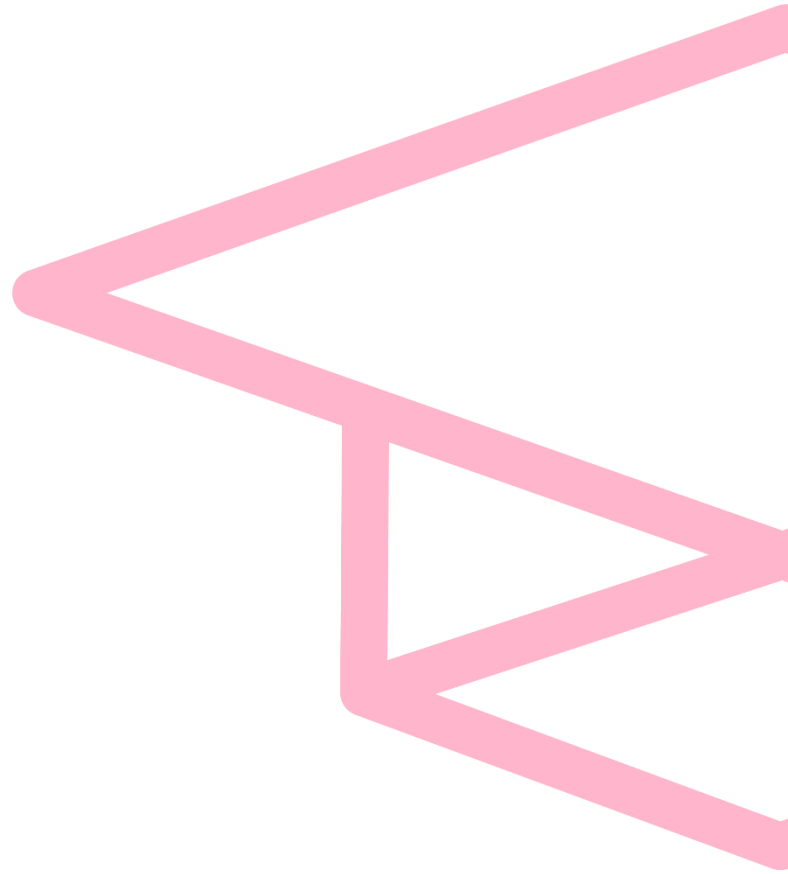


WELCOME TO
TEAM
EDUCATE
EMPLOYEE HANDBOOK



Welcome to Team Educate and we are excited to have you on our team. Here at Team Educate, we aim to provide top tier employment.

The Employee Handbook

The Employee Handbook has been designed to provide our staff with all the information required about Team Educate and details of your employment and the benefits we offer. The Employee Handbook also contains our policies, procedures and rules which we expect ALL staff to follow as a valued member of our team. Please ensure that you familiarise yourself with the full contents of this staff handbook.

Team Educate Ltd reserves the right to change our staff handbook and policies from time to time, if any of the contents of this handbook are unclear, please contact a member of the senior management team.

This handbook aims to:

1. **Promote a Safe, Respectful, and Lawful Working Environment**
To outline our commitment to creating a safe, inclusive, and professional environment that complies with all relevant UK employment laws, safeguarding requirements, and best practices.
2. **Provide a Consistent Reference Point**
To offer a consistent and transparent framework that supports fair and informed decision-making across all areas of employment, including conduct, performance, and wellbeing.
3. **Support Compliance with Legal Obligations**
To help ensure that both the company and its staff are aware of and comply with mandatory UK legislation such as the Employment Rights Act 1996, Equality Act 2010, Data Protection Act 2018 (UK GDPR), Health and Safety at Work etc. Act 1974, and the Children Act 1989/2004.
4. **Outline Key Policies and Procedures**
To provide clear guidance on procedures relating to safeguarding, health and safety, grievances, disciplinary actions, complaints, allegations, recruitment, training, and other operational matters relevant to the education sector.
5. **Set Expectations and Professional Standards**
To define acceptable standards of behaviour and professionalism for staff representing the company in educational settings, including the responsibilities associated with working with children and vulnerable individuals.
6. **Foster Open Communication and Accountability**
To encourage a workplace culture built on mutual respect, transparency,

and accountability, where concerns can be raised appropriately and addressed constructively.

Terms & Conditions of Employment

- ☞ Summary of key contractual terms: job title, salary, hours, holiday entitlement, sick pay, probation, notice can be found in your employment contract.
- ☞ Reference to full Written Statement of Particulars provided separately or as part of contract (Employment Rights Act 1996 requires this within two months)

Company Rules:

Team Educate has adopted the following company rules, which all employees are required to follow. Acceptance of and adherence to these rules, form part of every employee's contract of employment.

In any organisation, it is necessary to have certain rules and regulations to protect the health and safety of all employees and customers and to ensure high standards of conduct, performance and service. As an employee of Team Educate, it is important that you are aware of the rules and regulations which apply to you.

Failure to adhere to Company rules, procedures and policies will result in disciplinary action, which may include dismissal, in accordance with the Company's discipline procedure.

Equal Opportunities

The Company's equal opportunities policy and policy statement on dignity at work aims to promote equality, harmony and respect amongst individuals and to eliminate discrimination, harassment and victimisation of all kinds. Every employee must ensure that his/her conduct conforms to the standards set out in these policy statements.

We aim to ensure that:

- ☞ Everyone is treated fairly, with dignity and respect.
- ☞ Recruitment, selection, and employment practices are based on merit and ability.
- ☞ Our services reflect and promote diversity in education recruitment.

Legal Framework

This policy is underpinned by the Equality Act 2010, which protects individuals against discrimination based on the following protected characteristics:

- ⊞ Age
- ⊞ Disability
- ⊞ Gender reassignment
- ⊞ Marriage and civil partnership
- ⊞ Pregnancy and maternity
- ⊞ Race (including colour, nationality, and ethnic or national origin)
- ⊞ Religion or belief
- ⊞ Sex
- ⊞ Sexual orientation

This policy applies to:

- ⊞ All employees, whether full-time, part-time, permanent, temporary, or agency.
- ⊞ Job applicants and candidates placed by Team Educate.
- ⊞ Contractors, consultants, and anyone representing the company.

