

Customer Service Policy

Introduction:

Protocol Education Limited (Protocol Education) is one of the leading providers of teachers, tutors, cover supervisors, classroom support workers and ancillary staff for both temporary and permanent roles to schools and nurseries in England. Each year our network of branches supplies candidates to cover absence and fill longer term and permanent vacancies in classrooms up and down the country.

We pride ourselves on the quality of our candidates, the quality of our service and our commitment to safeguarding. These have been recognised both by our clients and candidates and also through the accreditations we hold. We are corporate members of the Recruitment and Employment Confederation (REC), and adhere to their “Code of Professional Practice”. We hold the REC Audited Education accreditation, the ISO 9001:2015 Quality Management System certification, and the Investors in People award.

Details of this Policy:

- I. Protocol Education agrees to provide cover staff at the service levels as outlined below:
 - I. **Safeguarding Standards** – Protocol Education will check and vet all candidates in line with DfE standards to ensure full OFSTED compliance:
 - a. Face-to-face interview with a trained interviewer
 - b. Identity checked using passport or other photo identification together with two proofs of current address, in line with the specific documents accepted by the Disclosure and Barring Service for DBS certificates
 - c. A Teacher Registration Agency check for all teachers holding QTS, to confirm award and induction status
 - d. A Teacher Registration Agency check for all candidates, to confirm that the candidate has no prohibitions as defined in our Recruitment and Selection Policy
 - e. A declaration relating to disqualification under the ChildCare Act 2006, signed by relevant candidates to confirm that the candidate is not disqualified
 - f. Overseas teaching qualification confirmed directly by the awarding institution, and equivalence to ECCTIS requirements determined
 - g. Enhanced DBS, and any overseas police checks obtained for candidates who have resided out of the UK for more than 6 months in the past 5 years
 - h. Right to work checked

- i. Medical status established to confirm fitness for work
 - j. References checked – at least two references, including most recent employer and childcare / education employment
 - k. Protocol Education will email a **Booking and Candidate** confirmation letter to The School, confirming candidate name and clearance status of supply workers on-site that day. This letter will include all details required by the **Single Central Register** as set out in “Safeguarding Children and Safer Recruitment in Education” booklet published by the DfE.
2. **Candidate Quality** – Protocol Education will develop a pool of regular supply staff for The School to ensure consistency and quality of supply cover:
- a. Pool of local workers, instructed to arrive on time
 - b. Fully briefed staff who understand school culture, processes and layout
 - c. High quality classroom practitioners with flexible ‘supply skills’
 - d. Prepared with ‘gap filler’ activities in case there are no lesson plans available
 - e. Regularly observed by agency assessors, with performance management as required
3. **Account Management** – A dedicated account manager to The School will be responsible for ensuring that the quality of cover provision consistently meets school standards and expectations:
- a. Consultants from Protocol Education will be available in the office between 7.00am and 6.30pm during school term. Outside these hours, there is a 24-hour on-call service for exceptional requirements
 - b. Protocol Education will call The School’s designated contact on the first day of any candidate long-term placement to confirm satisfactory attendance
 - c. Protocol Education will call The School’s designated contact on a weekly basis (as a minimum) to review candidate performance, discuss issues arising and to confirm bookings for the following week

- d. Protocol Education will meet a representative from The School at least annually to review the current arrangements and make any required amendments to this agreement
- e. Our normal terms of business are set out on our website, www.protocol-education.com.

4. **Initial Contact with new clients** – On initial contact with a new client, Protocol Education will provide, and obtain:

- a. A copy of our Terms of Business with the Hirer for the Supply of Temporary Workers
- b. A current schedule of likely applicable charges
- c. A sample of a candidate placement confirmation detailing candidate information which will be provided to them for their Single Central register
- d. Profiles of suitable local candidates
- e. (On first site visit) Demonstration of the Client Portal and the time sheet process
- f. Information about any health and safety issues which are relevant to the site and of which a temporary worker should be informed.

Courtesy:

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

Communication:

Protocol Education will return all phone calls and emails received from clients 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:

Protocol Education seeks fair, just and prompt solutions when possible to any complaints and appeals. All such issues should be directed to the Branch Manager 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 your consultant.

Access to Information:

We comply fully with the provisions of the General Data Protection Regulations. Any personal or confidential information held by us by a work seeker is fully accessible to that person, on the submission of a formal Subject Access request to the company's designated Data Protection Officer.

Reduce Bureaucracy:

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

At Protocol Education 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 the Branch Manager at your local Branch. We will respond to your query within 48 hours. Complaints as dealt with in line with our Complaints' Policy, available on our website.

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