

all you need  
to know



to build  
your career.

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We are delighted to have you working with us – you are our most valuable asset and we will take care of you. At Randstad Education we pride ourselves on working with the most talented and reliable education professionals, who are motivated to make a difference to every school and child they work with.



We have designed this handbook to support you; it sets out some clear guidelines and useful tips to help you get the most out of working with us and our schools.

We look forward to working with you and are here to support you, every step of the way.

Victoria Short, Managing Director, Randstad Public Services

# who we

# are.

Randstad Education has been helping teachers and support staff to find temporary and permanent jobs in education since 1993.

Working with over 2,500 schools each week we can find the ideal match for your skills.

Our knowledge and expertise in providing opportunities for teachers and support staff was independently recognised as early as 2002 when we were one of the first agencies to be awarded with the Department of Education's Quality Mark – an endorsement that today has been replaced by, and is known as, the REC Audited Education Accreditation.

### Built on recommendations

At Randstad Education, our mission is to be the most recommended recruitment consultancy. We achieve this through ensuring that our teachers enjoy a fulfilling career in the positions we place them in, so that they in turn inspire the children they teach.

We understand that every school is different and every child is different, which is why we will only put you forward for a role if we believe it will allow you to bring your best teaching or support work to that school. We don't just match you to the job – we match you to the school and child as well, making sure our candidates are happy because we understand you'll only find fulfilment in a school that brings out the best in you.



# how we

# can help you.

Our teams of specialist education consultants work hard from our network of local offices to give you the best opportunities.

We pride ourselves on meeting your specific needs and are able to offer guaranteed work and permanent contracts. We can also offer our teachers continuous professional development. We are able to offer you the following types of assignments:

## Day-to-day assignments

These are great if you want to try different schools, different working environments and different job roles. And, you only work the days you want to work. If you are studying part-time, have childcare responsibilities, can only work on a flexible basis or just want to try different things, then a day-to-day assignment can be perfect for you. Day-to-day assignments can arise due to planned absence (such as course cover), or unforeseen sickness. These assignments are awarded throughout the day but mainly early in the morning from 7am to 9.30am and in the afternoon from 2pm to 4pm for the following day. If you want to be 'top of mind' for day-to-day assignments then we always recommend that you call us between these hours. For work early in the morning you need to be up, ready and in a position to leave your property within 10 minutes of your assignment allocation.

Being organised and having your necessary documents (such as DBS, photo ID and sat nav) to hand is key. You'll need to get to the school as soon as possible and be sensitive to the needs of a busy, and possibly stressed, cover coordinator.

Regardless of the type of assignment you're on, our candidates have a reputation for treating every assignment as if it is a permanent role, injecting a sense of purpose into the classroom and helping the school to the best of your ability. Since day-to-day assignments can lead to long-term work, it's an approach that will help build your reputation too.

## Long-term assignments

These assignments mean you are covering a long-term absence (usually 6 weeks or more in duration). These tend to be full-time, five days a week, although part-time assignments are sometimes requested by schools.

Long-term assignments are best for candidates that want to feel part of a school community and who want to build up long-term working relationships with students and see the children develop. Continuity is very important on a long-term assignment as students will become used to a certain teacher or teaching assistant and their style. Disruptions in this continuity can cause students to feel anxious and could have a detrimental effect on their learning and development.

When taking a long-term position, please make sure you are fully aware of our expectations on your commitment to the role and that you are happy to meet these expectations. If you need to finish a long-term position early please ensure you give a minimum of one week's notice.

## Permanent positions

Permanent means you are taking on a permanent role where you will be paid by the school. You can gain a permanent job by working on a long-term assignment through us and being taken on permanently or by going for an interview arranged by us and being offered a permanent role.

## Our new work app

Tired of waiting for your phone to ring to find out when your next shift will be? Had enough of searching your inbox to see what work you're pencilled in for the following week? Now you can receive, manage and accept shift work with a tap of your finger through our latest app.

[Click here](#) to find out more and download the app.



# accepting your assignment.

Every time you work for us you will receive an email confirming the assignment you accepted:

FAO Jane Smith

Thank you for choosing to work with Randstad Education.

We know that you will be totally professional and inspire confidence at the school in which you teach. We ask that you reinforce this confidence by having your DBS disclosure with you at all times.

Your assignment details are as follows:

Position: English Teacher  
Start Date: 31/03/2018  
Estimated End Date: 31/03/2018  
Full Day Pay Rate: £120.00  
Part Day Pay Rate: £60.00  
Your school contact details are: Contact: Donna Brown  
School: Derby High School  
Address: Derby Lane Manchester Greater Manchester  
M11 1LL

The hours to be worked and any health and safety risks associated with this assignment have been advised in your assignment briefing.

If the nature of the assignment differs from information provided above and in your briefing, or if you have any queries, it is your responsibility to contact your local branch immediately.

For clarification on any of Randstad Education's Terms, please refer to your Terms of Engagement, alternatively, please contact your local branch on 01234 567 8910.

Randstad Education: Job reference: SE345672

Thank you for choosing Randstad Education. As the UK's largest education recruitment specialist, we can offer you more opportunities in the future than anyone else.



# your

# assignment.

## Preparing for your assignment:

We pride ourselves on really understanding the needs of schools. Your consultant will support you in preparing for each assignment or interview that you attend.

