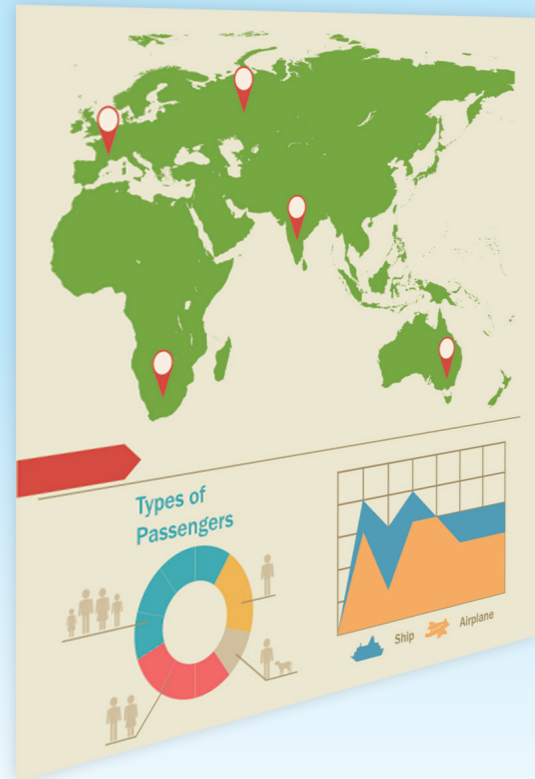
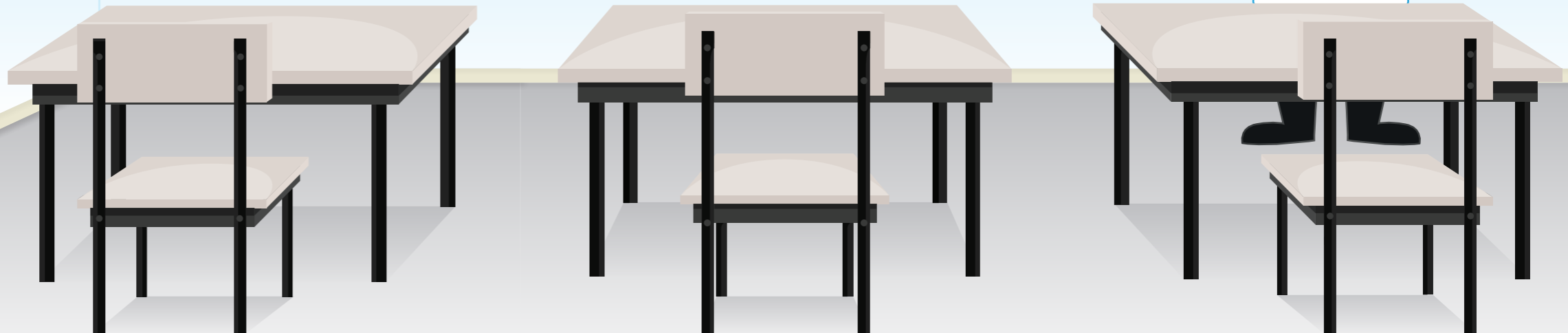
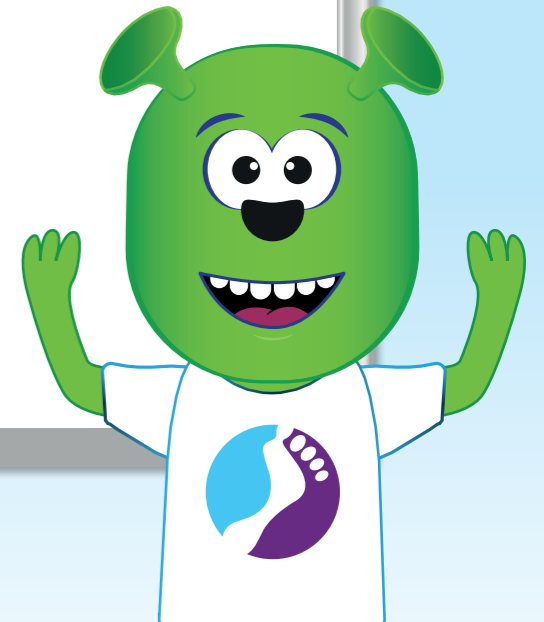


