



AGENCY WORKER STAFF HANDBOOK

Issued: April 2024

Welcome to Inspiring Teaching.

Within this Staff Handbook you will find our company policies, procedures, and statements that we hope you find informative and of assistance to you throughout each assignment you undertake with Inspiring Teaching.

If of course there is a subject of which you need guidance with, please do not hesitate to contact a member of the Inspiring Teaching team who will be happy to assist you.

Please keep this handbook on file and read it thoroughly to familiarise yourself with the information provided. It is of utmost importance that you fully understand everything covered within.

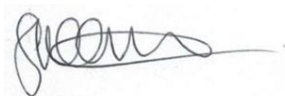
Inspiring Teaching work alongside APSCO Crown Commercial Services (CCS), and the Teaching Regulation Agency (TRA) and while our Handbook does take guidance from them, our policies and procedures do not supersede the national guidelines.

As a 'national framework agency', Inspiring Teaching receive updates regarding legislations, and as such parts of the Handbook, and our policies will be updated from time to time to reflect any changes to continue our framework standards. Whenever this happens, we will give you notification and send you the necessary updates to keep you informed you may also find these on our website: www.inspiringteaching.co.uk

Again, if you do not understand any of the updates, contact a member of the Inspiring Teaching team for further information.

On behalf of all the team, we would like to take this opportunity to welcome you to Inspiring Teaching and we hope you enjoy working with us.

Yours sincerely,



Callum Skeemer

**Managing Director
Inspiring Teaching Ltd**

Useful Contacts Information:

Main Phone Number: 020 3773 6005

General Office Email: info@inspiringteaching.co.uk

Our Mission Statement is:

"To provide an inexpensive, straight forward solution for recruitment".

Our Company Values are:

- Fun
- Integrity
- Empathy
- Passion
- We Care

Agency Worker Handbook Declaration

Please declare within your application form declarations via the JoinedUp portal, that you have received and read a copy of this Agency Worker Handbook which outlines the goals, policies, benefits and expectations of Inspiring Teaching and its Clients.

You will also be declaring, as well your responsibilities as an Agency Worker, that you have familiarised yourself with the contents of this Handbook, you acknowledge, understand, accept and agree to comply with the Worker Handbook provided by Inspiring Teaching.

You are further confirming that you are aware that you must notify Inspiring Teaching about any changes regarding your Fitness to Practice, your Right to Work, Safeguarding, QTS / other Professional Registration immediately.

Inspiring Teaching is proud to be a member of APSCO and committed to the Compliance+ standards.

As such, we follow the APSCO code of conduct, the Safer Recruitment Consortium's Guidance for Safer Working Practice for professionals working in education settings, and embed the Keeping Children Safe in Education (KSIE) Guidance within our practices. Full details of which can be found in this document.

Please note: This Inspiring Teaching Agency Worker Handbook is not a contract of employment and should not be deemed as such.

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1. UPDATES

This handbook will be reviewed on an annual basis, we will ask you annually to ensure that you are updated with any changes to the handbook and continue to consent to data protection and declare agreement with the handbook.

To save you the time of reading the whole Handbook again, we will ensure to provide you with a list of updates or changes together with the section numbers.

- Minor changes to layout throughout.
- Section 13. Safer Jobs Commitment - updated references to latest version of Keeping Children Safe in Education (KCSIE).

Working for Inspiring Teaching & Our Compliance

2. COMPLIANCE

The process of reaching and maintaining compliance with government legislation and Client requirements are managed for you by Inspiring Teaching's Compliance Team. We ensure that all new applications are processed efficiently and accurately and to maintain each Agency Workers' records at full compliance, ensuring that you never find that you are unable to work in a particular area because an item in your file is missing or has lapsed.

Once your recruitment file, including qualifications, references, health and training has been established, you will be offered work. We will alert you whenever any of your documentation requires updating and you should immediately take steps to ensure that these items are updated. In most instances many of our contracts do not offer any grace period so once a document has expired, you will be required to immediately stop working. In the case of annual training, a refresher course should be booked in good time to ensure no gaps in your work offerings.

Your timesheet is crucial document that generates the invoice to the Client and our payroll department. You must ensure that the information on these timesheets is accurate and a true reflection of hours worked. Timesheets are subject to scrutiny and audit by our own company and the Client. Any discrepancies will be noted and investigated accordingly. The following guidelines will help ensure you are paid correctly and on time.

2.1 Supporting our Clients

As a recruitment agency, Inspiring Teaching are tightly regulated and comply with a series of statutory rules set out by the Department for Education (DfE), APSCO Compliance+, the Teaching Regulation Agency, the national CCS Framework. Often these framework managers will audit our agency.

With any client, your Recruitment Consultant will complete an "Checklist" which will outline all aspects of the role you are due to undertake including your pay rate, travel requirements and all compliance information as required by the client.

As part of the registration and compliance procedure you will have provided the original documents of your Qualification certificates, proof of professional registration to be copied and retained on your file. Your compliance officer will have ensured your CV and relevant experience is up to date with you, and in the correct format and your recruitment consultant will have used the referee contacts provided to ensure we have references to match your work history on file and confirm your experience and competence is current.

During your registration, your qualifications and professional registrations will be verified via the appropriate sources and a check will be saved on your compliance file.

On a monthly basis thereafter, the compliance team will complete checks on your professional registration / DBS and continue to store these checks on your file throughout the duration of your registration with Inspiring Teaching.

Along with these monthly checks, further registration body checks will be added to your file prior to any new appointment along with the Agency Worker Checklist to the contracting

authority.

Upon execution of your role with a client, you may at times need to be flexible to the requirements of the client and move from department to department / class to class - as long as this is in scope of your qualifications, experience and clinical competence. Failure to accept alternative work within the client as directed or required, (and provided it is within scope of your competence) may result in remedial action by Inspiring Teaching as per the client's wishes.

Following our complaints procedure, you will be requested to provide a statement of events, and if deemed necessary may receive a verbal warning, disciplinary action or in some circumstance's termination of your registration with our agency.

3. TIMESHEETS, PAYMENT, TAX AND NATIONAL INSURANCE, SICKNESS BENEFIT, WORKING TIME REGULATIONS AND HOLIDAY ALLOWANCE AND INSURANCE GUIDELINES

3.1 Timesheets

- Please complete timesheet in full.
- Print your name, hours worked, week ending, and name of hospital clearly
- Ensure to have your timesheet authorised by a senior member of staff with their signature
 - If timesheet is not signed then it cannot be processed.
- Date every timesheet
- Pay is weekly on a Thursday depending on who you bank with
- All timesheets must be sent in by 10am on Monday to ensure you are paid by that week Thursday/Friday
- You can download extra timesheets from www.inspiringteaching.co.uk or ask a member of the Inspiring Teaching team to post you more if you run low
- Where the school has a digital sign-in process these may be used in place of the timesheets. It is essential that you sign-in and sign-out on time, each day of your placement. Failure to do so could lead to payment being withheld and any lateness will be picked-up and your pay will be adjusted accordingly.

Any payroll queries need to be called into the office, and we will try to assist you or pass your call onto the accounts team.

3.2 Rates of Pay

- Different pay rates can apply to different assignments.
- Details of pay rates will be given to you prior to your booking. Please make sure you are aware of your pay rate prior to attending any shift.
- Rates of pay are not to be discussed with colleagues, as they are between yourself and your recruitment consultant.
- Should rates of pay be discussed, this discrepancy will be passed onto the managing director to investigate.
- Most clients work on compulsory 30 minute lunchbreaks, unpaid for any shifts over 5 hours.
- Any lateness may be adjusted from your hours and will be rounded to the nearest 15 minutes.

3.3 Travel

Inspiring Teaching will take travel into consideration on a placement-by-placement basis.

In some circumstances, an allowance may be included in your pay rate, or reimbursed via receipts if agreed with your recruitment consultant.

Agency Workers are first informed of the most local client opportunities to ensure that the Agency Worker has appropriate access to the school prior to requests for further travel.

3.4 Method of Payment

When you join Inspiring Teaching, you will be asked your preferred payment method – PAYE or Umbrella company.

Inspiring Teaching adhere to the use of IR35 approved Umbrella companies for your placement payment.

Our accounts team hold a preferred list of companies to use, but we will discuss the use of any company, as long as they pass our internal auditing.

You will then receive an emailed payslip detailing how your pay has been calculated and showing any deductions made.

Should you have any change to your personal circumstances such as change of address or change of bank/ building society then please inform us and your Umbrella company immediately to ensure no delayed payments.

If you intend to work through an Umbrella, we strongly encourage you to check the HMRC web site regularly for the latest information on regulations, penalties and for the list of barred Umbrellas.

