

## **STAFF HANDBOOK**

### **Introduction**

This handbook has been designed to assist you with any queries you may have regarding the recruitment processes of Ace24 Consultancy Ltd.

### **Timesheets and Payments**

You will be paid weekly in arrears for any hours worked for Ace 24. Your time sheet must be with us by Monday 1pm for payment to be made to you on a Friday. All time sheets must be completed clearly, accurately and honestly and signed by an authorised signatory for the client. You can post your timesheet to Ace24 Consultancy. Colchester Business Centre, George Williams Way, Colchester, C01 2JS

### **Uniforms**

Your Uniform will be supplied at a cost of £25.00 if it's a tunic for both male and female. And a golf shirt will be available at a cost of £10.00

### **Identification**

Before the start of your shift we will issue with n Ace24 identification badge. You must wear this at all times during your assignments with us. From time to time you may be asked by a client to provide additional identification i.e NMC registration Card, Passport.

### **Training**

It is your responsibility to ensure that your Mandatory Training is kept up to date, on an annual basis. This includes:

Complaints Handling

Manual handling

Conflict resolution

Fire safety

Health and safety at work

Information Governance infection control

Lone working

Food hygiene

Your basic, intermediate or advanced life support shall be renewed in accordance with Resuscitation Council UK and Authority guidelines.

Other training relating to specific areas of expertise may also be required i.e Midwifery or Mental Health.

### **Occupational Health**

We require proof of immunisation to the following:

Hepatitis B

Varicella

Tuberculosis

Rubella

Measles

If you will be working in Exposure Prone Procedure area, then you will also need proof of negative responses to:

Hepatitis B Surface Antigen

Hepatitis C

HIV

#### **Disclosure and Barring Services**

Before you can start working for Ace 24 Consultancy, we must have on record an Enhanced Disclosure from DBS. This will be applied for via our office at Colchester Business Centre. This must be renewed on an annual basis. If you are subject to any kind of investigation or prosecution after your DBS has been issued you must inform us of these investigations/prosecutions.

#### **Fitness to Practice**

You are required to declare yourself fit to practise before undertaking each assignment. You should not declare yourself FIT to Practice if you are suffering from any of the following conditions: vomiting, rash or diarrhoea.

You must make us aware if you are pregnant. Please contact us immediately if you believe your assignment involves unnecessary risks to either yourself or your unborn child.

You may be asked by the client to undergo a medical examination prior to commencement of your assignments. Refusal may result in your being withdrawn from the assignment.

#### **Reference and Quality Assurance**

We are required to take up a minimum of two professional references prior to your first assignment. You will need to provide us with additional referees on an annual basis. After each assignment we will issue the client with a quality Assurance form to gain feedback on your performance during the shift. We also welcome feedback from you on the client.

#### **Computer Access**

The client may at its discretion authorise you to gain access to certain computer systems and certain programs and data within those systems. You must not attempt to gain access to data or programs for which authorisation has not been given.

You at all times, while on assignment and when using client computer systems:

1. Observe the client's computer security instructions in respect of the proper use and protection of a password used in connection with such computer systems of any computer, floppy disk, CD ROM disk, removable
2. Hard drive or any other device for the storage and transfer of data or programs
3. Not load any program into any computer via disk, typing, electronic data transfer or by any other means.
4. Not access any computer or bulletin board or information service or representative or the client.
5. Not download files or connect any piece or computer equipment to any network or other item of computer equipment to any network or other item of computer except with the prior consent of the client

### **Record keeping**

Patient record keeping is professional required of all staff. IT is essential to the provision of sage effective care. Record keeping applies to all types of records including hand written clinical notes, incident reports and statements, monitoring equipment printouts, letters to and from other health professionals and laboratory reports.

You must ensure that all records are correctly recorded, regularly up-dated and easily accessible if and when needed. All hand written notes must be eligible. All patient attendances, non-attendance, refusal of treatment and advice must be noted and duly dated and signed. All records must be kept confidential in line with the Data Protection Act.