SCHOOL USER GUIDE



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ABOUT US

We're Step Teachers, the home of honest, ethical and dedicated education recruitment. Founded in 2000, we've placed over 8500 amazing teachers and support staff into our partner schools. With a network of branches in Greater London, the Home Countries, East Anglia and South West England we're able to provide nurseries, schools and academies with all the local talent they need for their ad hoc supply and permanent roles.



OUR VISION

At Step Teachers, we pride ourselves in providing an unparalleled level of service to both schools and education staff alike. This is the foundation of our three dimensional mission statement:

We pledge to be Safer Recruitment Trailblazers.

Our mission is to be the champions of safer recruitment and compliance best practice. In 2017 we became the first agency to achieve 100% in the REC's Educational Audit Online Diagnostic. The safety of the children in our care has always been paramount so this was a proud moment for everyone at Step Teachers.

We promise to be dedicated to teachers and support staff.

As ex-teachers, we are passionate about developing winning careers that help raise the standard of education in our schools. We work hard to maintain meaningful and long-standing partnerships. This means we will always act ethically, honestly and professionally. We will not be driven by targets and figures but by our desire to find the right job for you.



We will strive to be the Greenest recruiter.

We will work and take decisions that limit our negative impact on the earth and its resources. Where practical we will change our suppliers to ensure we source environmentally friendly products.