Tax avoidance – don't get caught out – Don't get caught out by tax avoidance – learn what it is and how to spot it: www.taxavoidanceexplained.com/campaign.gov.uk

List of barred schemes: <https://www.gov.uk/government/publications/named-tax-avoidance-schemes-promoters-enablers-and-suppliers/current-list-of-named-tax-avoidance-schemes-promoters-enablers-and-suppliers>

<https://www.gov.uk/government/collections/tax-avoidance-schemes-currently-in-the-spotlight-number-20-onwards>

Spotlight 42 – Contractor loan schemes: misleading advertising

Spotlight 45 – Umbrella companies offering to increase your take-home pay

Spotlight 54 - Tax avoidance promoters targeting returning NHS workers

Spotlight 55 - Comparison and broker websites marketing umbrella companies are not always what they seem

Tax avoidance promoter directors named for the first time | HM Revenue & Customs (HMRC): <https://www.mynewsdesk.com/uk/hm-revenue-customs-hmrc/pressreleases/tax-avoidance-promoter-directors-named-for-the-first-time-3200754>

Use of Umbrellas is at your own risk and Inspiring Teaching cannot be held responsible for any choices you make with respect to this.

3.5 Tax and National Insurance

Depending on your chosen payment method your tax and NI will be deducted by Inspiring Teaching's accounts team for PAYE payment, or by your Umbrella company.

Agency workers are required to pay income tax on your earnings if they exceed the standard threshold for the current financial year.

If you have any queries regarding your tax code or feel that you may be entitled to additional allowances, please contact Inspiring Teaching to speak to the accounts team or the tax office directly.

If Inspiring Teaching is not your main source of work for tax purposes and there are issues with overpayment of tax and other income issues, it is also advisable to discuss these with the Inland Revenue direct or via their website.

If you are entitled to pay reduced National Insurance or are exempt from paying contributions, you must produce the appropriate certificate, before undertaking any assignments.

3.6 National Insurance Benefits

Sufficient NI contributions may make Agency Workers eligible for certain Social Security Benefits:

- Statutory Maternity Pay in certain circumstances, whereby pregnant Agency Workers may be eligible for Statutory Maternity Pay through Inspiring Teaching or Maternity Allowance from their local Social Security Office
 - If you are pregnant you must inform Inspiring Teaching that you are pregnant and we will arrange for Risk Assessment of your working environment to be undertake in order to identify the type of assignments you can or cannot do.

3.7 Statutory Sick Pay/ Sickness Benefit

Because yours is a Contract for the period of each day, Inspiring Teaching does not usually pay sick pay. You should make enquiries at your local DSS office regarding sickness benefits.

You must inform your recruitment consultant as soon as possible before your assignment is booked if you unable to complete the placement due to sickness so that replacement Agency Worker can be supplied.

3.8 Working Time Regulations and Statutory Allowance

Under the Working Time Regulations (WTR), Agency Workers' working time (including Placements and services provided personally to anyone else) should not exceed 48 hours per week (averages over a period of 17 weeks).

Night duty hours must not exceed 8 hours in 24 hours (averaged over 17 weeks). However, Agency Workers who wish to waive this right, are required to declare this on joining the agency. This can be done in your application form and updated at any point during your time with Inspiring Teaching – agency workers can withdraw the option to work in excess of 48 hours per week at any time.

Working time shall include only the period of attendance at each individual Placement. It does not include travelling time to or from the placement.

3.9 Holiday

The holiday year runs from 1st April to 31st March. As an Agency Worker you start accruing holiday pay as soon as you begin work through us and can request this from us at any time.

Holiday entitlement is up to 5.6 weeks in any holiday year, pro-rata, for workers who work less than full time hours. Any holiday pay that you accrue must be taken before the end of September, as the holiday year runs from 1st April to 31st March. (any outstanding balance of holiday pay not claimed by this date will be lost).

Holiday pay rate is calculated as an average of the pay rates you have received over the previous 12 weeks. It is each Agency worker's responsibility to claim his or her holiday pay and Inspiring Teaching will not send reminders, nor will Inspiring Teaching be responsible for loss of holiday payments.

You may not work whilst on holiday.

You may not claim holiday for weekends unless these are usual working days for you.

To claim Holiday Pay please contact your Consultant.

Holiday Pay is not applicable to any Agency Worker registered as a Limited Company as it is already included in the rate of pay.

3.10 Over-payments & Under-payments

If you have inadvertently been overpaid or underpaid for any reason you must let payroll know straight away.

The over or underpayment will normally be corrected at the next payment. If it is later discovered that you were overpaid, we reserve the right to deduct the overpayment from your salary.

Arrangements can be made for a longer period of repayment in cases of hardship.

4. BOOKING SHIFTS, COMMUNICATIONS, ATTENDANCE, TIMEKEEPING AND CANCELLATIONS

4.1 Booking shifts

Please book your shifts by telephoning your personal consultant.

Make sure you keep your availability current through communication with your consultant.

4.2 Communication

Your consultant will try to keep regular contact with you as vital to find you the work you want.

Please ensure you check your voicemail, respond to text messages and emails promptly to avoid compliance falling out of date and or missing shifts available.

4.3 Attendance, Timekeeping and Cancellations

As an agency that provides a quality last minute shift requirement service, our Clients rely on our company to source quality staff to fill shortfalls in their staffing needs.

When we fill a shift we need to ensure we can rely on our candidates to deliver the services required so as not to leave our Client short staffed and patients at risk.

You are expected to arrive early for your shift to be briefed.

If you are unable to make a shift for whatever reason, you must tell us straight away so that we can provide other suitable cover.

We appreciate that sometimes unavoidable things do occur however you must always try and give us as much notice as possible if you have to cancel a shift.

If you feel slightly unwell but are unsure if you will need to cancel the shift still advise us of the situation so we can be prepared if a replacement is needed.

To cancel a shift you have already accepted, please phone your Consultant immediately. All cancellations must be done at least 24 hours prior to your shift.

Please ensure you always arrive for work at least fifteen minutes before the shift is due to start. This will allow you to find your class, store your belongings and introduce yourself to the Teacher in Charge / Department Head.

If running late for work, please contact your Consultant immediately.

Always call before the shift is due to start and please give a realistic estimated time of arrival.

If your journey is further delayed, please update us again. It is always better for us to call ahead and inform a Client of lateness rather than the Client calling us looking for a worker

running late. This will look unprofessional and may affect future work allocation from that Client. Allow plenty of time to travel to work, particularly if travelling by bus or tube, which are frequently subject to disruptions.

When travelling to new establishment, please plan out your route carefully and ensure you have all the travel information you need before you leave home, if you need assistance planning your journey, your Consultant will be happy to do this for you.

It is not acceptable if you fail to inform us of your delayed arrival due to no mobile phone credit or no number of Inspiring Teaching. Please make sure that you always have phone credit and you have Inspiring Teaching's number saved: **020 3773 6005**.

Continuous failure to attend bookings due to sickness or last minute cancellation or non-attendance for bookings that you have previously accepted, could result in either or both of the client no longer accepting you for future bookings, and or disciplinary action via Inspiring Teaching.

5. Before You Start Work

5.1 General Obligations

As an Agency Worker to be deployed in the provisions of the Services you always need to be aware that whilst on the Client's premises you:

- a) Are under the direction of the Client.
- b) Must work as directed by the Client and follow all reasonable requests, instructions, policies, procedures and rules set out by the Client;
- c) Shall not neglect your post, nor without due and sufficient cause omit, to discharge promptly and diligently a required task within the terms of the engagement;
- d) Shall not make unnecessary use of authority in connection with the discharge of the provision of the Services and engagement instructions;
- e) Shall abide by the Working Time Regulations 1998 and where applicable, New Deal requirements;
- f) Shall not act in a manner likely to bring discredit upon the Client;
- g) Shall not unlawfully discriminate for any reason;
- h) Shall not falsify records, timesheets, expenses or attempt to de-fraud the Client in any way;
- i) Shall not corruptly solicit or receive any bribe or other consideration from any person, or fail to account for monies or property received in connection with duties performed under the provision of the Services on an engagement;
- j) Shall observe the highest standards of hygiene, customer care, courtesy and consideration when working in a school environment;
- k) Shall keep confidential information howsoever acquired whether relating to the Client, its business or relating to patients, including but not limited to student identity, conditions and treatment;
- l) Shall be competent in understanding and using both written and oral English;
- m) Shall be able to communicate effectively with the Client's staff, other workers, students, parents carers and the general public;
- n) Be helpful, pleasant and courteous;
- o) Have good telephone skills;
- p) Shall have legible handwriting;
- q) Shall be confident and able to deal with Client's staff and students at all levels;
- r) Shall be able to work with minimum supervision, where appropriate;
- s) Shall be prompt and punctual;
- t) Shall maintain proper standards of appearance and deportment whilst at work;
- u) Shall be properly and presentably dressed in such clothing and protective clothing, or otherwise, as agreed between the parties;
- v) Shall always display your photo ID badge on your clothing during an engagement when they are on the Client's premises.
- w) Shall not wear the clothing, protective clothing, photo ID badge or use the equipment on the Client's premises unless fulfilling the terms of the agreed engagement;

- x) Shall not engage in any form of physical or verbal abuse, threatening behaviour, harassment/ bullying or be otherwise uncivil to persons encountered in the course of work;
- y) Shall not anytime be or appear to be, on duty under the influence of alcohol or drugs;
- z) Shall not be at any time be or appear to be in possession of firearms or other offensive weapons.