Our Commitments

Recruitment & Selection

- ⊞ Advertisements, job descriptions, and selection criteria will be clear, non-discriminatory, and accessible.
- ⊞ All recruitment decisions will be based on skills, qualifications, and experience relevant to the role.

Workplace Environment

- ⊞ We will foster a culture of respect, where diversity is valued and inclusion is the norm.
- ⊞ Bullying, harassment, and discriminatory behaviour will be treated as misconduct and may lead to disciplinary action.

Training & Awareness

- ⊞ All staff will receive training on equality, diversity, inclusion, and anti-discrimination as part of induction and ongoing professional development.
- ⊞ Managers will be equipped to address bias and handle complaints fairly and sensitively.

Types of Unlawful Discrimination

- ⊞ Direct Discrimination – treating someone less favourably because of a protected characteristic.
- ⊞ Indirect Discrimination – applying a provision or practice that disadvantages a group with a protected characteristic without objective justification.
- ⊞ Harassment – unwanted conduct related to a protected characteristic that violates dignity or creates a hostile environment.
- ⊞ Victimisation – treating someone unfairly because they have made or supported a complaint about discrimination.

Raising Concerns

- ⊞ Employees or candidates who believe they have experienced discrimination, harassment, or victimisation should raise the matter promptly through the Grievance Procedure.

- ☞ All concerns will be treated seriously, investigated promptly, and handled confidentially.
- ☞ No individual will suffer retaliation for raising a genuine concern.

Monitoring & Review

- ☞ We will monitor our recruitment and employment practices to ensure fairness and identify any areas for improvement.
- ☞ This policy will be reviewed annually or sooner if there are changes in legislation or best practice.

Health and Safety

Team Educate is committed to providing and maintaining a safe and healthy working environment for all employees, contractors, and visitors. We recognise our legal and moral duty to ensure, so far as is reasonably practicable, that the activities we carry out do not adversely affect the health, safety, and welfare of our staff or others who may be affected by our work.

We aim to:

- ☞ Prevent accidents and work-related ill health.
- ☞ Provide clear information, instruction, and training to enable staff to carry out their roles safely.
- ☞ Continuously improve our health and safety performance.

Management will:

- ☞ Comply with the Health and Safety at Work etc. Act 1974 and all relevant regulations.
- ☞ Ensure all staff are aware of health and safety procedures.
- ☞ Provide safe working equipment, systems, and environments.
- ☞ Carry out regular risk assessments for office work and off-site visits.
- ☞ Maintain records of incidents and take corrective action where needed.

Employees will:

- ☞ Take reasonable care for their own health and safety and that of others.
- ☞ Follow all safety rules and procedures.
- ☞ Report hazards, near misses, and incidents promptly to management.
- ☞ Use equipment and resources correctly and safely.

Office Safety:

- ☞ Keep walkways, exit, and work areas clear of obstructions.
- ☞ Use computers and office equipment in accordance with Display Screen Equipment (DSE) guidance.
- ☞ Store materials safely to prevent slips, trips, and falls.

Travel and Off-Site Visits:

- ☞ Follow any safety requirements of the site being visited (e.g., schools).
- ☞ Report safeguarding concerns immediately in line with company safeguarding procedures.

- ☞ Ensure personal conduct reflects the professional standards of Team Educate.

Health and Wellbeing

- ☞ Provide a safe and comfortable working environment with adequate ventilation, lighting, and temperature control.
- ☞ Offer access to support for work-related stress and mental wellbeing.
- ☞ Encourage regular breaks from display screen work to prevent eye strain and repetitive strain injuries.

Emergency Procedures

- ☞ All staff will be trained on fire evacuation procedures.
- ☞ Fire exits will be kept clear and emergency lighting maintained.
- ☞ First aid kits will be available in the office and regularly checked.

Accident Reporting

- ☞ All accidents, near misses, and work-related illnesses must be reported to management immediately.
- ☞ Reports will be recorded in the Accident Book.
- ☞ Incidents will be investigated, and corrective measures will be taken to prevent recurrence.

Further information on this policy can be found in “shared company data – policies and procedures”

Data Protection and Privacy

Team Educate is committed to protecting the privacy and security of personal information. We process personal data lawfully, fairly, and transparently, ensuring that the rights of individuals are respected at all times.

This policy sets out how we collect, use, store, and protect personal data for employees, job applicants, candidates, and clients.

This policy complies with the:

- ☞ UK General Data Protection Regulation (UK GDPR)
- ☞ Data Protection Act 2018
- ☞ Privacy and Electronic Communications Regulations (PECR)

Definitions

- ☞ Personal Data: Any information relating to an identified or identifiable individual (e.g., name, contact details, CV, NI number).
- ☞ Special Category Data: Sensitive personal data such as health information, racial or ethnic origin, or criminal record details.
- ☞ Processing: Any operation performed on personal data (collection, storage, use, sharing, deletion).

Our Commitments

We will ensure that personal data is:

1. Processed lawfully, fairly, and transparently.

2. Collected for specified, explicit, and legitimate purposes and not used in a way incompatible with those purposes.
3. Adequate, relevant, and limited to what is necessary.
4. Accurate and kept up to date.
5. Stored securely and kept only as long as necessary.
6. Processed with integrity and confidentiality to protect against unauthorised access, loss, or damage.

Data We Collect

- ☞ We may collect and process the following personal data:
- ☞ For job applicants & candidates:
- ☞ Contact details, CV, employment history, qualifications, references, DBS checks, right-to-work documents.

For employees:

- ☞ Personal contact details, emergency contacts, payroll and bank information, performance records, training history, absence records, safeguarding checks.

For clients:

- ☞ Contact details, job role requirements, communications, and service records.

Lawful Bases for Processing

We process personal data under one or more of the following lawful bases:

- ☞ Contract – to fulfil a contract or take steps before entering into one.
- ☞ Legal Obligation – to comply with employment law, safeguarding, or regulatory requirements.
- ☞ Legitimate Interests – for recruitment operations, business administration, and marketing (balanced against individual rights).
- ☞ Consent – for certain marketing communications or processing special category data.

