

Aspire people

Handbook

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Welcome to Aspire People!

You are a very important part of our team and we hope this booklet will help you enjoy your time in schools and make the most of the career opportunities we can provide you.

Contact Details

Address: Plantsbrook House
94 The Parade
Gracechurch Shopping Centre
Sutton Coldfield
West Midlands
B72 1PH

Head office 0121 314 3606

Telephone:

Fax: 0844 504 0414

Website: www.aspirepeople.co.uk

Email: info@aspirepeople.co.uk

Opening Monday to Friday – 7.15 to 17.00
Hours:

Who Are Aspire People?

When Michaela Powell started Aspire People in 2004, she wanted to create a business that holds the highest levels of respect for candidates. Now you have joined Aspire People you have become a valued member of our education team and should feel welcome from day one. We pride ourselves on giving candidates a voice rather than treating them like a commodity.

Aspire People **guarantee** some very **simple & consistent** levels of service. Your consultant will create a career plan unique to your ambitions and focus on making the process run smoothly. We actually listen to what your needs and wants are, matching them to a fulfilling assignment. The result is that candidates working for Aspire People get to enjoy more fulfilling assignments. Our successes have been demonstrated, through the presentation of the following awards:

- ★ DFE Accreditation Quality Mark
- ★ Gold Accreditation for Work Life Balance
- ★ Finalists of Best Recruitment Agency to Work For
- ★ Winner of Birmingham and Solihull Best Business 2007 & 2008
- ★ Runner Up of Birmingham and Solihull Best Business 2006
- ★ Runner up of HSBC Start Up Stars 2007

What Kind of Work will you be offered?

At Aspire People we ensure that we get you the kind of work that is suitable for your requirements and personal circumstances:

- Ad hoc assignments
- Long-term
- Part – time contracts
- Temporary work
- Temp to perm opportunities
- Voluntary experience
- Permanent contracts

Did You Know?

If you are introduced to a school by Aspire People you must NOT work directly for that school without the approval of the agency. Legal agreements between schools and agencies state that if a school recruits a candidate who has been introduced by an agency then the school will be charged a fee.

What Do We Offer Candidates?

A question that we are frequently asked when visiting schools and colleges is how we recruit such a consistently high level of candidates...it is because we ensure that you are respected and valued.

Our consultants have excellent knowledge of the clients they work with and will concentrate on:

- ★ Ensuring your placements suit your needs and requirements
- ★ Listening to what kind of role you are looking for
- ★ Taking your career development very seriously
- ★ Offering you ongoing support whether you are doing day to day or long term
- ★ Pay salaries which reflect the salary bands of the local education authority
- ★ £75 Bonus Schemes for referring clients and candidates

On top of that, all of the consultants at Aspire People pride themselves on being honest and we have a highly competent administration team, payroll and HR department, ensuring that we provide a good service throughout the whole of your experience with us.

What Can You Expect From Our Schools?

Aspire People ask that all our candidates are given the following tools in order to do their job to the best of their ability, however sometimes if you get to a school late this is not always possible:

- ★ Display child protection policies and procedures.
- ★ As much information as possible so you can perform to your best during the assignment.
- ★ Who to report to and call upon if you need help or issues arise.

Child Protection (what to take to school)

As part of child protection guidelines, you must take the following with you on the first day of every assignment:

- ★ **A fully enhanced CRB**
- ★ **Proof of Identity (Passport or Driving Licence)**
- ★ **Right to work in the UK (Passport or Birth Certificate)**
- ★ **Aspire People ID badge**

Child Protection Issues

Please ensure that you raise any child protection issues from your assignments with firstly your recruitment consultant and secondly the child protection officer or Head Teacher of the school. It doesn't matter how insignificant these may appear to be, as you hold a position of trust it is your duty.

What is expected of me?

In order for you to get the most out of your role it is vital that you work WITH your consultant, we work hard to build up relationships with the schools so they look after you and get you work. It is then down to you to build your own relationship with these schools, build up a good reputation for yourself in the local area and be an advocate for Aspire People. If you can put yourself into a situation where the schools are asking for you by name you will then get as much work as you want! In general you should abide by the following:

★ **Mobile Phones:**

- Under no circumstances should you use a mobile phone in a lesson, it must be turned off.