5.2 Fitness for Practice

As an Agency Worker with Inspiring Teaching you are required to sign a declaration at recruitment registration confirming that you are aware that you must notify Inspiring Teaching about any changes to your professional registration immediately, including your fitness to work.

Equally, you must keep Inspiring Teaching informed that you are fit to practice throughout your deployment. Should you not be able to give this declaration truthfully, then Inspiring Teaching will be required to provide an alternative Agency Worker, and may terminate your registration with our agency to safeguard our clients and their patients.

Please note: Any Agency Worker, working as a teacher failing to maintain appropriate up to date, current professional registration will be withdrawn from active assignments until professional re-registration is effective.

You should not declare yourself to be fit to practice if you are suffering from any of the following conditions:

- Vomiting
- Diarrhoea
- A rash
- Respiratory virus
- Flu-like symptoms

You should inform the Client and Inspiring Teaching if you become injured or diagnosed with any medical condition prohibiting you from effectively working in a school.

You must also let us know if you are pregnant.

As part of the registration and compliance process, your occupational health certificate with Inspiring Teaching will be renewed on an annual basis.

The Client shall be entitled to refuse to allow you to be involved in the provision of the Services unless the medical examination demonstrates that it is safe for you to work in the safety of students and staff.

The Client shall also be entitled to refuse to allow you to be involved in the provision of the Services if you decline to be examined.

5.3 Electronic DBS Process for England- Enhances Disclosure and Barring Services (DBS)

The nature of the work undertaken by Inspiring Teaching Agency Workers is likely to have regular and ongoing contact with young people and vulnerable adults.

For this reason, it is necessary for us to carry out Enhanced Disclosures, including check of the Children's and Adult's Barred Lists, as part of the recruitment process.

As an organisation using DBS Disclosure services to help assess the suitability of applicants for positions of trust, Inspiring Teaching complies with the DBS Code of Practice, Data Protection Act and any other relevant legislations regarding the correct handling, use, storage, retention and disposal of Disclosures and Disclosure information.

If you have a DBS disclosure, which is registered to the update service, you will be asked to provide the full certificate for verifying as part of the registration and compliance process. The compliance team will use this certificate information to conduct quarterly DBS update service checks, or as and when prompted by the contracting authority.

If you do not hold a currently subscribed DBS Certificate, Inspiring Teaching can process an application for you electronically via E-Safeguarding. The cost of this service is £48.20 which is payable to:

ACCOUNT NAME: INSPIRING TEACHING
BANK: HSBC
SORT CODE: 40-11-58
ACCOUNT: 90779091

Please ensure you inform your compliance officer or recruitment consultant if you have made a payment for a DBS application.

This ensures that your initial DBS and any other subsequent renewals are processed promptly, usually within a few weeks or so (assuming no issues with your application).

5.4 Renewal of Enhanced Disclosure

Once your DBS has issued by Inspiring Teaching, we strongly recommend that you register for the DBS Update Service. This will allow your DBS to be maintained digitally and is much cheaper for you to renew each year, currently £13. The Inspiring Team will support you with this.

If you fail to subscribe to the update service or fail to remain subscribed to the update service, you will need to pay again for a full DBS application again and wait for the disclosure to come through prior to accepting any work with Inspiring Teaching.

Inspiring Teaching are audited frequently to ensure that we are providing our clients quality workers, the DBS is part of our quality assurance guarantee and without a current in date subscribed DBS on file we will be unable to provide you work.

5.5 Overseas Police Checks

If you have spent any significant time outside the UK, you may be required to provide an Overseas Police Check.

You may be asked to consent to Inspiring Teaching applying for one on your behalf.

5.6 Rehabilitation of Offenders Act (1974)

As an organisation assessing applicants' suitability for positions which are included in the Rehabilitation of Offenders Act 1974 (Exceptions) Order using criminal record checks processed through the Disclosure and Barring Service (DBS), Inspiring Teaching complies fully with the DBS code of practice and undertakes to treat all applicants for positions fairly.

Inspiring Teaching undertakes not to discriminate unfairly against any subject of a criminal record check on the basis of a conviction or other information revealed.

Inspiring Teaching will only ask an individual to provide details of convictions and cautions that Inspiring Teaching is legally entitled to know about. A DBS certificate at either standard or enhanced level can legally be requested where the position is one that is included in the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 as amended, and where appropriate, Police Act Regulations as amended.

Inspiring Teaching will only ask an individual about convictions, cautions, reprimands or final warnings that are not "protected" as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013).

Inspiring Teaching is committed to the fair treatment of its candidates, applicants, staff or users of its services, regardless of race, gender, religion, sexual orientation, responsibilities for dependants, age, physical/mental disability or offending background.

Inspiring Teaching actively promotes equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a wide range of candidates, including those with criminal records.

Inspiring Teaching selects all candidates for interview based on their skills, qualifications and experience.

An application for a criminal record check is only submitted to DBS after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned.

Inspiring Teaching ensures that all of its staff who are involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of offences.

Inspiring Teaching also ensures that they have received appropriate guidance and training in the relevant legislation relating to the employment of ex-offenders, e.g. the Rehabilitation of Offenders Act 1974 and the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013).

At interview, or in a separate discussion, Inspiring Teaching ensures that an open and measured discussion takes place on the subject of any offences or other matters that might be relevant to the position. Failure to reveal information that is directly relevant to the position sought could lead to the termination of registration or of the registration process (as applicable), with Inspiring Teaching.

Inspiring Teaching makes every subject of a criminal record check submitted to DBS aware of the existence of the DBS code of practice and makes a copy available on

request.

Inspiring Teaching undertakes to discuss any matter revealed on a DBS certificate with the individual seeking registration, before proceeding to terminate the registration, or the registration process, with Inspiring Teaching.

5.7 Criminal Convictions/ Cautions

Inspiring Teaching is an Equal Opportunities organisation and as such, undertakes to treat all Agency Workers fairly and not to discriminate based on conviction or other information revealed.

Having a criminal record will not necessarily debar any individual from working with the company. Denial or non-disclosure of any conviction or caution, which is subsequently shown to exist, will however lead to the immediate removal of the Agency Worker from Inspiring Teaching Register.

We hope to work with honest candidates and will strive to provide our Schools with honest conscientious and discreet candidates.

Any Agency Worker with convictions/ cautions will be asked to prepare a “Confidential” Statement of Events surrounding each convictions/ caution. Disclosures are reviewed by the Company’s Directors. Due consideration is given to the nature of the role, together with the circumstances and background of any offence and over-riding consideration is to care, safety and protection of Clients. Inspiring Teaching is bound by the Disclosure body’s Code of Practice and we guarantee that the information will be treated confidentially.

Please be aware that our Clients do request to see a copy of your DBS from time to time.

5.8 Agency Worker Regulations (AWR)

Agency Worker Regulations came into force on 1st October 2011.

The regulations are designed to ensure that you, the agency worker, receives treatment no less favourable than the clients full time employed equivalents.

This is usually based on a qualifying period of time with the client.

Detailed guidance on the regulations is available online <file:///C:/Users/Admin/Downloads/AWR-Client-Briefing-2015.pdf>, for any other information please do not hesitate to contact your consultant.

A brief outline of your entitlements as an agency worker are as outlined below:

- a) Immediate access to facilities, etc. provided by the Client to equivalent employed workers at the Client, and,
- b) After a qualifying period of twelve weeks, equal basic working conditions. The working conditions referred to are principally pay, holiday pay and other entitlements that the establishment offers to their permanent staff such as vouchers which will be declared upon request of any candidate.
- c) For the purpose of entitlement to equal working conditions the definition of twelve week “Qualifying Period” is important so when calculating whether any weeks

completed with the Client count as continuous towards the Qualifying Period, where:

- i. The Agency Worker has started working during an assignment and there is a break, either between assignment or during an assignment, when the Agency Worker is not working;
- ii. The break is:
 1. For any reason and not more than six Calendar Weeks;
 2. Wholly due to the fact that the Agency Worker is incapable of working in consequence of sickness or injury and the break is 28 Calendar Weeks or less; (iii) does not apply; and if required to do so by the Employment Business, the Agency Worker has provided such written medical evidence as may reasonably be required;
 3. Related to pregnancy, childbirth or maternity and is as a time in a protected period, being a period beginning at the start of the pregnancy and ending at the end 26 weeks beginning with childbirth (being the birth of a living child or the birth of a child whether living or dead after 24 weeks of pregnancy) or if earlier, when the Agency Worker returns to work;
 4. Wholly for the purpose of taking time off leave, whether statutory or contractual, to which the Agency Worker is otherwise entitled which is: ordinary, compulsory or additional maternity leave; ordinary or additional adoption leave; additional paternity leave; time off or other leave not listed in the paragraph.
 5. Wholly due to the fact that the Agency Worker is required to attend at any place in pursuance to being summoned for service as a juror and the break is 28 Calendar Weeks or less;
 6. Wholly due to a temporary cessation in the Client's requirement for any worker to be present at the establishment and work in a particular role for a pre-determined period of time according to the established custom and practices of the Client;
 7. Wholly due to a strike, lock-out or other industrial action at the Client's establishment;
- iii. The Agency Worker returns to work in the same role with the Client. Any weeks during which the Agency Worker worked for the Client before the break shall be carried forward and treated as counting towards the Qualifying Period with any weeks during which the Agency Worker works for the Client after the break. In addition, when calculating the number of weeks during which the Agency Worker has worked, where the Agency Worker has started working in a role during an Assignment and is unable to continue working for a reason described above paragraph (b, iii or b, iv) for the period that is covered by one or more such reasons, the Agency Worker shall be deemed to be working in that role with the Client for the original intended duration or likely duration of the relevant Assignment, whichever is the longer.

