

## CAREER TEACHERS Recruitment Policies and Procedures

Career Teachers holds the principle that it requires the highest level of commitment and efficiency from its employees.

All Career Teachers' staff will read and abide by the company equal opportunities policy in addition to the regulations and guidelines below:

Career Teachers complies with the REC Code of Conduct in best recruitment practice, as well as the provisions of:

- The Employment Agencies Act 1973 and its associated Conduct Regulations;
- Child protection provisions of the Criminal Justice and Court Services Act 2000;
- The Education Reform Act 1988;
- The Protection of Children Act 1999;
- Education (Restriction of Employment) Regulations 2000; as well as other relevant legislation and guidance including:
- Department for Education and Skills Circular 7/96 setting out the rules relating to the provision of supply teachers;
- Department for Education and Skills guidance "Safeguarding – Making CRB Checks Mandatory" May 2006;
- Department for Education and Skills guidance note: "Safeguarding children: Safer Recruitment and Selection in Education Settings" issued June 2006;
- Department for Education and Skills guidance note: "Preventing Unsuitable People from Working with Children and Young Persons in the Education Sector" issued 2002;
- Statutory provisions relating to equal opportunities, discrimination, taxation and health and safety and any other statutory provision or Code of Practice that is applicable to the operation of an Agency supplying workers to schools and children's education establishments from time to time;
- Observance of the Commonwealth Teachers Protocol Agreement.
- School staffing (England) regulations 2009
- Keeping Children Safe in Education 2019

Career Teachers appointments will be made on the basis of qualification, skills and experience. Discrimination in any form will not be accepted. Where necessary, assistance will be provided to those candidates who require it. All consultants/resourcers will review all considerations carefully to enable such appointments to be made wherever possible. Only if such considerations render it impossible or impractical will such an application be rejected.

### A. Selection Criteria

It is the policy of Career Teachers to select candidates for interview who meet the following criteria:

- Qualified Teacher Status (QTS) / Early Years Teacher Status (EYTS) with a formal teaching qualification from a recognised training facility i.e. University, College, SCITT, School Direct, Teach First programmes via Department for Education etc.
- Overseas Trained Teacher (OTT) who fulfils NARIC criteria for equivalency of qualifications i.e. graduate with formal teaching qualification (Refer to the Recruitment of Overseas Trained Teachers).
- OTT from an EU member country who qualifies for QTS under Department for Education regulations.
- OTT with QTS gained via the DfE Overseas Trained Teacher Programme.
- Support staff with relevant qualifications or more than 3 months experience.

AND

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- Recent experience in state, independent or special needs

AND

- Permission to work in the UK

AND

- be able to provide professional references and all relevant documentation.

## **B. Referral Guidelines**

It is the policy of Career Teachers to refer candidates to the following agencies as part of the recruitment process:

- National Academic Recognition Information Centre (UK NARIC)
- Department for Education, Teacher Regulation Agency
- Disclosure and Barring Service (DBS)

All Career Teachers staff are provided with the above agency contact details via the Career Teachers staff handbook.

## **C. Treatment of Initial Applications**

It is the policy of Career Teachers to treat all applications equally so that candidates are selected for interview on the basis of skills, qualifications and experience.

- A full CV is required from all candidates.
- Successful candidates will be invited for interview with a Career Teachers consultant or resourcer.
- All interviews are by appointment only. Career Teachers does not allow unsolicited interviews with candidates who present themselves at our offices.
- Candidates who do not meet our selection criteria will not be formally notified according to our advertising policy.

## **D. Offer of Interview**

It is the policy of Career Teachers that all candidates must undergo a personal face-to-face interview conducted by a Career Teachers trained consultant or resourcer.

- Candidates meeting Career Teachers' recruitment criteria will be offered an appointment for interview.
- Candidates will be sent email confirmation with details of the appointment along with the requirements in respect of qualifications, references and DBS Enhanced Disclosures they will need to provide at interview.
- Candidates will be provided with reference guidance and an application to be completed before interview.

## **E. Interviews**

When candidates attend interview the following must be provided;

- Full up to date CV (if not previously provided).
- Original teaching (QTS) qualification certificates/educational support qualification certificates/certified copies/qualification letter from university including Teacher reference number to be checked with the DfE Teaching Regulation Agency, where appropriate.
- Names, addresses, emails and phone numbers of a minimum of 2 professional referees to cover a period of up to two years or from the point of qualification (refer to the Reference Policy).
- Passport OR driving license photo ID & birth certificate
- Proof of eligibility to work in the UK (relevant passport / visas /NI + birth cert & photo ID).
- National Insurance Number.

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- Two proofs of address dated within 3 months (utility bill, bank statements etc).
- Proof of name change, if necessary (marriage certificate, deed poll document).
- Completed and signed application form.

## Interview Practice

- The consultant/resourcer will take time to read the candidate's CV prior to interview, in order to familiarize themselves with their experience and check for any omissions or discrepancies to be discussed at interview.
- Candidates will be required to complete Career Teachers online application form prior to coming in for their interview.
- On arrival the candidate are required to read and sign the Career Teachers registration forms including the rehabilitation of offenders act.
- The candidate is asked to anonymously complete an Equal Opportunities form.
- If necessary, an online DBS Enhanced Disclosure application form Link is sent to candidate after the interview (refer to Career Teachers Disclosure and Barring Policy). The consultant/resourcer will explain what is required when completing the forms.
- Candidates will have a head and shoulders photograph taken for registration and safeguarding purposes. This photo is only used for the purposes of Career Teachers safeguarding practice with schools.
- Interviews will be conducted by trained staff.
- Interviews will take place in interview rooms in chairs of equal height.
- Interviews will be conducted in accordance with Career Teachers standard interview practice.
- The consultant/resourcer should outline the structure of the interview and explain that he/she will take interview notes in addition to copying original documents.
- The compliance administrator will sight the candidate's original documents and make copies. Each copy must be signed and dated as 'sighted original' by the interviewer including the job title.
- Candidates are expected to provide original teaching qualification certificates at interview. Certified copies may be accepted or a letter of QTS from the DfE. Each must be signed as above. If a UK qualified candidate does not have their original certificate, confirmation can be obtained via the DfE Teaching Regulation Agency. Prohibition Order checks are completed on all candidates including Section 128 and EEA checks.
- The consultant/resourcer will discuss the referees provided by the candidate and check that they meet the criteria set by Career Teachers as stated in the reference policy. The consultant/resourcer will ensure that the referees match details on the candidates CV and will request further references, as necessary.
- All candidates are required to hold a valid DBS Enhanced Disclosure. Career Teachers utilizes an Umbrella Body and if required will process a new DBS Enhanced Disclosure application on the candidate's behalf. Written consent (Release of information form) will be taken from the candidate to allow information to be accessed using the DBS online update service (refer to Career Teachers Disclosure and Barring Policy).
- All candidates are required to sign Career Teachers Guide to Good Practice document which outlines the standards expected of candidates, a Terms of Engagement and a working time regulations letter (included in the registration form). Any candidate who *may* at any time work with children under the age of 8 are required to complete the Childcare Disqualification Regulations Declaration Form (included in the registration form). Guidance is provided to ensure clarity in completing this form.
- Candidates are informed of Career Teachers online timesheet system and getting paid. They are informed of their responsibilities and are provided with information about approved Umbrella Companies including literature. This information is given impartially.
- All candidates are provided with an introduction pack including relevant written materials and guidance notes about working for Career Teachers.
- To conclude the interview, candidates are informed of the clearance process and when they can expect to work.

## Post Interview

- The consultant/resourcer will ensure that the interview notes, coding sheet are completed together with signed copies of documents are placed in the candidate's file. Using the interview notes, a candidate profile is written on to the ProNet database and emailed to the relevant team.

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- The candidate file is then passed for clearance checks.