Data Sharing

We may share personal data with:

- ☞ Schools and education settings (for candidate placements).
- ☞ Payroll providers and pension schemes.
- ☞ DBS check providers and regulatory bodies.
- ☞ Legal, accounting, or HR advisors where necessary.

We will never sell personal data to third parties.

Data Security

- ☞ Electronic data is stored on secure, password-protected systems with restricted access.
- ☞ Paper records are stored in locked cabinets.
- ☞ Data is backed up regularly and encrypted where possible.

Data Retention

We will keep personal data only as long as necessary for the purposes it was collected, in line with legal and regulatory requirements:

- ☞ Candidate records: normally retained for 2 years after last contact unless consent for longer retention is given.
- ☞ Employee records: normally retained for 6 years after employment ends.
- ☞ Payroll/tax records: retained for at least 6 years.

Individual Rights

Individuals have the right to:

- ☞ Access their personal data.
- ☞ Rectify inaccurate data.
- ☞ Request erasure (in certain circumstances).
- ☞ Restrict or object to processing.
- ☞ Data portability (receive data in a structured, machine-readable format).

Requests should be made in writing to Jake Welby at Jake@teameducate.co.uk

Data Breaches

Any suspected data breach must be reported immediately to the Director/Data Protection Officer. Where required, breaches will be reported to the Information Commissioner's Office (ICO) within 72 hours, and affected individuals will be informed.

This policy will be reviewed annually, or sooner if there are significant changes in legislation or company operations. Further information on this policy can be found in "shared company data – policies and procedures"

Recruitment & Right-to-Work Procedures

To ensure that all recruitment is fair, transparent, and in compliance with legal requirements, including safeguarding and right-to-work checks.

This procedure applies to the recruitment of:

- ☞ Internal staff members employed by Team Educate.
- ☞ Temporary and permanent candidates placed in educational settings through Team Educate.

Principles

- ☞ Recruitment will be based on merit, qualifications, skills, and experience relevant to the role.
- ☞ Equality, Diversity & Inclusion principles will be applied at every stage.
- ☞ All staff and candidates must have the legal right to work in the UK before starting employment or placement.

Recruitment Procedure

Job Vacancy & Advertising

- ☞ All job adverts will be clear, accurate, and non-discriminatory.
- ☞ Roles will include essential skills, qualifications, safeguarding responsibilities, and right-to-work requirements.

Shortlisting

- ☞ Applicants will be assessed against the job description and person specification.
- ☞ Shortlisting will be documented to ensure transparency.

Interview Process

- ☞ Interviews will include questions to assess suitability, safeguarding awareness, and relevant experience.
- ☞ Notes will be taken and stored securely for at least 6 months.

Right to Work Checks

When to Check

- ☞ Before employment or placement begins.
- ☞ For candidates with time-limited permission, follow-up checks will be scheduled before expiry.

Acceptable Documents (originals must be seen)

Examples include:

- ☞ UK passport (current or expired).
- ☞ Irish passport or passport card.
- ☞ Biometric Residence Permit.
- ☞ Current immigration status document endorsed to show right to work.
- ☞ Birth/adoption certificate plus proof of National Insurance number.

How to Check

- ☞ Inspect original documents in the presence of the holder.
- ☞ Ensure photos match the individual and details are consistent.
- ☞ Check document expiry dates and signs of alteration.
- ☞ For biometric permits and e-visas, use the Home Office online right-to-work checking service.
- ☞ Copy documents clearly, mark with “Right to Work check completed on [date] by [name]” and sign.

Safeguarding Checks (for education sector placements)

In addition to right-to-work checks, all candidates working with children or vulnerable adults must have:

- ☞ Enhanced DBS check with barred list information (where applicable).
- ☞ Verification of identity and address.
- ☞ Verification of qualifications (e.g., QTS, degree certificates).
- ☞ References covering at least the last 2 years, including most recent employer.
- ☞ Overseas police check where applicable.

Record Keeping

- ☞ Right-to-work check copies will be kept securely for the duration of employment/placement and at least 2 years after it ends.
- ☞ Recruitment records will be stored in compliance with the Data Protection & Privacy Policy.

Non-Compliance

- ☞ No individual may start work until all recruitment and right-to-work checks have been completed and verified.
- ☞ Failure to follow this procedure could result in disciplinary action and legal penalties for the company.

This procedure will be reviewed annually or sooner if there are changes to immigration or safeguarding regulations. Further information on this policy can be found in “shared company data – policies and procedures”

Safeguarding

Team Educate is committed to safeguarding and promoting the welfare of children, young people, and vulnerable adults. We expect all staff, candidates, and partners to share this commitment.

We will ensure that all individuals we place into educational settings are suitable to work with children and vulnerable adults, and that robust safeguarding measures are followed at every stage of recruitment and placement.

Legal & Regulatory Framework

This policy is informed by:

- ☞ Children Act 1989 & 2004
- ☞ Education Act 2002
- ☞ Working Together to Safeguard Children (statutory guidance)
- ☞ Keeping Children Safe in Education (KCSIE)
- ☞ Safeguarding Vulnerable Groups Act 2006
- ☞ UK GDPR & Data Protection Act 2018

This policy applies to:

- ☞ All internal staff of Team Educate.
- ☞ All candidates placed in educational or care settings.
- ☞ All contractors and representatives acting on behalf of the company.

Our Commitments

- ☞ Prioritise the safety and welfare of children and vulnerable adults above all else.
- ☞ Ensure all candidates complete robust vetting and compliance checks before placement.
- ☞ Provide safeguarding training to staff and candidates.
- ☞ Take immediate and appropriate action on any safeguarding concerns or allegations.

Safer Recruitment Practices

All candidates must undergo the following checks before being placed:

- ☞ Enhanced DBS check with barred list information (where applicable).
- ☞ Verification of identity and current address.
- ☞ Verification of right to work in the UK.
- ☞ Verification of qualifications (e.g., QTS, degree certificates).

- ☞ At least two professional references covering the last two years, including the most recent employer.
- ☞ Overseas police check (if applicable).
- ☞ Prohibition from Teaching check (for teaching roles).
- ☞ Childcare Disqualification Declaration (where applicable).