5.9 AWR and Statutory Leave

As noted in the terms of engagement agency workers under PAYE are entitled up to 5.6 weeks leave or a proportion thereof pro-rata according to your levels of agency work.

The terms of engagement also state the basis on which this leave is to be claimed by you

and paid to you.

In the event of you meeting a qualified period there is a possibility that you might, depending on the Client concerned, be entitled to annual leave at a higher rate than the equivalent of 5.6 weeks per year.

If this is the case then any leave entitlement over and above the 5.6 weeks due to you will not be added to your leave entitlement but will be paid to you as it is earned and will be included in your standard hourly rate of pay.

5.10 Right to Work Obligations

You must have the right to work in the UK before being placed in a role with Inspiring Teaching.

The legal right of the individual to work in the UK through an agency is checked at the same time as the identity check.

Inspiring Teaching Ltd will assess the eligibility of an individual's right to work in the UK by verifying the specified documentation from List A and B.

The Home Office defines these as follows:

List A contains the range of documents which you may accept for a person who has a permanent right to work in the UK. If you conduct the right to work checks correctly before employment begins, you will establish a continuous statutory excuse for the duration of that person's employment with you. You do not have to conduct any further checks.

List B contains a range of documents which may be accepted for a person who has a temporary right to work in the UK. If you conduct the right to work checks correctly, you will establish a time-limited statutory excuse. You will be required to conduct a follow-up check in order to retain your statutory excuse. This will generally be when the permission to be in the UK comes to an end.

- If a document or combination of documents is provided from List A, there is no need to ask for documents from List B.
- Documents are only required from List B if the individual cannot provide a document or combination of documents from List A. The frequency of any follow-up checks depends on whether the documents presented are from Group 1 or Group 2 in List B, as follows.
 - Group 1 Time-limited Before employment starts and again when permission expires(as indicated within the document presented).
 - Group 2 Time-limited Before employment starts and again after six months, as set out in the Positive Verification Notice.

All interviewed candidates are required to bring satisfactory documentation with them to the face-to-face interview or provide via secure digital methods if interview is on-line. A picture should be taken during the interview of the applicant together with their ID. Where any documents are sent digitally, Inspiring Teaching will require a declaration to confirm that the documents have been sent by the applicant.

Following the interview, and decision to register the candidate with Inspiring Teaching Ltd, the compliance team will validate right to work documentation, as detailed above, from all prospective workers to ensure they are eligible to work in the UK.

There is a multi-step process for validating an individual's right to work which will be adopted, namely:

- Obtain original versions of one or more acceptable documents;
- Check the validity of the documents in the presence of the holder;
- Make and retain a clear copy, recording the date the check was made.
- Utilise the TrustID On-line check to confirm.

The manual checks required to validate the documents are listed below and outlined in the Inspiring Teaching identity checks policy.

The documents or combinations of documents that can be presented and will be checked, in accordance with Home Office and NHS Employers Check guidelines, are detailed within the following guidance NHS Employers Right to Work standard and the Home Office Right to work checks: an employer's guide.

Home Office. Right to work checks: an employer's guide:
<https://www.gov.uk/government/publications/right-to-work-checks-employers-guide/an-employers-guide-to-right-to-work-checks-6-april-2022-accessible-version>

The Head of Compliance is responsible for keeping up to date with the Home Office Guidelines and reviews the requirements on an annual basis, or sooner if required, to ensure checks are being performed in accordance with statutory legislation.

Follow up checks:

Work-seekers who have a permanent right to work will be set up on the Inspiring Teaching Ltd system and will not require follow up.

Work-seekers who have a time-limited right to work will be set up on the Inspiring Teaching Ltd system and assigned a flag, which will notify the branch team of when to perform a follow up check. The worker will not be placed until this has been completed, in accordance with Home Office guidelines and this policy.

Once Inspiring Teaching Ltd is satisfied that the candidate has an outstanding application with the Home Office that was made before their previous leave expired or has an outstanding appeal against a Home Office decision, a Positive Verification Notice from the Employer Checking Service will be obtained.

Where necessary Inspiring Teaching Ltd will ask the Home Office to check a candidate's immigration status. This will usually be when:

- The candidate can't show you their documents e.g. they have an outstanding appeal or application with the Home Office
- The candidate has an Application Registration Card
- The candidate has a Certificate of Application

Where required further advice and guidance is sought from the Home Office:
<https://www.gov.uk/government/publications/right-to-work-checks-employers-guide>

Online Checks

Since 28 January 2019, employers have been in certain circumstances been able to perform an online right to work check; which will provide a statutory excuse. It is not possible to conduct an online right to work check in all circumstances, as not all individuals will have an immigration status that can be checked online.

Currently, the online checking service supports checks in respect of those who hold the following:

- a biometric residence permit;
- a biometric residence card; or
- status issued under the EU Settlement Scheme (alternatively, these individuals continue to be able to demonstrate their right to work by presenting their EU passport or ID card until the end of the planned implementation period).

Government guidance sets out what information needed. In circumstances in which an online check is not possible, Inspiring Teaching will always conduct the manual check.

This policy does not outline the checks or documentary evidence required to assess a candidate's identity. The checks required to verify an individual's proof of identity are outlined within the Identity Checks Policy.

5.11 Registration checks

All Agency workers will be annually checked within their regulatory body for proof of registration and any reports that have been reported accordingly.

Anyone found with a report will be reported immediately to the client and will cease any further services provided as this may harm vulnerable patients and other clinical and non-clinical staff.

5.12 QTS Checks

As we deal with vulnerable adults and children, it is important to check that we are not sending any education professionals that may pose further danger to vulnerable adults and children.

We shall perform annual checks with education professional alert notices checking whether you may have records and shall act accordingly upon receiving results.

6. Documentation, Dress Code, Assignments, Engagement / Employment by a Client and Client Policies and Procedures

Upon starting any assignment, you may be required to produce proof of identification in the form of your passport or UK photo card driving license any an original copy of your DBS certificate.

Many schools will provide you with an ID Pass – this must be visible and worn at all times.

6.1 Dress Code

All Agency Workers are required to wear the dress code as specifically advised at the time of booking. This will apply to all hours spent on duty. Please ensure when you accept an assignment that you are aware of the appropriate dress code required and that you are able to accommodate this requirement.

Your clothing should at all times appear professional and acceptable to represent Inspiring Teaching and suit the Client. If required, your ID Badge should be visible at all times.

We expect all staff to adhere to the following:

Staff should wear:

- Clothing that promotes a positive and professional image
- Sensible and comfortable footwear suitable to their role.
- Trousers pulled up to waist level.
- Quick release lanyards to display their staff ID

Staff should not wear:

- Clothing that displays any offensive or political slogans.
- Blue jeans
- Ripped jeans
- Hoodies
- Clothing that is low cut, revealing or sexually provocative
- Clothing that could be viewed as offensive
- Open-toed sandals and flip-flops
- Casual hats or caps in the school building

Other considerations:

- Nail length should not present a risk to students or members of staff; therefore we recommend in line with skin level and no more than 1 or 2mm above skin level.
- False nails should be avoided as these can cause a risk to individuals if they are pulled.
- Staff should consider if their jewellery is safe to wear; this is worn at an individual's own risk.
- Chewing of gum is not permitted unless you have a medical reason and have cleared this with the Head Teacher.
- Walking around the school in bare feet is unsafe and is not permitted.
- Hot drinks should be covered if moving around the school and not left unattended in front of children.

Personal Protective Equipment is supplied where appropriate; please ensure that you wear the necessary PPE to eliminate/ lower any risk to your personal health.

Inspiring Teaching operates an anti-discriminatory policy and would consider it a disciplinary

offence for anyone to wear offensive slogans political or otherwise where there is the possibility of offending a Client or colleagues with whom you are working.

It is your responsibility to ensure your clothing is kept clean, laundered, ironed and neat at all times. Please take care with your personal hygiene at all times.

You should ensure you have enough outfits to cover the amount of shifts you work.

- If you are part-time you should have at least 2 outfits
- If you are full-time then ensure you have at least 4 outfits

6.2 Interviews

Inspiring Teaching requires all agencies workers to be undertake an Interview with a member of our Recruitment Team, prior to your first placement.

6.3 Acceptance of Assignments

You are required to work competently; you must possess the knowledge, skills and abilities required for lawful, safe and effective work without direct supervision. You must acknowledge the limits of your professional competence and only undertake roles and accept responsibilities for those activities which you are capable to undertake. In view of this, please ensure that prior to agreeing to accept an assignment, you are satisfied that you have the skill level and competence to perform the role safely.

