West Midlands Displaced Care Worker Pool
 - Answers to frequently asked questions regarding immigration and sponsorship, including TUPE implications
 - Get Ready for the Employment Rights Bill
 - Upcoming webinars are also promoted on CMDT provider communications and the Social Care Academy
 - Webinar recordings may also be accessed via the Social Care Academy
 - West Midlands Care Association

A member care association representing and supporting adult social care services in the West Midlands

 - [Recruiting from overseas: Resources](#)
 - Recruitment resources and support
 - Buddying resources
 - Additional advice for WMCA members
 - West Midlands Police
 - [Modern Slavery webpage](#) providing information and advice about modern slavery and human trafficking, and how to report it to them by phone on 101, or through their [online crime reporting service](#)
 - In an emergency if someone is in immediate danger call 999

Local

- **Staffordshire County Council**
 - [Care Market Development Team](#)
 - [International Recruitment Support Information](#)
 - Webpages providing information and resources for international workers and their employers
 - Employers
 - Regional Support
 - Support from Staffordshire County Council
 - Workers
 - What happens when your sponsor's licence is revoked?
 - Displaced Worker support
 - How to find work in the UK health and social care sector
 - Job search support
 - Training support
 - Other support
 - How to raise a concern
 - [MiDoS for Care](#)
 - Resources are available from CMDT International Recruitment training delivered to providers in Spring 2024 and November 2024 - March 2025
 - [Social Care Academy](#)
 - CMDT [International Recruitment Training Pre-recorded Webinar for Managers](#) and associated resources are accessible through the academy (Manager will need to be logged into their academy account to access this resource)
 - Regional webinars
 - Upcoming webinars are signposted on the academy
 - Previous webinar recordings are accessible through the academy (Note - You will need to be logged into your academy account to access these):
 - Expedited Certificate of Sponsorship Support
 - Staffordshire providers (with an active sponsorship licence and registered with CQC) offering to sponsor a displaced worker may request that the Director of Adult Social Services at

Staffordshire County Council consider supporting their CoS application to UKVI.

- [Cooking Care Guide](#)
 - Developed to support international care workers, new to the UK, with some clear and simple instructions for preparing a variety of light meals and hot drinks that are popular in England.
 - It also includes descriptions of common kitchen equipment and their use, kitchen hygiene and preparation, information on food safety and food labels, and instructions for ready meals.
- Adult Safeguarding Team
 - To report concerns please call
 - 0345 604 2719
Monday - Thursday* 9:00am - 5pm,
Friday: 9:00am - 4:30pm
*Excludes Bank Holidays
 - 0345 604 2886 (Out of Hours)
 - For further guidance on reporting abuse of an adult please see the [Staffordshire and Stoke on Trent Partnership Adult Safeguarding Board](#) website
- [Staffordshire Libraries](#)
 - [Theory Test Pro](#) App - Staffordshire Libraries offer members free access to this app which simulates UK driving theory tests and contains all official test questions
- [Staffordshire Care Association](#) (sarcp)
A member care association representing and supporting adult social care services in Stoke and Staffordshire.

Legal Frameworks

Code of Practice

The UK [Code of Practice for International Recruitment](#), published by the Department of Health and Social Care, is the set of guidelines and principles that health and social care employers and recruitment agencies in the UK must follow to ensure ethical international recruitment.

Key Legislation in the UK includes:

Immigration Specific

- [Immigration Act 1971](#): This is the primary legislation controlling immigration to the UK, including the rules around the entry and stay of non-EEA nationals.
- [Immigration and Asylum Act 1999](#): This act includes provisions for the management of the asylum process and the enforcement of immigration controls.
- [Immigration, Asylum and Nationality Act 2006](#)
- [Immigration Act 2016](#): Introduces measures to tackle illegal working and incentivize compliance with immigration laws by employers.

Care Sector Specific

- [Health and Social Care Act 2008 \(Regulated Activities\) Regulations 2014 \(CQC guidance to regulations for service providers and managers\)](#)
 - Relevant Regulations
 - 7 Requirements relating to workers
 - 12 Safe care and treatment
 - 17 Good governance
 - 18 Staffing
 - 19 Fit and proper persons employed
 - 20 Duty of candour

General Employment

- [Employment Rights Act 1996](#): Provides a range of employment rights to workers, such as the right to a written statement of employment particulars and protection against unfair dismissal.
- [National Minimum Wage Act 1998](#): Ensures that all workers, including migrant workers, are paid at least the national minimum wage.

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- [Equality Act 2010](#): Protects individuals from discrimination in the workplace and wider society, including discrimination based on race, which can apply to migrant workers.
 - [Modern Slavery Act 2015](#): Addresses issues of forced labour and human trafficking, ensuring that migrant workers are not subject to exploitation.
 - [Employment Relations \(Flexible Working\) Act 2023](#): Provides the right of employees and other workers to request variations to particular terms and conditions of employment, including working hours, times and locations.
 - [EU Settlement Scheme](#): Under this scheme, EU, EEA, and Swiss citizens, and their family members, can apply to continue living in the UK after 30 June 2021.
 - [Skilled Worker Visa Regulations](#): Govern the process for employers to sponsor non-UK residents to work in specific skilled roles.
 - Any job matching activity must be compliant with [Employment Agencies Act 1973](#) and the associated regulations [The Conduct of Employment Agencies and Employment Businesses Regulations 2003](#).

Once employed your sponsored workers will be entitled to the same employment rights as non-sponsored / domestically recruited staff.

This list is not exhaustive, and legislation is subject to change. It is recommended to refer to the latest government guidelines or seek legal advice as appropriate.

Summary

International recruitment, if done well, can be a valuable source of staff. However, it has significant risks and so should be approached with caution and robust preparation and governance.

“Before anything else, preparation is the key to success”

Alexander Graham Bell - Inventor, scientist, and engineer

This support pack has reviewed the tools and resources available to care providers. Information has been considered and presented in the following areas:

- Quick Reference - What to do if you have concerns
- Overview of the risks, issues, and benefits
- International recruitment toolkit for social care
- Compliance and Home Office audits
- Pastoral care and training support
- Sources of guidance and resources
 - National
 - Regional
 - Local
- Legal frameworks

“Success occurs when opportunity meets preparation”

Zig Ziglar, American author and motivational speaker

Feedback

We would welcome your feedback on this support pack and suggestions for any additional content. To access the feedback form you can either scan the QR code below or access the form [directly](#).



Thank you.

For further information,
please contact
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