Recognising Abuse

All staff and candidates must be aware of the signs of abuse, which may include:

- ☞ Physical abuse – unexplained injuries, frequent absences.
- ☞ Emotional abuse – withdrawal, low self-esteem, extreme behaviour.
- ☞ Sexual abuse – inappropriate knowledge or behaviour, reluctance to change clothes.
- ☞ Neglect – poor hygiene, inadequate clothing, persistent hunger.

Reporting Concerns

- ☞ Any safeguarding concern must be reported immediately to Team Educates Designated Safeguarding Lead (DSL).
- ☞ The DSL will record the concern, assess the risk, and, if necessary, refer to the appropriate authority (e.g., Local Authority Designated Officer (LADO), police, or social services).
- ☞ Concerns must never be ignored, and staff must never promise confidentiality to a child only reassurance that their concern will be taken seriously.

Designated Safeguarding Lead (DSL)

DSL Name: Jake Welby

Contact Email: jake@teameducate.co.uk

Contact Phone: 0117 374 2547

Deputy Safeguarding Lead

Name: Tom Westray

Contact Email: Tom@Teameducate.co.uk

The DSL is responsible for:

- ☞ Ensuring safeguarding policies and procedures are implemented.
- ☞ Providing advice and support to staff and candidates.
- ☞ Liaising with safeguarding partners, schools, and local authorities.
- ☞ Keeping safeguarding training and knowledge up to date.

Training

- ☞ All internal staff and placed candidates will receive safeguarding induction training before starting work.
- ☞ Refresher safeguarding training will be provided at least annually.
- ☞ Updates will be shared in response to changes in legislation or guidance.

Allegations Against Staff or Candidates

- ☞ All allegations will be taken seriously and reported immediately to the DSL.

- ☞ Where the allegation concerns a candidate in a school or educational setting, the DSL will liaise with the school's safeguarding lead and the LADO.
- ☞ The individual may be suspended from duties while an investigation is carried out.

Whistleblowing

Staff and candidates are encouraged to raise safeguarding concerns through the Whistleblowing Policy without fear of reprisal.

This policy will be reviewed annually or sooner if there are significant changes to legislation, guidance, or company practices. Further information on this policy can be found in "shared company data – policies and procedures"

Complaints & Allegations (against candidates or staff)

This policy sets out how Team Educate will handle complaints and allegations made against candidates or staff, ensuring that all concerns are taken seriously, investigated fairly, and addressed in line with safeguarding responsibilities and employment law.

This policy applies to:

- ☞ All internal employees of Team Educate.
- ☞ All candidates placed in educational or care settings.
- ☞ Contractors, consultants, and anyone representing Team Educate.
- ☞ Complaints made by clients, candidates, colleagues, or members of the public.

Principles

- ☞ All complaints and allegations will be treated seriously, fairly, and confidentially.
- ☞ Safeguarding concerns will be prioritised and handled in line with statutory guidance.
- ☞ Investigations will be thorough, impartial, and completed without unnecessary delay.
- ☞ Both the complainant and the subject of the complaint will have the opportunity to present their case.
- ☞ No individual will suffer retaliation for raising a genuine concern in good faith.

Definitions

- ☞ Complaint: An expression of dissatisfaction about conduct, service, or behaviour that does not necessarily involve a safeguarding issue.
- ☞ Allegation: An assertion that a staff member or candidate has behaved in a way that may have harmed a child, put a child at risk of harm, or engaged in criminal or inappropriate behaviour.

Safeguarding Allegations

Where an allegation involves harm or risk of harm to a child or vulnerable adult, Team Educate will follow the procedures in Keeping Children Safe in Education and:

1. Report the allegation immediately to the Designated Safeguarding Lead (DSL).
2. DSL will liaise with the Local Authority Designated Officer (LADO) within one working day.
3. If necessary, refer the matter to the police or relevant safeguarding authority.
4. Remove the individual from active duties (suspension if appropriate) pending investigation.

Non-Safeguarding Complaints

For issues not involving safeguarding:

1. Initial Receipt
 - ☞ Complaints should be submitted in writing to a manager or the Director.
 - ☞ The complaint will be acknowledged within 3 working days.
2. Investigation
 - ☞ A manager not involved in the complaint will conduct an investigation, including reviewing evidence and interviewing relevant parties.
3. Outcome
 - ☞ Findings will be communicated in writing to both parties within 10 working days where possible.
4. Appeal
 - ☞ Either party may appeal the decision within 5 working days of receiving the outcome.
 - ☞ Appeals will be reviewed by a different senior manager, whose decision will be final.

Possible Outcomes

- ☞ No action required.
- ☞ Informal resolution (e.g., mediation, guidance).
- ☞ Formal warning under the Disciplinary Procedure.
- ☞ Termination of assignment or employment.
- ☞ Referral to statutory agencies (for safeguarding or legal breaches).

Confidentiality

- ☞ All complaints and allegations will be handled sensitively, with information shared only on a need-to-know basis.
- ☞ Records will be kept securely in line with the Data Protection & Privacy Policy.

Malicious or False Allegations

If an allegation is found to be deliberately false or malicious, this may result in disciplinary action against the person who made it.

This policy will be reviewed annually or sooner if there are changes to legislation, guidance, or company operations.

Updates & Legal Compliance

The purpose of this policy is to ensure that Team Educate operates in compliance with all applicable legislation, statutory guidance, and industry standards, and that staff are kept up to date with changes affecting their roles.

This policy applies to:

- ☞ All internal staff at Team Educate.
- ☞ All candidates registered and placed by Team Educate.
- ☞ Any contractors or consultants working on behalf of Team Educate.

Commitment to Compliance

Team Educate will:

- ☞ Comply with all relevant UK laws, regulations, and statutory guidance, including but not limited to:
 - ☞ Employment law
 - ☞ Education recruitment regulations
 - ☞ Health & Safety legislation
 - ☞ Safeguarding & child protection laws (e.g., *Keeping Children Safe in Education*)
 - ☞ Immigration & right-to-work checks
 - ☞ Data protection & privacy laws (e.g., GDPR, UK Data Protection Act 2018)
- ☞ Follow recognised industry codes of practice, such as the REC Code of Professional Practice (where applicable).