Please note that even if you feel you are competent to undertake a particular task you must check that the Client's Policy and Procedure enables you as an Agency Worker to complete the required task. The Client may ask Inspiring Teaching to provide a copy of your CV before accepting you as an Agency Worker. The Client also reserves the right to accept or decline an Inspiring Teaching Agency Worker for an assignment.

6.4 First Assignment with New Clients

Please ensure that you arrive in good time and meet with the specified contact person as agreed. At the start of each assignment in an establishment, class or department with which you are unfamiliar you must request and receive a comprehensive orientation including the following:

- Safeguarding Policy
- Class notes
- Fire policies relating to the establishment.
- Security issues relating to the establishment.
- Moving and handling policies relating to the establishment.
- Any "Hot Spots" and "Violent Episodes" to be aware of and the establishment's policies for this.
- Any Health and Safety issues relating to your placement in the establishment.
- Additional relevant policies, e.g. Relating to information Security/ Confidentiality.

It is your responsibility to ensure you are aware of any emergency telephone numbers for the area in which you have accepted your shift.

When you attend a booking with a Client for the first time, we will on first completion of the first shift, contact both yourself and the Client to monitor the success of the placement. This forms part of our quality assurance and monitoring process, ensuring that a professional

service is provided at all times.

Upon being offered an assignment you will be advised of the grade and type of work you will be expected to perform. We will clarify the extent of responsibility you will be expected to fulfil. If possible we will provide you with a job description from the Client. Failing this we will obtain as much information concerning the placement as possible, in order for you to be able to judge whether the assignment being offered is suitable.

6.5 Engagement/ Employment by a Client

Our terms of business with our Clients include a requirement that the Client pay us appropriate recruitment fee in certain circumstances, if they employ directly any Inspiring Teaching Agency Worker, who has worked for them previously through Inspiring Teaching.

This applies equally to agency or permanent posts, full or part-time. You are required by your Terms of Engagement for Agency Workers to notify your Consultant if you take up any post with a Client of Inspiring Teaching for whom you have worked previously, even if you have terminated your registration with Inspiring Teaching.

6.6 Completing an Assignment

At the end of every assignment Inspiring Teaching provides Evaluation of Service to Clients. Clients are asked to supply feedback on the service they have received from Inspiring Teaching and also to provide a reference on the Agency Worker. Agency Workers are also asked for feedback on the assignment. Both positive and negative feedback is actively encouraged so Inspiring Teaching can act upon it to improve its quality of service.

6.7 Client Policies and Procedures

You are required to adhere to the policies and procedures issued by the Client. Please ensure that you are advised at induction of where these are kept. You should also be made aware of any significant changes in policy at the commencement of any duties. Inspiring Teaching also has a range of key policies and procedures, in addition to those outlined in this Handbook. If you have any questions about policies and procedures please discuss these with your Consultant as appropriate and soon as possible.

Should any conflicts or confusions arise during your working assignment with regard to the interpretation of policies and procedures we strongly urge you to seek advice from Senior Member of Staff or contact us at the time the conflict is occurring. Equally, should an occasion arise whereby you believe that you are being compelled to compromise your integrity and are instructed to breach your Code of Professional Conduct, we would instruct you to seek guidance immediately. Always remember that you are personally and professionally accountable for your practice. This means that you are answerable for your actions and omissions, regardless of advice or direction from another professional.

In the event that a more general conflict arises, you have a professional duty to make all reasonable attempts to resolve any difficulties. As a professional you are expected to cooperate with others in the team. In the event of difficulties, please contact us and we will do all we can to help to negotiate a satisfactory solution.

6.8 Record Keeping

Record keeping is a professional requirement of all Agency Workers. Failure to maintain a record would cause considerable difficulties in respect of any legal proceedings, e.g.

allegations of negligence. Information is essential to the delivery of high-quality evidence-based health care on a day-to-day basis. Records are a valuable resource because of the information they contain. This information can facilitate clinical decision making, improved patient care through clear communication of the treatment rationale and progress and facilitate a consistent approach to team working.

However, a record is only of use if it is correctly recorded in the first place, regularly updated, and easily accessible when it is needed. Everyone working in education that records, handles, stores or otherwise come across information, has a personal common law duty of confidence to comply with this. All patient treatment and refusal of treatment and advice must be noted. It is advisable to note when telephone contacts are made. All patient records should be kept confidential in line with the Data Protection Act 1998.

7. IMPORTANT OPERATIONAL POLICIES AND PROCEDURES

7.1 Codes of Conduct

All staff working with Inspiring Teaching will be required to adhere to the respective Codes of Professional Conduct, which contain full details of the codes of practice, in respect of all agency work undertaken. You will have been provided with these publications directly by your professional body. Additional copies can be downloaded from the QTS website. Please ensure that you behave in a manner that upholds the reputation of your Profession. Behaviour that compromises this reputation may call your Registration into question even if it is not directly connected to your professional practice.

Inspiring Teaching's code of conduct informs All Agency Workers of our Clients' expectations about their general conduct and approach to tasks, emphasises the importance of a professional approach to all Clients and service users, and highlights situations that Agency Workers may have to deal with.

You are required to adhere to the following:

Discrimination: Agency Workers should not discriminate between people on the grounds of Creed, colour, race, political preference, sexual preference, ethnic background, Disability of whatever nature, age, marital status or gender.

Reputation: Agency Workers are ambassadors of the Inspiring Teaching and must not say or do anything that may harm our reputation.

Own duties: Agency Workers must never attempt to perform any duties of care or otherwise that may fall outside their expertise/ and or qualifications. Specifically, care staff must not attempt to perform the duties of nursing staff.

Confidentiality: Agency Workers will at times become privy to information concerning a Client or service user, this information must be treated with respect and remain confidential at all times. At no time may any Agency Worker discuss the confidential affairs of Inspiring Teaching, a Client or a service user without specific written permission to do so. The only exceptions to this requirement are cases where the law dictates otherwise or if silence may negatively affect a service user's wellbeing.

Dignity: Agency Workers must not do or say anything that may put the dignity or health of their service users at risk.

Professionalism: Agency Workers must at all times remain professional whilst on assignment, even if regular contact with service users or other workers may engender Personal relationships. Agency Workers must take specific care to keep the professional nature of the relationships intact in the working environment.

Keep updated: Agency Workers must at all times keep up to date with policies and procedures and changes to legislation that may affect them.

Respect: Agency Workers must always respect the working practices and demands of service users unless unreasonable or if a working practice may breach health and safety.

Keep to plan: Agency Workers must always, whenever applicable, keep to the requirements of a teaching plan and/ or any other agreed role requirement.

Best interests: Agency Workers must always act with the best interests of the pupils user in

mind.

Notifications: Agency Workers should always in the first instance notify the manager of the Institution where they are working, of any concerns, followed by a telephone call to Inspiring Teaching.

Own decisions: Agency Worker must always allow the service user to make the decisions about what is best for them. This includes decisions about treatment and personal affairs.

Complaints: Inspiring Teaching has a detailed policy on how to report complaints, in the event of a complaint that may affect your duties and obligations please refer to our policy and notify us immediately.

7.2 Substance Abuse

You must not arrive on duty intoxicated by either alcohol or drugs prior to shift. Clients may request that you undertake an alcohol breath test if they suspect that your performance may be affected. Each trust will have a policy regarding dealing with suspected intoxication. Any Agency Worker arriving for or suspected of arriving for duty intoxicated who is sent home will not be refunded travelling or time expenses.

7.3 Confidentiality

All Agency Workers, whilst undertaking assignments, will at some point encounter information, which is of a confidential nature. Client details are a matter of a very high level of confidentiality and must not be disclosed to any third party. Clients have an absolute right to confidentiality and privacy regarding the services they are receiving in accordance with the Data Protection Act 1998 and Human Rights Act 1999 and your agreement with Inspiring Teaching. Any concerns you may have regarding confidentiality should be discuss with Inspiring Teaching Manager.

7.4 Data Protection/ Access To Records

Inspiring Teaching is a “data controller” for the purposes of the Data Protection Act 1998. This is because Inspiring Teaching holds and uses both “personal date” and “sensitive personal data” about its employees, Clients, Agency Workers and other individuals. Inspiring Teaching processes data, including your records and Client/patient records. The information contained in your Agency Worker records is taken from your application form, aswell as Disclosure and Barring Service, references and Terms and Conditions for Agency Workers. There may be occasions when your records are disclosed to Regulators and Inspectors and Clients.

Inspiring Teaching will use your personal details and information we obtain from other sources for assessing your suitability for employment with us and if your application is successful we will use your information for personal administration and management purposes including carrying out appropriate security or financial checks. We may need to share out your information for these purposes with our associated companies, and our Clients.

You consent to our processing sensitive personal data about you, for example yourhealth information or racial or ethnic origin information, for the purposes of your placement with us and to the transfer of your information abroad where necessary. You should refer to the Data Protection Compliance Officer if you are in any doubt about any of Inspiring Teaching’s obligations under the Act.

