

# Important Information for Supply Staff



## What happens next?

### Vetting and safeguarding checks

We need to complete a number of checks before we are able to offer you any work. Our branch resourcer will work alongside our Safeguarding team to complete these checks. They will chase your references, process the relevant paperwork and ensure you are fully compliant before starting work with us. We aim to make this process as quick as possible, but certain factors are out of our control such as delays in getting references returned and the time taken to process your DBS. If we are struggling to get a response from any of your references, we may ask you to contact them.

### CV

If you haven't already provided us with an up-to-date digital copy of your CV, you will need to do this as soon as possible. We can email you our CV template, which you will need to complete and return to your branch resourcer.

### Safeguarding and child protection training

A lot of the schools we work with specify that they can only book supply staff who have recently completed safeguarding training. If you have not completed safeguarding and child protection training within the last 12 months, we will expect you to complete a fun and engaging training course via EduCompli as a condition of your clearance. If we have identified during your pre-screen call or interview that safeguarding training is required, we will register you with EduCompli once your interview is finished. You will receive an email within 24 hours from EduCompli via Browne Jacobson, who own the training, with a link and pin number required to access the training course.

### DBS

As part of the clearance process, you will be asked to provide a DBS that is on the Update Service. If you do not hold one, we can process one on your behalf. With your permission, this certificate is checked regularly for any changes.

It's important that your registration with the Update Service does not lapse. We encourage supply staff to select the automatic renewal option where possible. Please be aware that if your DBS lapses, we will be unable to offer you work.

## Practical advice and expectations

We really want your experience of working for us to be a positive one. We have extensive experience of working with schools and education professionals like yourself, so you are in safe hands.

### Top tips

- If you're working on day-to-day supply, please be up and ready for around 7am.
- In addition to accepting the booking verbally with your consultant, you will also receive an email booking confirmation. Please click on the link in the email to confirm the booking. We'd advise using a diary to record all past and upcoming bookings.
- Please be mindful that some schools have different start times. Always double-check what your arrival time should be with your consultant. If it's your first day at a school, aim to arrive 15 minutes before your booking starts.
- Be sure to dress appropriately - no jeans or trainers. Collar and tie for men. Some schools have specific policies relating to dress and personal appearance - always ask your consultant or check your booking confirmation if you are unsure.
- Take your DBS and photo ID with you wherever you go. Schools will ask to see a copy before allowing you on-site.

- Follow the lesson plan if one has been left and ensure you mark any work you have set during the day. Make sure you leave the classroom clean and tidy.
- Have resources ready to go so you can deliver a lesson at short notice.
- Always familiarise yourself with the school's policies and procedures (eg safeguarding, health and safety and IT) and stick to them. For advanced bookings, we'd recommend checking the school's website. If it's a last-minute booking, you can always ask for copies on your arrival at the school.

## Safeguarding children

We operate a no contact policy, which should be adhered to at all times apart from in the following circumstances:

- In the event that a pupil is at risk of harming themselves.
- In the event that a pupil is at risk of harming others.
- Where you are providing personal care as part of your agreed job role.
- Supply workers who are Team Teach trained (please provide your Consultant with current proof of qualification).
- Supply workers who are first aid trained and are in a situation where first aid is required (please provide your Consultant with current proof of qualification).

Usually, you should never be on your own with a child. If you cannot avoid this, make sure you keep the classroom door open and do not block any exits.

If any incidents occur, you should first record what has happened on paper, report it to the school and then to us.

If a student discloses information that they or another child are at risk, you have a duty of care to report this to the school's Nominated Person for Child Protection or the Head Teacher as soon as possible.

You must also record the incident/disclosure as factually as possible, by writing down what was said (word for word if possible), the date, time and your name. Be careful that you do not over question the pupil or take a full statement.

## Keeping in contact

### Availability

In order to ensure we're offering you an appropriate level of work, it's really important you keep us up-to-date with your availability. We send out regular texts to establish your short-term availability – please reply to these as soon as possible.

Alongside weekly texts, you will also receive regular availability surveys via email. These are sent out at key points during the year, usually during school holidays. Completing them will only take a few minutes and will ensure we know exactly what type of work (and how much) you're looking for.

### Sickness/absence

If you are sick or are unable to get to your placement for whatever reason, it is imperative that you let us know as soon as possible, so we can contact the school and organise alternative cover if required. Please avoid emailing or texting, as these can be missed - calling your local branch to let them know is much more reliable. If you are going to be absent for more than one day, please call the branch before 6pm to let them know of any ongoing absence and a potential return to work date (if you know it).

Each branch has on-call service, so you can reach us outside working hours for urgent queries.

### Feedback

As an agency, we rely heavily on feedback to improve our services, from both schools and staff. Alongside completing your yearly satisfaction survey, we would also advise that you keep in touch with your local branch with any feedback - good or bad – as we really want you to feel part of the team.