Updates to Policies and Procedures

- ☞ All company policies will be reviewed at least annually, or sooner if there are:
 - ☞ Changes to legislation or statutory guidance.
 - ☞ Recommendations from regulatory bodies.
 - ☞ Significant operational changes or identified gaps.
- ☞ The Managing Director (or designated Compliance Officer) will oversee reviews and updates.
- ☞ Updated policies will be communicated to all staff and candidates, and stored in a location accessible to all relevant parties.

Staff Responsibilities

All employees and candidates must:

- ☞ Familiarise themselves with the latest versions of company policies and procedures.
- ☞ Attend mandatory training and refresher sessions when required.

- ☞ Report any concerns about non-compliance or outdated procedures to management immediately.

Monitoring Legal Changes

Team Educate will monitor legal developments through:

- ☞ Government publications and official websites (e.g., GOV.UK, Department for Education).
- ☞ Updates from industry bodies (e.g., REC, Safer Recruitment Consortium).
- ☞ Professional legal and HR advisers.

Non-Compliance

- ☞ Failure to comply with current legal requirements or updated company policies may lead to disciplinary action.
- ☞ In cases of safeguarding or serious breaches, this may result in immediate suspension or termination and may be reported to relevant authorities.

This policy will be reviewed annually, or sooner if required by law or operational needs. Further information on this policy can be found in “shared company data – policies and procedures”

Systems and Procedures

All administrative and operational systems and procedures must be strictly adhered to. Employees are required to report any irregularities in systems, procedures or documentation to a manager.

Attendance and Punctuality

Employees are expected to attend work regularly and punctually. Unforeseen absence, due to illness or an emergency must be notified to a manager as soon as possible and where practical no later than by 7.00 a.m. on the day on which absence first occurs. The Employee must keep their manager informed of progress and of the anticipated return date. All planned leave must be authorised in advance in accordance with the Company’s procedure.

Company Property

Company property must be treated with care and respect at all times. Any damage to Company property must be reported to a manager. Unauthorised use of or wilful damage to Company property will be treated as a disciplinary matter.

Conduct & IT Usage Policy (use of computers)

This policy sets out the expected standards of professional conduct and responsible use of IT systems, ensuring that all staff maintain high ethical standards and safeguard company, client, and candidate information.

Applies to all employees, contractors, and anyone using Team Educates IT systems, equipment, or communication platforms.

Conduct and General Expectations

All staff are expected to:

- ☞ Act with integrity, honesty, and professionalism at all times.
- ☞ Treat colleagues, clients, and candidates with respect, in line with the Equality, Diversity & Inclusion Policy.
- ☞ Protect confidential information and follow the Data Protection & Privacy Policy.
- ☞ Avoid actions that could damage Team Educates reputation.
- ☞ Comply with safeguarding procedures when working with children or vulnerable adults.

Unacceptable Behaviour

Examples include (but are not limited to):

- ☞ Discrimination, harassment, or bullying.
- ☞ Dishonesty or fraudulent activity.
- ☞ Misuse of confidential information.
- ☞ Aggressive, abusive, or unprofessional behaviour.

IT Usage

Company Systems & Equipment

- ☞ IT equipment (computers, phones, tablets, etc.) is provided for business use.
- ☞ Limited personal use is permitted if it does not interfere with work duties, breach policy, or incur costs for the company.
- ☞ All use must comply with relevant laws, including copyright, data protection, and safeguarding regulations.

Email & Messaging

- ☞ Use professional and respectful language in all written communications.
- ☞ Do not send, forward, or store offensive, discriminatory, or inappropriate material.
- ☞ Be alert to phishing and suspicious links; report them immediately to management/IT.

Internet Use

- ☞ Only access websites relevant to work duties.
- ☞ The following activities are prohibited:
 - ☞ Accessing, downloading, or sharing illegal or offensive material.
 - ☞ Using company systems for online gambling or unauthorised commercial activities.
 - ☞ Streaming media for personal use during working hours.

Data Security

- ☞ Use strong, unique passwords and change them regularly.
- ☞ Do not share login credentials with anyone.
- ☞ Lock screens when leaving desks unattended.

- ☞ Store and transfer personal data securely, following the Data Protection & Privacy Policy.
- ☞ Report any data breaches or IT security incidents immediately.

Social Media

- ☞ Do not post company, client, or candidate information on personal accounts.
- ☞ Avoid making comments online that could harm the reputation of Team Educate.
- ☞ Business-related social media activity must be approved by management.

Monitoring

- ☞ The company reserves the right to monitor use of IT systems, including emails, internet activity, and file storage, in line with data protection laws.
- ☞ Monitoring will be proportionate and only for legitimate business purposes (e.g., security, compliance, safeguarding).

Breach of Policy

- ☞ Breaches of this policy may result in disciplinary action up to and including dismissal, in line with the Disciplinary Procedure.

This policy will be reviewed annually or sooner if necessary to reflect changes in law or company operations.

Smoking & Vaping

In the interests of the health, safety and comfort of employees and customers and to comply with legislation, the Company operates a no smoking policy. Smoking is prohibited in all Company workplaces and Company owned vehicles. This includes the use of e-cigarettes.

Consumption of Alcohol

The Company forbids the consumption of alcohol on its premises (except from time to time when the company provides it) nor will it permit any employee to work whilst under the influence of alcohol.

Drug Abuse

The Company forbids the possession, use or distribution of drugs for nonmedical purposes on its premises.

Public Statements

Every employee is responsible for promoting the reputation and image of the Company. Employees must not make detrimental statements in respect of the Company during the course of dealings with individuals outside of the Company. No employee is permitted to give press or other media interviews or assist with or

be involved in the publication of any article relating to the business affairs of the Company or in relation to the Company's intellectual property, without prior consent from the Director.

Sickness:

As outlined in your employment contact, you are entitled to sick pay in accordance with your length of employment. This is as follows:

Length of Service [from commencement]	Entitlement overall in any 12-month period (calculated on a pro rata basis where the period of employment is less than 12 months)
Below six months' service	None
More than six months' service - up to one year's service	2 working days
More than one year's service	5 working days

- ☞ Absences of up to 7 calendar days: self-certification form required on return.
 - ☞ Absences of 8 calendar days or more: fit note required from GP.
- Pay:
- ☞ Statutory Sick Pay (SSP) will be paid in accordance with legal requirements, provided eligibility criteria are met.