Rights of Access (Subject Information): The Act gives you the right, on application in writing (and payment of a fee as appropriate), to ask for a copy of the information we hold on you and to correct any inaccuracies. For quality control, training and security purposes, we may monitor or record your communications. Inspiring Teaching is not obliged to provide information to you in all circumstances.

A number of exemptions apply and Inspiring Teaching may in certain circumstances be unable to disclose information, where that information also relates to another individual who could be identifiable from the information disclosed. However, in these circumstances Inspiring Teaching will provide you with reasons why we believe such a decision to be necessary. All requests for disclosure received from you or those who claim to be data subjects will be submitted to the Directors for action and they will normally respond within two weeks.

Upon receipt of such data, you should check its accuracy and inform the Director of any amendments required. It is in the interests of everyone that all information is accurate and up-to-date. Your co-operation and assistance are greatly appreciated. It is assumed that you will only need to verify personal data on one occasion. There will be no charge made for the first application in any calendar year; however additional requests will normally attract a charge of £15 per application.

7.5 Computer Use

The Client may at its discretion authorise you to gain access to certain computer systems and certain programmes and data within those systems. You shall not attempt to gain access to data or programmes to which authorisation has not been given. Agency Workers deployed in the provision of the Services, must at all times when using such computer systems:

- 1) Observe the Client's computer security instructions in respect of the proper use and protection of any password used in connection with such computer systems or any computer any floppy disk, CD-ROM disk, removable hard drive or any other device for the storage and transfer of data or programmes;
- 2) Not load any program into any computer via disk, typing, electronic data transfer or any other means;
- 3) Not access any other computer or bulletin board or information service (including, without limitation, the Internet) except with specific prior consent of the Client or as the case be from the Client's representative; and
- 4) Not download any files or connect any piece of computer equipment to any network or other item of computer equipment except with the prior consent of the Client or the Client's representative.

The Client shall provide copies of its written computer security policy to Inspiring Teaching and if supplied, will be available to you on reasonable request.

7.6 Security

Whilst on the Client's premises, you must comply with all security measures of the Client. The Client shall provide copies of its written security procedures to Inspiring Teaching and these are available to you on reasonable request. The Client shall have the right to carry out any physical searches, or your possessions or of vehicles used by you at the Client's premises.

The Client or any person, firm or organisation who is responsible to the Client for security matters shall, when carrying out such searches, comply with the Human Rights Act 1998.

7.7 Equal Opportunities

Inspiring Teaching recognises that discriminatory attitudes held by both institutions and individuals are widespread in our society, and that such attitudes hinder both equal opportunities for work and the effective provision of services to minority groups and communities. In all aspects of work, Inspiring Teaching operates a policy of equal opportunity and equal access to service. Information may be requested from staff, Agency Workers, applicants or Clients, enabling Inspiring Teaching to monitor the success of this policy. The giving of such information will be voluntary and it will be used solely for monitoring purposes. Individual details will be kept confidential; however group statistics may be released to relevant authorities.

Inspiring Teaching Agency Workers:

Equality of opportunity extends to all aspects of Inspiring Teaching registration, including recruitment and selection, assignment of work, pay rates, assessment of performance, and action in response to complaints by Clients. Equality of opportunity covers all Agency Workers/ potential Agency Workers and you will be treated equally regardless of your sex, age, marital status, racial, ethnic or national origin, physical or mental disability, political or religious beliefs, sexual orientation or gender reassignment status. Agency Workers are encouraged to make known all special skills and/ or knowledge, which may make you particularly suited to care for Clients from specific ethnic or cultural groups. Agency Workers have the right to accept or refuse individual assignments but any indication that an Agency Worker has not acted, or will not act, in accordance with this policy will be investigated and this may result in removal from the staffing Register.

7.8 Harassment/ Bullying

Inspiring Teaching is committed to creating a working environment where every Agency Worker is treated with dignity and respect and where each person's individuality and sense of self-worth within the workplace is maintained. All Agency Workers have a duty to treat those alongside whom they work with respect and dignity and to take all steps necessary to ensure that harassment does not occur. Whatever the form of harassment (whether by direct contact, written correspondence, the spoken word or by use of email/intranet) behaviour of this nature can be objectionable and will not be tolerated by Inspiring Teaching or any of the institutions we service. Any Agency Worker, who is considered, after proper investigation, to have subjected a Client, another Agency Worker or anyone else alongside whom they work to any form of harassment or bullying will be dealt with in an appropriate manner under Inspiring Teaching complaints procedure. This includes removal from our Staffing Register.

7.9 Dealing with Allegations of Abuse

Guidelines on dealing with suspicions or allegations of abuse in relation to Safeguarding Children, Young people and Vulnerable Adults.

1. Definitions of Abuse

Abuse under the policy on safeguarding children, young people and vulnerable adults includes:

Physical abuse, including hitting, slapping, pushing, kicking or inappropriate sanctions;

Sexual abuse, including encouraging relevant individuals to look at pornography, harassing them by making sexual suggestions or comments, or sexual acts where the individual has not consented, or could not consent or was pressured into consenting;

Psychological abuse, including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks;

Neglect and acts of omission, including ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating;

Financial or material abuse, including theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits;

Discriminatory abuse, including racist, sexist, that based on a person's disability, and other forms of harassment, slurs or similar treatment.

2. Detecting Abuse

There are number of ways in which suspicions of abuse may be raised or actual abuse brought to your attention:

- A child/ young person/ vulnerable adults may confide you that they are being abused
- A colleague may report to you that a child/ young person/ vulnerable adult has confided in them that they are being abused or that they have a suspicion that a child/ young person/ vulnerable adult is being abused
- A child/ young person/ vulnerable adult may display signs of physical abuse
- The behaviour of, or a change in the behaviour of a child/ young person/ vulnerable adult, may suggest that they are being abused
- A colleague may confide in you that they have abused a child/ young person/ vulnerable adult
- The behaviour of, or change in a behaviour of a colleague, may suggest that they are abusing a child/ young person/ vulnerable adult

3. Dealing with a Suspicion or Awareness of Abuse

If you have a suspicion or are aware that a child/ young person/ vulnerable adult are being abused you must act quickly but appropriately and professionally. To assist in the reporting procedures please ensure that you:

DO:-

- Be accessible and receptive
- Listen carefully
- Ask open questions
- Take it seriously
- Reassure the child/ young person/ vulnerable adult that they are right to tell
- Explain what happens next
- Negotiate getting help
- Find help quickly
- Make careful records of what was said using the child's/ young person's/ vulnerable adult's own words as soon as is practicable following the disclosure. Date, time and sign the record. This record would be used in any subsequent legal proceedings.

DO NOT:-

- Jump to conclusions
- Directly question the child/ young person/ vulnerable adult or suggest words for him/her to use
- Pressure the child/ young person/ vulnerable adult to disclose all the details
- Speculate or accuse anybody
- Make promises you cannot keep
- Give your opinion; just state the facts as reported to you
- Gossip or discuss the issue with people that are not involved in the care of the child/ young person/ vulnerable adult
- Destroy evidence
- Panic

If you suspect abuse has taken place or abuse has been brought to your attention you are obliged to take action but you must also ensure at all times that the welfare of the child/ young person/ vulnerable adult is paramount and the interests of the person against whom the allegation has been made are protected.

Where practicable you should obtain the following information:

- Contact details for the child/ young person/ vulnerable adult
- Details of the allegation or suspicion including where known the name of the alleged abuser and the circumstances, which brought the alleged abuse to your attention

4. Reporting Suspicions or Allegations of Abuse

You should immediately report any suspicion or allegation of abuse to Inspiring Teaching. Do not attempt to assess yourself whether or not the allegation are true and do not attempt to deal with any suspicion or report of abuse yourself.

Inspiring Teaching may:

- Provide appropriate support for the child/ young person/ vulnerable adult
- Report the suspicion or allegation to the relevant agencies that may include the Police and Social Services
- Make a written record of the contact at any of these agencies to which the case is reported
- Provide appropriate support for the person against whom the allegation has been made
- Confirm to the person who originally reported the allegation that action has been taken

5. Follow up Procedures

Inspiring Teaching will confirm to you the action that has been taken. If you feel that insufficient action has been taken and you still have concerns for the safety and welfare of the child/ young person/ vulnerable adult you should report your suspicions or allegations again explaining why you feel the action taken to date is insufficient.

6. Data Protection

Under the Data Protection Act 1998, individuals have the right of access to personal data that relates to them. This right of access may include a right to request access to records (in whole or in part) relating to suspicions or allegations of abuse involving the person making the request. All such requests will be handled according to the Data Protection Act 1998.

7.10 Gifts and Gratuities

Agency services are provided in return for agreed fees. Under no circumstances should you seek any other money, gifts, favours, or rewards for services rendered, either for yourself or for any third party. It is not uncommon for a pupil, their relative or carer, to offer a voluntary gift as a mark of appreciation for care they received. Inspiring Teaching believes that giving and receiving such gift is not generally appropriate to the provision of professional agency services.

