


Crystal Health Group

# Sample Collector & OHT Assessment & Certification Policy

 <b>CRYSTAL</b> Health Group	Document name	Version
	Sample Collector & OHT Assessment & Certification Policy	v07.06.25

## Contents

Page	Section	Title
2	1	Purpose
2	2	Scope
2	3	Responsible Person(s)
2	4	Health & Safety
3	5	Policy
4	6	Version control
4	7	Authorisation

### 1. Purpose

The purpose of this policy is to provide detail for the provision of training, assessment, certification and ongoing assessment including associated process's for all Crystal Health Group's sample collectors & Occupational Health Technicians (OHT)

### 2. Scope

This policy covers all individuals or organisations who collect test samples for Crystal Health Group Limited.

### 3. Responsible Person(s)

The Policy Author is responsible for:

- Accuracy, version control and review dates.
- Implementation, training and operational compliance of this Policy.
- Initiating Policy change requests.


The QA representative is responsible for:

- Ensuring adherence to company Policy standards for authoring, content and structure.
- Resolution of Quality Incident reports arising from noncompliance of this Policy or external complaints.

Trained personnel are responsible for complying with all aspects of this Policy.

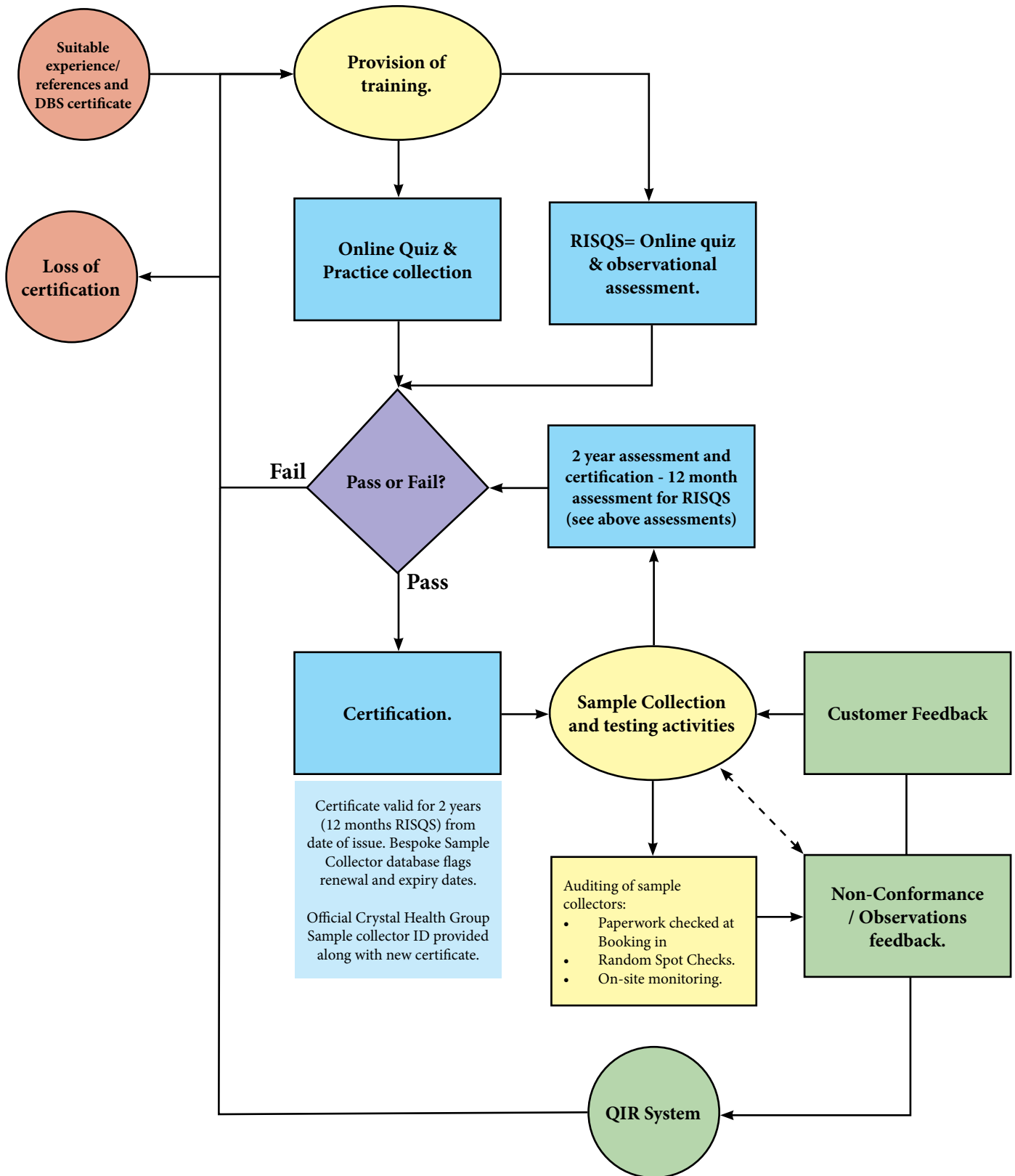
### 4. Health & Safety


All tasks and activities associated with this Policy comply with Crystal Health Group's Health & Safety Policy.

 <b>CRYSTAL</b> Health Group	Document name	Version
	Sample Collector & OHT Assessment & Certification Policy	v07.06.25

## 5. Process

Crystal Health Group's Training, Assessment and Certification Process for Sample Collectors & OHTs



	Document name	Version
	Sample Collector & OHT Assessment & Certification Policy	v07.06.25

## 6. RISQS Sample Collection and Medical OHT training and certification

### 6.1 Drug & Alcohol sample collection officers

All sample collection officers who conduct Network rail collections must have additional training consisting of a powerpoint RISQS presentation & demonstration sample collection. The training will include all relevant aspects of the standards including chain of custody, non-conformance and Sentinel element.

New collection officers and current RISQS sample collectors requiring annual certification renewal will be required to complete an online quiz and conduct an observed Network rail collection.

### 6.2 Occupational Health Technicians

All OHTs conducting Medicals to RISQS standards will require full training, provided by a qualified Crystal Health Group OHT.

