

## Candidate Charter

### **1. A fast and efficient registration process**

When you register with Teaching Personnel, an interview will be arranged as soon as possible to start the registration process. You will meet with your Recruitment Consultant who will be a sector specialist in your local area. Each Recruitment Consultant has in-depth knowledge of the education market and will be aware of local client schools looking for suitable education specialists. They will process your application details professionally and efficiently ensuring you are cleared for work as quickly as possible. They will also brief you on everything you need to know about working with Teaching Personnel.

### **2. Personal marketing plan and job search strategy**

Every candidate who walks through our doors has their own unique set of skills and experiences. Your Recruitment Consultant will put together your personal marketing plan and review your CV to understand your strengths and to ensure we can find you the type of work that best suits your needs. We will personalise the way that we represent you to schools, adapting our techniques to ensure that we focus on your unique selling points.

### **3. Regular work and pay**

Teaching Personnel endeavours to find you regular work that fits with your requirements. You will be fully briefed on all possible opportunities available to you and your consultant will give you as much information as possible about each client and role. We will offer you a competitive rate of pay for this work which is regularly reviewed by your local branch. All payments will be processed on a weekly basis, subject to timesheets being submitted on time.

### **4. Commitment to regular communication**

Teaching Personnel recognises that good communication is vital to a successful relationship with your recruitment agency. We endeavour to be 'on hand' to provide you with an efficient and productive service throughout your time with us and we will provide regular updates and constructive feedback as we receive it from our client schools following placements, interviews and trial days.

## **How you can help us meet our promises to you?**

- Ensure you provide us with all documentation required for registration in a speedy manner.
- Keep us updated with any changes to your qualifications, training or work history.
- Keep up to date with training, initiatives and curriculum changes relevant to your role
- Provide us with your aspirations for the type of work you require and your ideal position
- Be flexible on pay rates for different types of work and at certain times of the year
- Keep in regular contact with us regarding your availability for work
- Give us regular honest feedback on our service to you

## Client Charter

### 1. Quality Candidates

We are passionate about helping you raise the attainment of pupils through the delivery of high quality staffing solutions. All Teaching Personnel candidates will be thoroughly vetted in line with Department for Education requirements prior to starting work. We will provide you with instant access to all vetting records via our secure online portal and have robust procedures in place to ensure any candidate not meeting your expectations is managed accordingly. We will take regular feedback on the performance of candidates which will assist us in managing and maintaining high levels of quality, continuity of education and complete customer satisfaction.

### 2. Meeting all your staffing requirements

As an education staffing specialist we will work on your behalf to recruit local pools of high calibre specialist teaching and classroom support staff candidates. We aim to assist you with all of your education staffing requirements including short-term placements, long-term cover, SEN needs, Pupil Interventions and permanent placements. We strive to regularly meet with all clients to understand your changing needs, school ethos and educational intricacies enabling us to provide the best possible candidate match for every assignment.

### 3. Service with honesty and integrity

We believe that the only way to ensure we secure and maintain your business is to provide an honest, professional and trustworthy service. We do what we say we will do – always! We will always be clear and transparent about our charges, terms of business and services and aim to provide you a quality yet cost effective solution to your requirements. We will endeavour to seek your feedback on a regular basis to ensure our service levels meet your requirements and to help us continually improve our service to you

### 4. Prompt, accurate and efficient administration

We aim to deal with your bookings and any queries as quickly and as efficiently as possible, so we get the best candidate for your school within the necessary timeframes. We will always return your calls or emails as quickly as possible and will provide you with an accurate and consistent billing service. We will also offer you access to a range of timesaving services including: online bookings, online timesheet approval, access to vetting records and an out-of-hours service.

### 5. Regular quality communication

Teaching Personnel recognises good communication underpins a successful relationship with your recruitment agency and is central to being able to understand and react to your needs. We endeavour to be 'on hand' to provide you with an efficient and productive update on our service throughout your time with us. Your consultant is never more than a phone call or email away and will be pleased to discuss any aspect of your requirements. As we constantly invest in on-going candidate recruitment activities, we will also provide you with regular updates on new and available candidates that we think would be a good match for your establishment.

### 6. Going the extra mile

Our staff are committed to making a positive contribution to the education sector. We aim to make our consultants available the extra mile and play a proactive part in supporting you, your pupils and the community through continuous interaction and engagement in a wide range of local initiatives and campaigns.

## Branch Charter

### **1. Well presented and professional working environment**

All working environments, open offices and interview rooms should be clean, tidy and presentable at all times. Offices should be signposted internally and appropriate procedures in place for managing branch visitors in an appropriate and professional way. All staff should be dressed in smart office attire appropriate for customer facing interaction at any time of the day.

### **2. Dealing with candidates and clients with efficiency and care**

All interactions with both clients and candidates to be handled with efficiency and care at all times. Complaints to be addressed by Branch Managers within 24 hours and all child protection allegations to be managed in accordance with company guidelines and timeframes.

### **3. Prompt and accurate processing**

All staff should have a strong working knowledge of Evolve to facilitate the efficient processing of all standard business requirements. Candidate pay and client invoicing should be managed tightly to ensure that it reflects our high standards of accuracy and professionalism.

### **4. Regular quality communication**

All written and verbal communication to clients and candidates should be of high quality and of a reasonable volume and frequency. Telephones should be responded to within 3 rings, emails answered within 24 hours and answerphone messages checked on a regular basis. On call service to be manned at appropriate times and all messages followed up immediately.

### **5. Strong brand usage and positioning**

All external communication to have the appropriate branding and company signoffs. Marketing should follow company design guidelines and where possible use approved company templates. High level and quality of adverts on Teaching Personnel website/Broadbean at all times.

### **6. Service with honesty, respect and Integrity**

All interactions with internal and external staff should reflect our honest, professional, respectful and trustworthy service. We do what we say we will do – always!

## External Compliance Charter

Teaching Personnel is fully aware that the recruitment of candidates to work with children and young people is a critical issue to which our reputation is inexorably bound. We are totally committed to ensuring the safety of pupils and to providing the best quality provision of teaching and support in schools and other educational establishments.

In addition to this, we have high expectations of quality and exemplary customer service levels for the clients and candidates with which we work.

To help us maintain these levels of quality, we are committed to ongoing compliance with the following government legislation/regulations and recognised industry kitemarks:

- DfE Regulations 'Keeping Children Safe in Education'
- REC Education Sector Code of Practice
- DBS Code of Practice
- Conduct of Employment Agencies and Employment Businesses Regulations 2003
- ISO 9001: 2015
- Investors in People
- Agency Workers Regulations 2010