For further information regarding your sickness allowance, please refer back to your employee Contract of Employment.

Procedure of requesting a sick absence:

- ☞ You are to call your line manager (Jake Welby and Thomas Westray) to let them know you are unwell as soon as you discover you are too unwell to come into work.
- ☞ Work from home will not be offered for sick days and if you are too unwell to come into the office, this will be recorded as a sick day, and you will not be expected to take calls or answer emails.

Parental Leave

- ☞ Maternity, Paternity, Adoption, and Shared Parental Leave will be granted in line with current UK statutory rights and pay provisions.

- ☞ Employees should provide the required notice and documentation to HR/management.

Further information on parental leave can be found on our Paternity Leave, Maternity Leave and Adoption Leave policies in “share company data – policies and procedures”

Compassionate / Bereavement Leave

- ☞ Up to 2 days’ paid leave may be granted for the death of an immediate family member (spouse/partner, parent, child, sibling).
- ☞ Additional unpaid leave may be approved at management’s discretion.

Unpaid Leave

- ☞ Requests will be considered on a case-by-case basis and must be authorised in advance by management.

Time Off for Dependants

- ☞ Employees have the right to take reasonable unpaid time off to deal with emergencies involving a dependant (e.g., sudden illness, breakdown in care arrangements).

Unauthorised Absence

- ☞ Failure to follow notification procedures or provide required evidence may be treated as unauthorised absence and could lead to disciplinary action.

Recording & Monitoring

- ☞ All leave and absence will be recorded to monitor patterns and ensure fairness.
- ☞ Management may hold absence review meetings where levels of sickness are high or cause concern.

Holiday Allowance:

Team Educate Ltd recognise the right of our staff to take paid annual leave each year. We believe it is important for you to rest, and we strongly encourage you to make use of your annual leave.

Employees are to receive 25 days paid annual leave (as stated in your employment contract) + 8 days for public and bank holidays in each complete calendar year. Additional holiday days are awarded on a discretionary basis in line with completed years of service (further details of this, can be requested from your hiring manager). Education Consultant holidays are to be taken during school holidays in line with local council of designated areas. Team Educate will allow a maximum of 5 days to be used during term time. All non-billing roles, are able to request and take holiday at any time throughout the year, following sign off from your line manager.

Annual Leave Entitlement

- ☞ Our annual leave year runs from 1st January to 31st December.
- ☞ You are entitled to 25 days of annual leave per year pro rata plus UK bank holidays.
- ☞ Your annual leave entitlement is the paid time off that you are entitled to. You may request additional unpaid time off, which may be granted entirely at the discretion of your line manager.
- ☞ Your annual leave entitlement will continue to accrue while you are on family leave (i.e. parental or adoption leave (or sick leave)).

In order to request holiday, you must do so by:

- ☞ Request for annual leave via Breath HR and submit requests as early as possible
- ☞ You should ensure that your annual leave requests are approved before booking a holiday. Team Educate will not be able to cover any loss incurred by you if you incur costs and make commitments prior to receiving approval.
- ☞ If you take annual leave without approval we may take disciplinary action against you in accordance with our Disciplinary Procedure, contained within this Staff Handbook.
- ☞ You should provide notice of 5 days when requesting annual leave.
- ☞ Please note that your line manager has the right to refuse your annual leave request, taking into consideration business needs, the high volume of annual leave requests received at certain times of year, and the notice provided.

Please note: annual leave days not used within the set year, cannot be carried over into the following year.

You will be required to take up to 3 days annual leave over the Christmas period (subject to change)

Extended lunches

We understand the importance of providing flexibility and rewarding hard work. We have now been able to implement extended lunches for those who wish to make use of this. This will allow each employee to take up to 1.5 hours for lunch between the times of 12.00 – 1.30. The extra time taken, must then be made up after work resulting in the employee staying later for any extra time taken. For example, if you take 1 hour and 30 minutes for lunch, you will be required to stay 30 minutes later. This allows flexibility in regard to appointments and leisure activities etc. If you are taking an extended lunch, you must notify a member of the senior management team and ensure you are signing in and out on the sign in tablet. If these rules are not followed, the extended lunch will be revoked.

Appointments:

We understand that at times, it is necessary to book appointments for the doctors, vets etc. We ask all employees to book these when possible, during the lunch period

and to use an extended lunch that day if required. If these times are not suitable, we ask appointments are then booked at the beginning of the day or the end of the day. If this results in the employee coming into work later (up to 1 hour from their specified start time), the employee is to work through their lunch to make up this time. If none of these options are available and time during the day needs to be taken, the employee must return to work after their appointment.

All appointments are to be requested in writing, to a member of the senior membership team with as much notice as possible.

Working Hours

Education Consultants

Term Time: 7.00 – 17:00 Monday – Friday (4pm Finish on Fridays) 1 hour for lunch
School holidays: 09:00 – 15:00 or 10:00 – 16:00 (no lunch break)

Compliance Administrators

09:00 – 17:00 Monday – Friday all year round (1 hour for lunch)

Healthcare Consultants

08:00 – 16:00 Monday – Friday all year round (30 minutes for lunch)

Probation

The first 6 months of your employment will be a probationary period. During this period, your performance and conduct will be monitored. You will be entitled to exercise any holiday entitlement that you accrue during this period. Moreover, you will not be entitled to payment for any time not worked, whether due to sickness or any other reason, other than statutory payments to which you are entitled. At the end of the probationary period your performance will be reviewed and, if found satisfactory, your appointment will be confirmed. The probationary period may be extended at the Company's discretion. During the probationary period, the full disciplinary and grievance procedure will not apply. Your employment is subject to receipt of satisfactory references and right to work in the UK.

Disciplinary & Grievance Procedures

The purpose of this procedure is to ensure that all disciplinary and grievance matters are handled fairly, consistently, and in accordance with employment law.