## **F. Data Submission**

It is the policy of Career Teachers to comply with the requirements of the General Data Protection Regulations.

- Every candidate must complete a standard online application form including the health statement. By completing and signing the foot of the application form they will be confirming the accuracy of the details provided. Where a candidate indicates that they require reasonable adjustments to be made, a full statement will be taken from the candidate along with any required confirmations from a medical professional.
- The candidate will sign to confirm that they agree to Career Teachers taking up references as specified on the application form.
- Permission must be gained from the candidate to take up further references should the ones provided not cover the last 2 years or be deemed unsuitable for the post.
- Written permission is taken from the candidate to access their DBS Enhanced Disclosure record.
- All data provided is stored securely and kept confidential.

## **G. Clearance Procedures**

Career Teachers will undertake all clearance procedures in accordance with the DfE Safer Recruitment and Selection in Education guidance and REC Education Code of Practice.

- All checks will be recorded and uploaded on to the candidate's record on the ProNet database.
- Scanned copies of all documents taken at interview are uploaded in the candidate's record under stored documents.
- DBS and Overseas Police Check, barred list check, QTS (including prohibition list checks), Childcare Disqualification, MPS and Right to Work are all logged in the candidate's compliance record with appropriate follow up dates.
- Two or more professional references, which must cover up to a 2-year period, will be requested. Once received these will be uploaded on to the candidate's record under stored documents. (refer to the Reference Policy)
- In the event of information regarding a candidate coming to light after they have been interviewed, Career Teachers will seek advice from the DBS and DfE in order to deal with the information appropriately. On receipt of this advice the Career Teachers Management will make a decision whether the candidate's application is successful. A record of all correspondence will be kept on the candidate's ProNet record. The candidate will be informed as required.

## **H. Offers of Work**

- On completion of clearance procedures, the candidate will be sent a standard letter stating they are cleared to work, along with a Career Teachers I.D Card.
- Candidates are only cleared to work if they have met all the Career Teachers selection and clearance criteria.
- A candidate may be informed verbally that they are 'cleared' to commence work but this will be followed by written confirmation.
- Candidates who have not been cleared are only placed in schools or sent for interview when the school is made fully aware of their clearance position.

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### Recruitment of Overseas Trained Teachers Policy and Procedures

#### A. Overseas Trained Teachers

It is the policy of Career Teachers to select Overseas Trained Teachers for interview who meet the following criteria:

- Fulfils NARIC criteria for equivalency of qualifications i.e. graduate with formal teaching qualification.
- OR**
- Is a qualified teacher from an EU member country, who qualifies for QTS under DfE regulations.
  - Is a qualified teacher from Australia, New Zealand, Canada or the United States of America, who qualifies for QTS under DfE regulations.
- OR**
- Has previously gained QTS via DfE overseas trained teacher programme.

#### B. Applications

All applications will be treated in accordance with Career Teachers recruitment policy. For eligible candidates applying whilst overseas (most commonly Australia, New Zealand, Canada and Europe), an application pack including information about Career Teachers will be sent to the candidate after an initial telephone interview. The candidate application will be dealt with in the UK and a face-to-face interview conducted on arrival.

#### C. Referrals

It is the policy of Career Teachers to refer candidates to the following agencies as part of the recruitment process:

- National Academic Recognition Information Centre (UK NARIC)
- Department for Education, Teaching Regulation Agency – for QTS enquiries
- Disclosure and Barring Service (DBS)
- UKBA
- Relevant bodies who administer Police Checks within Ireland, Canada, New Zealand and Australia
- OTTs without QTS who have been teaching in the UK for more than 18 months will be advised on how to gain QTS and the time frame they have to achieve it – within 4 years. Career Teachers will provide contact details for the DfE Teaching Regulation Agency.

#### D. Interview

- OTTs applying from overseas will be initially interviewed over the phone by the overseas resource team in London using the standard overseas interview sheet.
- All OTTs will be required to attend a face-to-face interview in the London office before being placed in school.
- The interview will be conducted by a Career Teachers representative in accordance with Career Teachers Recruitment and selection policy Section E. Overseas candidates will be required to provide the following documents:
  - Full CV
  - Passport
  - Permission to work i.e. visas/work permits
  - Original criminal record/police check from country of residence/origin in accordance with our DBS policy. Where a police check has been requested but not available then a letter of good conduct from the employer is required.
  - Proof of name change, if necessary (marriage certificate, deed poll document)
  - Original Teaching qualification/academic transcript and (if required) NARIC equivalency certificate/letter

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- Names and addresses of professional referees

Candidates will be expected to provide overseas references in accordance with their work history and the Career Teachers reference policy.

## **E. Clearance Procedures – for candidates applying from overseas**

- The overseas resource team will ensure that an overseas police check, a copy of the candidate's degree or academic transcript, their CV and 2 references are received before the candidate arrives in the UK. A UK DBS Enhanced Disclosure will also be undertaken prior to arrival.
- All original documents or copies of original documents that have been certified by a justice of the peace are sighted at the London office during interview.

On arrival all other clearance procedures as outlined in Career Teachers Recruitment and Selection policy are undertaken.

## **F. Selection**

- It is the policy of Career Teachers that appointments will only be made on the basis of qualification, skills and experience. OTTs must be of graduate level, hold a formal, recognised teaching qualification and satisfy Career Teachers recruitment criteria as outlined in the recruitment policy.

## **G. Induction for Overseas Trained Teachers**

- It is Career Teachers' policy that all OTTs undergo an orientation programme. Career Teachers' training coordinator conducts this programme and candidates are given specific training: Primary Orientation, Secondary Orientation, Secondary to Primary conversion and Teaching Assistant training.
- The induction programme will take place at the Career Teachers office. Each teacher will be given an induction pack and training notes in conjunction with their orientation training, which will cover all aspects of teaching effectively in UK schools including safeguarding, National Curriculum requirements and Key Stage standards.
- Where relevant, advice is given concerning the process to gain QTS and how they can expect to achieve this either by sending qualifications to be confirmed by the DfE or by completing the overseas trained teacher programme.
- The induction will take two to three hours, and thereafter the teacher will be given individual support by Career Teachers' training coordinator as required.
- Career Teachers' training department will offer support, training, advice and resources when required on an on-call basis.

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### Referral Policy: National Academic Recognition Information Centre

- Where a teacher holds qualifications from overseas it is Career Teachers' policy to accept only those candidates who are graduates and who meet NARIC equivalency standards. Original certificates must be provided for verification.
- Candidates with qualifications from non-European Union countries will require a full NARIC assessment. Exceptions to this will be qualifications from Australia, Canada, New Zealand and USA.
- It is the teacher's responsibility to prove that their qualifications are considered as being equivalent to UK standards. The candidate will be referred to NARIC and will need to obtain a certificate of equivalency at their own expense where necessary.
- A teacher who is unable or unwilling to provide such evidence will have their application terminated.
- Teachers from EU countries must provide original degree and teaching qualification certificates for Career Teachers records. EU teachers should already hold QTS or be in the process of obtaining QTS for their application to be considered.

#### Contacts:

##### Qualifications and Skills Division

##### UK NARIC

Ltd Oriel house  
Oriel Road  
Cheltenham  
Gloucestershire  
GL50 1XP

0870 990 4088

0870 9901 1560

[info@naric.org.uk](mailto:info@naric.org.uk)

## CAREER TEACHERS Recruitment of Newly Qualified Teachers Policy

### A. Newly Qualified Teachers

It is Career Teachers' policy to accept applications from Newly Qualified Teachers who meet the recruitment and selection criteria.