Every time you work for us you MUST carry your original DBS disclosure and valid form of photographic identification (such as a driving licence or passport) with you. On arrival at school you will be asked to show these documents. If you are unable to produce these documents you may be turned away from the school without remuneration.

Please plan your journey in advance to ensure that you arrive at school for the time required. Most schools require supply staff in school by 8.15am. For shift work such as invigilation or nurseries please arrive 15 minutes before your shift is due to start. If you are running late please call your local branch to let them know and make your apologies when you do arrive.

For early morning assignments please get to school as soon as possible. It is a good idea to have a sat nav to hand. We aim to visit all of our schools so we can help you with travel directions and local landmarks.

## Making a good impression:

It is of course important to make a good impression from the moment you arrive at your assignment. If you're smart, professionally dressed with good personal hygiene, punctual, organised and keen to start work – you will impress immediately.

## Dress code:

As many schools have strictly defined pupil uniform regulations they also have accepted standards of staff dress.

The following items of clothing are inappropriate for working in schools:

- Jeans
- T-shirts
- Sweatshirts/tracksuits
- Low-necked tops/cropped tops
- Shorts/low rise trousers
- Over-the-knee boots/high heels/flip flops/trainers
- Very short skirts
- Elaborate jewellery
- Tattoos on display
- Dirty or paint splattered clothing

In some cases there are exceptions to the dress code as outlined below:

## SEN:

In some SEN environments the dress code may be different and more casual. If you are going to a SEN school for the first time it is a good idea to ask your consultant what clothing is appropriate.

## Physical Education:

If you are teaching PE, tracksuits and trainers are essential. It's a good idea to carry a change of clothing just in case.



# your

# assignment.

## When you arrive you should:

Sign the visitors' book or school computerised sign in on arrival and sign out when you leave the premises. Even if you are on a long-term placement you must still sign in and out every day. This is a health and safety requirement of every school to ensure that in the event of an emergency all persons can be accounted for. Should any dispute arise over days spent in school or arrival times, your signing in and out will also help confirm this information.

Many schools will have their own guide for supply teachers. Your consultant will be able to give you a great deal of information about the school and what to expect.

## When you arrive at school you may also need to ask for the following:

- School timetable
- Your lessons to cover
- A map of the school
- Any security codes, key fobs or passes you need to access 'staff only' areas
- Who to report to
- Registration/assembly procedure
- Behaviour policy and general rules of discipline for pupils
- Playground duties/lunchtime duties and routine
- Person responsible for health and safety/first aid emergency/fire drill/dinner money (if applicable)
- Any additional events happening within school (trips/important visitors/Ofsted inspections/seasonal events)
- Name of person should guidance on curriculum or disciplinary issues be required
- Your responsibilities for the day



# your

# responsibilities.

As a teacher you will be responsible for:

- Ensuring a safe learning environment
- Retaining control in the classroom
- Teaching the work set or appropriate work for the subject/year
- Ensuring that all children have an opportunity to learn
- Differentiating your work for different abilities/SEN
- Liaising with teaching assistants and support staff and working as part of a team
- Displaying good subject or curriculum knowledge
- Teaching thought-provoking and informative lessons
- Ensuring each lesson has clear objectives, and that the children understand the work
- Creating a relaxed and enjoyable atmosphere in the classroom
- Presenting work in a way that interests and motivates
- Encouraging children to raise their expectations of themselves
- Developing professional relationships with students and staff
- Delivering lessons with personality, incorporating your personal interests and talents as and where appropriate
- Ensuring that completed work is marked
- Leaving a clear handover for the absent teacher in the form of a lesson review sheet
- Dismissing students safely at the end of the school day and leaving the classroom in a clean and tidy manner
- Ensuring any discipline issues are dealt with in line with the school's behaviour policy and reported accurately

For long-term teaching assignments, you will be required to take on all the responsibilities of the absent permanent member of staff:

- Plan lessons
- Mark work regularly
- Monitor pupils' progress and keep records
- Complete reports
- Attend meetings, parents' evenings and in-service training days

The only difference between you and a permanent member of staff is that you are employed by Randstad. If you are working in any other role then please contact your consultant for your specific responsibilities.

If you are working as a teaching assistant you could be responsible for:

- Supporting a group of children within a class
- Supporting different children in one class
- Supporting the teacher by getting resources and by carrying out clerical tasks
- Ensuring a positive working environment by being enthusiastic and helpful
- Encouraging children to raise their expectations of themselves
- Ensuring children are safe in the playground
- Working with the teacher to provide effective intervention work with a specific group of children
- Developing professional relationships with students and staff
- Working with outside agencies to assess a child's progress
- Helping with personal care
- Being a positive role model
- Dismissing students safely at the end of the school day
- Leaving the classroom in a clean and tidy manner
- Supporting a particular child with SEN following their Individual Education Plan and/or Individual Behaviour Plan
- Ensuring any discipline issues are dealt with in line with the school's behaviour policy and reported accurately



# staying in

# touch.

**Regular contact is essential when working with us, and there are number of ways we can stay in touch.**

## **Telephone:**

Telephone is the quickest and easiest way to contact your local consultant and it is also the best method to use to secure work with us. Your local branch is open from 7am to 6pm, Monday to Friday. Between 6pm and 9pm calls are taken by a consultant on out-of-hours/on call duty and between 9pm and 7am we operate an answerphone service.