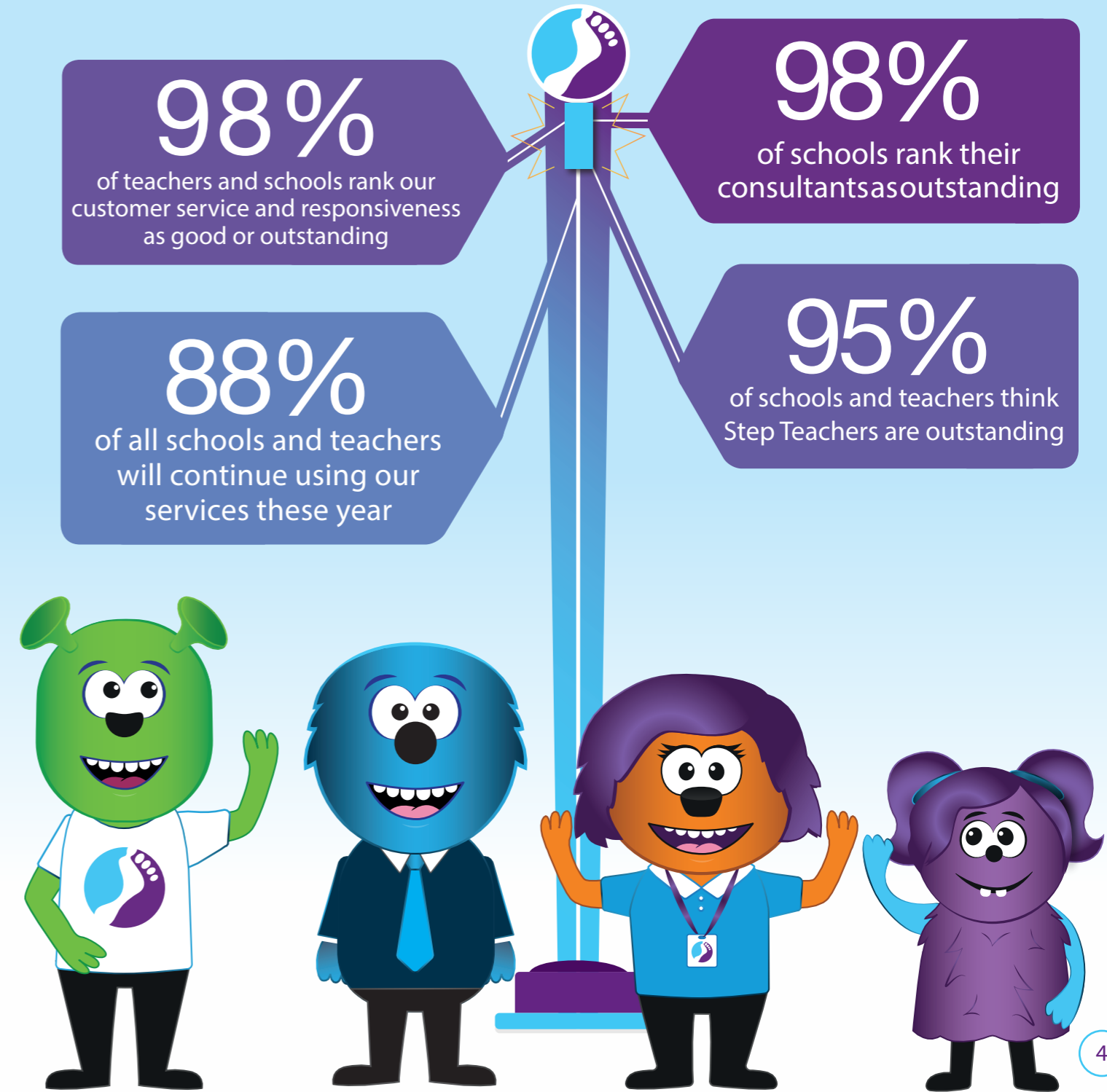
WHAT STEP TEACHERS OFFERS YOU

Step Teachers is proud to help thousands of schools, colleges and nurseries each year to source the best local talent for their students. Our dedicated team can offer your school, whether local authority controlled, academy or independent, a solution based on quality candidates and stringent safeguarding.

- Emergency sickness and ad hoc cover teachers and support staff
- Short-term supply options for interim solutions
- Candidates for long-term and permanent hire
- Specialist and honest advice
- Transparent pricing and refunds on placements
- A safety-first approach to safeguarding and vetting.

Thanks to our established brand and strong regional presence, Step Teachers continues to attract the best local talent to fill a wide range of vacancies including:

- QTS Teachers & ECTs
- FE Teachers
- Instructors
- Cover Supervisors
- Nursery Nurses and Nursery Assistants
- HLTA and Learning Support Assistants
- Specialist SEN Teachers and Assistants
- Secretaries/Caretakers



OUR SERVICE



The quickest response to your supply needs – guaranteed!

We promise to respond to all your emergency / ad hoc supply cover bookings within 15 minutes. Our consultants are in the office and ready to respond from 7am. They know who is on your continuity list and how long it takes them to get to you.



What happens if you call out of hours?

It's not uncommon to get a call at home informing you of a staff absence. Step Teachers was founded by teachers, hence we know the importance of an instant response; whatever the day or time. For this reason we are on-call and prepared, 24 hours a day, 365 days a year; to provide you with the right supply cover.

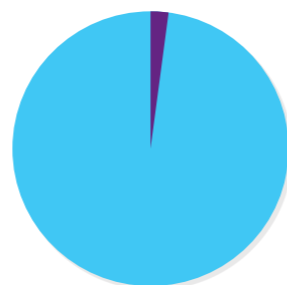
Consultants can log onto our database 'Vima' remotely, bring up your school's details and search for appropriate candidates. Once the candidate has been confirmed and provided with the address, start and finish times and contact name of the person at the school, we then call or text you back to confirm the assignment. Letting you get on with the rest of your evening or weekend.

Assignment Confirmations & Vetting Checklist

Step Teachers are fully aware of the record keeping requirements placed upon Schools by Ofsted. Since 2007, and long before our competitors, Step Teachers pioneered systems to provide schools with timely and comprehensive Assignment Confirmations and Vetting Checklists.