- Any candidate who has undertaken and passed a recognised Initial Teacher Training ITT course since May 1999 but has not completed an induction year will be considered to be an NQT.
- To complete induction an NQT must undertake a full time position for three school terms with formal classroom observations & must be signed off by the local education authority/borough (The three terms can be completed in different schools).
- NQTs are allowed to work on a short-term (supply) basis for up to five years from the point of gaining QTS.
- NQTs who have exceeded the five year period will only be offered long-term placements with induction.
- Any full-time placement offered to an NQT of one school term or more must be offered with induction.
- Induction programmes for NQTs will be in the control of the school, academy and/or borough. However, it is Career Teachers' policy to offer support in co-operation with school.
- Career Teachers will identify positions suitable for NQTs in liaison with schools. Only assignments of one term or more will be considered in order to meet DfE requirements for induction.
- When receiving long-term instructions from schools, the consultant will discuss the suitability of the post for NQTs. Career Teachers' standard long-term recruitment form also requires the consultant to check if the post is suitable for NQTs.
- The status of an NQT is monitored on an annual basis or less if required using the compliance screen in the ProNet database. This check enables Career Teachers to monitor when a candidate completes their induction and to ensure if working on a supply basis that they do not exceed the 5 year allowance.

### B. Irish Newly Qualified Teachers

It is Career Teachers' policy to accept applications from Newly Qualified Teachers from Ireland who meet the recruitment and selection criteria.

- Irish NQTs are required by the Irish Teaching Council to complete a formal induction year (Dip Year) which is equivalent to UK induction.

*The Irish Teaching Council will accept a formal Induction process which has been completed in England in lieu of completing probation in Ireland providing that the teacher can provide a formal statement from the Principal/Board of the school and the Local Borough/Council.*

In order for an Irish NQT to complete their Dip Year in the UK they must:

- Complete a UK NQT year which involves undertaking a full time position for three school terms with formal classroom observations & must be signed off by the local education authority/borough (The three terms can be completed in different schools).

**AND**

- Attend National Induction Programme for Teachers (NIPT) workshops. These are now available on Saturdays to allow NQTs working overseas to access them. Irish NQTs are able to complete the courses and UK induction separately (e.g. an NQT may complete the workshops one year and the formal induction in the UK the following year).



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## **A. NQTs from America, Australia, New Zealand and Canada**

Teachers who are newly qualified in the above countries are not required to undertake a formal induction year in the UK. Certain candidates may be eligible for QTS from the DfE. This is dependent on the rules applied in the country or state they gained their qualification. Candidates will be advised as such and referred to the DfE National College for Teaching and Leadership for advice.

### **REFERRALS**

#### **Teaching Regulation Agency**

020 7593 5392

#### **The Teaching Council**

Block A, Maynooth Business Campus, Maynooth, Co Kildare, Ireland

00353 1 651 7900

[info@teachingcouncil.ie](mailto:info@teachingcouncil.ie)

#### **Ontario College of Teachers**

[www.oct.ca](http://www.oct.ca)

## CAREER TEACHERS Reference Policy

It is the policy of Career Teachers to request a minimum of two professional, written references, which must include a reference from their most recent employer and cover a period of at least 2 years. These references must be obtained before a candidate is cleared to work. No reference is applied for without the consent of the candidate, which is obtained via the application form.

- The resourcer/consultant will discuss reference requirements and their validity prior to and during interview.
- Where a candidate has been at the same school throughout the five year period, two references will be taken up from both the Head teacher and line-manager.
- If the candidate has changed employment more than twice, references will be taken up with each employer over the 2-year period.
- It is expected that the referee will be the Head teacher in each case, unless the head nominates someone else to complete it on their behalf and references will be sent to school email addresses and not private email addresses.
- References will be requested by the Administrator, using Career Teachers standard online reference request and form.
- If the candidate has worked outside the teaching profession at any point during the last 2 years a non-teaching (professional or academic) reference or character reference will be taken.
- NQTs will need to provide university and teaching practice referees. Career Teachers will request a final university reference from a personal tutor and references from the Head teacher and/or mentor from teaching practice schools.
- References from other agencies must confirm employment dates and safeguarding information as a minimum and must come from a work based email address.
- Written, open references and testimonials will be accepted but will be verified by the administrator as bona fide using the standard reference verification form.
- Candidates from overseas will be expected to provide referees from any country that they have worked in following the same guidelines - two references covering a period of two years.
- If a candidate has difficulty in meeting the reference requirements the case will be referred to the manager of the division for consideration of the circumstances.
- The administrator will contact the candidate for further reference information if required.
- Candidates will only be 'cleared' once sufficient references are received.
- Candidates can be placed with one reference received and the other in process where all other checks have been completed and the school is informed prior to placement.
- The only exceptions to this are considered when a candidate undertakes a trial or interview for a long-term placement and a school knowingly accepts a candidate with references in process and written confirmation is gained.
- Compromise agreements will only be accepted where the school has confirmed that there were no safeguarding issues during the period of employment. The agreement must be received directly from the

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school concerned.

## CAREER TEACHERS Disclosure and Barring Service Policy & Procedures

### A. Enhanced Disclosures

Career Teachers will require a valid Disclosure and Barring Service (DBS) Enhanced Disclosure for:

- All UK candidates.
- For all overseas candidates prior to arrival in the UK or at registration in our UK office.

All candidates will have an enhanced DBS, registered on the update service in place before they are introduced to or placed with a client or will have a DBS carried out by Career Teachers dated within the last 12 months.

Candidates will be asked to sign the Career Teachers DBS candidate consent form. They will be asked to provide an original, valid DBS certificate which is registered with the DBS online update service or will be sent an online DBS application form link if applying for a new DBS or if they are applying from overseas.

Career Teachers do not meet the cost of the DBS Enhanced Disclosure check this is met by the candidate.

It is the consultant/resourcer responsibility to check the candidate's CV to ensure that candidates who have been out of the workplace for more than six months, and are not registered with the DBS online update service, apply for a new DBS Enhanced Disclosure check.

Any returners, i.e. those that have previously been registered with Career Teachers but have not worked for three months or more are required to complete a new DBS Enhanced Disclosure unless registered with the DBS online update service.

Candidates who have been in continuous employment with Career Teachers will be required to update their DBS every year unless registered with the online checking service. Career Teachers will contact candidates allowing three months for a new DBS Enhanced Disclosure application to be processed if required.

All original DBS Enhanced Disclosure certificates must be sighted by Career Teachers and the details record on ProNet. A candidate signed consent form will confirm Career Teachers have access to check the candidates Disclosure using the online checking service and are able to pass disclosed information to schools when requested.

It is necessary for all candidates to complete a rehabilitation of offender act statement when completing the Career Teachers registration form. Additional notes to reflect the recent changes in law regarding filtering rules are given to candidates via the Information for Candidates regarding Career Teachers DBS policy.

Candidates are requested to take their DBS certificate to all bookings to allow the school to sight the original document. Details of the DBS check are confirmed on the booking confirmation sent to the school. In cases where a candidate does not take their disclosure to the school or the school wishes to sight the disclosure before the candidate arrives at the school, Career Teachers will securely send a copy

### B. Confidentiality

All DBS certificates must be sighted and signed by Career Teachers, and a copy kept for Career Teachers records in a secure storage facility for a period of one year after the last providing work seeking services. Refer to the handling use and safekeeping of disclosures and disclosure information policy.

### C. Disclosure Forms and Checks

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Candidates who require a new DBS Enhanced Disclosure will be sent a link to complete the DBS application form online via CBS. The candidate will be provided with guidance notes and will be offered an overview of the Career Teachers Disclosure and Barring Service Policy and Procedures.

The consultant/resourcer will explain how to complete the form and offer assistance where required. The Compliance Administrator must check that the following have been completed:

- The current name and address, as well as the date of birth provided in the application form must be supported by original documents. Proofs of identity, proofs of address and change of name documentation where relevant, must be copied, signed and dated.
- A full address history covering the past 5 years is provided with no gaps.

For candidates with highly sensitive personal data, Career Teachers give access to the DBS sensitive data contact details.

