Important Information for Supply Staff

What happens next?

CV

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

Safeguarding and child protection training

Many of the schools we work with specify that they can only book supply staff who have recently completed safeguarding training. If you have not completed safeguarding and child protection training within the last year, we will expect you to complete a fun and engaging training course via our chosen provider. If we have identified during your pre-screen call or interview that safeguarding training is required, we will register you with our chosen provider once your interview is finished. You will receive further correspondence with an invitation to the training platform.

DBS

In order to register, you will be required to provide a DBS certificate that is on the Update Service. If you do not hold one, we can process one on your behalf. With your permission, this certificate is checked regularly for any changes.

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

Your Update Service account is held directly with the DBS, and it is your responsibility to renew your account annually. To try to help, we will send you an annual reminder to renew your Update Service subscription, which is prompted by the issue date of the DBS details we hold on your file. Please note: If you have multiple DBS certificates registered to the same account, then it is possible for this reminder to be misjudged as your annual renewal date is associated with the issue date of the first certificate you registered to your account. The DBS also email a reminder to you when your subscription renewal is due, so we strongly advise you note this so that you are prepared for your renewal and can remain active for supply work.

Practical advice and expectations

We really want your experience of working for us to be a positive one. We have extensive experience of working with schools and education professionals like yourself, so you are in safe hands. Whilst undertaking a role with Vision for Education, ABC Teachers or Smart Teachers, you are acting in a position of authority and have a duty of care towards the children, young people and vulnerable adults we work with. You are likely to be seen as a role model and are expected to act appropriately both inside and outside of your role.

Top tips

- If you're working on day-to-day supply, please be up and ready for around 7am.
- In addition to accepting the booking verbally with your consultant, you will also receive an email booking confirmation. Please accept the booking in the Sirenum app. We'd advise using a diary to record all past and upcoming bookings.
- Please be mindful that some schools have different start times. Always double-check what your arrival time should be with your consultant. If it's your first day at a school, aim to arrive 15 minutes before your booking starts.

- Be sure to dress appropriately - no jeans or trainers, and collar and tie for men. Some schools have specific policies relating to dress and personal appearance - always ask your consultant or check your booking confirmation if you are unsure.
- Take your original DBS and photo ID (passport or driving licence) and overseas police check (if applicable) with you wherever you go. Schools and alternative providers will ask to see these documents before allowing you on- site.
- Follow the lesson plan if one has been left and ensure you mark any work you have set during the day. Make sure you leave the classroom clean and tidy.
- Have resources ready to go so you can deliver a lesson at short notice.
- Always familiarise yourself with the school's own policies and procedures (e.g., Behaviour Management, Safeguarding and Child Protection, Online Safety, Whistleblowing, Health and Safety and IT policies and procedures) and adhere to them fully. You should also be aware of the Designated Safeguarding Leads (DSLs) for the site at the start of the booking. For advanced bookings, we'd recommend checking the school's website. If it's a last-minute booking, you can always ask for copies on your arrival at the school. **If these policies are not presented to you, it is your responsibility to seek them out.**

Staff have an important role in developing a calm and safe environment for pupils and establishing clear boundaries of acceptable pupil behaviour. Staff should uphold the whole-school approach to behaviour by teaching and modelling expected behaviour and positive relationships, as defined by the school behaviour policy, so that pupils can see examples of good habits and are confident to ask for help when needed. Staff should also challenge pupils to meet the school expectations and maintain the boundaries of acceptable conduct.

All staff should communicate the school expectations, routines, values and standards both explicitly through teaching behaviour and in every interaction with pupils. Staff should consider the impact of their own behaviour on the school culture and how they can uphold the school rules and expectations. Staff also receive clear guidance about school expectations of their own conduct at school via the school's behaviour management policy, and here via our Code of Conduct.

Safeguarding children, young people and vulnerable adults

Physical contact

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

- In the event that a pupil is at risk of harming themselves.
- In the event that a pupil is at risk of harming others.
- Where you are providing personal care as part of your agreed job role. You should carry out the task with sensitivity and respect. Ensure another appropriate adult is in the vicinity and is aware of the task to be undertaken.
- Supply workers who are Team Teach trained and are in a situation where manual handling is required (please provide your consultant with current proof of qualification).
- Supply workers who are first aid trained and are in a situation where first aid is required (please provide your consultant with current proof of qualification).