Initial training is conducted using a Power point presentation which includes all aspects of the medical assessment, background information about Sentinel and responsibilities of an OHT.

Demonstration medicals are performed detailing all elements of the assessment, equipment and competencies required to meet the Network rail standard.

New OHTs will be required to conduct an online quiz and observed assessment which will be reviewed by the qualified OHT and certification gained following successful completion of this.


All OHTs require annual renewal of this certification which again includes an observed assessment conducted to RISQS standards and an online quiz.

### 6.3 Ongoing monitoring of Sample Collection Officers & OHTs

All collection/medical documentation is reviewed by Crystal Health Group administration team and any errors or non conformance discovered is handled using the QIR system.

Non-conformances are formally documented and monitored by the Quality team. Any Sample Collection Officer or OHT who is identified as repeatedly making errors, or who commits significant non-conformances, may be required to undertake additional refresher training prior to their next certificate renewal. As part of the annual recertification process, all recorded non-conformances will be reviewed for each individual and communicated as part of their continuous improvement objectives.

Should a Collection Officer or OHT continue to demonstrate unacceptable performance or be deemed unfit to perform collection duties on behalf of CHG, their certification will be revoked, and their contract will be subject to termination.

 <b>CRYSTAL</b> Health Group	Document name	Version
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## 7. Version Control

Previous Version	Changes	Last Effective Date
v06.04.22	<ul style="list-style-type: none"><li>change to footer format</li></ul>	24/06/2025
v05.10.21	<ul style="list-style-type: none"><li>Replace multiple choice with online quiz version of assessment</li></ul>	13/04/2022
v04.04.21	<ul style="list-style-type: none"><li>Addition of RISQS specific training element</li></ul>	13/10/2021
v03.04.20	<ul style="list-style-type: none"><li>Addition of 'Suitable experience/ references and DBS certificate' to process flow.</li></ul>	30/04/2021
v02.04.18	<ul style="list-style-type: none"><li>Addition of SCEN Awareness to process flow.</li></ul>	30/04/2020
v01.07.17	<ul style="list-style-type: none"><li>Review and update to format of policy.</li></ul>	04/04/2018
NEW	<ul style="list-style-type: none"><li>N/A</li></ul>	N/A

## 8. Authorisation

Name John McChrystal Position Director

Signed  Date 24/06/2025

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