Before sending off the DBS to CBS, the Compliance Administrator check all supporting documentary evidence.

- Identity checks must be taken in line DBS ID checking guidelines
- Position applied for must be completed with: Child Workforce, unless an educational establishment specifically requests that a candidate requires a Child and Adult workforce check to complete a specified role. This must be confirmed in writing by the establishment stating the reasons why a child and adult workforce check is required.
- Ensure the box is ticked for us to know whether the applicant is registered on the DBS Children Barred List.

## **D. Existing valid DBS Enhanced Disclosures**

Career Teachers will accept DBS Enhanced Disclosure certificates registered on the DBS Update Service. The original certificate must be sighted and signed. A new DBS Enhanced Disclosure update service check will be required 12 months after the original issue date.

### **Online Checking Service for DBS Enhanced Disclosure**

- For candidates who provide an original Enhanced Disclosure certificate that is registered with the DBS online update service, this will be verified by Career Teachers using the DBS online employer check.
- The DBS that is to be checked online must specify that the candidate is entitled to work in the 'Child Workforce'.
- A copy of the candidate's original DBS certificate must be sighted and signed by Career Teachers if applied through a third party. Written consent is required by the individual to verify the details on their DBS Enhanced Disclosure using the online update service. The Enhanced Disclosure certificate number will be recorded on the ProNet database
- Candidates will be required to maintain their subscription to the DBS online update service to enable annual checking. Failure to maintain subscription will result in a new DBS Enhanced Disclosure application being required following 12 months of the last online check.
- Candidates DBS details will be checked on an annual basis whilst registered with Career Teachers.
- Online checks will be undertaken more regularly if required i.e. if there is a break in service or a concern is raised.

Career Teachers will conduct the online check to receive the following information:

- The individual's name.
- The individual's date of birth.

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- One of the following results:
  - A This DBS Certificate did not reveal any information and remains current as no further information has been identified since its issue.
  - B This DBS Certificate remains current as no further information has been identified since its issue.
  - C This DBS Certificate is no longer current. Please apply for a new DBS check to get the most up-to-date information.
  - D The details entered do not match those held on our system. Please check and try again.

Once an Enhanced Disclosure certificate is checked online and the result stored securely the following action will be taken:

## **Result A or B**

The result will be scanned onto ProNet and an annual follow up check applied.

## **Result C**

The candidate will be contacted immediately to complete a new DBS Enhanced Disclosure application. The candidate will be required to provide an explanation on any new information that is expected on their disclosure. An assessment will be made pending the work history and circumstances as to whether they will continue to work until a new DBS certificate is received.

If a candidate does not present Career Teachers with their new DBS Enhanced Disclosure certificate within 28 days of the dispatched date, Career Teachers will contact DBS directly to request an employer copy.

The new DBS certificate will be assessed in line with Career Teachers policy on recruitment of candidates with criminal records and pending prosecutions.

## **Result D**

If following re-checks by Career Teachers, result D continues to be displayed, the candidate will be contacted to confirm that they have signed up correctly to online checking service. If they have not signed up correctly or their subscription has lapsed the candidate is required to complete a new DBS application form online.

## **H. Barred List/List 99 checks**

- Career Teachers is a registered body with access to Barred List/List 99.
- All candidates will have a Barred List/List 99 check carried out by Career Teachers after interview.
- Barred List/List 99 checks are valid for 12 months. Due dates for new Barred List/List 99 checks are entered onto the ProNet database and are flagged up 2 weeks before the 12 month period is due to expire. At this point a new Barred List/List 99 is applied for.
- A new check is carried out for anyone who has a 6 month gap in employment.

## **I. Overseas Police Checks**

- Candidates who have resided overseas for a period of more than 6 months in the past five years must provide a police check or statement of good conduct from that country.
- Career Teachers accept overseas police checks up to 6 months from the issue date.
- Career Teachers accept a valid 'Working with Children' card from Australia as equivalent to a federal police check.
- The original police check (or equivalent document) must be sighted and signed by Career Teachers with an official translation where appropriate.
- Candidates who are unable to provide an overseas police check or statement of good conduct from the relevant country will not be cleared to work by Career Teachers.

## J. Recruitment Decisions

Career Teachers will use the information provided on the DBS Enhanced Disclosure, barred list and overseas police check, where appropriate, to make an informed decision regarding their suitability for employment. Candidates with a satisfactory DBS Enhanced Disclosure, barred list and overseas police check will be offered employment subject to all other checks being completed satisfactorily.

The protection of children is paramount when making decisions relating to those candidates with spent and unspent convictions, police cautions or are subject to police investigation/observation. Decisions will be made in accordance with Career Teachers Recruitment of Candidates with Criminal Records and Pending Prosecutions (see below). The relevance, circumstances and background of each case will be assessed. Any decision regarding the withdrawal of an offer of employment will be made by the Disclosure Management and Governance Forum and discussed with the candidate in question.

## K. Recruitment of Candidates with Criminal Records and Pending Prosecutions

- As an organisation using the Disclosure and Barring Service (DBS) to assess candidates' suitability for working in schools, Career Teachers complies fully with the DBS Code of Practice and undertakes to treat all applicants for positions fairly. Career Teachers do not discriminate unfairly against any subjects of a Disclosure on the basis of conviction or other information revealed.
- Career Teachers is committed to the fair treatment of its candidates, potential candidates or users of its services, regardless of race, gender, religion, sexual orientation, responsibilities for dependants, age, physical/mental disability or offending background.
- This policy on recruitment of ex-offenders is made available to all Disclosure applicants at the outset of the recruitment process.
- Career Teachers actively promote equality of opportunity for all with the required qualifications, talent, skills and potential. Career Teachers welcome applications from a wide range of candidates, including those with criminal records. All candidates are selected for interview based on their qualifications, skills and experience.
- All application forms, job adverts and recruitment advice will contain a statement that a valid DBS Enhanced Disclosure will be required as part of the registration process.
- DBS Enhanced Disclosures are an essential part of the Career Teachers recruitment process. We encourage all candidates invited for interview to provide details of their criminal record at an early stage in the registration process. Career Teachers request that information is provided at interview or may request that it is sent under separate, confidential cover to a designated person within Career Teachers. We guarantee that this information is only seen by those who need to see it as part of the recruitment process.
- All candidates placed in school have substantial, unsupervised access to children and is, therefore, exempt from the Rehabilitation of Offenders Act, 1974. This allows Career Teachers to ask questions about the candidate's entire criminal record and any pending/ongoing prosecution cases or enquiries, even if they would have been regarded as 'spent' under this Act. Cautions, reprimands, final warnings and bind-overs must also be declared. Failure to declare a conviction, caution or bind-over may disqualify the candidate from successful registration, or result in summary dismissal if the discrepancy comes to light.
- We ensure that all those in Career Teachers who are involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of offences. We also ensure 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.
- At interview, or in a separate conversation, Career Teachers ensure that an open, measured

# CAREER TEACHERS

discussion takes place on the subject of any offences or other matters that might be relevant to working in schools. Failure to reveal information that is directly relevant could lead to withdrawal of an offer of employment.

- Career Teachers make every candidate applying for a DBS Enhanced Disclosure aware of the existence of the DBS Code of Practice and make a copy available on request.
- Having a criminal record will not necessarily bar you from working with Career Teachers. Assessment will be made based on the relevance, circumstances and background of the offences and when they occurred.
- Career Teachers will discuss any matter revealed in a DBS Enhanced Disclosure with the candidate before withdrawing a conditional offer of employment.
- Where a DBS Enhanced Disclosure has 'disclosed any matter or information' and an offer of employment is made by Career Teachers subject to other satisfactory checks been undertaken, any prospective school will be informed of this verbally. In addition under regulation 18 of the school staffing (England) Regulations 2009, a copy of the certificate sent to the school via a secure school email address prior to the candidate starting work.
- Any Disclosure will be assessed in line with the Disclosure Management and Governance guidance and forwarded on to the Forum for additional assessment.