Both these documents are automatically emailed to you the moment a candidate has been confirmed to work at your school.

The documents aid the school in determining the identity of the candidate, their suitability with information on their qualifications and vetting checks undertaken. There is also clear financial information which displays the price and any potential placement fees. Essentially, these documents provide schools with written proof that Step Teachers, and therefore the school, have met all their legal obligations and are aware of their financial and legal responsibilities.



97%
OF OUR SCHOOL'S
RATE OUR VETTING
CHECKLIST AS
OUTSTANDING

Getting our candidates to you on time

Having listened to our schools, we know that getting our candidates to you on time is paramount. In fact, we'd go further; candidates arriving late to school is your number one cause of stress in the morning. So, as well as responding to your bookings within 15 minutes, we also pass on the booking details to the candidates immediately. As soon as a candidate accepts a day's work, they receive a text with the school address and an emailed Assignment Confirmation. This automated system ensures they have written confirmation of what they are required to teach, where, when and how much they will be remunerated.



Quality Assessment

Your feedback is important to us especially when it comes to the performance of our candidates. We have two mechanisms in place for monitoring their performance; CATs - Continual Assessments of Teacher and QAs - Quality Assessment References.

CATs act as informal verbal feedback with any required feedback then relayed back to the candidate. CATs work to eliminate any routine or rudimentary misunderstanding; be they poor timekeeping, dress code requirements or failing to adhere to individual school routines and processes.

QAs are formal written requests for feedback; they are requested from schools where a candidate has worked for half a term or more. They are added to a candidate's work history; which is of particular relevance to long term supply teachers who often struggle to provide references. Without our QAs there would be a significant gap in any detailed analysis of their career history.



OUR SAFEGUARDING COMMITMENT TO YOU!

Our pledge to be Safer Recruitment Trailblazers means we prioritise safeguarding above everything. Our vetting procedures are designed to surpass the requirements placed on us by the Department of Education's 'Keeping Children Safe in Education' guidance document and all other statutory obligations.




Audited
Education

We are REC Education members, we abide by the REC Code of Professional Practice and were awarded REC Audited Education Status in 2021, 2019, 2017, 2015 and 2013. Prior to this we were holders of the DfE Quality Mark for several years before it was abolished.

The REC Education Audited award verifies that our procedures are in accordance with The Conduct of Employment Agencies and Employment Businesses Regulations 2003, the REC Code of Professional Practice and safeguarding practices in relation to children.

Assignment Confirmation: Mr John Sample

FAO: School Contact
Establishment: Step Teachers High


Phone 0800 026 3334
Fax 020 8446 0415
schools@stepteachers.co.uk
28 June 2019


Set out below are the details of the teaching assignment that you have given to us and the details of the teacher who will be attending. Please check these details and inform us if there are any discrepancies. The Candidate has confirmed that they are willing to work in this position.

Assignment

Year Group: Secondary
Subject: English
Report To: Mr Deputy Head

	Monday	Tuesday	Wednesday	Thursday
2019				
September	02 Full Day	03 Full Day	04 Full Day	05 Full Day
	09 Full Day	10 Full Day	11 Full Day	12 Full Day
	16 Full Day	17 Full Day	18 Full Day	19 Full Day
	23 Full Day	24 Full Day	25 Full Day	26 Full Day
	30 Full Day			
October		01 Full Day	02 Full Day	03 Full Day
	07 Full Day	08 Full Day	09 Full Day	10 Full Day





Candidate Vetting Checklist: Mr John Sample

FAO:	School Contact		
Establishment:	Step Teachers High		
Our Document Ref:	61790 / S627324	Phone	0800 026 3334
Candidate No:	100029	Fax	020 8446 0415
Name:	Mr John Sample	Date	28 June 2019
Date of Birth:	12 May 1975		

Identity		Date Checked
Original ID Seen:	UK Passport	13 January 2018
Proofs of Address:	Seen and verified	13 January 2018

Professional		
Classification:	QTS	28 May 2018
Qualification:	B.Ed	
Year Qualified:	2004	Original qualification documents seen
Trained For:	Key Stages 2 and 3 (7-14)	
Teaches:	All (3-18)	
Teacher Reference No:	97/12345	
Induction Status:		
Years' Experience:	2	

Safeguarding concerns should be reported to the Designated Safeguarding Lead

Telephone: 020 8343 5469

Email: safeguarding@stepteachers.co.uk.