★ **Social Networking**

- You must not communicate with any pupil outside of school, this includes on Facebook, Twitter or any other social networking website.

★ **Dress Code:**

- Male candidates should wear shirt/tie/jacket/smart trousers/smart shoes
- Female candidates should wear smart top or blouse/skirt or trousers/jacket/smart shoes
- Follow the general rule – would I tell a pupil off if they were wearing the same as me?

★ **Smoking, Alcohol and Drug Abuse:**

- Candidates are required to present themselves in a fit state to carry out their duties
- Candidates must abide by the smoking policy at the school
- Any candidate consuming or being under the influence of alcohol or taking drugs (other than medical) on school premises will have committed gross misconduct and will no longer be suitable to work for Aspire People.

★ **Time Keeping:**

- Candidates must arrive within good time to park and find reception
- Lateness is not tolerated and can cause a lot of problems for the cover coordinator

To go that extra-mile and make the most of your day:

- ★ Socialise in the staff room, you may just meet someone in school that can offer you a permanent job opportunity.
- ★ Remember, always be proactive. If you finish all the tasks given to you find out what else you can do to help.
- ★ Ensure that you meet all your deadlines, even if that means you have to work that little bit longer.
- ★ Don't forget to say goodbye at the end of the day, let them know if you have enjoyed your day and perhaps your availability for the rest of the week, just in case they might need you again.
- ★ Try to remain friendly during the day, it could be the difference between them requesting you again or not.

Things to avoid

- ★ Shouting, raising your voice or losing your temper to pupils, staff and parents.
- ★ Swearing, negative speech or body language.
- ★ Focussing too much on negative things and negative behaviour around you.
- ★ Not listening to instructions carefully.
- ★ Avoid becoming complacent as this can create an inconsistency in how hard you work.
- ★ Arriving late or consistency calling in sick, especially with no warning.
- ★ Using the school facilities for personal use e.g. phone, internet, photocopying.
- ★ Parking in spaces that aren't allocated to yourself.
- ★ Getting ready to leave before your official finish time.
- ★ Ignoring health and safety procedures and regulations in school

Just remember, every time you go in to a school it could be a door to other opportunities. We can open the doors for you but its then up to you to showcase your skills and attributes to stand out from the crowd. This is the difference between getting a few days work and a permanent opportunity.

What can you expect from me?

1. Regular contact about relevant job opportunities and your availability	2. Always available to listen to you and give advice.
3. Regular feedback on assignments	4. Advice on interviews and trial days.
5. Voluntary experience in a school if you want to develop new skills	6. Follow up call on your first day of an assignment to see how you found it.
7. Support you through your assignments.	8. Proactively market your CV out to find hidden opportunities
9. Represent you when speaking to schools about job vacancies	10. Offer you ad-hoc work whilst we find that ideal role for you
11. Write you an Aspire CV.	12. Honest feedback and transparent service


Getting Paid

- 1.** You can download a time sheet from our homepage www.aspirepeople.co.uk
- 2.** Fill your section out and get an authorised school representative to sign it
- 3.** A different time sheet must be filled in for every different school
- 4.** You can fax the time sheet over from the school, post it or scan and email
- 5.** You must **take a copy** of your timesheet away with you.
- 6.** You must then **ring** your consultant to check if they have received your time sheet
- 7.** You must hand in all your time sheets by **Monday at 10.00 am**
- 8.** If we do not receive your timesheet by the deadline you will not be paid on time.

If we don't get a time sheet by the deadline time you will not get paid.

Below is an example of how to fill in the time sheet:

Candidate fills out this section

Candidate Name: Joe Bloggs 

W/C Date: 1/1/2011

Daily (teaching staff)

	AM	PM	Total Days
Monday	✓	✓	1
Tuesday		✓	0.5
Wednesday			
Thursday			
Friday			
SIGNED:			TOTAL DAYS: 1.5

Hourly (non-teaching staff) hours will be rounded down to the nearest quarter

	Start Time	Length of Lunch	Finish Time	Total Hours
Monday	8.00	30 mins	4.00	7.5
Tuesday				
Wednesday				
Thursday				
Friday				
SIGNED:				TOTAL HOURS: 7.5

School fills out this section

School Name: Aspire School - Sutton Coldfield

Name: Mrs. Jones

Signature:

Position: Cover Co Ordinator

We confirm that the above mentioned temporary worker has attended for employment with us on the stated days/hours and to our satisfaction. We agree to be bound by Aspire People Limited's terms of business

Fax timesheet to 0844 504 0414

Email timesheets@aspirepeople.co.uk

For older fax machines use fax No. 0121 321 2469

Can I work for other Agencies?