Each morning 7am–9.30am we are busy in the branch taking and allocating suitable work for that day and week, so please ensure that you are available and contactable between these times.

## **Email:**

Once we have agreed and secured work for you, you will receive an assignment confirmation email. We will also use email to send your payslip to you on the Friday following the week that you have worked.

Please do not use email to let us know that you cannot attend work, always phone instead. Not getting the message may cause confusion and affect classroom learning.

## **Local branch:**

Please feel free to pop in at any time to speak to a specialist consultant. If you wish to speak to your personal consultant we would advise that you call first to ensure they are available with sufficient time allocated to see you.

## **SMS text messaging:**

Occasionally we may send you a text message about a specific role or opportunity. If you are interested and the role is relevant to you please call the local branch. These text messages are generated through our computer system, and you can reply but don't forget to put your name on the message when responding!

## **Internet/social:**

Our website [www.randstadeducation.co.uk](http://www.randstadeducation.co.uk) is a great way of finding out more about Randstad and the jobs that we have available. You can apply for vacancies across the UK, read interesting information, find useful links to other websites and sign up to our free job alerts service. Follow our social media pages for more news and events.

Twitter:

[https://twitter.com/Randstad\\_Ed](https://twitter.com/Randstad_Ed)

Facebook:

<https://www.facebook.com/RandstadEducation/>



# absence

# procedure.

If you are ill or have to be absent from school for any reason, you will need to:

Inform your Randstad Education consultant no later than 7.30am on the first day of absence as a matter of urgency.

This allows us to make alternative arrangements so that we can minimise any inconvenience to the school - please call us and never the school.

We have a 24-hour on call service, so if you know in the middle of the night that you will be unable to go to school you can call and leave a message.

If you do call outside branch hours, please leave a message with your name, the school you were due to go to and the specific position to be covered (e.g. year 4 teacher) and the reason for your absence. We ask that you ring again before 8am to ensure we have received your message.

Due to the importance of continuity we ask that you are only absent for genuine emergencies or severe ill health. As with permanent members of staff, please ensure that non-urgent appointments are booked during the school holidays, on weekends or after school.



# behaviour

# management.

Physical contact with pupils in school is a very sensitive subject. As a member of supply staff, you have the same rights and obligations as permanent members of staff. However, as a member of supply staff (who may not be familiar to pupils) you may be susceptible to people misinterpreting your actions and/or pupils making unfounded or mischievous allegations. Be aware of this potential and always follow this guidance which is offered to assist you.

The general rule is to avoid pupil contact wherever possible. In that way your actions can never be misconstrued. However, there are situations where physical contact is necessary and there may be other situations where you cannot avoid physical contact.

Whilst the law allows reasonable force to be used in the cases of physical intervention, Randstad Education candidates should always operate within the policies and procedures for the individual school.

## Situations when physical contact might be appropriate:

Some physical contact may be proper or necessary e.g. to demonstrate exercises during a PE lesson or to administer first aid.

Young children and children with special educational needs may need staff to provide physical prompts and help. Equally, when young children are in distress it may be appropriate to offer comfort. In such situations these are judgement calls that have to be made at the time. However, you must be aware that for some children, touching may be particularly unwelcome for cultural or personal reasons. You must be sensitive to such situations. You should also ensure that you do not touch or hold a pupil in a way that might be considered indecent.

## The Education and Inspections Act 2006:

The Act has given new statutory powers to members of staff in schools. This allows them to “use such force as is reasonable” to prevent a pupil from:

- Committing an offence
- Causing personal injury to others (or themselves) or damage to property
- Prejudicing the maintenance of good order and discipline at the school

## Intervention and the use of reasonable force:

Inevitably, there will be situations when it is necessary to intervene either to protect yourself, the pupil or others. There is no legal definition of ‘reasonable force’ but there are two relevant considerations to guide you:

1. Do the circumstances warrant it? If a pupil is only committing a minor misdemeanour or the situation could be resolved without the use of force, then force would not be warranted.

2. The degree of force has to be in proportion to the circumstances. The use of force has to be the minimum needed to achieve the desired result. In all circumstances you should not act in a way that might be expected to cause injury, for example:

- Holding a pupil by the neck or collar
- Slapping, punching or kicking a pupil
- Twisting or forcing limbs against a joint
- Tripping up a pupil
- Holding or pulling a pupil by the hair or ear
- Holding a pupil face down on the ground

# behaviour

# management.

## Sexual Offences Act 2003:

It is unlawful to engage in any sexual relationships with a pupil under the age of 18, even if you are not their teacher or you don't support them in any way. Convicted offenders are likely to face imprisonment and will be required to sign the sex offenders register. All allegations of sexual offence will be fully investigated, reported to the police and referred to the NCTL and Disclosure and Barring Service.