## **L. The Correct Handling and Safekeeping of DBS Enhanced Disclosure & Disclosure Information**

As an organisation using the Disclosure and Barring Service (DBS) to help assess the suitability of candidates for positions of trust, Career Teachers complies fully with the DBS Code of Practice regarding the correct handling, use, storage, retention and disposal of Disclosures and Disclosure information. It also complies fully with its obligations under the Data Protection Act and other relevant legislation pertaining to the safe handling, use, storage, retention and disposal of Disclosure information.

### **M. Storage and Access**

Disclosure information is kept securely, in lockable, non-portable, storage containers with access strictly controlled and limited to those who are entitled to see it as part of their duties.

### **N. Handling**

In accordance with section 124 of the Police Act 1997, certificate information is only passed to those who are authorised to receive it in the course of their duties. We maintain a record of all those to whom certificates or certificate information has been revealed and it is a criminal offence to pass this information to anyone who is not entitled to receive it.

As a supplier to schools who are inspected by Ofsted, Career Teachers ask all candidates to retain their Disclosures so that it can be provided to the school for their next inspection. In the event of a candidate losing their Disclosure, they will be asked to complete a new application.

### **O. Usage**

Disclosure information is only used for the specific purpose for which it was requested and for which the candidate's full consent has been given.



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## **P. Retention**

Once a recruitment decision has been made, certificate copies that are registered with the DBS online update service will be kept for a period of 6 months along with printed online employer check results produced annually.

This retention is necessary in order to continue to make individual recruitment decisions for placement in schools.

Career Teachers do not keep certificate information for longer than is necessary. This allows for the consideration and resolution of any disputes or complaints. If, in very exceptional circumstances, it is considered necessary to keep Disclosure information for longer, we will consult the DBS about this and will give full consideration to the Data Protection and Human Rights of the individual before doing so. Throughout this time the usual conditions regarding safe storage and strictly controlled access will prevail.

## **Q. Disposal**

Once the retention period has elapsed, Career Teachers will ensure that any Disclosure information is suitably destroyed by secure means, i.e. shredding or pulping. While awaiting destruction, Disclosure information will not be kept in any insecure receptacle (e.g. waste bin or confidential waste sack). We will not keep any photocopy or other image of the Disclosure or any copy or representation of the contents of a Disclosure without the candidate's consent. However, notwithstanding the above, we may keep a record of the date of issue of a Disclosure, the name of the subject, the type of Disclosure requested, the position for which the Disclosure was requested, the unique reference number of the Disclosure and the details of the recruitment decision taken.

## **R. Acting as a Registered Body**

Before acting as a Registered Body (one which countersigns applications and receives Disclosure information on behalf of other employers or recruiting organisations), we will take all reasonable steps to ensure that they can comply fully with the DBS Code of Practice. We will also take all reasonable steps to satisfy ourselves that they will handle, use, store, retain and dispose of Disclosure information in full compliance with the DBS Code and in full accordance with this policy. We will also ensure that anybody or individual, at whose request applications for Disclosure are countersigned, has such a written policy and, if necessary, will provide a model policy for that body or individual to use or adapt for this purpose.

## CAREER TEACHERS Compliance Recheck Policy

Career Teachers ensure that relevant compliance checks are continued for all candidates whilst registered with Career Teachers. The ProNet database compliance screen allows relevant checks to be given follow up dates. These follow-ups are automatically generated in to a task list so administration checks can be carried out within the relevant time period. All initial checks are completed before a candidate is introduced to or placed with a client.

List 99 (Children's Barred List) checks are undertaken on an annual basis. Results are printed and placed in the candidates file and on to stored documents in ProNet.

DBS Enhanced Disclosures are required to be completed every year unless registered to the online update service. Candidates who have signed up to the online update service will have an online update check completed annually and will not have to apply for a new DBS Enhanced Disclosure if their current certificate remains valid. If there is any change to the status to a candidate's DBS Enhanced Disclosure they will be required to complete a new DBS Enhanced Disclosure application.

Any candidate with stipulations on their 'right to work' in the UK i.e. visa restrictions will have this noted on their ProNet file and this will be followed up three months prior to the expiry date.

All candidates will be checked on an annual basis against the Teaching Regulation Agency Prohibition Order list. This will ensure Career Teachers are aware of any new Prohibition Orders or Interim Prohibition Orders placed against the candidate or if any previous Prohibition Orders have been removed. If a candidate believes there is a change in their status this check will be carried out immediately. Section 128 and EEA rechecks will be carried out against all candidates on an annual basis.

NQTs are given relevant follow up dates to check that they do not exceed their allowance of supply work. NQTs will also be monitored and checked against the Teaching Regulation Agency for their induction status on a minimum of an annual basis.

Overseas trained teachers will be given follow up dates to check their employment status to ensure they do not exceed the four year rule where relevant.

References are required for returning candidates who have not worked for Career Teachers for six months or more.

All candidates who have a gap in employment of 6 months will be made compliance expired on the system and will have the following checks completed to enable them to work again:

- List 99
- Prohibition checks
- DBS update service check
- References
- Bank details / new starter form
- Childcare Disqualification Declaration
- Data protection consent

In the case where a candidate has not worked for Career Teachers for a period of 12 months or more, a full face to face re-registration will take place.

## CAREER TEACHERS Equal Opportunities and Diversity Policy

### A. Our Policy

Career Teachers embraces diversity and aims to promote the benefits of diversity in all of our business activities. We seek to develop a business culture that reflects that belief. We will expand the media in which we recruit to in order to ensure that we have a diverse employee and candidate base. We will also strive to ensure that our schools meet their own diversity targets.

Career Teachers is committed to diversity and will promote diversity for all employees, candidates and applicants. We will continuously review all aspects of recruitment to avoid unlawful discrimination. Career Teachers will treat everyone equally and will not discriminate on the grounds of an individual's "protected characteristic" under the Equality Act 2010 (the Act) which are age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation. We will not discriminate on the grounds of an individual's membership or non-membership of a Trade Union. All staff have an obligation to respect and comply with this policy. Career Teachers is committed to providing training for its entire staff in equal opportunities and diversity. Career Teachers will avoid stipulating unnecessary requirements which will exclude a higher proportion of a particular group of people and will not prescribe discriminatory requirements for a role.

Career Teachers will not discriminate unlawfully when deciding which candidate/temporary worker is submitted for a vacancy or assignment, or in any terms of employment or terms of engagement for temporary workers. Career Teachers will ensure that each candidate is assessed in accordance with the candidate's merits, qualifications and ability to perform the relevant duties for the role.

### B. Discrimination

Under the Act, unlawful discrimination occurs in the following circumstances:

#### **Direct discrimination**

Direct discrimination occurs when an individual is treated less favourably because of a protected characteristic. Treating someone less favourably means treating them badly in comparison to others that do not have that protected characteristic.

It is unlawful for a recruitment consultancy to discriminate against a person on the grounds of a protected characteristic:

- in the terms on which the recruitment consultancy offers to provide any of its services;
- by refusing or deliberately omitting to provide any of its services;
- in the way it provides any of its services.

Direct discrimination can take place even if the individual does not have the protected characteristic but is treated less favourably because it is assumed he or she has the protected characteristic or is associated with someone that has the protected characteristic.

Direct discrimination would also occur if a recruitment consultancy accepted and acted upon instructions from an employer which states that certain persons are unacceptable due to a protected characteristic, unless an exception applies. The Act contains provisions that permit specifying a requirement that an individual must have a particular protected characteristic in order to undertake a job. These provisions are referred to as occupational requirements.