We'll also ensure that if we get any feedback about you from schools, we pass this on to you as soon as possible.

### Communication preferences

You have full control over how you prefer us to keep in touch with you about temporary and permanent job opportunities, free training and events for teaching and support staff, and other relevant work-finding news,

information and events. You can review and update your contact preferences by contacting your local branch.

## Social media

You can keep up-to-date with everything happening by following us on social media. We have company accounts on Facebook, Twitter and LinkedIn. Alongside our main Facebook page, each branch has their own Facebook page where you can see news and events coming up and jobs in your area.

## Pay and benefits

### Pay day

Your pay for the previous week will go into your account on a Friday (or a Thursday if it's a bank holiday Friday), pending the schools confirming your timesheets online. We do not use umbrella companies - you will be paid each week by our in-house Payroll team using the Pay As You Earn (PAYE) system.

If you have any queries about your pay, contact your local branch rather than discussing with the school directly.

### Pay slips

Following your first shift with us, you will be sent login details to access our payroll portal at [www.eezytime.co.uk](http://www.eezytime.co.uk). You must use the username and password you set once you've activated your online account to login each time.

Once you have activated your account, you will receive an email each time a payslip is ready, which will include a direct link to your payslip on the Eezytime website.

Your payslip will not be available for you to view until midnight on the day you receive the email (Tuesday for ABC Teachers supply staff and Wednesday for Vision for Education and Smart Teachers supply staff).

You will see your holiday pay (which we incorporate into your daily rate), any deductions or adjustments, along with your net and gross pay.

If you have any queries about your tax, you will need to discuss this with HMRC. You can find their details in the useful contacts section of this information sheet. For anything else, please contact your local branch.

### Pensions

After 12 weeks of employment, you will be auto-enrolled into our pension scheme. This is managed by NEST and is an opt-out service. If you have any queries about your pension, you will need to contact NEST directly. You will find their contact details on the pack they send out to you, or in the useful contacts section of this information sheet.

### Guaranteed Pay Scheme

Our Guaranteed Pay Scheme gives you security and peace of mind on supply. You could receive an agreed rate for supply work, whether or not we place you on a particular day.

The scheme is available to a limited number of supply staff who meet our criteria around availability, areas of work and required qualifications/experience. For more details on whether you could qualify for our scheme, please contact your local branch.

### Incident/allegation investigations

If a school informs us that you have been involved in an incident/allegation which requires an investigation, you will not be able to work for the company until the investigation is complete and you will not be paid by the company during this time.

## Agency Workers Regulations (AWR)

We are always working to ensure our teaching and support staff get the best deal possible.

AWR entitles agency workers to the same pay and other working conditions enjoyed by a hirer's own workers, after the agency worker has completed 12 weeks of service in an equivalent permanent school role with the same hirer. (The 'hirer' is the school/academy).

After the 12-week period, you are eligible to benefit in the following areas in line with the hirer's own workers:

- Pay (in the case of teachers, teaching assistants and cover supervisors, this means the agency worker's scale rate, as determined by the school's pay policy as if they had been recruited directly and NOT that of the employee they are covering).
- Duration of working time.

- Rest periods.

In addition, the regulations state agency workers' rights from the first day of work, such as access to job vacancies and on-site facilities.

For more information about AWR, please see our website.

## Incidents and allegations

The company rules are designed to encourage supply workers to achieve and maintain high standards of conduct and safeguarding. Supply workers will receive termly safeguarding and child protection briefings via email. Supply workers are expected to read these briefings to ensure they are familiar with topical issues, up to date policies, and that they have access to training and resources.

The aim of this procedure is to set out the actions to be taken when these rules are breached and to ensure consistent and fair treatment for all.

This procedure is designed to establish the facts quickly and deal with safeguarding matters consistently. No action will be taken until the case has been fully investigated.

This procedure may be implemented at any stage if the supply worker's alleged misconduct warrants such action. This procedure applies to all supply workers regardless of length of service.