Principles

- ☞ Issues will be dealt with promptly and without unnecessary delay.
- ☞ All parties will be treated fairly and with respect.
- ☞ Employees will be informed of the allegations and given the opportunity to respond before any decision is made.

- ☞ Employees have the right to be accompanied at any formal meeting by a colleague or trade union representative.
- ☞ No employee will be dismissed for a first offence, except in cases of gross misconduct.

Examples of Misconduct

Misconduct may include (but is not limited to):

- ☞ Persistent lateness or absence without good reason.
- ☞ Failure to follow company procedures.
- ☞ Inappropriate behaviour towards colleagues, clients, or candidates.

Gross Misconduct may include (but is not limited to):

- ☞ Theft, fraud, or deliberate falsification of records.
- ☞ Physical violence or threatening behaviour.
- ☞ Serious breach of health and safety rules.
- ☞ Serious breach of safeguarding procedures.

Stages of the Disciplinary Process

Informal Stage

- ☞ Minor issues may be dealt with informally through discussion and agreed improvement steps.

Formal Stage

1. Investigation

- ☞ Management will gather evidence and may hold an investigatory meeting.

2. Invitation to a Disciplinary Hearing

- ☞ The employee will receive written notice of the hearing, the allegations, and any supporting evidence.

Disciplinary Hearing

- ☞ The hearing will be chaired by a manager not involved in the investigation where possible.
- ☞ The employee can present their case, call witnesses, and respond to the evidence.

Outcome

- ☞ Possible outcomes: no action, verbal warning, written warning, final written warning, or dismissal.
- ☞ The employee will be informed in writing of the decision and their right to appeal.

Appeal

- ☞ Employees have 5 working days from receipt of the outcome letter to appeal in writing.
- ☞ The appeal will be heard by a different manager, and the decision will be final.

Grievance Procedure

Principles

- ☞ Employees should raise concerns promptly so they can be addressed quickly and effectively.
- ☞ Grievances will be treated confidentially and without fear of retaliation.
- ☞ Employees have the right to be accompanied at any formal meeting.

Stages of the Grievance Process

Informal Stage

- ☞ Employees are encouraged to discuss concerns with their line manager to try and resolve issues informally.

Formal Stage

1. Raising a Grievance
 - ☞ Submit the grievance in writing to the line manager or, if the complaint involves them, to a senior manager or director.
2. Investigation
 - ☞ Management will investigate the complaint, which may include interviewing the employee and relevant witnesses.
3. Grievance Hearing
 - ☞ A formal meeting will be held to discuss the grievance.
4. Outcome
 - ☞ The decision will be given in writing, along with any actions to be taken.

Appeal

- ☞ Employees have 5 working days to appeal in writing if dissatisfied with the outcome.
- ☞ The appeal will be reviewed by a manager not previously involved, and the decision will be final.

Review

This procedure will be reviewed annually and updated as necessary to comply with changes in employment law and best practice. Further information on this policy can be found in “shared company data – policies and procedures”

Training

During your employment you will be provided with subsequent training which will be paid for by the company.

You are entitled to take part in various training courses which we may provide or pay for from time to time to comply with our statutory obligations and to enable your role and career development. Specific details of what courses will be made available to you and can be obtained from speaking to your manager. Training requirements will form part of meetings we have with you on your performance and development.

This policy applies to:

- ☞ All internal employees of Team Educate.
- ☞ All candidates placed into educational settings, for relevant compliance and safeguarding training.

Objectives

We aim to:

- ☞ Ensure staff and candidates have the skills and knowledge to perform their roles effectively and safely.
- ☞ Keep up to date with changes in education, recruitment, safeguarding, and employment law.
- ☞ Support personal and professional development.
- ☞ Promote equality of opportunity in access to training.

Types of Training Provided

Mandatory Training (for compliance) – may include:

- ☞ Safeguarding & Child Protection (aligned with *Keeping Children Safe in Education*).
- ☞ Health & Safety awareness.
- ☞ Equality, Diversity & Inclusion.
- ☞ Data Protection & GDPR.
- ☞ Prevent Duty awareness.
- ☞ Recruitment compliance (e.g., right-to-work checks, DBS process).

Role-Specific Training – examples:

- ☞ Recruitment sales and business development.
- ☞ Candidate sourcing and vetting.
- ☞ Education sector knowledge and updates.

Developmental Training – examples:

- ☞ Leadership and management skills.
- ☞ Customer service and communication.
- ☞ Time management and productivity.

Responsibilities

Management will:

- ☞ Identify training needs through appraisals, supervision, and business objectives.
- ☞ Provide access to relevant training and ensure records are kept.
- ☞ Evaluate the effectiveness of training delivered.

Employees & Candidates will:

- ☞ Attend mandatory training as required.
- ☞ Take responsibility for their own learning and apply new skills to their role.
- ☞ Share knowledge and best practice with colleagues.

Training Records

- ☞ A record of all training attended will be maintained for compliance and development tracking.
- ☞ For candidates, training completion may be a condition of placement.

Costs

- ☞ Mandatory training will be funded by Team Educate.
- ☞ Additional optional training may be funded in full or in part at the company's discretion.
- ☞ If an employee leaves within a set period after completing funded external training, repayment may be required (as set out in their contract).

Review & Evaluation

- ☞ Training needs will be reviewed annually, in line with company objectives and regulatory changes.
- ☞ Feedback will be sought to improve future training provision.

Record-Keeping & Retention

The purpose of this policy is to ensure that Team Educate maintains accurate, secure, and compliant records, and disposes of them appropriately when no longer required. This supports effective business operations, legal compliance, and safeguarding responsibilities.

This policy applies to all records created, received, and maintained by:

- ☞ Internal employees of Team Educate.
- ☞ Candidates registered with Team Educate.
- ☞ Client and supplier organisations.
- ☞ Contractors and consultants engaged by Team Educate.

Principles

We are committed to:

- ☞ Storing records securely and protecting them from loss, damage, or unauthorised access.
- ☞ Retaining records only for as long as necessary for legal, contractual, or operational purposes.
- ☞ Disposing of records safely and in compliance with data protection law.
- ☞ Making records available to those with a legitimate business need, while ensuring confidentiality.