You are able to work for multiple agencies but this can get confusing if you work with more than two agencies on a regular basis. It is vitally important that you keep any information about Aspire People confidential from other agencies especially what schools you are going to interviews for. On occasions when this information is disclosed it can affect our relationship with the schools and candidates. If you attend an interview with an agency after working for Aspire People, you can ask them to write to us and we will provide you with a reference.

When working with other agencies you have to record and inform Aspire People about ever assignment that you do. This is in accordance with the AWR legislation that entitles you to equal pay and working conditions. There is more information about this on www.aspirepeople.co.uk/candidates/awr-advice-for-temporary-workers

What's next?

Please ring your consultant regularly to check the status of your application. The compliance team will endeavour to get your file signed off as quickly as possible. In the mean time keep in touch, check out some of our resources on our website and social networking sites.



www.facebook.com/AspirePeopleLTD
[@AspirePeopleLtd](https://www.facebook.com/AspirePeopleLtd)



Have your say

Should you not be happy with any parts of our service please never hesitate in getting in touch with us. You can contact our Marketing Manager Cherie-Anne Baxter at any time for a confidential chat, either on 07790 551 387 or chez@aspirepeople.co.uk. On the flip side if you wish to shout about how happy you are with your consultant and the experience you have had with Aspire People we would welcome all feedback.

We take pride in listening to our customers and how you feel.

We hope you enjoy your time with Aspire People

Example answers to the safeguarding children questions.

What does ECM stand for?	Every Child Matters
What are the 5 ECM Outcomes?	Be Healthy, Stay Safe, Make a Positive Contribution, Enjoy & Achieve, Economic Well Being
Who has a position of trust?	Someone who carries out work , paid or unpaid on behalf of an agency and people who have access to children or privileged information about children as part of their work.
What are the 4 Types of abuse?	Physical, Emotional, Sexual, Neglect
Give examples of signs of emotional abuse?	Rocking, Self – harm, over reaction to mistakes
During a lesson you witness a child being bullied by another pupil what should you do?	Raise it with the child protection officer or head teacher
A pupil asks if you can keep a secret, they want to confide in you. What should you do?	Child abuse is a sensitive subject which requires a degree of discretion. Pupils might seek to confide in you because they trust you. You firstly need to make them aware that you cannot guarantee you will keep it confidential if you think they are at risk of harm. Advice on sharing such sensitive information should always be sought from the senior staff in the school.
What should you do if you suspect a colleague is abusing a child?	You are required by statutory guidance to discuss it with your SMO or LADO, or where you believe a child is at imminent risk make a referral to Children's Social Care.
A pupil is due to hand in some coursework but they miss the deadline and ask for your personal email address so they can get it to you for the weekend? What do you do?	Do not give them it, you should not seek to establish social contact with pupils, adult/pupil relationships must remain professional. If you do establish or encourage any contact it will raise serious questions about your motivations.
While your back is turned you notice that your mobile phone, which you left on the desk has been switched on. That evening you receive an anonymous text message which reads, "Hi gorgeous x". You do not recognise the number of the sender. What do you do?	Report the circumstances to the head teacher or child protection officer.
A pupil becomes disruptive, you ask them to improve their behaviour but they leave for the door. You ask them to return to their seat but they refuse. What do you do?	Don't stand in their way or prevent them from escaping. Let the pupil go and report the situation to a senior member of staff immediately.
A fight arises between two pupils. One of them falls to the ground and the other pupil continues to kick them. The pupil on the ground is crying for him to stop. What should you do?	If it is critical, ask the pupil to stop, repeat the instruction and if they fail to do so place yourself between the two pupils. If you do not have the ability to do this ask surrounding pupils to get help whilst you continue to stop the fight verbally. Do not restrain them, do not push them against the wall and do not hit them. If a pupil is inflicting injury to others or themselves and you feel you need to restrain them you must only use the minimum force necessary.