Where there is an occupational requirement then the school must show that applying the requirement is a proportionate means of achieving a legitimate aim, i.e. the employer must be able to objectively justify applying the requirement. An occupational requirement does not allow an employer to employ someone on less favourable terms or to subject a person to any other detriment. Neither does an occupational requirement provide an excuse against harassment or victimisation of someone who does not have the occupational requirement.

## Indirect discrimination

Indirect discrimination occurs when a provision, criterion or practice (PCP) is applied but this results in people who share a protected characteristic being placed at a disadvantage in comparison to those who do not have the protected characteristic. If the PCP can be objectively justified it will not amount to discrimination.

Indirect discrimination would also occur if a recruitment consultant accepted and acted upon an indirectly discriminatory instruction from an employer.

If the vacancy requires characteristics which amount to an occupational requirement or the instruction is discriminatory but there is an objective justification, Career Teachers will not proceed with the vacancy unless the school provides written confirmation of the occupational requirement, exception or justification. Career Teachers will use best endeavours to comply with the Act and will not accept instructions from schools that will result in unlawful discrimination.

## Harassment

Under the Act, harassment is defined as unwanted conduct that relates to a protected characteristic which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual. This includes unwanted conduct of a sexual nature. Career Teachers is committed to providing a work environment free from unlawful harassment.

Career Teachers will ensure that the consultants do not harass any individual.

Examples of prohibited harassment are:

- verbal or written conduct containing derogatory jokes or comments;
- slurs or unwanted sexual advances;
- visual conduct such as derogatory or sexually orientated posters;
- photographs, cartoons, drawings or gestures which some may find offensive;
- physical conduct such as assault, unwanted touching, or any interference because of sex, race or any other protected characteristic basis;
- threats and demands to submit to sexual requests as a condition of continued employment or to avoid some other loss, and offers of employment benefits in return for sexual favours;
- retaliation for having reported or threatened to report harassment.

If an individual believes that they have been unlawfully harassed, they should make an immediate report to Sarah Mitchell, Managing Director or Morag Forse, Operations Director followed by a written complaint as soon as possible after the incident. The details of the complaint should include:

- Details of the incident
- Name(s) of the individual(s) involved
- Name(s) of any witness(es)

Career Teachers will undertake a thorough investigation of the allegations. If it is concluded that harassment has occurred, remedial action will be taken.

All employees and candidates will be expected to comply with Career Teachers' policy on harassment in the workplace. Any breach of such a policy will lead to the appropriate disciplinary action.

Any individual who Career Teachers finds to be responsible for harassment will be subject to the disciplinary procedure and the sanction may include termination.

## Victimisation

Under the Act victimisation occurs when an individual is treated unfavourably because the he/she has either done has done, a 'protected act' which is bringing a claim for unlawful discrimination or raising a grievance about discrimination or giving evidence in respect of a complaint about discrimination.

Career Teachers will ensure that the consultants do not victimise any individual.

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## C. Disabled Persons

Discrimination occurs when a person is treated unfavourably as a result of their disability.

In direct discrimination occurs where a provision, criterion or practice is applied by or on behalf of an employer, or any physical feature of the employer's premises, places a disabled person at a substantial disadvantage in comparison with persons who are not disabled.

In recruitment and selection there may be a requirement to make reasonable adjustments. For example, it might be necessary to have different application procedures for partially sighted or blind applicants that enable them to use Braille. With testing and assessment methods and procedures, tests can only be justified if they are directly related to the skills and competencies required for the job. Even then, it might be appropriate to have different levels of acceptable test results, depending on the disability. For example, an applicant with a learning disability might need more time to complete a test, or not be expected to reach the same standard as other non-disabled applicants.

Reasonable adjustments in recruiting could include:

- modifying testing and assessment procedures;
- meeting the candidate at alternative premises which are more easily accessible;
- having flexibility in the timing of interviews;
- modifying application procedures and application forms;
- providing a reader or interpreter.

Wherever possible Career Teachers will make reasonable adjustments to hallways, passages and doors in order to provide and improve means of access for disabled employees and workers. However, this may not always be feasible, due to circumstances creating such difficulties as to render such adjustments as being beyond what is reasonable in all the circumstances.

Career Teachers will not discriminate against a disabled person:

- in the arrangements i.e. application form, interview or arrangements for selection for determining whom a job should be offered; or
- in the terms on which employment or engagement of temporary workers is offered; or
- by refusing to offer, or deliberately not offering the disabled person a job for reasons connected with their disability; or
- in the opportunities afforded to the person for receiving any benefit, or by refusing to afford, or deliberately not affording him or her any such opportunity; or
- by subjecting the individual to any other detriment (detriment will include refusal of training or transfer, demotion, reduction of wage, or harassment).

Career Teachers will make career opportunities available to all people with disabilities and every practical effort will be made to provide for the needs of staff, candidates and schools.

## D. Age Discrimination

Under the Act, it is unlawful to directly or indirectly discriminate against or to harass or victimise a person because of age. Age discrimination does not just provide protection for people who are older or younger. People of all ages are protected.

A reference to age is a reference to a person's age group. People who share the protected characteristic of age are people who are in the same age group.

Age group can have various references:

- Under 21s
- People in their 40s
- Adults

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Career Teachers will not discriminate directly or indirectly, harass or victimise any person on the grounds of their age. We will encourage schools not to include any age criteria in job specifications and every attempt will be made to encourage schools to recruit on the basis of competence and skills and not age.

Career Teachers is committed to recruiting and retaining employees whose skills, experience, and attitude are suitable for the requirements of the various positions regardless of age. No age requirements will be stated in any job advertisements on behalf of the company.

If Career Teachers requests age as part of its recruitment process such information will not be used as selection, training or promotion criteria or in any detrimental way and is only for compilation of personal data, which the company holds on all employees and candidates and as part of its equal opportunities monitoring process.

In addition if under age 22 to adhere to Conduct of Employment Agencies and Employment Business Regulations 2003 and other relevant legislation applicable to children or young candidates.

Where a school requests age or date of birth, this will have to be under an occupational requirement or with an objective justification which should be confirmed in writing.

## **E. Part-Time Workers**

This policy also covers the treatment of those employees and candidates who work on a part-time basis, Career Teachers recognises that it is an essential part of this policy that part time employees are treated on the same terms, with no detriment, as full time employees (albeit on a pro rata basis) in matters such as rates of pay, holiday entitlement, maternity leave, parental and domestic incident leave and access to our pension scheme. Career Teachers also recognises that part time employees must be treated the same as full time employees in relation to training and redundancy situations.

## **F. Gender Reassignment Policy**

Career Teachers recognises that any employee or candidate may wish to change their gender during the course of their employment with the Company.

Career Teachers will support any employee or candidate through the reassignment.

Career Teachers will make every effort to try to protect an employee or candidate who has undergone, is undergoing or intends to undergo gender reassignment, from discrimination or harassment within the workplace.

Where an employee is engaged in work where the gender change imposes genuine problems Career Teachers will make every effort to reassign the employee or candidate to an alternative role in the Company, if so desired by the employee.

Any employee or candidate suffering discrimination on the grounds of gender reassignment should have recourse to the Company's grievance procedure.

## **G. Recruitment of Ex-Offenders**

Where Career Teachers has registered with the Disclosure and Barring Service (DBS) and has the authority to apply for criminal records checks on individual because they are working with children or vulnerable adults or both, we will comply with the DBS's Code of Practice which includes having a policy on the recruitment of ex-offenders.

## **H. Complaints and Monitoring Procedures**

Career Teachers has in place procedures for monitoring compliance with this policy and for dealing with complaints of discrimination. These are available from Stewart McCoy, Managing Director and Niki Dunn, Compliance Manager and will be made available immediately upon request. Any discrimination complaint will be investigated fully.