Physical contact can refer to:

- direct physical contact with the student
- contact with the student via another object e.g. pen or ruler, and
- contact with a student's worn item, for example a bag or item of uniform

If physical contact is necessary, always be mindful that physical contact with a child, young person or vulnerable adult may be misinterpreted.

If physical contact is necessary, always be mindful that physical contact with a child, young person or vulnerable adult may be misinterpreted.

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

Be mindful that schools are often sociologically complex and multi-cultural, so sensitivity is key to success in teaching.

If any incidents occur, you should first record what has happened on paper and report it to the DSL or Deputy DSL for the school or alternative provision.

If a student discloses information that they, or another child, young person or vulnerable adult, are at risk, or you have any other reason for concern regarding a child, young person or vulnerable adult, then immediate action must be taken. You have a duty of care to report this to the school or alternative provision's DSL or Deputy DSL as soon as possible.

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

Staff should be aware that students may not feel ready or know how to tell someone that they are being abused. This should not prevent staff from having a professional curiosity and speaking to the DSL if they have concerns about a child.

When working with children, young people or vulnerable adults, you must not:

- Allow allegations or concerns to go unreported.
- Take unnecessary risks.
- Consume alcohol, smoke or use illegal substances.
- Develop inappropriate relationships with children, young people or vulnerable adults. If you think a student may be infatuated with you, speak to the school or setting's DSL or Deputy DSL as soon as possible, so that appropriate action can be taken.
- Make inappropriate promises to children, young people or vulnerable adults.
- Touch a student in any way that could be considered indecent, nor indulge in horseplay, tickling or fun fights.
- Physically stand in doorways with a view to blocking a pupil's entrance or exit as this could result in a physical altercation.
- Engage in behaviour that is in any way abusive, including having any form of sexual contact with a child, young person or vulnerable adult.
- Let a child, young person or vulnerable adult have your personal contact details (including but not limited to mobile number, email or postal address), or have contact with them via a personal social media account.
- Accept gifts from students or their parents/carers. That said, occasionally students or their parents or carers may wish to give tokens of appreciation (for example at Christmas). These may be accepted if they are not of significant value.
- Offer lifts to a child, young person or vulnerable adult outside the agreements of your role.
- Spend time with students off-site outside of the agreements of your role.
- Accept invitations to events on the school grounds offered by students, without first making school staff aware that you plan to attend.
- Use pupil toilets.
- Take any item onto the school premises which is a weapon, or which could be considered a weapon.

You should:

- Promote relationships that are based on openness, honesty, trust and respect.
- Be patient with others.
- Exercise caution when you are discussing sensitive issues with children, young people or vulnerable adults.
- Be vigilant and respond accordingly to instances of child on child abuse, including any sexual violence and sexual harassment between children, young people or vulnerable adults.
- Ensure your contact with children, young people and vulnerable adults is appropriate and relevant to the work you are involved in.
- Ensure that all media content that you use as a classroom resource or that you direct pupils to access (e.g. websites, videos etc) is relevant and wholly appropriate for the audience.

You are responsible for:

- Prioritising the welfare of children, young people and vulnerable adults.
- Providing a safe learning environment for children, young people and vulnerable adults.
- Having good awareness of issues to do with safeguarding and child protection and taking action when appropriate.
- Reporting all safeguarding and child protection concerns immediately in line with our Safeguarding and Child Protection Policy.
- Following our principles, policies and procedures.

Keeping in contact

Availability

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

Alongside weekly texts, you will also receive regular availability surveys via email. These are sent out at key points

during the year, usually during school holidays. Completing them will only take a few minutes and will ensure we

know exactly what type of work (and how much) you're looking for.

Sickness/absence

If you are sick or are unable to get to your placement for whatever reason, it is imperative that you let us know as soon as possible, so we can contact the school and organise alternative cover if required. Please avoid emailing or texting, as these can be missed - calling your local branch to let them know is much more reliable. If you are going to be absent for more than one day, please call the branch before 5pm to let them know of any ongoing absence and a potential return to work date (if you know it).