TIMESHEETS

It is our legal responsibility to ensure our candidates are paid accurately and timely. To ensure this is a straightforward process, we ask that you simply notify Step Teachers immediately if the days/hours worked by our Agency Worker vary from those identified in the Assignment Confirmation we send you.

To assist you in this process, Step Teachers will email you at the end of each week with a list of all the days/hours worked by our Agency Worker during that week. If there is no discrepancy, then no further action will be required by you and Step Teachers shall proceed with invoicing for the work identified. You may choose to keep this email for your own records.

If there is a discrepancy between your records and the information displayed by Step Teachers in the timesheet confirmation email, then you must respond as a matter of urgency and no later than Monday 12pm.

Failure to inform Step Teachers of any differences will result in the school being invoiced for work as displayed on the confirmation email and the Agency Worker will be remunerated accordingly.



FOR CCS / DfE SPONSORED SUPPLY TEACHERS FRAMEWORK

Step Teachers has been awarded preferred supplier status on the CCS/DfE sponsored supply teachers and temporary staff framework agreement.

The benefits of using agencies on the framework:

- Complete transparency of costs
- Robust background screening and safeguarding to DfE keeping children safe in education standards for all agency staff
- Preferred suppliers are audited and accredited to show they follow best practice standards in education recruitment.

As an established family business, we are known for our fair and transparent pricing and are committed to safer recruitment practices. We have held the REC's Education Audited Gold Standard since 2007. Our 2017 Audit saw us achieve an unprecedented 100% in our online diagnostic test; a first for any REC member.



DON'T TAKE OUR WORD FOR IT...

Having worked with a number of agencies in the past, I know that Step Teachers will not present people as something that they are not, and that if we hire supply from them, the person will be able to fulfil their task effectively.

Hadley Wood Primary School

Working with Step Teachers is a pure delight, the team always goes above and beyond the line of duty. Their customer service is exemplary and I will continuously recommend them to other schools.

The Plymouth School of

Professional and friendly agency, providing quality supply teachers for our school ... takes great care in matching supply with our school.

Cuckoo Hall Academy

The vetting procedures of Step Teachers are very stringent and provide all the details we require under our Child Protection and Safeguarding Policy. The quality of the teachers sent is always excellent and the agency is always sympathetic to the school needs.

Lakenham Primary School



We use Step Teachers for the majority of our daily cover requirements and have always found them to be very professional and efficient, we find them competitive with their pricing.

Shenley Primary School

Step Teachers in contrast to some other agencies, they do respect the fact that all costs are from the public purse and that securing quality and value for money are high priorities for schools.

Christ College Finchley

Step Teachers is very much a listening agency, not intrusive but caring and supportive to supply staff and schools on a personal level. Sufficient time is given for preferences needs to be known and matched to the best of their ability.

St Edmunds Catholic Primary School

COMPLAINTS POLICY

If there is ever a time where you are not completely satisfied with the level of service you have received; it is very important to us that you let us know.

Only with your honest feedback can we reflect, respond and rectify.

Please contact our Head of Compliance:

Telephone: 020 8886 6246

Email: complaints@stepteachers.co.uk

Post:

**2 Mountview Court,
310 Friern Barnet Lane,
London,
N20 0LD.**

For our full complaints policy please visit our website:

www.stepteachers.co.uk/complaintspolicy

CONTACT US

 0800 026 3334

 contactus@stepteachers.co.uk

 www.stepteachers.co.uk



Crown
Commercial
Service
Supplier



Audited
Education