## CAREER TEACHERS Working with Schools Policy

### A: Information obtained from Schools

- Prior to working with any school Career Teachers will confirm the identity of the school and obtain as much information as possible to ascertain the nature of the school, ages ranges, pupil demographics, specific requirements, school times, term dates and additional expectations from any staff to be provided.
- Where a school has requested a candidate (work-seeker) from Career Teachers, the following information will be obtained from the school:
  - The date on which the school requires the candidate to commence work
  - The position which the school are looking to fill and the type of work required e.g. age range/Key Stage/subject/SEND
  - The specific location of the school and any special location requirements e.g. offsite / split site schools.
  - Hours or days required
  - Any risks to Health and safety known and what steps the school has taken to prevent or control such risks

### B: Information provided to Schools

- A candidate DBS checklist is emailed to schools for every placement that is made. This confirms in writing all the safeguarding checks that have been completed for each candidate that is placed with them. We will confirm with a school the following;
  - Identity check and Candidate photo
  - Permission to work
  - Qualification confirmation and where appropriate QTS / Induction
  - Prohibition list (if applicable)
  - References
  - Barred list/List 99
  - DBS Enhanced Disclosure and Overseas police check (if applicable)
  - National Insurance Number
  - Payroll Company
  - Childcare Disqualification Regulation check
- Where a candidate has information listed on their DBS, a school will be informed of this verbally before the candidate is confirmed for the booking. If the candidate is acceptable for the booking, a 'DBS checklist with information' is sent directly to the school confirming this. In addition under regulation 18 of the school staffing (England) Regulations 2009, a copy of the certificate sent to the school via a secure school email address prior to the candidate starting work.
- For short-term bookings the school is informed of the candidate's suitability verbally and a DBS checklist sent.
- If a candidate is placed or sent for interview at a school prior to all checks being complete then the school is informed of this verbally and will be responsible for making the final decision regarding the placement.

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- When providing a school with a candidate for a long-term booking, Career Teachers routinely provide a copy of the candidate's CV, demonstrating their skills, qualifications, experience, copies of their qualifications where requested and their references where permission has been given to share this information with a third party. This information can be given orally or sent via e-mail.
- When providing a school with a candidate for a long-term assignment it is the responsibility of the consultant to job match according to the requirements as described by the school and documented in the long-term requirements form, with the most suitable candidate. The following criteria are used to inform the school why the candidate is considered the most appropriate: subject specialism, relevant experience, Key Stage experience, behaviour management skills, availability and geographic area. This information is given to schools by e-mail or verbally.
- Candidate profiles are given in brief to schools in an e shot which takes place 3 – 6 times a year. This is an informal flyer detailing the relevant consultant's contact details. Candidate's CVs are sent to schools when they request more details on specific candidates illustrating their skills, qualifications and experience and how they will meet the school's specific needs.
- The Career Teachers brochure and school information document is passed onto schools during the initial contact. All Career Teachers Policies are made available to schools on request.

## **C: Fees and Charges**

- The daily rate charged to schools is confirmed in writing through introduction email or letter accompanying our brochure and client terms of business. This is sent out to schools when canvassing or upon request.
- For candidates engaged in permanent work, a fee will be charged in accordance with the fee scale for permanent candidates as outlined in Career Teachers terms of business.
- If any rates change schools are informed of this in advance verbally then this is followed up in writing.
- Career Teachers will ensure that all Agency Worker Regulations are met where a school has booked a candidate beyond the initial 12 week qualifying period. Various stipulations apply, please see additional Career Teachers AWR literature.



## CAREER TEACHERS Complaints Policy

Career Teachers is committed to providing a quality service to schools and agency workers and achieving the highest standards of service. One of the ways in which we can continue to improve our service is by listening and responding to the views of our customers. We welcome comments about the services we provide and this information is used to monitor our performance and where necessary make improvements.

### **How do people make a complaint?**

Any clear expression of dissatisfaction with our service which calls for a response is classed as a complaint.

Where possible complaints should be made in writing (by letter, fax, e-mail). The complaint should be addressed to the Team Manager. If the complaint is regarding a Team Manager then correspondence should be addressed to the Operations Director.

### **Resolving Complaints**

In many cases a complaint can be resolved informally via a telephone call.

If the complaint cannot be resolved informally then the formal procedures below will be followed.

### **General Complaints**

- All complaints should be investigated with the relevant consultant and Team Manager
- The Operations Director should be informed of the complaint when it is received.
- Where possible a complaint must be dealt with in 48 hours and at maximum within 5 working days.
- If it is not possible to give a full reply within this time - for instance, because a detailed investigation is required – an interim response will be sent (or confirmed verbally) explaining what is being done to deal with the complaint, when they expect the full reply and from whom.
- Second follow up complaint replies should include details of who to contact next if it is believed that the complaint has not been dealt with properly.
- If a complaint remains unresolved, please refer to Stewart McCoy, Managing Director at our office address (4<sup>th</sup> Floor, 9 Devonshire Square, Spitalfields, London, EC2M 4HP).

### **Complaints regarding Agency Workers Performance, Conduct or Behaviour**

It is essential that any allegation or complaint made against a Career Teachers agency worker is dealt with fairly, quickly and consistently in a way that provides effective protection for children and at the same time supporting the person who is the subject of the allegation or complaint.

All complaints regarding agency workers performance, conduct or behaviour should be dealt with as per our procedures for dealing with allegations in relation to agency workers.

### **How will complaints be dealt with?**

- All complaints will be dealt with promptly, politely and, where appropriate, informally.
- Our intention is always to respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc.
  - We will endeavour to learn from complaints and use them to improve our service.

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Career Teachers is a member of the Recruitment and Employment Confederation (REC). If you feel that you have a genuine complaint against us and our normal complaints procedure has not been effective in finding a satisfactory solution for you, please contact the REC who will investigate your case at:

Consultancy and Compliance Team  
REC, Dorset House  
1<sup>st</sup> Floor, 27 – 45 Stamford Street  
London  
SE1 9NT

## **CAREER TEACHERS Referral Policy – Teacher Regulation Agency**

### **A. *Qualifications Checks***

- All teachers who hold QTS will be listed with the Teacher Regulation Agency.
- Career Teachers will confirm the qualification status of all QTS holders using the Teacher Regulation Agency Employer Access website. This needs to include their Teacher Number, date of birth, name and maiden name if recently married. This check is carried out annually.
- QTS will be verified and details of whether a teacher has completed their induction year. Teachers will be checked to confirm they are not subject to a prohibition order or an interim prohibition order.
- Candidates who have qualified for QTS but have not completed or failed one or more of their skills tests will have an interim prohibition order placed against them. These candidates will not be allowed to teach and will only be offered support work in school until the Interim prohibition order has been lifted.

# CAREER TEACHERS

- Any teacher who is uncertain of their Teacher Number can seek clarification from Teacher's Pensions (CAPITA).
- If a candidate has difficulty in meeting the qualifications check requirements the case will be referred to the Career Teachers Director for consideration of the circumstances.
- All qualification and prohibition checks will be carried out before a candidate is introduced to or placed with a client.

## **B. Misconduct**

- Where a teacher has been removed from Career Teachers' register for serious misconduct the Safeguarding Manager will notify the Teacher Regulation Agency and follow their procedures.
- For all matters involving child protection, referrals must be made to the Teacher Regulation Agency Leadership Misconduct team immediately.

## **C. NQT Induction**

- Teachers who graduated post 1999 are required to undertake an induction year in accordance with DfE guidelines. Teachers should be referred to the Teacher Regulation Agency to confirm their status.
- Teachers wishing to undertake the induction period via supply will be given guidance by Career Teachers. Teachers should be referred to the Teacher Regulation Agency to make enquiries regarding how and when to commence the induction period year.
- Teachers who have only partially completed the induction period may be eligible to continue induction. The Teacher Regulation Agency should be referred to in order to establish eligibility in individual cases. Career Teachers will endeavour to secure suitable placements that will offer the opportunity to complete induction.