## Some simple rules to guide you:

1. Acquaint yourself with the school's behaviour management policy. If an incident is developing, make sure you know where to get help and take action without delay.
2. Try to avoid situations where you are alone with a pupil, and keep doors open where this is unavoidable.
3. Have strategies ready to diffuse potential situations.
4. In the event of an incident, summon assistance as soon as is practical. Don't leave pupils in danger.
5. Ensure you report all such incidents to school staff and your consultant at Randstad Education.
6. If you have inadvertent physical contact with a pupil, report it immediately (explaining the circumstances).
7. If you have been injured in an incident, seek medical attention immediately and ensure that the incident is properly reported to the school and your consultant at Randstad Education, whilst it is fresh in your memory write a record of the incident. Give as much detail as you can (including the names of any witnesses).
8. When you are in a school you are an ambassador for Randstad Education, so avoid any sort of behaviour that could be criticised or misinterpreted.
9. Reflect on your day – what went well and what could you have done better? Teaching can be a challenging profession and no one is perfect – so try and talk through your day with a colleague, friend or Randstad consultant and learn from situations to continue to develop your teaching style to be the best that you can possibly be.

## Setting up your day for success:

It's good to remember that thousands of supply staff are working in schools every day. The majority have a really positive experience and go home feeling completely fulfilled by the work they have undertaken. We hope that you feel proud of the progress that your pupils have made, whether they were with you for just one hour, a day, a week or a whole term.

A good day starts with you. Having the right attitude towards your pupils will be a key factor in making your day a success.

## Experienced supply teachers and support staff would say:

1. Be early for your class - never arrive after your pupils.
2. Get the class profile – speak with the HoD or cover manager to understand if there are any special needs, disabilities or gifted students.
3. Be prepared – you are the one with knowledge.
4. Try and learn as many names as possible, build a rapport and try to develop positive relationships.
5. Have a back up – students may complete the work early or there may even be no set work; what is plan B?
6. Set the scene quickly – everyone is waiting to hear what you have to say.
7. Make an impact – engage your pupils early and capture their attention.
8. Be tolerant once, but let them know you've got no intention of letting it happen twice.
9. Demonstrate that you know the rewards and sanctions policy.
10. Bring a competitive element – students enjoy praise, competition and rewards whether that be stickers, prizes or simply verbal recognition.
11. Be adventurous and interesting, with a sense of fun
12. Make every day count, for you, your pupils and the wider school community.
13. Enjoy – a smile can lift the mood for you and the students!

# disqualification

## by association.

In February 2015, the Department for Education (DfE) issued an update to its Statutory Guidance “Keeping Children Safe”.

This update requires schools which provide care for pupils under the age of 8, to ensure that staff and volunteers working in these settings are not disqualified from doing so under the Childcare (Disqualification) Regulations 2009.

A person may be disqualified through:

1. Having certain orders or other restrictions placed upon them
2. Having committed certain offences
3. Living in the same household as someone who is disqualified by virtue of 1 or 2 above (this is known as disqualification by association)

A disqualified person is not permitted to continue to work in a setting providing care for children under age 8, unless they apply for and are granted a waiver from OFSTED.

When registering with Randstad Education you would have been asked to confirm that you are not disqualified under the opposite Regulations from working in a school.

We would like to remind you that you must notify Randstad immediately of anything that affects your suitability including any cautions, warnings, convictions, orders or other determinations made in respect of you or a member of your household that would render you disqualified from working with children.

If you have any questions or would like more information please contact your local branch who will be able to help you.



# tackling

# extremism.

In his speech on extremism on 20 July 2015, the Prime Minister called for more action to tackle non-violent extremism and strengthen our multi-racial, multi-faith democracy.

Schools are at the heart of this effort. Teachers and school leaders play a vital role in shaping each member of their school community to be an active, engaged citizen. This can be challenging. We are confronted by groups trying deliberately to radicalise and recruit young people using the internet and social media. Young people have been induced to travel to Syria and Iraq, placing them in great danger and causing terrible distress to their families. In other cases, children have been taken to those places by parents, or young people may choose to stay in this country, but nonetheless be attracted by ISIL ideology.

The Prevent duty came into effect on 1 July and requires all schools to “have due regard to the need to prevent people from being drawn into terrorism”.

Schools should provide a safe environment in which pupils can discuss issues such as extremism and terrorism in an age-appropriate and balanced way – just as they do with other sensitive issues.

There are a wide range of topics that schools can consider when thinking about how to build young people’s resilience to radicalisation and these can be tailored to your local context and community. Issues such as stereotyping, propaganda, online safety, and freedom of speech are all relevant to the debate, and for some age groups and areas topics such as terrorism, religious fundamentalism and global issues will also be appropriate. Understanding the perspectives of others and actively debating these issues plays an important role in building the resilience to radicalisation, whether inspired by far right, Islamist or any other extremist ideology.

In addition to the advice the DfE has already published, there are a wide range of publicly accessible resources available to schools, including classroom materials for teachers. Some useful examples include:

#### Hammersmith and Fulham Prevent resource pack:

A series of lesson plans, covering digital awareness, stereotyping, conspiracy theories and extremism.

#### Respect:

These free of charge series of 5 lesson plans cover topics on extremism, critical thinking, conflict resolution and online resilience.

#### Getting on together:

This suite of curriculum materials are available online, for free and already used in many Welsh schools. The GOT curriculum covers 4 modules on the knowledge and understanding needed to counter the distortion of the non-violent message of the Islamic faith and 3 modules · facilitating open debate and critical thinking on issues central to a healthy, democratic and integrated society.

#### Choices:

An online resource that aims to equip teachers with the skills and knowledge to hold challenging conversations on extremism in the classroom, increase their understanding and awareness of extremism and develop critical thinking skills among their pupils.