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

Feedback

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

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

Communication preferences

You have full control over how you prefer us to keep in touch with you about temporary and permanent job opportunities, free training and events for teaching and support staff, and other relevant work-finding news, information and events. You can review and update your contact preferences by contacting your local branch.

Social media

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

Social Networking Policy

Our Social Networking Policy contains broad guidance for online conduct and must be adhered to at all times – see our website for our **Social Networking Policy**.

The policy should be reviewed and adhered to in full, but please be aware that under no circumstances should candidates connect with pupils in any form on social media.

Please note that in line with Keeping Children Safe in Education 2023, we reserve the right to perform an online search on you as part of our recruitment and ongoing suitability checks. Should the search reveal any concerns relating to safeguarding or suitability, we will contact you to discuss how this will affect your registration/placement. In more serious cases, registration/placement may not be able to continue.

Pay and benefits

Pay day

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

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

Pay slips

Following your first shift with us, you will be sent login details to access our payroll portal at https://inpay.es.rsmuk.com/PayslipPortal3/.

You must use the username and password you set once you've activated your online account to login each time. Once you have activated your account, you will receive an email each time a payslip is ready, which will include a direct link to your payslip on the InPay Payslip Portal website.

Payslip breakdown

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

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

Pensions

You will be auto enrolled into our pension scheme. This is managed by NEST. Once you have been auto enrolled, you will be notified via email. The NEST Pension Scheme is an opt-out service. If you have any queries about your pension, you will need to contact NEST directly. You will find their contact details on the welcome pack they send out to you, or in the useful contacts section of this information sheet.

Guaranteed Pay Scheme

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

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

Incident/allegation investigations

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

Please note that if you become the subject of an allegation or investigation by another agency, employer, the TRA, police or any other body, you must notify your local branch immediately.

Inactive File

Once your application has been successful, you will become an active candidate for 6 months from either your cleared to work date or your last shift date. After 6 months if you have not cleared or worked, your file will become inactive and you will need to complete a partial registration with us in order to become active again.

If your last clearance date or shift date is over a year old, you will be required to re-register with us.

We reserve the right to review this period if any information comes to light that may affect your ongoing suitability.

Agency Workers Regulations (AWR)

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

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

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

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

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

For more information about AWR, please see our website.

Harassment of our employees by supply workers

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

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

Any supply staff found to be harassing any of our employees will automatically be permanently struck off our database and we will make any necessary referrals to the Police, Local Authority Designated Officer (LADO), Teaching Regulation Agency (TRA) and/or the Disclosure and Barring Service (DBS).

CPD and social events

CPD

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

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

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

- Safeguarding
- PRICE training
- Phonics
- Autism awareness
- Developing personal resilience, and
- Behaviour management.

It's really important that you make yourself available for as much training as possible, especially if you are working on day-to-day supply. For details of upcoming training in your area, or to access previous issues of our Safeguarding & Child Protection Updates, please see our website.

Social events

We hold regular social events for teachers and support staff, giving you the chance to network with schools and other supply staff and widen your professional contacts - as well as having a great night out!

We do expect that as well as having fun on our social events, staff also represent themselves to a high standard - communicating professionally and respectfully with colleagues throughout.

Refer a friend or colleague

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

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

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

Useful websites and contacts

Vision for Education

0800 085 0644

www.visionforeducation.co.uk

ABC Teachers

0800 030 4014

www.abc-teachers.co.uk

Smart Teachers

020 7065 7500

www.smartteachers.co.uk

In-house Payroll team

Vision for Education - 0114 349 1500

ABC Teachers - 0114 349 3322

Smart Teachers - 0114 349 3303

InPay Payslip Portal (Payslips):

https://inpay.es.rsmuk.com/PayslipPortal3/

NEST (pension): www.nestpensions.org.uk

HMRC 0300 200 3300
(Tax Office PAYE Reference Number 406/JA16102)

Track your DBS: www.gov.uk/guidance/track-a-dbs-application

Department for Education: www.gov.uk/government/organisations/department-for-education