## **D. Overseas Trained Teachers**

- Teachers qualified in the EU and in Canada, Australia, New Zealand and USA will be referred to the Teacher Regulation Agency in order to apply for QTS.
- Overseas Trained Teachers from all other countries may teach in the UK for up to four years by which time they must obtain QTS in order to continue teaching. Those who wish to gain Qualified Teacher Status will be referred to the Teacher Regulation Agency for individual advice on OTTP and assessment routes to QTS. The Teacher Regulation Agency advice line may also provide information on the comparability of qualifications. Career Teachers will offer assistance as outlined above and endeavour to seek suitable positions should the need arise (i.e. OTTP route).
- In most instances of OTTs applying for QTS this will be done via a recommending school. Career Teachers will endeavour to assist the teacher with any references, paperwork etc which may be required.
- Individuals who have been away from teaching for five years or more, or those wishing to return to teaching will be referred to the Teacher Regulation Agency to register interest for any relevant subject knowledge enhancement courses (SKE).

### **Contacts:**

#### **Teacher Regulation Agency**

Qualified Teacher Status: 0207 593 5394

Employer access: 0207 5935392

# CAREER TEACHERS

NQT Induction: 0207 593 5392

EYTS: 0207 593 5394

## **Teacher's Pensions (CAPITA)**

Department for Education and Employment

Mowden Hall

Staindrop Road

Darlington DL3 9EE

0845 606 6166 [capita@DfES.gov.uk](mailto:capita@DfES.gov.uk)

## CAREER TEACHERS Customer Service Policy

Career Teachers is a member of the Recruitment and Employment Confederation (REC) and adheres to their Code of Professional Practice.

### **Career Teachers Customer Service Policy Statement**

At Career Teachers we endeavour to provide you with the best possible service at all times. If you would like to make any comments, suggestions, raise a query or make a complaint about the service you have received, please contact us, our contact details are set out below. We will respond to your query within 3 - 5 working days.

This policy will be kept up to date, to reflect changes in the nature and size of the business. To ensure this, the policy and its effectiveness will be reviewed annually.

### **Courtesy**

All recruitment consultants will be trained in customer service standards; will exhibit customer friendly service skills; and be knowledgeable, professional and courteous in meeting the needs of our customers.

### **Communication**

We Career Teachers will return all phone calls and emails received from schools and registered candidates and applications in respect of specific vacancies within agreed timescales. Where we are unable to meet this agreement we will inform you of this as soon as possible and agree a new deadline.

### **Consistency**

As part of our commitment to upholding professional standards, we will review our policies annually to ensure that they continue to meet business needs and the Recruitment and Employment Confederation's Code of Professional Practice; and that they are consistently applied to all our customers.

### **Complaints**

Career Teachers seeks fair, just and prompt solutions when possible to any complaints and appeals. All such issues should be directed to the Operations Director in the first instance, where they will be acknowledged and directed to the attention of the appropriate person. A complaints process is in place for any disputes; copies are available from our offices or on [www.careerteachers.co.uk/policies](http://www.careerteachers.co.uk/policies)

### **Access to Information**

We comply fully with the provisions of the Data Protection Act 1998. Any personal or confidential information held by us about a school or work seeker is fully accessible to that person or body for review or editing by contacting the Operations Director.

### **Reduce Bureaucracy**

Wherever possible, without compromising our legal requirements and professional standards we strive to reduce the burden of unnecessary paperwork.

# CAREER TEACHERS

## **How to Contact Us**

Career Teachers

4<sup>th</sup> Floor

9 Devonshire Square

Spitalfields

London

EC2M 4HP

Email: [info@careerteachers.co.uk](mailto:info@careerteachers.co.uk) [www.careerteachers.co.uk](http://www.careerteachers.co.uk)

## CAREER TEACHERS Candidate Advertising Policy

Career Teachers use a variety of advertising sources to attract and recruit suitable candidates to meet the requirements of the schools that we work with. Advertising is predominantly online based via online advertisements, direct email marketing, paid search marketing although other print and marketing methods are used where appropriate.

Adverts are written by Career Teachers staff. The aim of the advert is to attract the best candidates for the job and for them to be able to self-select based on the criteria outlined. It aims to target those with the right attributes and minimise the scope for unsuitable applicants who should therefore also be able to de-select themselves if the job is not suitable. Before staff are allowed to place adverts they are required to complete the online training courses which cover the relevant legislation to ensure that no discriminatory language is used in our adverts.

Every advertisement issued by Career Teachers shall clearly state the full name of the agency

All adverts do not disclose the information of individual schools/clients. All adverts state that Career Teachers is a recruitment agency advertising on behalf of a client.

Adverts all have a unique reference number and contact details for the member of staff who placed the advert.

All adverts include the following written statement informing the candidate of the recruitment requirements and response to adverts policy.

### Important Notice

In order to apply for the above position all applicants must be eligible to work in the UK, or eligible to apply for a relevant work visa. Career Teachers are unable to offer a work permit to any applicant or facilitate work permits for any vacancy on behalf of one of its clients.

It is Career Teachers policy, as a matter of courtesy, to respond to all applications within three working days. However, because of the volume of applications, we are sometimes unable to respond to individual candidates. If we have not contacted you within three working days your application has been unsuccessful and your details have not been retained. Please apply for any other position that you may see in the future. Thank you.

Career Teachers is a Recruitment Agency and is advertising this vacancy on behalf of one of its Clients. Career Teachers does not state or imply that employment is guaranteed.

Before an advert can be placed to recruit for a position which a client has requested us to fill we require:

1. Information about the specific position(s) to which the advertisement relates
2. The authority of the hirer concerned to find work-seekers for that position
3. Each advert must contain:
  - rates of pay
  - the nature of the work
  - the location
  - the minimum experience, training or qualifications which the work-seeker would be required to have in order to receive those rates of pay.
  - Whether the position is temporary or permanent
  - If the advert is to register for potential work through the agency this needs to be made clear on the advert

# CAREER TEACHERS

## Posting Adverts

Career Teachers post adverts regularly on the following websites:

- Career Teachers Website ([www.careerteachers.co.uk](http://www.careerteachers.co.uk))
- Guardian Schools Jobs
- CV Library
- Reed
- Seek (Australia)
- Education Posts (Ireland)
- University Jobs boards (UK, Australia, Canada, Ireland and New Zealand)
- Google Pay Per Click advertising
- Facebook paid advertising
- Indeed

In addition Career Teachers use Social Media to increase brand awareness and connect with candidates.

- Facebook
- Twitter
- You Tube
- Instagram
- LinkedIn
- Pinterest

## Live Adverts

Career Teachers aim to maintain a relevant presence of adverts across the various advertising platforms.

Adverts which are placed on behalf of our clients will be taken down from online sites once the position has been filled, either by ourselves or another party. If the advert is live for over 1 month it will be reposted if the position still needs to be filled.

Adverts which encourage staff to register with us for roles will remain live on the site for 3 months.

## Responding to Direct Applications from Adverts

Career Teachers use Broadbean (multi posting ad management site) to manage the posting of, and applications to, adverts.

Consultants are required to view all applications made to a Career Teachers advert.

Candidates who do not meet the recruitment requirements of Career Teachers may not be contacted. This is clearly stated in all written advertisements.

Candidates who do meet the recruitment requirements will be contacted and invited to interview in accordance with Career Teachers recruitment policy.

## E. Online Profile and Domain Names

Career Teachers have their own website under the domain name;

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

Career Teachers also own the following domain names;



# CAREER TEACHERS

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

## **Purchased Images for Advertising and Promotional Purposes**

Career Teachers use purchased images for printed advertisements and promotional, marketing materials.

All images are purchased from 'Getty images' with a content licence agreement (See Appendix for full licence agreement).

Career Teachers do not resell images in any form or use images on any products for resale.