Social media is frequently used to radicalise young people, and local authorities may also be able to support schools in identifying further resources and opportunities available locally.

If you would like more links to PREVENT training please speak to your local branch who may be able to help you.



# data

# protection.

## Sharing information:

During your supply assignment you may have access to highly personal and sensitive information relating to individuals. As a supply teacher through Randstad Education we ask you to recognise that individuals have a right to privacy and dignity, and that this extends to our handling information about them in ways which cause as little intrusion as possible on those rights.

As such, we will only give you access to personal data where there is a legal right, in order for you to perform their duties in connection with the service you are there to deliver. We will only break the rule of confidentiality in very extreme circumstances, which justify our taking that action for the greater good of an individual or, exceptionally, others.

We would recommend that all supply staff make themselves familiar with the data protection laws.

## Data security:

Any data that is in your possession from Randstad Education, and particularly sensitive or confidential data, must be stored securely and kept confidential where appropriate. The following points should be considered:

1. All information supplied to you on a client/ individual should be kept confidential and not discussed with anyone other than authorised individuals or relevant parties.
2. Written information supplied to you as part of your assignment should be kept confidential and in a secure location where it is not at risk of being viewed or stolen, and not left in view of the general public.
3. Where information is sent via electronic mail it is recommended that it is password protected.
4. Information or data gained through the task of providing education services during your assignment should remain confidential and only discussed with relevant or authorised individuals.
5. Supply staff should never pass information to any other individual other than for professional reasons.

## Good practice hints and tips:

When printing off confidential information do not leave on the printer, collect immediately.

If you send an email, take care to ensure that sensitive or personal information is not being disclosed  
Shred all documents once they are no longer required for the booking.

If you are in possession of printed information, it should be kept in a secure place and not left on your desk or in your car.



# ICT usage

## and social media.

When utilising ICT equipment in schools, we advise that you follow some simple rules:

1. Acquaint yourself with the school's policy and procedure on the use of ICT equipment. As with all school policies, you are expected to adhere to and abide by such rules when you are working in that school.
2. Try and organise access to the school's network with your own user name and password. Try and avoid using another person's 'login'.
3. Do not use the school's computers for personal use. It reflects badly on you and us if you are observed undertaking such activities.
4. If you are using the internet ensure that the sites you visit are always relevant and appropriate. If you inadvertently visit a site that has inappropriate material displayed, immediately close down the site and report to a senior member of staff.
5. Do not let pupils or other staff use your 'login' details and always 'log off' if your computer is going to be left unattended at any time.
6. If you suspect pupils or another member of staff have used a computer with your login credentials, report the details to a senior member of staff immediately.
7. If you discover evidence that school computers may have been used to access inappropriate web sites or download inappropriate material, report this to a senior member of staff immediately.
8. If you have access to the school's email system, do not use it for sending personal emails. If you receive joke emails do not forward these on.
9. If you have reason to send emails, ensure that the language you use is always appropriate. Check what you are writing to make sure that it could not be misconstrued.
10. Never enter into over-familiar correspondence with pupils. Remember that you are in a position of trust. If you receive any email correspondence from a pupil that concerns you please report this to a senior member of staff immediately.
11. Never give a pupil your mobile phone number. Similarly, do not ask for or accept the mobile number of a pupil. There are no valid reasons why this should be necessary and to do so will create suspicion and place you in a vulnerable position.
12. Don't have your mobile phone in view during lessons and never try to take photographs or videos of pupils on your phone. If, as part of the learning experience, you need to photograph or video pupils, get clear permission from the school beforehand.



# ICT usage

## and social media.

The proliferation of social media has blurred the boundaries of communication with its informality of approach. However, it's worth remembering for both teachers and pupils, certain rules should be adhered to in the interests of safety, security and privacy.

Our current social media policy, which we ask our supply teachers to observe, includes:

1. You should not access your social media pages through any ICT equipment which does not belong to you.
2. Your social media use including status updates or photo uploads should not identify or refer to the schools, teachers, pupils or agency that you are working with.
3. We would advise supply staff to refrain from engaging in, or commenting on topical news stories or discussions online that have a contentious nature within the education world – as it can result in complaints and concerns from parents, headteachers and Governors. In many cases, once your comments are published, you will not be able to have them removed. We suggest that you take a common sense approach, refraining from making any comments that could be perceived to be prejudicial, discriminatory or defamatory.
4. We would also remind you that Facebook or other social media profile pictures can easily be accessed by pupils; you should avoid using any photo which could be deemed inappropriate or suggestive. Monitor your privacy and security settings so that only friends can view your profile, otherwise pupils may be able to obtain your personal details.
5. Finally, do not allow pupils to 'friend' you on Facebook (or any other social media) or make such a request yourself – even if you are coming to the end of your assignment. This will only blur the boundaries between pupil and teacher and will certainly put your motives in question.



# DBS update

# service.

In 2013 the Disclosure & Barring Service (DBS) released their much awaited update service.

Once a new DBS has been processed, applicants can choose to subscribe to the DBS Update Service for an additional £13.00 per year. This allows applicants to take their Disclosure result from role to role within the same workforce, without having to carry out a new check every time. Applicants will give permission to their employer who can carry out a free instant check which will confirm if the applicant's certificate is current and up to date.