### **Agency Worker Regulations**

Due to the introduction of the AWR, all agency workers are entitled to 'Day 1 Rights' i.e the same basic working and employment conditions as permanent members of staff. These rights may include access to/;

- Canteen facilities
- Car Parkig
- Creche
- Toilet/shower facilities
- Staff Common room
- Food and drink machines
- Prayer room
- Information regarding job Vacancies

The above can vary from client to client. You can confirm for each client at time of booking. Also after completing a 12 weeks qualifying period all PAYE staff (not self-employed) are entitled to the same basic terms and conditions of employment. These are:

- Pay
- Night work
- Working time
- Rest Periods
- Rest breaks
- Annual Leave
- Time off for ante natal appointments

ACE 24 Consultancy Ltd

Business Address

9 Colchester Business Centre

George Williams Way

Colchester

Essex



C01 2JS

Contact details

01206580362

On Call:07432521803

e-mail:Info@ace24consultancy.co.uk

**Aim of the Policy**

To enable Employees and Clients to contact us

**Hours of operation:**

We are open 24 hours a day, 7 days a week and 365 days a year

Bookings are taken through our bookings consultants at: Bookings@ace24consultancy.co.uk

Between:

**Ace24 Consultancy Ltd** (hereinafter referred to as the “company” or the “employment business”)

and

..... (hereinafter referred to as the “agency worker” or “you”).

**Nature of Engagement**

The company will act as an employment business in respect of this agreement and will endeavour to find (insert type of work e.g. secretarial) assignments for you.

The Employment Agencies Act 1973 prohibits the employment business from charging you a fee in respect of this work finding service.

The employment business does not provide any other goods or services in respect of which you may be charged a fee.

Work assignments will be offered to you on an "ad hoc" basis as and when the employment business matches you with suitable clients. You are free to accept or decline such assignments. You are not guaranteed continuous work and we are under no obligation to offer you further assignments. No contract shall exist between the employment business and yourself in periods between agreed work assignments.

Although you are free to engage in other work, if you already have or are considering any additional work, you should notify the employment business so that any implications arising from the current working time legislation can be discussed.

For the avoidance of doubt, you are engaged as temporary Agency Worker. This contract for services and any attachments or particular assignment schedules do not therefore constitute a contract of employment between you and the employment business.

Assignments may be offered to you on an hourly, daily, weekly, or other basis. Attendance at work assignments will be in accordance with the assignment schedule for that particular assignment. When you have agreed to attend a work assignment and are unable to do so, you are required to notify Ace24 on call manager immediately.

#### **Notification requirements to end an assignment**

You are required to give 14 days notification to the employment business should you wish to cease providing your services during an agreed assignment (unless the assignment is for a shorter period, in which case you must work to the end of the agreed assignment period). You will be given 14 days notification by the employment business (or the client to whom you are assigned) should your services no longer be required during an agreed assignment (except where the assignment is for a shorter period, or the employment business deems you to be unsuitable for the position or in breach of the required standards, in which case your engagement may be terminated immediately).

#### **Payment**

The employment business reasonably expects to achieve a reasonable hourly rate of pay. However, your actual payment in respect of any particular assignment may differ from client to client you will be notified of the applicable rate when you are offered any particular assignment. You are advised to ask as to what your rate will be.

You will become entitled to equal treatment under the Agency Workers Regulations 2010 with regard to pay after you have accrued 12 weeks in a particular role with a client organisation. Where this is the case, you will be advised separately of the relevant rate at the appropriate time. If you are self-employed then the AWR entitlement will not be applicable to you.

Please note that equal treatment does not relate to all aspects of pay.

You will be paid in respect of work done regardless of whether or not the employment business receives payment from the client to whom you are assigned.

Payment will be made weekly/monthly (delete as appropriate) in arrears by bank credit transfer following submission of a properly completed time sheet. Statutory deductions such as income tax and NI contributions will be made from the payments.

Non-submission or incorrectly completed documentation may result in delayed payment. Any queries regarding payment should be raised with Nicole Tshuma.

#### **Absence**

Any absence, for whatever reason, whilst on an agreed assignment must be reported at the earliest opportunity on the day in question to enable alternative arrangements to be made. Notification should be made personally to Nicole Tshuma.

We do not operate a contractual sickness/injury payment scheme for agency workers.

#### **Statutory Annual Leave**

You are entitled to paid annual leave in accordance with the relevant statutory provisions. For part years of service, entitlement will be calculated on a pro rata basis. **This is only applicable to employees who are classified as PAYE**

(OR)

You are entitled to 5.6 weeks paid annual leave. For part years of service, entitlement will be calculated on a pro rata basis. **This is only applicable to employees who are classified as PAYE**

You will become entitled to equal treatment in relation to annual leave entitlement under the Agency Workers Regulations 2010 after you have accrued 12 weeks in a particular role with a client organisation. Where this is the case, you will be advised separately of the relevant entitlement at the appropriate time.