Types of Records

Records may include, but are not limited to:

- ☞ Candidate records – applications, CVs, interview notes, ID documents, right-to-work checks, DBS certificates, references, training records.
- ☞ Employee records – contracts, payroll, performance reviews, training records, disciplinary records.
- ☞ Client records – contracts, correspondence, service agreements, feedback.
- ☞ Financial records – invoices, payment records, tax documents.
- ☞ Safeguarding records – incident reports, investigation notes, communications with safeguarding authorities.

Retention Periods

Unless otherwise required by law or contractual obligation, records will be retained as follows:

Record Type	Retention Period	Rationale
Candidate files (unsuccessful applicants)	12 months from last contact	GDPR compliance
Candidate files (placed candidates)	6 years after end of placement	Limitation Act & safeguarding
Employee personnel files	6 years after employment ends	Employment law
DBS certificate details (copy not kept)	Up to 6 months	DBS Code of Practice
Right-to-work checks	2 years after employment/placement ends	UK Immigration requirements
Safeguarding/child protection records	25 years from date of birth of child concerned	Statutory guidance
Financial/tax records	6 years	HMRC requirements

Storage & Security

- ☞ Physical records will be stored in locked cabinets with restricted access.
- ☞ Digital records will be stored on secure, password-protected systems with encryption where appropriate.
- ☞ Access will be granted only to authorised personnel on a need-to-know basis.

Disposal of Records

- ☞ Paper records will be shredded or securely destroyed.
- ☞ Electronic records will be permanently deleted from systems and backups.
- ☞ Disposal will be documented where required.

Data Subject Rights

Individuals have the right to request access to their personal data, request correction, or request deletion in line with the Data Protection & Privacy Policy.

This policy will be reviewed annually or earlier if there are changes to legislation or operational needs. Further information on this policy can be found in “shared company data – policies and procedures”

Restrictive Covenants

You shall observe the restrictions set out in the Schedule hereto, which include restrictions applicable during employment and post-termination restrictions.

In the event that you receive an offer of employment from any person, company, business entity or other organisation, either during your employment with the Company, or during the continuance in force of any of the restrictions set out in the Schedule, you will immediately provide to such person, company, business entity or other organisation a full and accurate signed copy of the Schedule.

The Employee shall not, without the prior written consent of the Company, whether by himself, through his employees, agents or otherwise and whether on his own behalf or on behalf of any other Person, firm or company directly or indirectly: for a period of 3 months after the Termination Date, carry on or be engaged, employed, concerned or interested in a business which within the Restricted Territory that competes or may compete or is likely to complete with the Business; or

for a period of 6 months after the Termination Date, in connection with any business similar to or in competition with the Company interfere with, tender for, canvass, solicit or endeavour to entice away from the Company or a Group Company the business of any Using Client, Lapsed Client or Prospective Client with whom the Employee had Personal Dealings or personally conducted business on behalf of the Company during the period of 6 months immediately preceding the Termination Date; or

for a period of 6 months after the termination date, deal with or be involved with the provision of goods or services to (or otherwise have any Personal Dealings with) any Using Client, Lapsed Client or Prospective Client with whom the Employee had Personal Dealings or personally conducted business on behalf of the Company during the period of 6 months immediately preceding the Termination Date, in the course of any business concern which is in competition with the Company; or

for a period of 6 months after the Termination Date, in connection with any business similar to or in competition with the Company interfere with, tender for, canvass, solicit or endeavour to entice away from the Company or a Group Company the business of any person who at any time during the period of 6 months immediately preceding the Termination Date, was, to the Employee's knowledge, an Online Candidate of the Company or a Group Company with whom the Employee had Personal Dealings or personally conducted business on behalf of the Company during the period of 6 months immediately preceding the Termination Date; or

for a period of 6 months after the Termination Date, deal with or be involved with the provision of goods or services to (or otherwise have any Personal Dealings with) any Online Candidate with whom the Employee had Personal Dealings or personally conducted business on behalf of the Company during the period of 6 months immediately preceding the Termination Date, in the course of any business concern which is in competition with the Company; or

for a period of 6 months after the Termination Date attempt to solicit, employ or engage (whether as an employee, a partner, a consultant or otherwise) or arrange the employment or engagement by any Person, who to the Employee's knowledge, was at the Termination Date, or within the period of 6 months immediately preceding the Termination Date, a Key Employee with whom the Employee had Personal Dealings or contact in the normal course of employment during the period of 6 months immediately preceding the Termination Date; or

at any time after the Termination Date make use of any corporate, business or brand name which is identical, similar to, or likely to be confused with, any corporate business, or brand name of the Company or a Group Company; or

at any time after the Termination Date represent himself as being interested in or employed by or in anyway way connected with the Company or a Group Company, other than as a former employee of the Company.

Policies and Procedures:

Team Educate has polices on the following:

- ☞ Data Protection Policy
- ☞ Retention Policy
- ☞ Safer Recruitment Policy
- ☞ Complaints and Procedure Policy
- ☞ Child Protection Policy
- ☞ Health and Safety Policy
- ☞ Privacy Policy
- ☞ Privacy Notice
- ☞ Recruitment Selection and Vetting Policy
- ☞ Equal Opportunities and Diversity Policy
- ☞ Email, Telephone, Computer Facilities and Social Media Policy
- ☞ Disciplinary and Dismissal and Grievance Procedures Policy
- ☞ Anti Bribery and Corruption Policy
- ☞ Paternity Policy
- ☞ Maternity Policy
- ☞ Modern Slavery Policy
- ☞ Whistleblowing Policy
- ☞ Allegations Policy
- ☞ Website Terms and Conditions

All of Team Educates policies can be found in “shared Company Data – Policies and Procedures”. However, if you would like copies of these, these can be requested by email the company director, Jake Welby. Please request this in writing my emailing jake@teameducate.co.uk

Updates to Policies and Procedures

All company policies will be reviewed at least annually, or sooner if there are:

- ☞ Changes to legislation or statutory guidance.
- ☞ Recommendations from regulatory bodies.
- ☞ Significant operational changes or identified gaps.
- ☞

The Managing Director (or designated Compliance Officer) will oversee reviews and updates.

Updated policies will be communicated to all staff and candidates and stored in a location accessible to all relevant parties.