Each new employer will just need your membership number and can check that there have been no changes to your original DBS.

## What are the benefits to me?

In the first instance, you will not have to renew your DBS certificate periodically so this will save you money. More beneficially, you can be cleared to work almost immediately where there may have previously been delays pending your new DBS certificate. It will avoid the situation where you have to apply for multiple certificates for new roles.

## How do I join?

Once you have completed your DBS form, your consultant will give you your application number. You can then log on to the DBS website and join even before your certificate is issued. You also have the option to join the service up to 19 days after issue.

## Where do I go for information?

Please speak to your consultant or go to the DBS applicants guide



# payroll and

# tax matters.

When registering with your branch please make sure you supply full bank/building society details in the following format:

- Full name of account to be credited
- Bank/building society name and address
- Sort code (6 digits)
- Account number (8 digits)
- Building society reference number

Payment is made into your bank account on the Friday following the week worked. If the Friday is a bank holiday, payment is made the Thursday before.

Rates of pay will be agreed with your branch prior to placement. The branch will contact your place of work on your first day to confirm your safe arrival, and will confirm your days worked weekly. At the end of the week we send full details of days worked and rates of pay direct to our payroll department for payment the following Friday.

**Weekly confirmation of your work record:**  
Some schools will require you to complete a time sheet for the work that you have completed; your consultant will let you know if this is the case.

Where timesheets aren't required, it does mean that you need to telephone your consultant every Friday afternoon by 6pm to confirm the hours/days worked on your assignment.

We cannot initiate payment until we have heard from you. This is also an ideal time to update us on your availability for the coming week and discuss any assignments we have for you.

For your convenience we operate a payroll helpline for our supply workers and you can either call this number

01582 811918 or contact your consultant.

#### Payment of tax and national insurance:

When registering at your Randstad Education branch it is very important that you fill out a P46 (all P46s must be signed and dated for the current tax year, 6th April onwards) or provide a P45 from a previous employer as soon as you start work with us.

If you are paid PAYE, and have not provided us with a tax form, a BR (Basic Rate) tax code will be used, which means that you will pay tax at the basic rate on all of your earnings until the Inland Revenue provide us with a new tax code for you. Please note that should you have any other income, e.g. from work or a pension, this must be made known to your Randstad Education branch, as this will affect your tax code or allowance.

#### Tax:

Should you need to contact the Inland Revenue our Tax Branch details are:

HM Inspector of Taxes  
PAYE Tax Ref: 951/R300  
East Hampshire & Wight Area,  
Lynx House,  
1 Northern Road,  
Cosham,  
Portsmouth  
PO6 3XA

Tel: 0845 300 0628



# agency workers

# regulations.

We always aim to keep you updated on any legislative matters that could impact your assignments with Randstad Education.

The Agency Workers Regulations, which came into force on 1st October 2011, entitles temporary workers, including supply teaching staff, to equal treatment within the workplace.

## So, what does this mean to you?

Once you have completed a 12-week qualifying period with a single hirer, you will be entitled to the same basic working and employment conditions that you would have received if you had been directly hired by a nursery, school, academy, college or local authority.

The regulations mean that you will also be entitled to certain 'day one rights', which apply from the first day of each assignment. 'Day one rights' include access to onsite collective amenities (such as car parking and canteen facilities), as well as access to information about permanent job vacancies. It is possible for the client to decline to offer you certain facilities, but this is only acceptable if they can demonstrate good justification for doing so. After you have worked 12 weeks in your assignment, you may be entitled to equal treatment in respect of pay and basic working conditions.

You can accumulate these weeks even if you only work a few days each week; however, you must work within 12 separate weeks for this to happen. Any gap of more than 6 weeks will mean your qualifying period will start again. We will ask for details of your work history including that with other agencies and their clients, to help establish when you are entitled to equal treatment and support you through the complexities of the legislation.

Please note that the qualifying period can be paused for particular circumstances:

Types of absence that affect the 12 week qualifying period, and the effect on the 12 week qualifying period:

Any reason where there is a break but it is less than 6 weeks = pauses the clock.

Sickness absence = pauses the clock up to 28 weeks.

Annual leave = pauses the clock.

Shutdown e.g. school holidays = pauses the clock.

Jury service = pauses the clock up to 28 weeks.

Industrial action = pauses the clock.

Pregnancy/maternity related absence = clock keeps ticking throughout the statutory protected period.



# agency workers

# regulations.

## Access to client facilities:

Under the Agency Workers Regulations 2010, you are entitled access to the same facilities and amenities as each client's permanent employees. This means that where a client operates a canteen, breakout room or even a crèche, you will be entitled access to those facilities on the same terms as permanent employees. This might mean you have to join a waiting list in the case of amenities such as crèches or car parking spaces, but you won't be treated less favourably.

## Equality of pay:

Once you have completed 12 weeks on assignment with the same client (subject to some rules), you will become entitled to the same rate of pay you would have received had you been engaged directly by the client. You may also be entitled to an increase in your entitlement to paid annual leave if the client has a more generous scheme than that offered by Randstad. Your consultant will advise you of all these details when you start an assignment.

## What if I feel I am not receiving equal treatment?

If you do not feel your concerns have been resolved informally with your consultant and you wish to raise your concerns more formally, then please follow Randstad's complaints/grievance procedure.