## Incidents and allegations procedure

Whilst working for the company, should an incident or allegation be made against you, the following procedures will be followed:

- **If a school or alternative provision informs us of a particular incident, but they do not wish to take the matter further**, a Safeguarding Manager will call you to arrange a meeting to discuss the incident or allegation. You will not be offered any further work until after the meeting and will not be paid by the company during this time. During the meeting, you will have the opportunity to discuss the incident and put forward their version of events. After the meeting, a decision will be made regarding whether you can continue to work for the company. Where it is decided that further work will be offered, it is expected that additional training will be completed before recommencing work, including child protection, safeguarding and GDPR training and, if appropriate, a Team Teach course.
- **If a school or alternative provision informs us of a particular incident or allegation, and they are taking the matter further**, the school or alternative provision will inform the Local Authority Designated Officer (LADO) and the school will investigate the incident or allegation. If the incident or allegation reaches the LADO threshold, a position of trust meeting will be organised, where representatives from the company, the school or alternative provision and, in some instances, the police and social workers meet with the LADO to discuss the incident or allegation. This process can be lengthy, and you will not be allowed to work with children, young people or vulnerable adults in any capacity during this time. You will not be paid by the company during this process. Our decision regarding whether to work with you again will be based on the outcome of this process. Outcomes will be one of the following:
  1. **The allegation is malicious** – you will be able to continue to work in regulated activity and can continue working through our agencies.
  2. **The allegation is unsubstantiated** – you will be able to continue to work in regulated activity and can continue working through our agencies.
  3. **The allegation is unfounded** – you will be able to continue to work in regulated activity and can continue working through our agencies.
  4. **The allegation is substantiated and the harm level has been reached** – you will not be able to continue being registered with Vision for Education, ABC Teachers and Smart Teachers.
  5. **The allegation is substantiated but the harm level has not been reached** – you will be invited to a safeguarding review meeting and a decision will be made as to whether you can continue working through our agencies.

## Safeguarding review meeting

A safeguarding review meeting will be held by a Safeguarding Manager and a note taker. As supply workers are not employees, you do not have the right to be accompanied. However, in the interest of general fairness we will allow a trade union representative or work colleague to accompany you if you feel that is necessary. If you intend to be accompanied, then advance notice must be given.

Depending on the seriousness of the incident or allegation, we may also make a report to statutory agencies such as the police, Disclosure Barring Service, Teaching Regulation Authority and the local authority's Child Protection Service

## Harassment of our employees by supply workers

Ensuring the safety and wellbeing of our employees is essential. We expect all supply staff to treat our employees respectfully at all times, and take very seriously any threatening, abusive or violent behaviour against any of our staff.

We operate a zero-tolerance policy with regard to harassment. This includes both verbal and physical harassment in person, over the phone, via email or letter, through messaging apps or any other forms of communication.

Any supply staff found to be harassing any of our employees will automatically be permanently struck off our database and we will make the necessary referrals to the police.

## CPD and social events

### CPD

We are committed to the professional development of all our teaching and support staff.

Continuous Professional Development (CPD) is vital for our supply staff. CVs with recent, relevant courses listed are much more appealing to schools and will boost your chances of securing the job you want.

In addition to EduCompli and our termly safeguarding and child protection briefings via email, we also offer a wide variety of classroom-based training. All courses are free and run throughout the year at various locations. They cover topics such as:

- Safeguarding
- Team Teach
- Phonics
- SPaG
- Autism awareness
- Developing personal resilience, and
- Behaviour management.

It's really important that you make yourself available for as much training as possible, especially if you are working on day-to-day supply. For details of upcoming training in your area, please visit our website.

### Social events

We hold regular social events for teachers and support staff, giving you the chance to network with schools and other supply staff and widen your professional contacts - as well as having a great night out! For details of upcoming training in your area, please visit our website.

## Recommend a friend or colleague

Recommend a friend or colleague to work for us and you will both get rewarded. You will receive a £125 bonus paid through your salary once the person you recommend completes 30 full days' supply work for us. and the person you refer will also receive a £125 bonus.

You can recommend as many teachers and support staff as you want. Simply pass on our details or call us with their name and number so we can contact them directly.

See our the Refer a friend section of our website for full terms and conditions and to make a referral or get in touch with your local branch.

## Useful websites and contacts

### Vision for Education

0800 085 0644

[www.visionforeducation.co.uk](http://www.visionforeducation.co.uk)

### ABC Teachers

0800 030 4014

[www.abc-teachers.co.uk](http://www.abc-teachers.co.uk)

### Smart Teachers

020 7065 7500

[www.smartteachers.co.uk](http://www.smartteachers.co.uk)

### In-house Payroll team

Vision for Education - 0114 349 1500

ABC Teachers - 0114 349 3322

Smart Teachers - 0114 349 3303

**EduCare (CPD):** [www.myeducare.com](http://www.myeducare.com)

**Eezytime (Payslips):** [www.eezytime.co.uk](http://www.eezytime.co.uk)

**NEST (pension):** [www.nestpensions.org.uk](http://www.nestpensions.org.uk)

**HMRC** 0300 200 3300

(Tax Office PAYE Reference Number 406/JA16102)

**Track your DBS:** [www.gov.uk/guidance/track-a-dbs-application](http://www.gov.uk/guidance/track-a-dbs-application)

**Department of Education:** [www.gov.uk/government/organisations/department-for-education](http://www.gov.uk/government/organisations/department-for-education)