

#### AGENCY PLEDGE

Our pledge is a commitment of service to all our candidates, formed on the basis of what is important to them, it's an evolving promise which adapts to the changing needs of our candidates.

#### SUPPORT

We will offer you a friendly, supportive, professional service and do our best to offer you appropriate assignments according to your needs.

#### ADVICE

We will consider your long-term as well as your short-term needs and offer you advice on your career as we get to know you and are a regular user of our service.

#### INCLUSIVE

We will select you based on your knowledge, skills, attitude and experience; we do not disadvantage anyone on the grounds of gender, disability, ethnic origin, religion, marital status, sexual orientation, age or nationality. We will not tolerate any form of discrimination, victimisation or harassment.

#### COMMUNICATION

We will only contact you at appropriate times according to your preferences. We consider our availability for you to contact us with any issues, needs, or for support, a key strength of our service to you. We will keep you updated about opportunities and give you constructive feedback where appropriate.

#### PREPARATION

We will give you as much notice as possible for potential assignments so that you have time to prepare. If you have signed up for emergency cover, we will contact you as early as possible from 6.30am onwards for an assignment that day.

#### BRIEF

We will let you know what year group you will be working with in advance when taking a primary teaching assignment.

#### PAYMENT

We will ensure you will get paid via your bank account on a weekly basis every Friday (a week in arrears), providing you have submitted your timesheet accordingly.