To raise a complaint please speak to your consultant, or log your complaint through our website at [randstad.co.uk/contact-us/](https://randstad.co.uk/contact-us/) and select complaints from the drop down menu. This will direct your complaints to the relevant team who will look again at your complaint and respond.



# your

# benefits.

## You're entitled to some great benefits.

Whilst you are engaged on the contract for services you will be identified by Randstad Education as a temporary worker and, as such, you will be entitled to the following benefits package calculated on a pro rata basis linked to the number of hours you complete. If you need any more information on any of these please speak to your consultant who will be happy to help.

### Pension:

You may know that a law has come into effect which requires all companies to enrol its workers in a pension scheme. Under this law, we are required to automatically include you in the scheme unless you choose to opt out.

If you need specific advice on your personal situation, you should speak to an independent financial advisor.

### The following is a summary of the scheme:

- You will be automatically enrolled in the scheme when you start working for us and earn between £5,876 and £45,000 a year, and are over the age of 22 (and under pension age)
- As of 6th April 2018, We will deduct 3% from your pay as an employee contribution and we will contribute a further 2% on your behalf as the employer contribution

For more details of how to opt out of auto-reenrolment you can contact our pension provider on [www.nowpensions.com](http://www.nowpensions.com)

### Maternity:

You are entitled to 52 weeks' maternity leave. If you have completed 26 weeks' continuous service at the 15th week prior to your expected week of childbirth and you are still employed in that week, you will be entitled to Statutory Maternity Pay (SMP) of 39 weeks.

If you have been employed for less than 26 weeks at the 15th week prior to your expected week of childbirth or have not had continuous service, you can claim a maternity allowance direct from the Department of Work and Pensions (DWP).

### Paternity:

You will be entitled to Statutory Paternity Pay (SPP) if you have completed 26 weeks continuous service, 12 weeks prior to the expected date of childbirth. SPP entitles you to take up to two weeks' paid leave. Leave must be taken within eight weeks after the birth of your child.

### Adoption pay:

You are entitled to 52 weeks of adoption leave. If you have completed 26 weeks' continuous service at the 15th week prior to your expected date of adoption, you will be entitled to Statutory Adoption Pay (SAP) of 39 weeks.

If you have been employed for less than 26 weeks at the 15th week prior to your expected date of adoption or have not had continuous service, you can claim an allowance direct from the Department of Work and Pensions (DWP).

### Refer a Friend:

Know someone who's looking for a new role in education? Refer them to us and you could receive up to £300 worth of shopping vouchers (Ts and Cs apply): [randstad.co.uk/refer-a-friend/](http://randstad.co.uk/refer-a-friend/).



# CPD

# opportunities.

We take great pride in our selection procedures, ensuring that we select only candidates of the highest calibre.

However, this process only measures you at a single point in time. Things move quickly in education and all candidates have to keep pace with progress to ensure that their skills and knowledge are kept up to date. This is why continuous professional development (CPD) is important for all our candidates as it:

- Keeps you up to date with the latest techniques and thinking
- Prepares you for new challenges you will face in the classroom
- Will make you more marketable – a candidate who pays attention to their CPD is likely to be in high demand

We are delighted that we are able to offer certain modules of CPD training for candidates, but it is important to remember that these should only be a part of your CPD activity. As well as providing certain opportunities for you we also encourage you to seek other learning opportunities too.

## Randstad Education opportunities.

### Team-Teach training:

Team-Teach is a whole setting holistic approach to managing challenging behaviour. Team-Teach provides candidates with a range of verbal and non-verbal de-escalation strategies as well as helping develop acceptable and authorised responses to disruptive, disturbing, angry and aggressive behaviours in a manner that maintains positive relationships and provides safety for all.

Originally developed for SEN settings, the Team-Teach approach is relevant to any classroom that may experience challenging behaviour. Randstad Education has a team of qualified Team-Teach instructors nationwide and runs a comprehensive programme of Team-Teach training for candidates largely coinciding with school holidays. If you want to do a Team-Teach course (which takes between 1-2 days) please contact your local consultant.

### Your e-learning portfolio:

When you have completed your registration with Randstad we will provide you with access to free e-learning, provided through our e-learning training partner EduCare. The modules we have available for you to access are listed below.

There is an obligation for all adults working in schools to receive child safeguarding and training in relation to the prevent duty, therefore we have provided two modules to support your training in this area prior to your assignment.

- The prevent duty
- Child protection in education

We also have 6 additional modules which you are able to complete as part of your CPD activity, and to support your role and career:

- Safeguarding adults
- Autism awareness
- ADHD
- Dyslexia awareness
- Mental health
- Learning disabilities

For more information on your e-learning portfolio, or questions about any of the modules above please speak to your consultant or [click here](#) for more info.



# opportunities.

## Local CPD opportunities.

Your local Randstad Education branch may from time to time offer CPD sessions on topics that are relevant to you locally.

For example, this might include topics such as:

- Classroom management
- Becoming a cover supervisor
- Introduction to supply for NQTs
- An introduction to 1-2-1 tuition
- Introduction to primary teaching for secondary teachers
- Using whiteboards
- Invigilator training

You will be alerted by email or text message of such opportunities as they arise.