Annual leave entitlement in excess of the statutory minimum will be paid in addition to your hourly\*/daily\* rate. This will be shown clearly on your pay statement.

You should give at least 2 weeks written notice of your intention to take holidays and 1 week written notice is required for odd single days. Such notice should be given to Nicole Tshuma.

The employment business will allocate agreed leave dates to take account of business needs and the arrangements made by other agency workers and our clients own employees to ensure operational efficiency. The employment business reserves the right to refuse leave requests if they conflict with the needs of the business and may, with due notice, require that you take your annual leave on specified dates.

Annual leave must be taken in the leave year in which it is accrued. You will not be allowed to “carry over” any annual leave into a subsequent leave year.

You will not be entitled to any payment for bank holidays or public holidays unless you are actually required to work them or they are taken as part of your statutory annual leave.

Payment in respect of statutory annual leave will be in accordance with the Working Time Regulations. In the event of the termination of your contract any annual leave accrued but not taken will be paid in lieu. However, in the event of your having taken more paid leave than you have accrued pro-rata, then the appropriate payments will be deducted from your final payment. This is an express written term of your contract for services.

#### **Information about previous assignments**

You shall inform us at the earliest possible opportunity prior to an assignment, or during each assignment, of any instances where you have worked, since 1st October 2011, in the same or similar role with the client or any member of the client’s group with whom we have placed you for assignment, via a third party. You shall provide us with details of such work and the periods during which it was carried out. You will comply with any reasonable requests we make for the provision of such information.

#### **Limited Companies**

Candidates are welcome to use a limited or umbrella company to facilitate their pay. By doing this we can also give an advice service on all aspects of umbrella and limited companies and the benefits they provide to our candidates.

As a locum using an umbrella or limited company you are entitled to certain tax benefits as well as a competitive rate for most locum roles

#### **Health & Safety at Work**

Under Health and Safety legislation each individual has a legal responsibility for their own welfare and for the health and safety of others. You must take all reasonable steps to safeguard your own safety and the safety of any other person who may be present and comply with the health and safety policies of any client to whom you are assigned.

#### **Standards**

You are under no obligation to accept an offer of an assignment, but if you do so, you agree, during every assignment and afterwards as appropriate, to observe the following conditions:

1. On attending a client's establishment, you will observe any specific instructions given regarding standards of dress. Where no specific instructions have been given, you should present a professional image and wear clothes appropriate to the responsibilities of your assignment.
2. You will familiarise yourself with and observe any rules and regulations of the client's establishment, particularly with regard to use of any computer equipment, client telephones and personal mobile phones.
3. You will not engage in behaviour or conduct detrimental to the interests of the client or the employment business. Examples of improper behaviour bullying and intimidation, including through the use of offensive words or aggressive behaviour, and discrimination because of age sex race disability, sexual orientation, religion or belief, transgender, pregnancy and maternity and marriage or civil partnership.
4. You will co-operate with the client's staff and accept the direction, instruction and supervision of any responsible person in the client's establishment.
5. You will not at any time divulge to any person, nor use for your own or any other person's benefit, any confidential information relating to the client's or the employment business' transactions, finances, customers, employees or business affairs.

#### **Equal Opportunities**

The employment business is committed to the principle of equality regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation. Policies will be applied that are fair, equitable and consistent with skills and abilities. You have a duty to support the employment business in implementing these policies to ensure equality of opportunity.

#### **Complaining about Discrimination or Harassment**

If you believe you are the victim of minor discrimination or harassment you should first make it clear to the discriminator/harasser that their behaviour is unwelcome and politely ask them to stop. If you feel unable to do this, or if this approach fails, or if the discrimination/harassment is more serious, you should discuss the matter with a senior employee of the employment business, who will endeavour to resolve the situation on your behalf.

If you agree to accept the above conditions, please sign and date both copies of this contract for services (retaining one for your own reference) and return one copy to Nicole Tshuma.

#### **Pension Scheme**

When required, we operate a contributory pension scheme to which you will be auto-enrolled into (subject to the conditions of the scheme). The scheme enables you to save for your retirement using your own money, together with tax relief and contributions from the company.

Yours sincerely

**Nicole Tshuma** For and on behalf of the employment business.

*I have read and understand the conditions relating to this work engagement and agree to my personal details being retained by the employment business for the purpose of matching me with suitable clients and contacting me with offers of ad hoc work assignments. I*



*understand that this engagement, and any future work assignments will not indicate an employment relationship between the employment business and myself.*

Signature: ..... Agency Worker    Date: .....

Print Name: .....