Wherever possible, any offer of a gift should be politely refused; with an explanation that acceptance would be against Inspiring Teaching policy.

8. TRAINING AND DEVELOPMENT

8.1 Induction

After you have completed the application, and before starting your first placement, you will be required to undertake an Induction with your Consultant. They will explain what is required in your working time with Inspiring Teaching, how to submit timesheets, check that you have the appropriate work clothing and ID Badges if required and be provided with any documentation specific to the placements you will be working in – such as safe department practices.

Please check with your Consultant if you are not sure what is needed. This could include:

- Safeguarding
- Anti-radicalisation & 'Prevent' - Awareness Training for Schools
- FGM Awareness Training

In addition to the above and on arrival to a new class / department / placement, it is imperative that as an Inspiring Teaching Agency Worker you receive an orientation and induction. This should include location and information of safety protocols, fire exits, emergency equipment and phone numbers, manual handling equipment and procedures, hot spots and violent episode handling.

8.2 Annual Training and Development Requirements

Some training is required to be refreshed annually by all Agency Workers continuing to undertake agency work through Inspiring Teaching. Training must be updated before expiry of previous training certification. Please check with your Consultant if you are not sure what is needed.

Written confirmation of certain training received at another employer or Inspiring Teaching validated organisation is also acceptable. Please contact your Consultant if you are unsure as to whether this is applicable to you.

You must keep your knowledge and skills up to date throughout your working life. In particular you should take part regularly in learning activities that develop your competence and performance. Inspiring Teaching conducts regular training sessions in our office. Please contact your Consultant to book your training update before your previous certificate expires.

8.3 Performance Monitoring and Appraisal

We actively seek feedback from Clients upon introducing a candidate to them for the first time, and periodically thereafter. We will enquire about performance, levels of competence, practice and standards, teamwork, time keeping and training needs that may have been identified. We will provide Agency Workers with feedback on their progress.

Performance appraisals are an integral part of ensuring quality standards are met. Inspiring Teaching ensures that job performances are routinely assessed against expected standards and identifies opportunities to enable workers to improve their professional skills.

In addition to the above Inspiring Teaching will request feedback from our Clients. This feedback will cover the following areas:

General levels of service including punctuality, attitude and ability to carry out practical

tasks:

- Performance
- Training needs
- Any other issues, including progress since last review

Copies of the completed feedback requests will be given to you to raise any concerns or issues may have.

All Inspiring Teaching Agency Workers are requested to maintain a written portfolio of professional experience and attendance at professional development courses, which should also include a written and agreed Personal Development Plans as agreed at the appraisal.

Please note: The results of reviews will be recorded on your electronic data file, updated on an annual basis, and will form the basis of assessment for future job placement, training requirements and complaints handling.

9. COMPLAINTS REPORTING, HANDLING AND MANAGEMENT

There may be also cases when the Client requests that a particular worker no longer be placed within an assignment. In such cases the Client has the right to exercise this request under the terms of their contract. An Agency Worker may also take this course of action, in that they may wish to terminate an assignment.

You are advised to read both your Terms of Engagement for Inspiring Teaching Agency Workers and this Handbook in full, to ensure you fully understand what we ask of you.

From time to time, it may be the case that you receive a complaint from a Client, pupil, parent or other person. If you are on assignment, please report ANY complaints to a senior person in the department where you are working and document all the details of the complaint.

You must also report the complaint to Inspiring Teaching. If you personally are the subject of a complaint you will be asked to record details as part of an investigation and in some circumstances it may be necessary to suspend you from assignments whilst the investigation is in process.

Any complaints of misconduct against you will be reported to the QTA if you are a teacher or other relevant Registration Body. Inspiring Teaching complaints procedures are in accordance with appropriate current regulatory, APSCO and DfE standards, and requirements.

This will enable the Client to make complaints quickly and Inspiring Teaching shall be required to investigate and resolve a complaint within the prescribed timeframes. The Client will, with due regard to the Data Protection Act 1998, provide to Inspiring Teaching with the necessary information in order for Inspiring Teaching to thoroughly investigate the complaint.

The complaints procedure is as follows:

1. Within five working days of receipt of a complaint from the Agency Worker, Inspiring Teaching will acknowledge receipt of the complaint. The complaint should be made in writing on Inspiring Teaching complaints form, but will be accepted in other written form.
2. All reasonable endeavours will be made by Inspiring Teaching to ensure that all complaints are resolved within fifteen days of the complaint being notified to Inspiring Teaching.
3. Inspiring Teaching shall ensure that in the event of the complaint being against an Agency Worker that the Agency Worker is fully informed of complaints relating to him/her. The Agency Worker shall be entitled to receive a copy of the complaint referred to in paragraph 1.
4. The Agency Worker will be afforded the opportunity to state his/her version of events and will be given seven days to respond to Inspiring Teaching in writing.
5. All responses will be shared with the complainant and if appropriate, Inspiring Teaching will take demonstrable action to ensure there is no recurrence of the act or omission complained of.
6. The Client may at any time request Inspiring Teaching to provide the Client with an update as to the progress of the resolution of the complaint.
7. The Client will receive a written response from Inspiring Teaching, detailing how the complaint has been resolved.
8. Where there is evidence of malpractice or the complaint is an event that requires notification, Inspiring Teaching will immediately notify the LADO, The Police, and where applicable alert the temporary Workers professional body.
9. Inspiring Teaching where necessary will immediately exclude the Agency Worker from

its register whilst an investigation is in progress.

10. Inspiring Teaching undertakes to work with all parties applicable to an investigation and where necessary share findings of such investigations.
11. A full written record of the nature of each complaint and details of the action taken as a result of the complaint, is kept on a database for easy access;
12. Inspiring Teaching has a quality assurance system in place to analyse and identify any patterns in complaints and trend analysis is conducted continuously.
13. The complainant at any time has the right to refer this matter for review to the Care Quality Commission, The Scottish Care Commission or The Regulation and Quality Improvement Authority- Northern Ireland.

10. Disciplinary Procedures and Removal from Inspiring Teaching Register

The matter of a disciplinary procedure for Agency Workers is more complex than when the Worker is a direct employee. Contractually the agreement between the Agency Worker and the agency is a “contract for services” agreement. This effectively suggests that the Agency Worker is working on a freelance basis.

In the event of “disciplinary” matters arising, each situation will need to be judged on its own merits. There may be cases whereby a Client will be required to apply their disciplinary procedure in order to comply with legislation. Likewise there may be occasions when it is necessary for Inspiring Teaching to use our procedure. This cannot be an arbitrary decision, but needs to be made in full consideration of the changing legislation and in context with the circumstances of the problem/ complaint. Inspiring Teaching operates comprehensive Disciplinary Policy and Procedures, please contact your Consultant for full details.

10.1 Removal from the Inspiring Teaching Register

Agency Workers may be removed from the Register in the following circumstances:

- Where an Agency Worker’s conduct or standard of work has seriously fallen below the level required by Inspiring Teaching Code or Code of Professional Conduct.
- If it is believed that an Agency Worker has acted in an unprofessional manner, Inspiring Teaching reserves the right to remove you from your assignment and not re-assign until the matter has been investigated and resolved.
- If an Agency Worker has a reason to be put onto the Inspiring Teaching Alert List
- If Inspiring Teaching has been alerted by the TRA or other regulatory bodies with regard to practicing Agency Workers.

Examples of such conducts are as follows. This list is not exhaustive:

- Failure to attend a Client having accepted an assignment or repeated lateness.
- Failure to provide care in a fashion consistent with the Agency worker’s professional Code of Conduct or in a caring and appropriate manner
- Failure to carry out reasonable instructions of the Client or Inspiring Teaching
- Breach of trust involving Inspiring Teaching or the Client
- Disclosure of confidential information to a third party relating to either a Client or Inspiring Teaching
- Misconduct and/ or gross misconduct- any behaviour which potentially puts any Client, individual or vulnerable person at risk or puts Inspiring Teaching at risk including the following non-exclusive and non-exhaustive list:
- Being under the influence of alcohol or any substance that will adversely affect your performance
- Possession, custody or control of illegal drugs while on duty, or the supply of illegal drugs to Clients, their families or representatives
- Theft or stealing from Clients, colleagues or members of the public
- Other offences of dishonesty
- Abusive or violent behaviour including physical, sexual, psychological, emotional, financial abuse of a Client, a member of their family, or their representative or deliberate act of omission which leads to harm or potential for harm to someone from this group
- Fighting with or physical assault on other workers, Clients or members of the public

- Harrassment, bullying and/ or discrimination
- Sexual misconduct at work
- Gross insubordination, aggressive/ insulting behaviour or abusive/ excessive bad language
- Falsification of a qualification which is stated requirement of the Worker's employment/registration or which results in financial gain to the Worker
- Falsification of records, reports, accounts, expense claims or self- certification forms whether or not for personal gain
- Failure to observe Inspiring Teaching procedures or serious breach of Inspiring Teaching's rules
- Unsatisfactory work
- Damage, deliberate or otherwise, to or misuse of a Client's or Inspiring Teaching's property
- Gross negligence which covers acts of neglect, misuse or misconduct and/ or not following requirements of the care plan or care instruction (deliberate or otherwise) which exposes Clients, patients, their representatives, colleagues or branch staff to unacceptable levels of risk and/ or danger
- Conviction of a criminal offence, caution by a police constable or being bound over by a court where this is relevant to the worker's employment/ registration or failing to disclose a criminal offence, caution or bind over (including those which would be considered 'spent' under the Rehabilitation of Offenders Act 1976)
- Inappropriate relationship with Client or customer
- Other acts of misconduct may come within the general definition of gross misconduct.