## Opportunities in schools.

When you are working in a school on a day-to-day basis the opportunities for CPD are somewhat limited. However, if you are in a long-term placement there are likely to be opportunities for you to be involved in INSET days – in fact there might be an expectation that you should be involved.

Such opportunities are valuable because they provide you with:

- A chance to work with your colleagues and to feel part of the team
- An opportunity to develop new skills and knowledge that will be relevant and transferable
- A chance to apply practice that is common and consistent to that particular school

You may also gain learning opportunities by undertaking different types of assignments in different types of schools. Talk to your local consultant about the possibility of working in settings and environments that perhaps you have never considered before.

## Feedback:

Our consultants seek feedback on your performance on every assignment. On occasion (and particularly for longer-term assignments) we will arrange a three-way meeting with you, the school and your consultant to review your progress.

Where this is not feasible we will ask the client school to complete a Candidate Appraisal Form which assesses your performance more formally. We will share the outcome of this feedback with you so that you know what sort of impression you are making and whether there are any learning points that could be addressed through further training or development opportunities.

We will keep a record of such discussions and details of any training you have undertaken. So if you do some development directly with a school, please let us know.

# our commitment

# to you.

When working with us, we are committed:

- To contact schools to identify suitable opportunities
- To undertake all the necessary child safety checks
- If we require additional information or documents from you we will let you know what they are
- Once your file has been cleared we will let you know
- To let you know if your file does not meet our recruitment criteria
- To pay you what we say you will get paid
- To work hard to obtain feedback for you after every assignment
- To endeavour to find you suitable roles that you are qualified or experienced in and in the areas where you want to work
- To keep in touch with you about job opportunities
- To ask you about your CPD and offer you CPD where possible
- To keep you up to date with changes in the local recruitment market
- To offer you career advice
- To provide references for the dates you worked on assignment with us
- To understand your short-term and long-term plans and your career aspirations
- To assist any of your colleagues, friends or family members within the education field to access great opportunities – and reward you for recommending them to work with us



# your commitment

# to us.

When working with us, we expect you:

- To provide all necessary documentation for your child safety checks
- To help chase your referees if we are unable to obtain references for you
- To let us know if your circumstances change before your file is cleared
- To let us know if you change your contact details
- To catch up regularly with us so we can assist you with your next position
- That for every assignment you will be a positive ambassador for Randstad Education, appropriately dressed, professional, organised and enthusiastic
- To fulfil the discussed job responsibilities to the best of your ability
- To give feedback about a school to your consultant and not to the school direct
- To show commitment when working long-term to ensure continuous education and support to the pupils
- To call before 7.30am if you are ever unable to work due to a genuine emergency
- To adhere to the ICT policies where you are working and the Randstad Education social media code of conduct
- To adhere to the policies regarding physical contact
- To call every Friday to confirm your worked hours
- To give us feedback on our service and let us know how we can improve
- To update us with your weekly and daily availability in advance
- To tell us if you have worked at a school before
- To provide information regarding your payscale if you are a qualified teacher



# we support

# you.

If you experience any difficulties during your assignment we would always encourage you to ask for help.

If the issue is something that you don't feel that you can speak to the school about, please call us and see what help we can offer.

Over the years we have built up positive relationships with schools, and in nearly all situations we are able to help to resolve any issues. This could be anything from a personality conflict or a concern over health and safety or something to do with another teacher.

## Complaints about Randstad or a School

If for any reason, you have a complaint about Randstad, about the school you are working in or about any aspect of the work you are undertaking, please speak to your Randstad consultant in the first instance. Your consultant will listen to your complaint, carefully and will take appropriate follow-up action. You will not be treated any less favourably as a result of your complaint.

If you feel that you cannot speak to your consultant or the Office Business Manager or if you have done so and are not satisfied with their response, please log your complaint through our website at [randstad.co.uk/contact-us/](http://randstad.co.uk/contact-us/) and select complaints from the drop down menu. This will direct your complaints to the relevant team who will look again at your complaint and respond.

Complaints will be dealt with in an appropriate and impartial manner as per our code of conduct.

## Ending your relationship with Randstad Education

Randstad Education, the Client or the Temporary Worker may without notice and without liability terminate the Temporary Worker's assignment at any

time.

If the Temporary Worker has not worked with Randstad Education for a period of 13 weeks, Randstad Education will forward their P45 to their last known address. For more information please read your contract for service.

## Useful contacts.

### Randstad Education Head Office

450 Capability Green,  
Luton,  
Bedfordshire,  
LU1 3LU

Tel: 01582 811600

Fax: 01582 811611

Email: [education@randstadeducation.co.uk](mailto:education@randstadeducation.co.uk)

## General information and links.

### Department for Education

[www.education.gov.uk](http://www.education.gov.uk)

Tel: 0370 000 2288

### DBS

[www.direct.gov.uk/dbs](http://www.direct.gov.uk/dbs)

Tel: 0870 90 90 811

### IfL

[www.ifl.ac.uk](http://www.ifl.ac.uk)

Tel: 0844 815 3202

### OFSTED

[www.ofsted.gov.uk](http://www.ofsted.gov.uk)

Tel: 0300 123 1231

## News and Views.

### Times Educational Supplement

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

### The Guardian

[www.guardian.co.uk/education](http://www.guardian.co.uk/education)