You are advised to read both your Terms of Engagement for Inspiring Teaching Agency Workers and this Handbook in full, to ensure you fully understand what we ask of you. Agency Workers cannot work if their health or physical ability impedes them from carrying out their duties effectively.

Whilst Agency Workers will not be required to relinquish registration at the normal retirement age of 65, they must, like any other Agency Worker, be in good physical and mental health. They may be requested to undertake a medical examination/ assessment, at their own expense, to confirm their fitness for work.

In the event that you are unsatisfied with the manner in which a complaint has been handled, please contact your consultant.

11. Whistle-Blowing Policy

Concerns may relate to something which:

1. Is against TRA & QTS / DfE codes of Professional Conduct
2. Is against Inspiring Teaching Agency Workers Terms and Conditions
3. Is against Inspiring Teaching company handbook
4. Amounts to improper conduct, including things believed to be
 - a. Against the law
 - b. Abuse of Clients of service users
 - c. A health and safety hazard
 - d. Damaging the environment
 - e. A misuse of public money
 - f. Corruption or unethical conduct

Concerns may be raised to anyone within Inspiring Teaching. All concerns will be treated in confidence and every effort will be made to protect your identity if they you wish. At the appropriate time however, individuals may need to provide a statement or act as a witness.

12. Health and Safety Policy

It is the policy of Inspiring Teaching to ensure, as far as is reasonably practicable, the health, safety and welfare of all our Employees, Agency Workers, Service Users and Members of the Public, accepting our statutory responsibilities in this area. This involves working in partnership with our Clients who for the purpose of Agency Workers provide the physical setting for the work undertaken by the Inspiring Teaching Workers.

12.1 Health and Safety Guidance

Inspiring Teaching seeks to ensure the following in relation to Health and Safety:

- That you have the necessary qualifications, experience, skills and capability to carry out the assignments that you will be undertaking.
- That you are given sufficient information, instruction and training to ensure your own Health and Safety.
- That consideration is given to Health and Safety factors when equipment is procured or new services obtained, or when changing procedures or work patterns and that all necessary safety precautions are taken and that necessary safety instructions have been understood.

You are responsible for your own personal Health and Safety and you have a duty of care to your fellow workers. Your responsibilities include:

- The duty to comply with all safety instructions and directions laid down.
- The duty to use the means and facilities provided for health and safety in proper manner.
- The duty to refrain from the wilful misuse of, or interference with, anything provided in the interests of health, safety and welfare and any action that may cause harm to others.

12.2 Safety Requirements

- Always familiarise yourself with the Health and Safety policies and procedures for the environment in which you are working and pay particular attention to fire and emergency procedures.
- Never attempt a task without first ensuring that you understand the instructions and can carry them out safely.
- Always maintain a clean and safe work area.
- If you see, or believe you see, an unsafe act or condition, report it to your branch as soon as possible, taking immediate steps to correct it or ask your branch to rectify it. You may be assumed to have agreed to an unsafe condition if you do not comment on it and if you continue working.
- Certain jobs require you to wear protective clothing or to use equipment. If you are unsure, ask for advice before you start working.
- You must ensure that all cleaning materials or other potentially hazardous substances are correctly stored, labelled and are used in compliance with the manufacturer's instructions in order to reduce the risk of injury or danger to health. All waste or by-products must be properly disposed of.
- Only use, adjust alter or repair equipment if you are authorised to do so.
- If you, or the equipment you operate, are involved in an accident-regardless of how minor- report it immediately to your branch. If necessary, get First Aid attention immediately. You should also report near misses to your branch.

- Ensure that all equipment (e.g. hoists) has been maintained properly and that documentary evidence is supplied.
- Obey all health and safety rules, signs and instructions. If you are unsure as to what they mean- ask.

12.3 Identifying and Reporting Hazards

Although within establishments, a Risk Assessment will have been carried out by a designated competent person. All Agency Workers need to look out for hazards at the establishment where they have accepted an assignment and report back to their local branch, via the complaints procedure, anything they feel may present a risk to an individual's Health and Safety.

A suitably trained Assessor will carry out a Risk Assessment for each client. Any Agency Worker, undertaking assignments in the community and therefore in Service User's own homes, should also look out for hazards and should report them immediately. Hazards can occur at any time and can include broken doors and windows, carpets or rugs that present a tripping hazard, dangerous chemicals, and faulty electrical equipment such as exposed wires. Call your consultant and described the hazard that you have identified. You may be asked to complete a Risk Assessment Form, which will be provided for the purpose.

12.4 Accident and Incident Reporting

Agency Workers are responsible for ensuring that all incidents or accidents that relate to the provision, control and maintenance of Health and Safety in the workplace are reported to the Client and your local Branch (and/or to the Local Authority in the case of serious accidents and/or dangerous occurrences). It is also important that the internal reporting procedure of the establishment is carried out e.g. recording the accident in the accident report book. If you accept assignments within the community setting and are working in a Client's home, a written record (in the care plan and service records) must be kept of any accident or occurrence that happens in the workplace, however minor. In addition to internal reporting through the accident report/service records, the establishment/ client must ensure that the following are reported to the appropriate enforcing authority, e.g. the local Environmental Health Officer:

- Fatal accidents
- Major injury accidents/ conditions
- Dangerous occurrences
- Accidents causing more than three day's incapacity for work
- Certain work-related diseases
- Certain gas incidents

If you suffer a needle stick injury you must attend for treatment immediately and report the incident. If possible take note of the patient's details in order to help identify potential risks. As soon as a needle stick (sharp) injury occurs you should do following:

- Encourage bleeding by squeezing site of puncture wound, do not suck
- Wash the wound with soap and water, do not scrub
- Cover wound with waterproof dressing
- Report incident to the Branch
- If the injury happens out of office hours report to A&E and inform the Branch the next day.
- Document the circumstances that led to exposure
- Counselling is available following these blood tests. Always report a needle stick injury even if it occurs with a 'clean' needle, via an incident report or accident book

according to protocol.

13. Safer Jobs Commitment

To stay safe in your job search we recommend that you visit JobsAware, a non-profit, joint industry and law enforcement organisation working to combat job scams.

Visit the JobsAware website for information on common scams and to get free, expert advice for a safer job search.

Inspiring Teaching's JobsAware Principles of Good Practice

Inspiring Teaching commits to:

- meet the requirements of the Employment Agency legislation;
- perform agreed standards of agency staff compliance upfront and meet any requisite legislation ongoing relevant to the sector;
- only advertise jobs that do exist, and the agency has permission to advertise;
- treat job seeker information confidentially and only share with express consent;
- pay job seekers promptly and correctly within openly agreed timescales and be upfront about any charges to job seekers;
- actively support working with under-represented job seekers such as people with convictions, disabled groups, ex-military personnel, and ethnic minorities;
- have an agreed, transparent process in place to investigate job seeker complaints quickly and professionally;
- supply in writing clear and full information to the job seeker about the work assignment;
- have an easily accessible area of the site dedicated to offering advice of common and prevalent scams with the agreed JobsAware text and link;
- have a duty to report and share information about fraud with JobsAware.

Additional Links:

Safer Recruitment Consortium: Guidance for Safer Working Practice for professionals working in education settings:

https://www.saferrecruitmentconsortium.org/files/ugd/f576a8_0d079cbe69ea458e9e99fe462e447084.pdf

Keeping Children Safe in Education (KSIE) Guidance: Statutory guidance for schools and colleges on safeguarding children and safer recruitment - 2024:

<https://www.gov.uk/government/publications/keeping-children-safe-in-education--2>

14. POLICY REVIEWS

All Inspiring Teaching Ltd Policies and Procedures are amended by the nominated person on an annual (12 monthly) basis or as required Inspiring Teaching Ltd and on an annual basis engage the services of an independent senior industry professional to review the appropriateness of Inspiring Teaching Policies & Procedures.

15. APPENDICES

Staff Complaint Form

**Staff
Name**

Address:

Postcode

Telephone:

Person/organisation involved with

**Date of
incident:**

**Place of
incident:**

Nature of Complaint:

Action taken:

Signed

Print Name:

Candidate report form for reporting accident and incident

Name of the employee		
Establishment		
Date of accident or incident		
Type of accident or incident		
<ul style="list-style-type: none"> • Fatal accidents • Major injury accidents/ conditions • Dangerous occurrences • Accidents causing more than three day's incapacity for work • Certain work-related diseases • Certain gas incidents <p>If other please specify</p>		

Reported to	
Comments	

Date

Signature

Print name

